



**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2014-15**

**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:**

**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 2014 and March 2015**

## **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 2014-15, 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 2014-15 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. meet DDA / Equality Scheme Action Plan objectives for 2014-15. Objectives in relation to DDA and Section 75 were also integrated into the Central Management Unit's business plan.

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

##### **Equality and Disability Action Plans for 2014-15 and 2015-16**

Equality and disability objectives and targets for 2014-15 were approved, published and forwarded to the Equality Commission in April 2014.

The PPS Equality and Disability Action Plans are normally aligned with the Service's business planning cycle; that is, they will usually cover a three year period, mirroring the Service's Corporate Plan. However this position has now changed, in that senior management agreed to extend the life of the current PPS Corporate Plan, initially to the end of 2014-15, and subsequently to the end of 2015-16. This was so that the next business planning cycle would align with the new Spending Review period which commences from 2016-17. In light of this decision the Service has produced one-year equality and disability action plans for 2014-15 and 2015-16.

In preparing updated plans for 2014-15 and 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 publish annual Hate Crime / 'Aggravated by Hostility' statistics to improve public understanding, and confidence, of the prosecution process. 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 / Consultations**

The Service continued to screen policies for equality and good relations impacts. During 2014-15 equality screening exercises resulted in four policies being screened out.

During this period the PPS consulted on new Prosecution Quality Standards, which issued on 19 January. The aim of the consultation was to seek a wide range of views to inform the new standards. A number of detailed comments were received as part of this consultation exercise. Careful consideration was given to the comments raised and a number were actioned within the document. 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 Group 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 three times during the year.

### **Improving Awareness**

#### **2014-15 Training Programme**

Equality and Diversity remained a key training priority for the Service during 2014-15. 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 training events, conferences and seminars that are arranged to provide staff with the required skills and knowledge.

## PART A

The following training was provided during the year:

Course Name	No. of Staff Completing Training
Autism Awareness	42
Bereavement Training	130
Disability Awareness for Front-line Staff	40
Diversity Now (classroom)	61
Diversity Now (eLearning)	393
Registered Intermediaries	28
Sexual Offences Training	56
Hate Crime Conference	1
Human Trafficking Conference	3
Improving Mental Health Services in the Criminal Justice System Conference	1
Vulnerable Witness Conference	4

In February 2015 internal training was delivered to 9 newly appointed Regional Hate Crime Points of Contact. It was a half day bespoke course, designed to cover all aspects of hate crime relevant to a prosecutor including the rationale for hate crime being treated differently – societal background, definitions of hate crime, the law on offences aggravated by hostility, up-to-date statistics on hate crime and Hate Crime Advocates Role and contact details.

Other training sessions have been provided to National Society for the Prevention of Cruelty to Children (NSPCC) and Victim Support NI (VSNI) and have covered hate crime as part of a broader presentation on the work of PPS.

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

### **Information Events**

The Service also continued to hold information events at which representatives from the National Autistic Society, The Rainbow Project and the NI Council for Ethnic Minorities addressed key staff within the organisation, with the aim of increasing the knowledge and understanding of the attitudinal barriers facing staff and/or service users.

### **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 Well-Being at Work Survey which was issued to NICS staff in March / April 2014.

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; postal survey of victims and witnesses who have been in contact with the Victim and Witness Care Unit (VWCU) and the monitoring arrangements established to record the numbers and types of outreach events which PPS has delivered or supported.

During the year the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2012-13 and 2013-14 financial years. In 2013-14 the PPS prosecuted 459 people in cases involving hate crime, an increase on the previous year. The Service is working with the Department of Justice (DoJ) to extend the coverage of these statistics, to include details of enhanced sentences imposed in cases aggravated by hostility.

