



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

Contact:

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

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

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

Signature:

Ian Hearst	Senior Assistant Director, Resources and Change

This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2018 and March 2019

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 2018-19, 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 2017-18 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 2017-18. This commitment was carried forward into 2018-19. Objectives in relation to DDA and Section 75 were also integrated into the Business Plan of the Policy and Information Unit, which has overall responsibility for the co-ordination of equality matters.

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

Equality and Disability Action Plans for 2018-19

Equality and disability objectives and targets for 2018-19 were approved, published and forwarded to the Equality Commission in April 2018.

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 2018-19. This was so that the next business planning cycle would align with any new Spending Review period. In light of this decision the Service produced one-year Equality and Disability Action Plans for 2018-19.

In preparing updated plans for 2018-19 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 the promotion of 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 2018-19 equality screening exercises resulted in two 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 three 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

2018-19 Training Programme

Equality and Diversity remained a key training priority for the Service during 2018-19. 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
Adverse Childhood Experiences	46
Alzheimer's Awareness (The Alzheimer's Society)	12
Brain Injury Awareness (Headway)	26
Children's Law Centre Training	22
Engagement with Trauma Victims (WAVE)	4
Human Rights Training (Human Rights Commissioners)	12
Mental Health Awareness (Mindwise)	71
NIACRO Training	43
Trauma Resilience (PRRT)	35
Youth Justice Policy Workshop (Youth Justice Agency)	13
Young People in Care – awareness (VOYPIC)	3
Adverse Childhood Experience training (South Eastern Trust)	32
Mental Health and fitness to plead	45
LGBTQ+ - workplace experience training (Rainbow)	38

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.

The department was represented at various conference events, such as NEXUS NI's Annual Conference 'Enough is Enough', an event focussing on tackling hate crime hosted by Westminster Insight, and a Stalking Offence Clinic organised by the Crown Prosecution Service. In addition, staff attended Business in the Community's Healthy Working Lives Conference, promoting inclusion at work, plus an event organised by Rainbow concerning young LGBTQ+ people in the education system.

The charity Inspire delivered a series of mindfulness sessions to staff across 2 offices.

Information Events

The Service also continued to hold information events. For example, in April 2018 the PPS supported Autism NI in their 'Wear It Blue' initiative to support World Autism Month. In addition to a fundraising element, the opportunity was taken to promote the work of Autism NI and raise awareness of autism within wider society. The Service also continues to explore opportunities for engaging with the Equality Commission and Disability Action, particularly in relation to the provision of appropriate training and awareness of disability legislation and guidance on effective communication.

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. The equality Officer represents the department on the Criminal Justice Equality Network.

In August 2018, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2017-18 financial year. The coverage of these statistics included 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 on behalf of the Independent Assessor of Complaints, 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 2018-19.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans / measures** in 2018-19 (*or append the plan with progress/examples identified*).

Identified inequalities and issues to be addressed in 2018-19 included:

- A need to raise public awareness of role of the PPS and the standard of service expected among S75 groups and the wider public;
- The need to increase satisfaction and confidence among S75 groups and members of the wider public;
- The need to improve services, communication and support provided to victims and witnesses across all Section 75 groups in Northern Ireland;
- The need to improve the range of legal policy guidance available in respect of s75 groups, in consultation with our stakeholders; and
- A need to increase staff awareness in respect of equality and diversity issues and the importance of promoting equality of opportunity.

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.

Community Outreach

Over the course of 2018-19 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 and other 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; and
- Participation in seminars and conferences locally, nationally and internationally which have included presentations by members of PPS staff.

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

In August 2018, the PPS published detailed statistics in relation to the prosecution of cases involving hate crime during the 2017-18 financial year. The coverage of these statistics included 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.

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 2018-19, PPS staff have volunteered to help local organisations in a range of practical activities, including:

- Volunteering in the 'Be A Saint Day' at the Welcome Centre and at Pennyburn Play Group;
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- Volunteered for Digital Learning Day at various libraries, providing an opportunity for volunteers to share their skills and experience to help people get online and improve computer literacy;
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- Participating in Dementia Awareness sessions delivered by the Alzheimer's Society, focusing on how staff can help to support someone affected by dementia through better communication and improved understanding;
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- Participating in a 'Give and Gain Day' at Camphill Mourne Grange in Kilkeel, a community which is home to more than 140 people including adults with special needs who live and work together with co-workers and their families. Volunteers assisted with tasks including field preparation, raking and weeding;
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- Supporting the Time to Read scheme, encouraging primary school children to improve their reading skills and to help make reading more enjoyable; and
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- Volunteering in an environmental cleanup initiative at Musgrave Park Hospital as part of Business in the Community's Love Your Landscape Day.

