



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2015-16

Contact:

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<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:

<http://www.ppsni.gov.uk/Equality-5023.html>

Signature:

Ian Hearst	Senior Assistant Director, Resources and Change

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 2015 and March 2016

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 2015-16, 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.

Governance Framework

Corporate Planning

The PPS Corporate Plan is based around four strategic priorities which act as a framework to drive our planning outcomes and our approach to managing performance and risk.

Within the 2015-16 Business Plan a commitment was made to continue to meet our objectives under the Disability Discrimination Act (DDA) and under Section 75 of the Northern Ireland Act 1998. It also outlined the steps we will take to make it happen - i.e. to meet our DDA / Equality Scheme Action Plan objectives for 2015-16. Objectives in relation to DDA and Section 75 were also integrated into the Central Management Unit's business plan, which has overall responsibility for the co-ordination of equality matters.

Regular updates on progress against these objectives were provided to the Management Board (MB), Senior Management Group (SMG), People and Resources Committee (PRC) and Equality and Diversity Steering Group (EDSG).

Equality and Disability Action Plans for 2015-16

Equality and disability objectives and targets for 2015-16 were approved, published and forwarded to the Equality Commission in March 2015.

The PPS Equality and Disability Action Plans are normally aligned with the Service's business planning cycle; that is, they usually cover a three year period, mirroring the Service's Corporate Plan. However this position has now changed, in that the Service agreed to extend the life of its current Corporate Plan to the end of 2015-16. This was so that the next business planning cycle would align with the new Spending Review period. In light of this decision the Service produced one-year equality and disability action plans for 2015-16.

In preparing updated plans for 2015-16 the Service carried out a review of all actions for the year ahead to ensure that the plans continued to address key issues within the PPS.

A number of measures within the PPS Equality Action Plan address key inequalities. For example one of the measures was to monitor and assess complaints from service users including relevant Section 75 data. Further details are provided below.

The PPS's Equality and Disability Action Plans are available to view on the PPS Website and (internally) on the Service's Intranet.

Equality Screening / Consultation

The Service continued to screen policies for equality and good relations impacts. During 2015-16 equality screening exercises resulted in four policies being screened out.

During this period the PPS consulted on Draft Equality and Disability Action Plans for 2016-17, which issued on 24 February 2016. The aim of the consultation was to seek a wide range of views to inform the draft plans. A number of comments were received as part of this consultation exercise. Careful consideration was given to the comments raised. A summary of the comments raised together with the PPS's response is available on the PPS Website.

Equality and Diversity Steering Group (EDSG)

The Service's Equality Officer is a member of the PPS Equality and Diversity Steering Group (EDSG), chaired by the PPS Equality and Diversity Champion. The EDSG is a group consisting of staff representing a range of business areas within the PPS. The role of the EDSG is to provide assurances to the Director and Management Board that the PPS complies with all its statutory obligations in relation to equality and diversity and DDA. The EDSG met four times during the year.

Meetings of the Equality and Diversity Drivers have also been arranged. Their role is to promote and raise awareness of Equality and Diversity matters at Region/Section level within the PPS and to act as points of communication for the EDSG and the Equality Officer. The Equality Drivers met on two occasions during the year. Due to the relocation of staff as a result of PPS restructuring, the Equality Drivers Meetings have been suspended and will be reviewed by the EDSG in the Summer.

Improving Awareness

2015-16 Training Programme

Equality and Diversity remained a key training priority for the Service during 2015-16. PPS staff are NI Civil Servants, recruited through the Northern Ireland Civil Service (NICS) process. The Centre for Applied Learning (CAL) is contracted to provide a range of generic training courses to the whole of the NICS. PPS staff also attend other specialised training events, conferences and workshops that are arranged to provide staff with the required skills and knowledge for their current job.

The following training was provided during the year:

Course Name	No. of Staff Completing Training
Disability Awareness for Front-line Staff (e-learning)	390
Customer Care – Managing expectations (e-learning)	353
Diversity (e-learning)	3
Rainbow Project Awareness Sessions	122
Autism Awareness	6
Young People Autism & Justice Conference	14
Human Trafficking & Victim Awareness	48
Protecting Children from Sexual Exploitation in NI	1
Communication Following Sexual Trauma	9
Domestic & Sexual Violence: The Human Response	4

On the recommendation of the EDSG, HR Training Unit arranged for the Rainbow Project to deliver one-hour awareness sessions to each of the PPS buildings in June 2015. The sessions were attended by 122 members of front-line staff.