### **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 2014-15.

### **Victim and Witness Care**

#### **Victim and Witness Care Unit**

Improving services and support is vital to building effective relationships between victims and witnesses, the PPS and the criminal justice system. A key initiative in this area is the implementation of a new Victim and Witness Care Unit (VWCU) which has been developed with police and other partners, including the Department of Justice and Victim Support. The purpose of the VWCU model is to improve the experience of victims and witnesses by, for example, providing a single point of contact and identifying particular needs at an early stage. The PPS Management Board recognises the importance of the VWCU initiative in terms of engaging with this key stakeholder group. The VWCU, which is based in the PPS's Belfast and Foyle Offices, has now been rolled out across Northern Ireland. The Unit covers all Magistrates', Youth and County Courts. Over

the last 12 months services have also been extended to the Crown Court using a phased approach. This will be completed by autumn 2015.

An interim evaluation of the Belfast office was conducted in spring 2013, which was intended to highlight any areas where processes and procedures needed to be amended or refined. A second phase of the evaluation was commenced during the final quarter of 2014-15, focusing on the operation of the Foyle office. As part of the evaluation process it is also intended to consult with VWCU stakeholders, including relevant voluntary sector bodies such as VSNI and the NSPCC.

Implementation of the recommendations contained in the evaluation will be taken forward during 2015-16.

### **Hate Crime**

In December 2014, PPS held a 'roundtable' event which focused on hate crime. The event involved hate crime advocates from both statutory and voluntary agencies, for example the DoJ, VSNI, The Rainbow Project, Leonard Cheshire Disability and the NI Council for Ethnic Minorities. Discussions focused on information sharing and data provision, as well as how policy development in this important area might be shaped.

A presentation was also provided by Policy Staff to the Belfast Migrants Forum, of approximately 30 representatives from voluntary sector groups relevant to hate crime at Belfast City Hall, on 16 February 2015. This presentation covered the role of the PPS, background to PPS, test for prosecution, examples of cases to bring to life the test for prosecution, and definitions of hate crime and offences aggravated by hostility – the tension between the perception test and the legislative provisions etc.

During this period Policy Section designed a Hate Crime leaflet outlining the role of the PPS, the definition of hate crime and the services available if you are a victim or witness of hate crime. This leaflet was distributed at both the Belfast Pride and Mela festivals which the PPS attended.

### **Access to information and Services**

The Service has undertaken a number of initiatives / steps in relation to access to information and services. These have included a review of letters issued by the VWCU, development of a 'web form' to facilitate the recording of complaints via the PPS website, extension of the registered intermediaries pilot, worked with the Youth Justice Agency of Northern Ireland (YJANI), PSNI and other partners to rollout the Youth Engagement Initiative and design of a Hate Crime leaflet.

### **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 2014-15 (*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 S75 groups were affected.

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

### **Registered Intermediaries Scheme**

During 2014-15 the PPS has continued to support and contribute to the operation of the Registered Intermediaries (RI) Scheme. This is a new special measure, provided to assist witnesses and defendants who have communication difficulties and may otherwise be unable to give their best evidence.

An evaluation has now been undertaken by the DoJ's Victims and Witnesses Branch on behalf of the Registered Intermediaries Project Team and the Vulnerable Individuals Steering Group, which provided oversight of the pilot. The primary aim of the evaluation was to review the pilot and to assess its effectiveness and overall value to the criminal justice process.

The evaluation has highlighted clear evidence that the RI scheme can give vulnerable people a voice, and that the RIs should be an integral part of the justice process. In particular, the pilot has shown that the RI scheme works well at the police investigative stage. However, with limited experience at court, it was felt the full potential of the scheme had not yet been demonstrated. Therefore it was decided that a further phase of the pilot should be undertaken from April 2015, for a further 12 months. After this time, the pilot will be re-evaluated to inform key decisions in relation to the future direction of the scheme.

### **Community Outreach**

Over the course of 2014-15 a series of inter-agency and outreach events and activities were conducted across the PPS. These included:

- Meetings with victims and witnesses and victim and witness 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

- accommodating 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 has included presentations by members of PPS staff.
- Provision of work experience to school and university students.

Over the course of 2014–15 a total of 309 activities and events were recorded, involving a total staff contribution of approximately 1,129 hours.

