



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2016-17

Contact:

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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 2016 and March 2017

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 2016-17, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

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 2016-17 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 2016-17. Objectives in relation to DDA and Section 75 were also integrated into the Central Management Unit's Business Plan, which had overall responsibility for the co-ordination of equality matters during the period.

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 2016-17

Equality and disability objectives and targets for 2016-17 were approved, published and forwarded to the Equality Commission in March 2016.

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 2016-17. 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 2016-17.

In preparing updated plans for 2016-17 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 provide opportunities to increase staff awareness / knowledge of equality and diversity and equal opportunities. 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.

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

Equality Screening

The Service continued to screen policies for equality and good relations impacts. During 2016-17 equality screening exercises resulted in four policies being screened out.

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.

EDSG members have a role in promoting and raising 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.

Improving Awareness

2016-17 Training Programme

Equality and Diversity remained a key training priority for the Service during 2016-17. 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)	67
Diversity Now (e-learning)	178
Customer Care – Managing Expectations (e-learning)	81
Victim and Witness Policy Training	403
Training Delivered by The Deaf Association	3
Children's Evidence in Legal Proceedings; Communicating With Children & Child Development (NSPCC); Awareness of Child Sexual Exploitation (Barnardo's); Voice of the Child Defendant in Criminal Proceedings; Young People With Autism & Justice Conference; Protecting Children from Sexual Exploitation in NI; NSPCC Communicating with Children Training.	29

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, in January 2017 a representative from Disability Action provided the PPS Management Board with Disability Equality Training, including awareness of disability legislation and guidance on effective communication. In March 2017, representatives from Mencap NI provided key staff within the organisation with an overview of Mencap's Children and Family Centre and the Youth Inclusion Hub, supported by a consortium of disability organisations.

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.

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. The PPS Equality and Diversity Champion is also a member of the NICS Diversity Champions Network (DCN). The focus of the DCN is on the NI Civil Service workforce and its aims are to emphasise the importance of raising the issue of diversity, to champion the benefits of a culture where diversity is celebrated and the value of a diverse workforce to enable the NICS to best serve the entire NI community. The DCN procures data in support of its work in relation to gender, disability, LGB&T and BME sectors.

In August 2016, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2015-16 financial year. 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 related complaints during 2016-17.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans / measures** in 2016-17 (*or append the plan with progress/examples identified*).

Identified inequalities and issues to be addressed in 2016-17 included:

- A need to increase awareness of the PPS, its role and services, among all S75 groups, and to increase public confidence;
- The need to improve the provision of accessible information, communication and support to victims and witnesses in all Section 75 groups;
- The need to improve the handling of serious sexual offences;
- To follow best practice / wider Government procurement policy, such as 'Guidance on Equality of Opportunity and Sustainable Development in Public Sector Procurement'; and
- To provide opportunities to increase staff awareness / knowledge of equality and diversity and equal opportunities.

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) Scheme. RIs are provided to assist witnesses and defendants who have communication difficulties and may otherwise be unable to give their best evidence.

Representatives from the Service attend the RI Users Group meeting on a monthly basis. A key issue for the Group has been the evaluation of the latest phase of the scheme. In July 2016, the Department of Justice published a review report of this phase, recommending the Pilot Scheme's continuance and expansion into the Magistrates Court. The RI scheme has now been extended to the Magistrates' Courts, commencing in April 2017, on the basis of a 12 month pilot and PPS continue to provide ongoing support.

Community Outreach

Over the course of 2016-17 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;
- 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; and
- Provision of work experience to those with a disability

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, was issued for public consultation in June 2016. The Service has considered all comments made by consultees and the final policy was published in June 2017.

Victim and Witness Information Portal

The new PPS online victim information portal, known as 'Track My Crime', was launched in November 2016. The system is based on an initiative developed by the Ministry of Justice in England and Wales and is intended to provide victims of crime with access to and information in relation to the progress of their cases on a 24 hour basis. This information includes updates at key stages of the process, such as when the prosecution decision has been taken, or where applicable, a suspect has pleaded guilty. The system will also be used to send ad hoc updates from VWCU Case Officers to victims and witnesses at various points during the progress of a case. Further evaluation and consideration of enhancing the facility is planned to take place before the end of 2017-18.

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

In August 2016, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2015-16 financial year. 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.

Review by Sir Keir Starmer QC

In October 2014, the Director announced that a leading human rights lawyer, Sir Keir Starmer QC, was to conduct an independent review of three interlinked cases involving sexual abuse and terror-related charges. The review, which encompassed all aspects of the prosecution of these cases by the PPS, was published in May 2015. The PPS responded to the review's recommendations by way of a detailed action plan. Actions taken in 2016-17 have resulted in enhanced casework risk management and prosecution

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strategy development in the most serious of cases, to have a positive impact upon all Section 75 groups but particularly women.

In October 2016, the Director invited Criminal Justice Inspection Northern Ireland (CJI) to carry out a review to assess the effectiveness of the PPS's response. While CJI reported that a number of recommendations had been fully or partly achieved, they have identified a number of areas for improvement which are now being taken forward by the PPS.