Opportunities were also taken throughout the year to raise awareness of the Service's Section 75 commitments, including updates from the EDSG and the Annual Progress Report, for example via team briefings, e-mail and intranet.

Information Events

The Service also continued to hold information events. For example, a representative from Leonard Cheshire Disability provided key staff within the organisation with an overview of Leonard Cheshire Disability's 'Be Safe Stay Safe' Initiative, Hate Crime Advocacy Service, Service development and aims and partnership working.

Monitoring

Statistics and Research

The PPS has maintained its research capacity, focusing primarily on the development of internal (staff) and external (stakeholder) surveys such as the Northern Ireland Omnibus Survey and the NICS Staff Attitude Survey.

Other data collected included information provided through membership of, and engagement with, a large number of interagency groups and through other meetings with external voluntary and community organisations; and the monitoring arrangements established to record the numbers and types of outreach events which PPS has delivered or supported.

In July 2015, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2013-14 and 2014-15 financial years. The coverage of

these statistics was extended to include details of enhanced sentences imposed in cases aggravated by hostility on the basis of sexual orientation, race, disability and religion.

Complaints

The PPS is committed to ensuring that the complaint handling arrangements are effective. Therefore on completion of each complaint case, a short follow-up questionnaire is sent to complainants asking them to provide feedback on the way their complaint was handled.

Monitoring is undertaken in a confidential way. All information provided is held securely and questionnaires can be submitted anonymously.

In addition, complainants are asked to provide some information about themselves (for example, age and gender). Monitoring of complaints is essential in this regard and can assist the PPS to deliver a better service.

The PPS did not receive any Section 75 complaints during 2015-16.

Access to information and Services

Victim and Witness Task Force

The PPS is a member of the inter-agency Victim and Witness Taskforce (VWTF) and has contributed to the five year 'Making a Difference' Strategy, which aims to provide better quality services which respond to the needs of victims and witnesses, and secure a more positive experience for all those who have contact with the criminal justice system.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans / measures** in 2015-16 (*or append the plan with progress/examples identified*).

Two key inequalities were identified within the PPS's Equality Action Plan, namely

- Communication with victims and witnesses, stakeholders and the general public - the information channels used do not always meet their needs; and
- Current arrangements for liaison between PPS staff and victims and witnesses are not always fully effective in dealing with their concerns or in gaining their confidence in the process.

All Section 75 groups were affected.

Examples of the measures taken forward to address these inequalities are set out below:

Registered Intermediaries Scheme

The PPS has continued to support the Registered Intermediaries (RI) Pilot Scheme. RIs are provided to assist witnesses and defendants who have communication difficulties and may otherwise be unable to give their best evidence.

A further phase of the pilot commenced from April 2015, for a period of 12 months. This phase concluded on 31 March 2016 and is currently being evaluated by the Department of Justice to inform decision making in relation to the future rollout of the scheme.

In December 2015, PPS representatives attended joint training with the RIs on the communication process and the impact of trauma. In February 2016, two RIs, with a professional background in speech and language, delivered training to PPS prosecutors within the Serious Crime Unit.

Community Outreach

Over the course of 2015-16 a series of inter-agency and outreach events and activities were conducted across the PPS. These included:

- Meetings with victims and witnesses and representative groups.
- Participation in multi-agency events and working groups.
- Presentations to voluntary organisations on the role of the PPS.
- Meetings with local elected representatives including MPs and MLAs, and facilitating visits by MLAs to PPS events.
- Media interviews.
- Participation in Business in the Community initiatives.
- Representation at the Belfast Pride and Mela Festivals.
- Participation in seminars and conferences locally, nationally and internationally which have included presentations by members of PPS staff.
- Provision of work experience to school and university students.