### **Autism Strategy**

The Autism Act (NI) 2011 came into law in August 2011. It both extended the remit of the Disability Discrimination Act 1995 and required that an inter-departmental Autism Strategy be produced.

The Strategy was published by the Department of Health, Social Services and Public Safety in January 2014 and has been produced with the input of, and consultation with, all government departments and other interested parties, such as the voluntary and community sector and users of public services. Its aim is to make public services better for people with autism, their families and carers.

In order to increase the knowledge and understanding of PPS staff dealing with victims, witnesses and defendants with Autism, awareness training was conducted on 18 February 2015 for 42 staff. Further sessions will be held in September / October 2015 for approximately 25 staff.

Face to Face training on autism was also provided to all Business Managers and a selection of prosecutors.

An updated 'Autism Factsheet', a one page summary of relevant information was produced and provided to staff.

Autism awareness is also promoted via the PPS's autism intranet page and email and a range of information and services is available for people with autism through the work of the VWCU.

### **Monitoring of 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.

### **Implementation / Evaluation of the Victim and Witness Care Unit**

Improving services and support is vital to building effective relationships between victims and witnesses, the PPS and the criminal justice system. A key initiative in this area is the implementation of a new VWCU which has been developed with police and other partners, including the DoJ and VSNI. The purpose of the VWCU model is to improve the experience of victims and witnesses by, for example, providing a single point of contact and identifying particular needs at an early stage. The PPS Management Board recognises the importance of the VWCU initiative in terms of engaging with this key stakeholder group.

The VWCU, which is based in the PPS's Belfast and Foyle Offices, has now been rolled out across Northern Ireland. The Unit covers all Magistrates', Youth and County Courts. Over the last 12 months services have also been extended to the Crown Court using a phased approach. This will be completed by autumn 2015.

An interim evaluation of the Belfast office was conducted in spring 2013, which was intended to highlight any areas where processes and procedures needed to be amended or refined. A second phase of the evaluation was commenced during the final quarter of 2014-15, focusing on the operation of the Foyle office. As part of the evaluation process, a stakeholder analysis has also commenced, which will include meetings with a range of relevant voluntary sector bodies such as VSNI, the NSPCC and NICEM.

Implementation of the recommendations contained in the evaluation will be taken forward during 2015-16.

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- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2014-15 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 Prosecution Quality Standards Consultation**

The PPS consulted on its new Prosecution Quality Standards, which issued on 19 January 2015. The Standards set out the quality standards against which the public, and particularly those who come into contact with the Service, can assess how we perform. They apply to all who help to deliver the prosecution service, including public prosecutors and administrative staff, as well as external Counsel who represent the PPS at court.

A number of detailed comments were received as part of this consultation exercise. Careful consideration was given to the comments raised and a number were actioned within the document such as, clarification of some of the legal terms, inclusion of the PPS complaints procedures, an additional quality indicator in respect of training and the expansion of Standard 5 to include the availability of alternative formats – e.g. Braille etc.

**Access to Information and Services - Review of letters issued by the VWCU**

A review of letters issued by the VWCU to victims and witnesses was carried out in order to simplify these where possible. As a result of this review, letters will be in a more easily read, simplified format with a more empathetic style which should contribute to increased satisfaction and confidence of service users. A number of revised letters will be implemented during 2015-16.

Responses to questions 1 and 2 above also refer.

- 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 Prosecution Quality Standards Consultation**

The inclusion of an additional quality indicator in respect of training will ensure that all PPS staff who deal with victims and witnesses have access to appropriate training which will increase their knowledge and understanding. This will assist staff to deal more effectively with victims, witnesses and defendants.

The expansion of Standard 5 to include the availability of alternative formats will

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improve access to information and increase the satisfaction and confidence with the services and support provided to victims and witnesses during the criminal process.

The inclusion of information regarding the PPS Complaints Policy will allow the PPS to ensure that a high standard of service is provided at all times.

**Access to Information and Services - Review of letters issued by the VWCU**

As a result of this review, letters will be in a more easily read, simplified format with a more empathetic style which should contribute to increased satisfaction and confidence of service users.