Corporate Social Responsibility

The PPS continues to work in partnership with Business in the Community (BITC) to engage with various challenges and volunteer projects. During 2016/17, PPS staff have volunteered to help local organisations in a range of practical activities, for example by assisting with landscaping projects on behalf of the Camphill Residential Group which supports people with learning disabilities. This activity supports relationships with not only BITC, but also with organisations such as those that operate Camphill, whilst providing volunteer staff with a greater insight into the services and support which these organisations provide.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? (*tick one box only*)

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

Please provide any details and examples:

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:

Not applicable

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*):

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- 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)*:
- Other *(please specify and give details)*:
- Not applicable.*

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2016-17 reporting period? *(tick one box only)*
- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

The Head of Policy and Information 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 and Information Unit.

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

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decisions within their remit.

5 Were the Section 75 statutory duties integrated within performance plans during the 2016-17 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

The Head of Policy and Information 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 are also integrated into staff performance plans within Policy and Information Unit.

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 2016-17 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2016-17 report

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Not applicable

Please provide any details and examples:

Within the 2016-17 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 2016-17.

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 2016-17 reporting period, please indicate the **number** of:

Actions completed:	19	Actions ongoing:	6	Actions to commence:	2
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Please provide any details and examples (*in addition to question 2*):

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

Consider the NI Victim and Witness (NIVAWS) findings relevant to PPS and address issues as appropriate.

NIVAWS Survey issued in March 2017. Results anticipated in summer 2017.

Consider the findings from the CJI Hate Crime Review and address issues as appropriate.

The Service has commented on the draft findings of CJI's review, and will address any recommendations on publication of the final report.

Implementation of Phase 2 enhancements of the Victim and Witness Information Portal.

The new PPS online victim information portal, known as 'Track My Crime', was launched in November 2016. Further evaluation and consideration of enhancing the facility under phase 2 is planned to take place before the end of 2017-18.

Respond to any recommendations / issues highlighted by Criminal Justice Inspection after implementation of recommendations in the review by Sir Kier Starmer.

CJI initiated a follow-up review in October 2016, and draft findings were received in April 2017.

Participate in unconscious bias training (gender)

Representatives of PPS Senior Management attended unconscious bias classroom training in November 2016 (organised by the NICS Diversity Champions Network). E-learning training on the same subject was eventually released to all NICS staff in April 2017.

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.

Training on Child Development and Communicating with Children and Young People

NSPCC delivered a training session in December 2016 on the skills required to communicate with children within the justice system. The session was delivered to 28 PPS staff who are Youth Specialists and Sexual Offences Specialists within the organisation.

This training was to be rolled out to all operational staff before the end of 2016-17, but has been deferred due to renovation of suitable facilities within PPS premises.

Delivery of training to all staff on the statutory aims of the youth justice system

Work on the design and delivery of training for PPS staff on the statutory aims of the youth justice system, and to ensure that the best interests principle as it applies to children is considered in each case was not taken forward. This was mainly due to the availability of resources.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period (*points not identified in an appended plan*):

Not applicable.

- 9 In reviewing progress on the equality action plan/action measures during the 2016-17 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

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 2016-17 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

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 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, 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.

- 12** In the 2016-17 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations

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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 2016-17 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

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 2016-17 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)

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 2016-17:

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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.

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

Not applicable.

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:

Not applicable.

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2016-17 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

No EQIAs were completed during 2016-17.

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2016-17 reporting period? (*tick one box only*)

Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

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Please provide any details:

Not applicable.

- 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:

Not applicable.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2016-17 reporting period, has shown changes to differential/adverse impacts previously assessed:

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 2016-17 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 5 questions were included in the 2016 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.

- **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.

- **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 2016-17, and the extent to which they met the training objectives in the Equality Scheme.

- 67 staff completed Disability Awareness for Front-Line Staff e-learning;
- 178 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 2016-17:

- 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.
- 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.

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- 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.

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:

In preparation for the new Victim and Witness Policy, training was delivered to 403 staff across multiple sessions in July and August 2016. The sessions covered the following topics:

- EU Victims Directive 2012/29/EU, and the promotion of strengthened victims' rights;
- New rights for victims and obligations placed upon relevant authorities in EU member states;
- The Victims Directive and Victim Charter;
- The standards expected of the PPS in providing services to victims and witnesses;
- Special Measures;
- Hate crime recording; and
- The work of the Victim and Witness Care Unit.

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

26 Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Not applicable.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

0

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Please provide any details of each complaint raised and outcome:

Not applicable.

Section 3: Looking Forward

28 Please indicate when the Equality Scheme is due for review:

PPS's scheme was subject to a five year review in March 2017, and therefore will be reviewed in 2021-22.

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)*

Not applicable.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) 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:

14

Fully achieved

1

Partially achieved

1

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 hold influence over policy at this level, e.g. in relation to public appointments.		
Regional ^{iv}	The PPS does not influence policy decision making at this level.		
Local ^v	PPS will support the proposed NICS work experience scheme for people with disabilities	In 2016-17, one participant was placed with a Corporate Services function for a 6 month period.	The placement was a positive experience for both the participant and the department, encouraging positive attitude among staff while providing a young person with a disability prolonged experience of an office-based work environment.