Victim and Witness Care Unit

In the summer of 2015 PPS conducted a stakeholder consultation exercise, which was taken forward as part of a wider review of the Victim and Witness Care Unit (VWCU). A total of 55 stakeholders (individuals and groups) were consulted by the PPS Business Improvement Team (BIT) during this exercise. Those consulted included the staff and management of the VWCU, PPS staff, representatives from the Department of Justice and various criminal justice agencies.

The exercise also covered a range of voluntary groups with an interest in matters relating to victims and witnesses, for example NSPCC, Nexus, Women's Aid, NICEM, Rainbow Project and Disability Action.

Publication of Annual Hate Crime / 'Aggravated by Hostility' Statistics

In July 2015, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2013-14 and 2014-15 financial years. The coverage of these statistics was extended to include details of enhanced sentences imposed in cases aggravated by hostility on the basis of sexual orientation, race, religion or disability. This increased transparency should lead to improved public understanding of, and confidence in, the prosecution process.

PPS Prosecution Quality Standards

In May 2015 the Service published its Prosecution Quality Standards, following a period of public consultation. The new standards cover the main areas of the PPS's work, including the provision of advice to investigators, the taking of prosecution decisions, the preparation of cases, the presentation of cases at court and the services provided to victims and witnesses. The standards are supported by a series of service delivery measures which are informed by the dip sampling of cases, carried out by senior prosecutors.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2015-16 reporting period? (*tick one box only*)

Yes No (go to Q.4) Not applicable (go to Q.4)

Please provide any details and examples:

PPS Joint Consultation: Draft Equality Action Plan / Draft Disability Action Plan 2016-17

The PPS's Consultation on the Draft Equality Action Plan / Draft Disability Action Plan issued on 24 February 2016 and closed on 20 May 2016. The aim of the consultation was to seek a wide range of views to inform each of the action plans.

Draft Equality Action Plan 2016-17

This action plan was produced in accordance with the commitments set out in the PPS's Equality Scheme. It was based on an assessment by the Service of those areas where outcomes could be improved in terms of our Section 75 responsibilities.

Draft Disability Action Plan 2016-17

Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995), (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006) the PPS is required when carrying out its functions to have due regard to the need to:

- promote positive attitudes towards disabled people; and
- to encourage participation by disabled people in public life ("the disability duties").

Matters relating to the prosecution of offences are excluded by virtue of Section 49A(2)(a) of the DDA 1995.

This action plan set out how we will work to achieve these goals. The plan made a clear statement of our commitment to effectively fulfilling these disability duties.

Careful consideration was given to the comments raised and actioned as appropriate. Copies of the revised plans were forwarded to the Equality Commission.

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:

PPS Draft Equality Action Plan 2016-17

The inclusion of delivery of training to all staff, on the statutory aims of the youth justice system (in particular to ensure that the best interests principle as it applies to children is considered in each case), will increase staff awareness of these obligations.

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):*

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- 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)*:
- Other *(please specify and give details)*:
- Change made in response to consultation feedback from an external stakeholder.

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 2015-16 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:

The Head of Central Management Unit and the Equality and Governance Officer's job descriptions specifically reflect the Public Prosecution Service's commitment to equality in ensuring its compliance with relevant legislation, in particular its obligations under Section 75 of the Northern Ireland Act 1998.

Section 75 statutory duties are also integrated into staff job descriptions within Policy Section.

The Heads of Corporate Services branches are also responsible for ensuring that Section 75 obligations are fully complied with in developing, reviewing and implementing policy decisions within their remit.

PART A

5 Were the Section 75 statutory duties integrated within performance plans during the 2015-16 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:

The Head of Central Management Unit and the Equality and Governance Officer's performance plans outline objectives to ensure the delivery of Section 75 targets and actions.

Section 75 statutory duties were also integrated into staff performance plans within Policy Section during the reporting period.

The Heads of Corporate Services branches are also responsible for ensuring that Section 75 obligations are fully complied with in developing, reviewing and implementing policy decisions within their remit.

6. In the 2015-16 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 2015-16 report
- Not applicable

Please provide any details and examples:

Within the 2015-16 Business Plan a commitment was made to continue to meet our objectives under the Disability Discrimination Act (DDA) and under Section 75 of the

Northern Ireland Act 1998. It also outlined the steps we will take to make it happen i.e. to meet DDA / Equality Scheme Action Plan objectives for 2015-16.