Responses to questions 1 and 2 above also refer.

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? (*tick all that apply*)

- As a result of the organisation's screening of a policy (*please give details*):
  
- As a result of what was identified through the EQIA and consultation exercise (*please give details*):
  
- As a result of analysis from monitoring the impact (*please give details*):
  
- As a result of changes to access to information and services (*please specify and give details*):  
As above. Questions 1 and 2 also refer.
  
- Other (*please specify and give details*):  
Changes to our Prosecution Quality Standards were made in response to consultation feedback from staff and external stakeholders.

**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 2014-15

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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 reflects 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 were also integrated into staff job descriptions 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.

**5** Were the Section 75 statutory duties integrated within performance plans during the 2014-15 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 2014-15 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 2014-15 report
- Not applicable

Please provide any details and examples:

Within the 2014-15 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 and outlined the steps we will take to make it happen i.e. meet DDA / Equality Scheme Action Plan objectives for 2014-15.

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 2014-15 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:

**Communications Project**

In 2013 the Director commissioned an independent review of the PPS's approach to external communication, encompassing the overall strategy for engagement with the public, the media and key stakeholders. The recommendations from this review are now being taken forward via the First Class Prosecution Service Programme. This will include the preparation of a new communication strategy for the organisation and an overhaul of the Service's intranet and website.

Work conducted during the year has included a series of internal workshops, the aim of which was to identify the communication needs of staff and their preferred communication channels

### **Review of Information Leaflets**

Work in relation to a planned review of current published information leaflets was deferred to 2015-16. This was mainly due to the availability of resources. However in the interim a review has been carried out on letters issued by the VWCU and a number of revised letters will be implemented during 2015-16.

### **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 is to be rolled out to all operational staff subject to the availability of operational staff and business needs.

### **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 deferred to 2015-16. This was mainly due to the availability of resources.

### **Victim Information Portal**

In order to support the enhanced services now being delivered via the VWCU, the Service has taken forward the development of a new 'online' Victim and Witness Information Portal. Victims and witnesses will be able to log on securely to the portal to obtain details of their case, such as forthcoming court dates. It was anticipated that the portal would be in place by summer 2014. However implementation is dependent on the progress of a wider UK initiative which has meant that the PPS's implementation date has had to be extended until autumn 2015.

### **Victims and Witness Policy**

A planned revision of the PPS Victims and Witnesses Policy was deferred pending a review of the policy on the 'Giving of Reasons', and to allow for any lessons learned from the implementation of the VWCU. The revised policy, to be published in 2015-16, will also take on board the requirements of the Victim Charter.

### **PPS Witness Expenses Policy**

A planned review of court witness expenses has been completed and a revised scheme will be implemented during 2015-16.

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- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period (*points not identified in an appended plan*):

A key inequality previously identified was that advocates appointed to the current Panels of Junior and Senior Counsel may not all be assigned an appropriate amount of the work available.

Revised management arrangements have now been implemented to address this inequality and therefore is no longer deemed to be required.

- 9 In reviewing progress on the equality action plan/action measures during the 2014-15 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 2014-15 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:

**Prosecution Quality Standards Consultation**

During the course of the development of the Prosecution Quality Standards the PPS carried out an internal consultation to ensure that all PPS staff had an opportunity to feed back their views on the draft Standards including for example, the wording of the Standards and the coverage of the document e.g. were all the main aspects of casework captured.

Following consideration of the comments a number were actioned within the document

prior to public consultation.

The PPS carried out a public consultation between the 19 January and 20 March 2015. The aim of the consultation was to seek a wide range of views to inform the new Standards.

All consultees, including the Equality Commission, representative groups of S75 categories, other public authorities, voluntary groups, trade unions etc. were notified by e-mail /post of the consultation, and provided with information on the Standards. 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.