PART B

			NICS HR continue to make approaches about prospective placements, and individual circumstances are considered by local management.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Provide Disability Awareness for Frontline Staff e-learning training for all new staff as appropriate.	67 staff availed of Disability Awareness for Frontline staff e-learning during the period	Improved service delivery through increased staff disability awareness, and provision of training on a timely basis.
2	Provide disability awareness and disability equality legislation training to all Board members	Disability Action attended Management Board on 27 January 2017 to deliver an awareness session and disability equality legislation training.	Enhanced appreciation among Management Board and Senior Management Team of the legislation underpinning disability duties, and promoting of positive attitudes towards disabled people at a senior level.

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	Provide an article on disability	Article published in March 2017	Increased awareness of Senior Management

PART B

	equality legislation for inclusion on the PPS Intranet.	highlighting training provided to the Management Board by Disability Action NI.	engagement and support for disability equality issues.
2	Review access to information and services relevant to disabled people.	Monitoring of feedback and complaints received from service users.	Monitoring complaints provides an additional means of capturing issues raised by disabled people.
3.	Monitor and assess complaints from service users with a disability.	All complaints monitored to identify any from service users with a disability. Follow-up questionnaires are also reviewed and assessed upon receipt.	Analysis of data captured through the complaint follow-up questionnaires helps to ensure that complaints are fully addressed and handling arrangements effective, but is also another way to capture the experiences of service users with a disability and identify needs.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	To set out our commitments to disability equality in Corporate Business Plans.	The PPS Business Plan for 2016-17, which sets out PPS commitments to disability equality, was published in April 2016.	The Corporate Business Plan and other key PPS policy and planning documents take account of, and reinforce our commitment to implementation of the disability duties and other requirements under DDA legislation.

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2	To provide opportunities for disability equality speakers to address the Equality and Diversity Steering Group (EDSG) and other key personnel as appropriate.	Presentation to EDSG members and additional staff delivered by Mencap in March 2017.	Broader appreciation among staff of the work carried out by Mencap, including recent initiatives to support work placements for those with a learning disability, and the opening of Mencap's Family Centre.
3	Publish and promote the Disability Action Plan.	PPS Disability Action Plan published in August 2016 on both PPS intranet and internet sites, circulated to all staff, and all consultees notified of publication.	Highlights to both internal and external stakeholders the steps to be taken within the year in order to implement the disability duties.

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	Human Resources will issue a yearly request to staff to invite them to provide confidential disability declarations to aid the development of a Personal Emergency Evacuation Plan (PEEP).	Request for PEEP detail issued in January 2017, in line with HR update planning – all staff were included in circulation and where appropriate advised to complete the form.	Improved data held on the level and diversity of disability among staff. In turn, PEEPs tailored to personal circumstances developed and rehearsed.
2	Monitoring of feedback received from disabled people or representative groups via agreed consultation arrangements.	Relevant responses to PPS Updates on Equality Screening and policy development, and consultations by PPS are monitored and recorded.	Provides a mechanism to obtain feedback directly from representative groups in relation to specific policies and initiatives, and to formulate

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			responses and make changes as necessary.
3	Encouraging staff and stakeholders to submit articles, promoting positive attitudes towards disability for inclusion on the PPS Intranet.	Article on the Disability Hate Crime Advocacy Service established within Leonard Cheshire Disability published on PPS intranet on 28 September 2016.	This action serves to highlight the services provided by such organisations, and promotes internal visibility and appreciation of the organisation's efforts to demonstrate positive attitudes.
4	Consider the NICS Staff Attitude Survey findings relevant to PPS and address issues as appropriate.	Staff Attitudes Survey findings produced in March 2017. Issues arising from Survey findings were absorbed by the lIP Action Plan Group.	This provides an additional avenue for those with a disability within the organisation to provide feedback on a range of core areas including health and wellbeing, learning and career development, organisational culture and management.
5	Manage PPS's statutory equality responsibilities.	Throughout the period, quarterly meetings of the internal Equality and Diversity Steering Group took place to review Disability Action Plan measures, and identify new measures as appropriate. Regular progress reports were also provided to the Management Board.	The EDSG and its reporting responsibilities support the internal framework for management of how the disability duties are addressed, and ensure that senior management are informed of progress in doing so.

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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	To increase the participation of disabled employees in the PPS Equality and Diversity Steering Group.	3 new EDSG members from across PPS joined in the latter part of 2016. None of the new	Turnover in memberships encourages fresh ideas and engagement with disability matters and implementation of corporate responsibilities, and gives staff an opportunity to become directly involved.	None of the new membership are disabled employees.

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

	Action Measures not met	Reasons
1	Use of positive advertising on any new recruitment competition where a need is identified.	It had been intended to positively advertise in recruitment competitions to promote the participation of disabled people in public life. However, restructuring of HR functions across the NICS has meant that recruitment processes have been centralised.

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 and NICS Diversity Champions Network. 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.

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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.

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 2017-18 has been developed, consulted upon and published.

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- 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.