Objectives in relation to DDA and Section 75 were also integrated into the Central Management Unit business plan.

Equality action plans/measures

7 Within the 2015-16 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

Please provide any details and examples (*in addition to question 2*):

In addition to Question 2 the following actions are ongoing / to commence:

Victim and Witness Policy

The PPS has taken forward a review of its Victim and Witness Policy. The revised policy, which takes on board the requirements of the Victim Charter, has been published for public consultation.

PPS Witness Expenses Policy

A planned review of court witness expenses has been completed and will be released for public consultation in Autumn 2016.

Review of Information Leaflets

Work in relation to a planned review of current information leaflets was not taken forward. This was mainly due to the availability of resources.

Training on Child Development and Communicating with Children and Young People

In March 2014, the NSPCC delivered a pilot training session on the skills required to communicate with children within the justice system. The session was delivered to 17 PPS staff who are Youth Specialists and Sexual Offences Specialists within the organisation.

This training was to be rolled out to all operational staff during 2015-16 however was deferred to 2016-17. This was mainly due to the availability of resources.

Mental Health Awareness Training

Work on the design and delivery of training for PPS staff to raise awareness of mental health conditions and the impact these have within the criminal justice process was not taken forward. This was mainly due to the availability of resources.

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During the year PPS participated in the development of a MindWise guide 'Mental Health Wellbeing and Personality Disorders – A guide for CJS Professionals – February 2016'. This guide was commissioned by the Department of Justice and developed by MindWise, to assist criminal justice professionals to support people who are vulnerable by virtue of mental or emotional ill-health to access fair justice and improve their mental health outcomes.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period (*points not identified in an appended plan*):

None

- 9 In reviewing progress on the equality action plan/action measures during the 2015-16 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

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 2015-16 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:

PPS Joint Consultation: Draft Equality Action Plan / Draft Disability Action Plan 2016-17

The PPS carried out a public consultation on the Draft Equality Action Plan / Draft Disability Action Plan between the 24 February 2016 and 20 May 2016. The aim of the consultation was to seek a wide range of views to inform each of the action plans.

All consultees, including the Equality Commission, representative groups of Section 75 categories, other public authorities, voluntary groups, trade unions etc. were notified by e-mail /post of the consultation, and provided with information on the plans. Consultees were also advised of the methods by which individuals could respond to the consultation,

PART A

contact points for requests for further information and the availability of alternative formats. During the course of the consultation PPS staff also had an opportunity to feed back their views on the draft plans.

All consultees were reminded via the PPS Section 75 Equality Screening Update Report of the deadline for the consultation.

Five written responses were received. Careful consideration was given to the comments raised and actioned as appropriate.

Feedback was provided to each respondent and the opportunity to request an alternative format or to make any other comment was provided. A summary of the responses, including a summary of consultees' comments and the PPS's response was published on the PPS Website.

12 In the 2015-16 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:

Not applicable.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

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Quarterly Section 75 update reports were issued to consultees to provide information on equality screening exercises and forthcoming, current and closed consultations within the PPS. This allowed consultees the opportunity to request consultation documents, to register an interest in forthcoming work and (in respect of screened out policies), whether they wanted to challenge the decision. In addition consultees could also request documents in alternative formats and comment on any aspect of the Service's equality work. These updates and full screening documents are published on the PPS Website.

The Service was represented at the Belfast Pride and Mela festivals and this was an ideal opportunity for the PPS to meet the public and to raise awareness of our work generally, including our Equality Scheme.

14 Was the consultation list reviewed during the 2015-16 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)

<http://www.ppsni.gov.uk/Equality-5023.html>

15 Please provide the **number** of policies screened during the year *(as recorded in screening reports)*:

4

16 Please provide the **number of assessments** that were consulted upon during 2015-16:

1	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Paragraph 3 refers.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2015-16 reporting period, has shown changes to differential/adverse impacts previously assessed:

None

- 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 PPS has maintained its research capacity, focusing primarily on the development of internal (staff) and external (stakeholder) surveys. The key surveys conducted during 2015-16 included the following:

- **Northern Ireland Omnibus Survey**

On an annual basis the PPS commissions questions for inclusion in the Northern Ireland Omnibus Survey, which is carried out by NISRA's Central Survey Unit. A total of seven questions were included in the 2015 survey to gauge public awareness of the PPS and its role.