Four written responses were received from the Attorney General for Northern Ireland, Disability Action, Victim Support NI and the Northern Ireland Association for Care and Resettlement of Offenders. Careful consideration was given to the comments raised and a number were actioned within the document including, clarification of some of the legal terms used, inclusion of the PPS complaints procedures, an additional quality indicator in respect of training and the expansion of Standard 5 to include the availability of alternative formats.

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.

The new standards were published in May 2015.

**12** In the 2014-15 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:

**Prosecution Quality Standards Consultation**

Four written responses were received from, the Attorney General for Northern Ireland, Disability Action, Victim Support NI and The Northern Ireland Association for Care and Resettlement of Offenders. Question 11 also refers.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2014-15 reporting period? *(tick one box only)*

Yes                       No                       Not applicable

Please provide any details and examples:

Quarterly 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 posted 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 2014-15 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
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- 16** Please provide the **number of assessments** that were consulted upon during 2014-15:

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1	Policy consultations conducted with <b>screening</b> assessment presented.
	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
	Consultations for an <b>EQIA</b> 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:

Question 11 refers.

**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:

**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 2014-15 reporting period? *(tick one box only)*

- Yes                       No                       Not applicable

Please provide any details and examples:

No EQIAs were completed during 2014-15.

**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 2014-15 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:

**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:

**Monitoring of 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.

During the year PPS, evaluated its complaints handling arrangements as a result of these monitoring arrangements, as well as recommendations made by the Independent Assessor of Complaints, Mr Alan Henry OBE. Following this review, the PPS published a revised policy for the handling of complaints in August 2014.

Key changes included:

- A new process for early / informal resolution.
- Introduction of a 'web form' to facilitate the recording of complaints via the PPS website.
- Clarification as to how the PPS will deal with complaints from defendants.
- A revised appeals process.

**22** Please provide any details or examples of where the monitoring of policies, during the 2014-15 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 2014-15 included the following:

- **Northern Ireland Omnibus Survey**

In January 2015, the PPS commissioned 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 survey to gauge public awareness of the PPS and its role.

The results of the survey, which were published in April 2015, have been considered by senior managers and will help to inform the development of PPS policy.

- **NICS Well-Being at Work Survey**

The Well-Being at Work Survey was issued to staff in the NICS (including PPS staff) during March / April 2014. The survey contained two separate questionnaires seeking views on equality and diversity and stress.

Key PPS findings include the following:

- 73% of staff agreed that their line manager values diversity;
- 90% of staff agreed that their line manager promotes a positive attitude towards people with disabilities; and
- 80% of staff agreed that the PPS promotes a positive attitude towards people with disabilities.

- **Complaint Follow-up questionnaire**

Question 21 above refers.

- **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.

- **Victim and Witness Care Unit**

The PPS conducts a postal survey of victims and witnesses who have been in contact with the VWCU. The purpose of the VWCU model is to improve the experience of victims and witnesses by, for example, providing a single point of contact and identifying particular needs at key stages throughout the prosecution process. Therefore at various stages a short follow-up questionnaire is issued by staff asking victims and witnesses to provide feedback on the service provided.

Monitoring is undertaken in a confidential way. All information provided is held securely and questionnaires can be submitted anonymously. In addition individuals are asked to provide some information about themselves (for example, age and gender). Again such monitoring 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 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

- During 2014-15, 40 staff attended Disability Awareness Training for Front-Line Staff provided by CAL.
- During 2014-15, 61 staff completed the classroom 'Diversity Now' training and 393 staff completed 'Diversity Now' e-Learning training.
- In order to increase the knowledge and understanding of PPS staff dealing with victims, witnesses and defendants with autism, awareness training, was conducted on 18 February 2015 for 42 staff. Further sessions will be held in September / October 2015 for approximately 25 staff.
- During 2014-15, 28 PPS staff attended Registered Intermediaries training over 2 days. The sessions were delivered to train PPS staff in the use of Registered Intermediaries for criminal proceedings in Northern Ireland.
- In addition the Service also continued to hold information events at which representatives from The National Autistic Society, The Rainbow Project and the NI

Council for Ethnic Minorities addressed key staff within the organisation, with the aim of increasing the knowledge and understanding of the attitudinal barriers facing staff and/or service users.

- In February 2015 internal training was delivered to 9 newly appointed Regional Hate Crime Points of Contact. It was a half day bespoke course, designed to cover all aspects of hate crime relevant to a prosecutor including the rationale for hate crime being treated differently – societal background, definitions of hate crime, the law on offences aggravated by hostility, up-to-date statistics on hate crime and Hate Crime Advocates Role and contact details.

To ensure all staff are aware of and understand our equality obligations the following arrangements are in place / training was provided during 2014-15:

- 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, P&R, 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.
- Senior Management within the PPS present regional Roadshows on a regular basis throughout the year which all staff are expected to attend. The Roadshows are used to keep staff up to date with developments within the organisation at a corporate level, for example, to provide updates on the roll out of the VWCU and Equality and Diversity.

- 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:

Bereavement Awareness training, provided by CRUISE, was delivered to PPS staff across the organisation. In total 130 staff attended this training. Evaluation on this training is outlined below:

	Learning outcomes	Not met	Partially met	Fully met
A	Learn about the work of CRUISE	0	3	123
B	Gain awareness of the impact of bereavement	0	3	123
C	Learn about key models of grief	0	3	123
D	Have greater awareness of factors effecting grief	0	2	124
E	Be aware of skills to help bereaved tell their story	0	7	119
F	Greater awareness of support systems	0	7	119

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

- 26** Please list **any examples** of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation **to access to information and services**:

#### **Access to Information and Services - Review of letters issued by the VWCU**

A review of letters issued by the VWCU to victims and witnesses was carried out in order to simplify these where possible. As a result of this review, letters will be in a more easily read, simplified format with a more empathetic style which should contribute to increased satisfaction and confidence of service users. A number of revised letters will be implemented during 2015-16.

#### **Monitoring of Complaints**

During the year PPS evaluated its complaints handling arrangements and as a result a 'web form' and other changes were introduced to facilitate the handling of complaints.

#### **Registered Intermediaries**

Registered Intermediaries, a new special measure, are provided to assist witnesses and

defendants who have communication difficulties and may otherwise be unable to give their best evidence.

An evaluation has now been undertaken by the DoJ's Victims and Witnesses Branch on behalf of the Registered Intermediaries Project Team and the Vulnerable Individuals Steering Group, which provided oversight of the pilot. The primary aim of the evaluation was to review the pilot and to assess its effectiveness and overall value to the criminal justice process.

The evaluation has highlighted clear evidence that the RI scheme can give vulnerable people a voice, and that the RIs should be an integral part of the justice process. In particular, the pilot has shown that the RI scheme works well at the police investigative stage. However, with limited experience at court, it was felt the full potential of the scheme had not yet been demonstrated. Therefore it was decided that a further phase of the pilot should be undertaken from April 2015, for a further 12 months. After this time, the pilot will be re-evaluated to inform key decisions in relation to the future direction of the scheme.

In response to feedback received during the evaluation process, it has been agreed to bring hybrid cases in the Crown Court within the scope of this next phase of the pilot.

### **Youth Engagement**

The PPS has worked with the YJANI, PSNI and other partners in developing a new 'Youth Engagement' initiative. The underlying idea is that if the young person is provided with more support early in the process to help them to make a properly informed decision about the offer of a diversion, it should be possible to avoid cases being taken to court that do not need to be there. The pilot, which was conducted in PSNI's A and B Districts, ran until May 2013.

Following an evaluation of the scheme, a key recommendation was that the arrangements should be rolled out across Northern Ireland. In order to facilitate the rollout, which was completed during the final quarter of 2014-15, a number of inter-agency training events were held in the PPS's Ballymena, Foyle and Lisburn Regional Offices.

### **Hate Crime**

During this period Policy Section designed a Hate Crime leaflet outlining the role of the PPS, the definition of hate crime and the services available if you are a victim or witness of hate crime. This leaflet was distributed at both the Belfast Pride and Mela festivals which the PPS attended.