The findings of the survey, which are available across a number of key variables including age, gender and religion, have been considered by senior managers and will help to inform the development of PPS policy.

- **Staff Attitude Survey**

The PPS participates in the NICS Staff Attitude Survey. It provides all members of staff with an opportunity to put forward their views about the PPS, its work and their role within the organisation and the wider Civil Service. The findings of the latest survey, conducted in October 2015, have been made available to all staff.

The Management Board has reviewed the findings, with a particular focus on specific issues highlighted by staff. The Board is keen to ensure that action is taken to address these matters and has tasked the Senior Assistant Director for Resources and Change with examining the results in detail and developing an action plan in response.

- **Complaints**

The PPS is committed to ensuring that the complaint handling arrangements are effective. Therefore on completion of each complaint case, a short follow-up questionnaire is sent to complainants asking them to provide feedback on the way their complaint was handled.

Monitoring is undertaken in a confidential way. All information provided is held securely and questionnaires can be submitted anonymously. In addition, complainants are asked to provide some information about themselves (for example, age and gender).

Monitoring of complaints is essential in this regard and can assist the PPS to deliver a better service.

- **Community Outreach**

Monitoring arrangements have been established to record the numbers and types of outreach events which PPS has delivered or supported. These results are analysed on a monthly basis to ensure consistency of approach, to identify particular sectors of the community with which PPS has not engaged and to ensure that the widest possible audience is reached.

Reports are published on the PPS website.

- **Informal Feedback**

PPS policy staff have developed a wide network of informal contacts through their membership of, and engagement with, a large number of interagency groups and through other meetings with external voluntary and community organisations. These contacts provide qualitative data to the team which is used to inform policy development on an ongoing basis and is shared with other criminal justice partners where appropriate.

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 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

- During 2015-16, 390 staff completed Disability Awareness for Front-Line Staff e-learning.
- During 2015-16, 3 staff completed 'Diversity Now' e-Learning training.

To ensure all staff are aware of and understand our equality obligations the following arrangements are in place / information events were provided during 2015-16:

- A Quick Guide of the Equality Scheme is available to all staff on the Equality and Diversity page of the PPS intranet
- A full version of the Scheme and Easy Read version is also available on the PPS intranet.
- A PPS Users Guide on Consultation is available on the PPS intranet.

PART A

- Section 75 Statutory Duties form part of new induction programme for new staff.
- Specific advice and guidance was provided to staff involved in, for example, conducting Section 75 equality screenings and consultations.
- The Equality Officer continued to circulate information and provide updates (for example on equality and diversity articles / events / issues / progress on the implementation of actions set out within the Equality Scheme / Action Plan and Disability Action Plan) to staff, the Service's EDSG, PRC, SMG and MB as appropriate. This was achieved via the PPS intranet and e-mail.
- The staff intranet site which has a dedicated equality section makes available our Annual Progress Report, Disability Action Plan, Equality Scheme/Action Plan, Section 75 Consultation List, minutes from the EDSG / Equality and Diversity Drivers meetings and current consultations.
- For staff in policy areas, who are involved in screening or equality impact assessments, the site provides other useful information on Section 75 implementation, together with links to other organisations' websites, (for example the Equality Commission, Participation Network). There is also a dedicated area on the staff website for diversity issues. Staff are encouraged to provide ideas for inclusion on the site.
- The Service also continued to hold information events. A representative from Leonard Cheshire Disability provided key staff within the organisation with an overview of Leonard Cheshire Disability's Be Safe Stay Safe Initiative, Hate Crime Advocacy Service, Service development and aims and partnership working.

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:

On the recommendation of the EDSG, HR Training Unit arranged for the Rainbow Project to deliver one-hour awareness sessions to each of the PPS offices in June 2015. The sessions covered the following topics:

- Introduction to sexual orientation including terminology;
- Law relating to sexual orientation in Northern Ireland including employment legislation, goods, facilities and services legislation, hate crime protections and broader human rights considerations;
- Good practice for workplaces including policies and procedures and the need to monitor sexual orientation; and
- Promotion of equality for LGB staff and service users within the workplace.