## **Complaints (Model Equality Scheme Chapter 8)**

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2014-15?

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Insert number here:

None
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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)*

This will be considered during 2015-16.

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2015-16) 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):

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**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:

**11**

Fully achieved

**5**

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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	The PPS does not have any responsibility for public appointments		
Regional <sup>iv</sup>			
Local <sup>v</sup>	PPS will encourage inclusion of disabled people or their representatives within interagency groups of which PPS is a member.	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.
	We will consider additional ways to		Increased participation of disabled

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	establish links with disabled people to provide advice or assistance to PPS in relation to improving services or evaluating policy and practice.		people in the policy development process resulting in more effective service provision.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	We will arrange Autism awareness training for staff.	Autism Awareness Training, organised by the DoJ in conjunction with Autism NI, took place on 18 February 2015 for 42 staff. Further sessions will be held in September / October 2015 for approximately 25 staff.  Face to Face training on autism was also provided to all Business Managers and a selection of prosecutors.	Increased knowledge and understanding will assist PPS staff to deal more effectively with victims, witnesses and defendants with autism.
2	We will disseminate an Autism Awareness Factsheet.	An updated 'Autism Factsheet', a one page summary of relevant information was produced and provided to staff.	Improved support and services for people with Autism across the criminal justice system

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action	Outputs	Outcome / Impact

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	Measures		
1	Human Resources will issue a yearly request to staff to invite them to provide confidential disability declarations.	'PEEPs' forms – all staff were circulated and where appropriate advised to complete the form.	Improved data held on the level and diversity of disability among staff.  Increased awareness of staff needs / levels of staff confidence.
2			

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Set out our commitments to disability equality in Corporate Business Plans, of which this action plan forms a part.	The Business Plan for 2014-15 which sets out PPS commitments to disability equality was published in April 2014.	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	Provide opportunities for disability equality speakers to address the Equality and Diversity Steering Group and other key personnel as appropriate.	The Service held information events at which equality speakers, such as the National Autistic Society, Rainbow Project and NICEM provided briefings to the Equality and Diversity Steering Group, Business Manager's Forum, Equality Drivers, Harassment Contact Officers.	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 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 the awareness of disability equality legislation and the PPS Disability Action Plan.	Staff are regularly updated via for example, roadshows 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 and contribute to the evaluation as required.*  The Service will make applications to the court for an order to appoint an intermediary in relevant cases.	An evaluation has now been undertaken by the DoJ's Victims and Witnesses Branch on behalf of the Registered Intermediaries Project Team and the Vulnerable Individuals Steering Group, which provided oversight of the pilot. The primary aim of the evaluation was to review the pilot and to assess its effectiveness and overall value to the	The intermediary will ensure the witness can understand and participate fully in the prosecution process, leading to the greater admissibility / quality of evidence.

\* Greater support is being provided to vulnerable witnesses via a Registered Intermediaries Scheme which aims to help PPS and other agencies to work better with witnesses who have communication difficulties. While this is operating on a pilot basis, funding has been provided by the Department of Justice to extend the pilot to cover all indictable offences which occur in Northern Ireland.

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		criminal justice process.	
4	Implementation of a Social Media Policy <i>(Guidelines on prosecuting cases in NI involving electronic communication)</i>	Internal guidelines issued to staff.	Policy to include communications relating to disability hate crime and trolling thereby taking greater account of the specific needs of disabled or vulnerable individuals.

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	PPS will seek the views of disabled people and their representative organisations within its review of the Court Witness Expenses policy. This will include the introduction of a definition of 'vulnerable' for witnesses and a commitment to expand support to these parties.	A planned review of court witness expenses has been completed and a revised scheme will be implemented during 2015-16.	A revised policy, that can take account of the specific needs of disabled or vulnerable individuals, will support their increased participation in the criminal justice process	Policy to be incorporated into the revised PPS Victims and Witnesses Policy which is currently being developed.
2	We will ensure the full Implementation of the Victim and Witness Care Units (VWCUs) in Belfast and Foyle.  We will conduct a review of the Victim and Witness Care Units, to include:	An interim evaluation of the Belfast office was conducted in spring 2013, which was intended to highlight any areas where processes and procedures needed to be amended or	Provision of a single point of contact through partnership working should result in increased witness attendance at court and increased confidence.	Evaluation was postponed until the final quarter of the financial year in order to allow the new VWCU Crown Court services to bed in.  This phase of the evaluation, including the

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	<ul style="list-style-type: none"> <li>• Analysis of Victim and Witness Care Survey Data including S75 information.</li> <li>• Stakeholder analysis to be carried out with key stakeholders such as Victim Support NI and NSPCC.</li> </ul>	<p>refined. A second phase of the evaluation was commenced during the final quarter of 2014-15, focusing on the operation of the Foyle office.</p>	<p>Through an early and formal Witness Needs Assessment, the specific needs of victims and witnesses will be identified and addressed to assist them in attending court and providing their evidence.</p> <p>The findings of evaluation should lead to further improvements in service delivery.</p>	<p>stakeholder analysis, will be completed in 2015-16.</p>
3	<p>We will implement a Victim Information Portal (VIP) via the PPS website, which will allow victims and witnesses to check for updates on their case.</p>	<p>To support the enhanced services now being delivered via the VWCU, the Service has taken forward the development of a new 'online' Victim and Witness Information Portal.</p>	<p>Improved access to information and increased satisfaction and confidence with the services and support provided to victims and witnesses during the criminal process.</p>	<p>It was anticipated that the portal would be in place by summer 2014. However implementation is dependent on the progress of a wider UK initiative which has meant that the PPS's implementation date has had to be extended until autumn 2015.</p>
4	<p>The Service will allocate funding from within the overall Corporate Training Budget for provision of disability equality related training and will</p>	<p>Three in-house Disability Awareness sessions took place for key personnel (40) arranged with the</p>	<p>All staff and office holders receive disability equality training appropriate to their</p>	<p>Disability Awareness for Front Line Staff e-learning training will be provided to all staff November 2015.</p>

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	<p>consider the use of external disability organisations to deliver training where this may be appropriate.</p> <p>Arrange disability equality legislation and disability awareness sessions for all staff including senior management through existing communication mechanisms and training sources.</p>	<p>Centre of Applied Learning (CAL) September / October 2014.</p>	<p>specific job requirements, and are aware of their responsibilities to both service users and work colleagues.</p> <p>Improved service delivery through increased staff awareness / provision of timely training.</p>	
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	<p>We will complete / implement the review of current information leaflets, taking into account the specific needs of people with a range of disabilities, including learning disabilities.</p>	<p>Deferred until 2015-16 mainly due to the availability of resources</p>
2	<p>We will review the effectiveness of the 'special measures' arrangements to be introduced by the provisions of the Justice (NI) Bill 2010.</p>	<p>Review to be carried out during 2015-16 as new guidance regarding the making of applications for special measures issued March 2015.</p>
3	<p>Design and deliver training for PPS staff to raise awareness of mental health conditions and the impact these have within the criminal justice process.</p>	<p>Deferred until 2015-16 mainly due to the availability of resources. PPS is involved in a multi-agency project being taken forward by DoJ and Mindwise to produce a guide to</p>

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		mental health conditions for criminal justice practitioners. It is envisaged that this will aid to increased knowledge and understanding of these conditions.
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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.

The PPS also conducts a postal survey of victims and witnesses who have been in contact with the Victim and Witness Care Unit (VWCU). The purpose of the VWCU model is to improve the experience of victims and witnesses by, for example, providing a single point of contact and identifying particular needs at key stages throughout the prosecution process. Therefore at various stages a short follow-up questionnaire is issued by staff asking victims and witnesses to provide feedback on the service provided.

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

Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

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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?

A revised Disability Action Plan has been developed for 2015-16 and has been published and forwarded to the Equality Commission.

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<sup>i</sup> **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.

<sup>ii</sup> **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.

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

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

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