The sessions were attended by 122 members of front-line staff.

Public Access to Information and Services (Model Equality Scheme Chapter 6)

26 Please list **any examples** of where monitoring during 2015-16, across all functions, has resulted in action and improvement in relation **to access to information and services**:

N/A

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2015-16?

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:

PPS's scheme was approved in March 2012 and therefore will be reviewed in 2016-17.

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)*

N/A

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:

13

Fully achieved

2

Partially achieved

3

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:

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	The PPS does not have any responsibility for public appointments		
Regional ^{iv}			
Local ^v	PPS will encourage inclusion of disabled people or their representatives within interagency groups of which PPS is a member, such as the Hate Crime Delivery Group and the establishment of links to provide advice or assistance to PPS in relation to improving services or evaluating policy and practice.	Policy Team continues to actively participate in a range of meetings at which this group is represented. For example the Hate Crime Delivery Group.	Increased participation of disabled people in these groups will provide insight into the impact of hate crime, leading to greater understanding of their needs / improved service delivery that better meets these needs.

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	Arrange disability equality legislation and disability awareness sessions for all staff through existing communication mechanisms, training sources and e-learning.	Disability Awareness for front-line staff e-learning was rolled out and was completed by 390 members of staff.	Improved service delivery through increased staff awareness / provision of timely training.

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	Human Resources will issue a yearly request to staff to invite them to provide confidential disability declarations. We will conduct meetings with staff in relation to any reasonable adjustments in the workplace which may be required to enable a member of staff with a disability to be a fully effective employee.	'PEEPs' forms – all staff were circulated and where appropriate advised to complete the form. Meetings conducted as required.	Improved data held on the level and diversity of disability among staff. Increased awareness of staff needs / levels of staff confidence.

PART B

2	Implementation of new Prosecution Quality Standards, in particular in relation to the services the PPS provides to victims and witnesses.	The PPS Prosecution Quality Standards were published on 21 May 2015.	Increased knowledge of the services victims and witnesses and other service users can expect to receive from the PPS which should lead to more effective participation in the criminal justice process.
3.	We will monitor and assess complaints from service users in relation to access to information and services.	Monitoring of complaints carried out on a regular basis to ensure the complaint handling arrangements are effective.	Increased awareness of the needs of service users. Increased satisfaction and confidence among staff, stakeholders and the public.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	We will set out our commitments to disability equality in Corporate Business Plans, of which this action plan forms a part.	The Business Plan for 2015-16 which sets out PPS commitments to disability equality was published in April 2015.	Key PPS policy and planning documents will take account of, and reinforce our commitment to, implementation of the disability duties and other requirements under DDA legislation.
2	We will provide opportunities for disability equality speakers to address the Equality and Diversity Steering Group and other key personnel as appropriate.	The Service also continued to hold information events. A representative from Leonard Cheshire Disability provided key staff within the organisation with an overview of Leonard Cheshire Disability’s Be Safe	Increased knowledge and understanding of the attitudinal barriers facing staff and/or service users will help to promote positive attitudes across the wider PPS. Policy development in this area will be better

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		Stay Safe Initiative, Hate Crime Advocacy Service, Service development and aims and partnership working.	informed, supporting the participation of disabled people who need to engage with PPS.
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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	The Equality and Diversity Steering Group will monitor the delivery of the actions within the Disability Action Plan and report to the Management Board.	Regular updates are provided to the Management Board.	Commitment of senior management/policy makers will ensure a top down approach to mainstreaming the disability duties and encouraging positive attitudes across the organisation.
2	We will use staff roadshows, the staff brief and other staff forums to maintain awareness of disability equality legislation and the PPS Disability Action Plan.	Staff are regularly updated via for example, the intranet and e-mail.	Staff are aware of the continuing need to create and maintain a harmonious working environment and to ensure equality of service provision.
3	The Service will support the Registered Intermediaries Pilot Scheme. The Service will make applications to the court for an order to appoint an intermediary in relevant cases.	The PPS has continued to support the Registered Intermediaries (RI) Pilot Scheme. A further phase of the pilot commenced from April 2015, for a period of 12 months. This phase concluded on 31 March 2016 and is	The intermediary will ensure the witness can understand and participate fully in the prosecution process, leading to the greater admissibility / quality of evidence.

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		currently being evaluated by the Department of Justice to inform decision making in relation to the future rollout of the scheme.	
4	<p>Evaluation of the Victim and Witness Care Unit, to include:</p> <ul style="list-style-type: none"> • Analysis of Victim and Witness Care Unit Survey data including Section 75 information. • Stakeholder analysis to be carried out with key stakeholders such as Victim Support NI and NSPCC. 	In the summer of 2015 PPS conducted a stakeholder consultation exercise, which was taken forward as part of a wider review of the Victim and Witness Care Unit (VWCU).	Development of improved victim and witness services in the light of operational evaluation / stakeholder feedback.
5	We will carry out needs assessments for all victims and witnesses and ensure that applications for special measures are made as required.	Needs assessments are carried out as appropriate.	Through an early and formal Witness Needs Assessment, specific needs of victims and witnesses will be identified and addressed to assist them in attending court and providing their evidence.
6	<p>In accordance with the Autism NI Act, PPS will ensure that those with autism, their families and carers receive the information and services they need.</p> <p>Northern Ireland Executive Autism Action Plan (2013-2016) – we will meet agreed PPS objectives for 2015-16.</p>	The PPS has continued to support the Autism Action Plan.	Improved support and services for people with autism across the criminal justice system.

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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 review of Hate Crime recording practices and procedures by the Hate Crime Delivery Group.	A PPS QA exercise has commenced and is ongoing. A CJINI inspection is also ongoing.	Increased transparency should lead to improved public understanding of, and confidence in, the prosecution process.	There is an ongoing need to quality assure the hate crime data.
2	Design and delivery of training for PPS staff to raise awareness of mental health conditions and the impact these have within the criminal justice process.	During the year PPS participated in development of a MindWise guide 'Mental Health Wellbeing and Personality Disorders – A guide for CJS Professionals – February 2016'.	Increased knowledge and understanding of these conditions will assist PPS staff to deal more effectively with victims, witnesses and defendants who may have mental health issues.	Work on the design and delivery of training for PPS staff to raise awareness of mental health conditions and the impact these have within the criminal justice process was not taken forward. This was mainly due to the availability of resources.

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

	Action Measures not met	Reasons
1	We will complete the review of our published information leaflets, taking into account the specific needs of people with a range of disabilities, including learning disabilities.	Not taken forward mainly due to the availability of resources.
2	We will monitor the effectiveness of the Victim Information Portal and ensure that it meets the needs of victims and witnesses, in particular with regard to content and design in order to ensure accessibility to all.	It had been planned that the facility would be launched in the fourth quarter of 2015-16, however implementation is now expected to take place in September 2016. This is in order to allow for additional technical / user acceptance testing.
3	Implementation of revised PPS Witness Expenses Policy which will clarify the services PPS will provide and the expenses that will be payable.	Due to a change in approach re design of the Victim and Witness Policy it has been decided to develop a separate policy outlining the processes of inviting witnesses and reimbursing their expenses. It is anticipated that the policy will go out for public consultation September 2016.

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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

Progress with the implementation of the Disability Action Plan is overseen by the Equality Officer and the EDSG throughout the life of the plan. The EDSG consists of managers from across a wide range of business areas and includes both administrative and legal staff, as well as volunteer staff with an interest in diversity issues. The group is chaired by the Equality and Diversity Champion, who is a member of the PPS Management Board. Regular reports are provided to the Management Board.

(b) Quantitative

On completion of each complaint case, a short follow-up questionnaire is sent to complainants asking them to provide feedback on the way their complaint was handled.

Monitoring is undertaken in a confidential way. All information provided is held securely and questionnaires can be submitted anonymously. In addition complainants are asked to provide some information about themselves (for example, age and gender). Monitoring of complaints is essential in this regard and can assist the PPS to deliver a better service.

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?

Not Applicable

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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?

PPS’s new Disability Action Plan for 2016-17 has been developed, consulted upon and published for 2016-17.

ⁱ **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.

ⁱⁱ **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.

ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.