The PPS was also represented at BITC's annual Healthy Working Lives Conference in March 2019, focusing on inclusion at work and covering a range of topics including working families, health inequalities and disability, and LGBT employees.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? (*tick one box only*)

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

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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):*
- 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 2018-19 reporting period? *(tick one box only)*
- Yes, organisation wide
- Yes, some departments/jobs

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- 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 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 decisions within their remit.

5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 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 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.

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6. In the 2018-19 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 2017-18 report
- Not applicable

Please provide any details and examples:

Within the 2018-19 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 2018-19.

Objectives in relation to DDA and Section 75 were also integrated into the Policy and Information Unit's Business Plan.

Equality action plans/measures

7 Within the 2018-19 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:

Respond to the findings of Criminal Justice Inspection's Reports on:

- Child Sexual Exploitation and Human Trafficking
- Respond to the findings of Criminal Justice Inspection's Reports on Domestic and Sexual Violence and Abuse.
- Respond to the findings from Criminal Justice Inspection's Review of the Care and Treatment of Victims and Witnesses in Northern Ireland.

These actions are ongoing as the Criminal Justice Inspection reports were not released

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during the period as anticipated, and have been carried into the 2019-20 Equality Action Plan.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Not applicable.

- 9 In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 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 2018-19

The PPS carried out a public consultation on the Draft Equality Action Plan / Draft Disability Action Plan up to August 2018. 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.

PPS Guidelines for the Prosecution of Young Offenders

During the period, additional consultation events were organised with targeted consultees to inform development of the policy, and to better engage with those stakeholders with particular interest in the welfare of young suspects.

12 In the 2018-19 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:

In particular, the development of Guidelines for the Prosecution of Young Offenders involved direct consultation with interested stakeholders, in addition to general S75 and public consultation. Over 20 additional stakeholders were engaged in this process, through workshops and follow-up meetings / conversations. This effort has continued into 2019-20.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

See response to 12 above.

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 2018-19 reporting period? *(tick one box)*

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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*):

2

16 Please provide the **number of assessments** that were consulted upon during 2018-19:

2	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:

The development of both Guidelines for the Use of Diversionary Disposals, and Guidelines for the Prosecution of Young Offenders involved direct consultation with interested stakeholders, in addition to general S75 and public consultation. Stakeholders were encouraged to engage through workshops, follow-up meetings and referral to PPS consultation publication on Citizen Space – the NICS consultation platform on indirect.gov.uk. This effort has continued into 2019-20.

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.

The PPS has maintained its research capacity, focusing primarily on the development of internal (staff) and external (stakeholder) surveys.

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.

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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

- The table on page 5 summarises relevant training undertaken by staff during the period.

To ensure all staff are aware of and understand our equality obligations the following arrangements are in place / information events were provided during 2018-19:

- The Equality Scheme is available to all staff on the Equality and Diversity page of 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.

- 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 meetings and current consultations.
- For staff 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 development of new Guidelines for the Prosecution of Young Offenders, a series of training and awareness events were delivered to staff throughout the period. These events covered a wide variety of issues in relation to young people in the criminal justice system and included:

- Training delivered by the Children's Law Centre,
- Youth Justice Policy Workshop (Youth Justice Agency);
- Young People in Care – awareness (VOYPIC); and
- Adverse Childhood Experience training (South Eastern Trust).

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

26 Please list **any examples** of where monitoring during 2017-18, 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 2018-19?

Insert number here:

0

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):

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1. Number of action measures for this reporting period that have been:

14

Fully achieved

3

Partially achieved

0

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 continues to support the NICS work experience scheme for people with disabilities.	No suitable participants for the NICS work experience scheme were identified In 2018-19.	NICS HR continue to make approaches about prospective placements, and individual circumstances are considered by local management.

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	<p>In addition, the PPS agreed to participate in the International Job Shadow Day, supported locally by the Northern Ireland Union of Supported Employers (NIUSE).</p>	<p>No suitable placements were identified for International Job Shadow Day in April 2018 (although placements in the PPS were secured for the initiative in May 2019).</p>	<p>The PPS is committed to continuing support for International Job Shadow Day in 2020.</p>
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	<p>Provide Disability Awareness for Frontline Staff e-learning training for all new staff as appropriate.</p>	<p>All staff undergo mandatory Disability Awareness e-learning every two years, and rollout to all staff in the Northern Ireland Civil Service came under the direct centralised control of NICS HR in 2017-18. The e-learning rolled out again in late 2018.</p>	<p>Provide Disability Awareness for Frontline Staff e-learning training for all new staff as appropriate.</p>

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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	To encourage staff and stakeholders to submit articles, promoting positive attitudes towards disability, for inclusion on the PPS Intranet.	Articles produced in October 2018 to promote World Mental Health Day 2018, promoting resources available to provide practical assistance and awareness.	Increased awareness of all staff in the importance of mental wellbeing, and promotion of disability equality matters.
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.

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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 Planning.	The PPS Business Plan for 2018-19, which sets out PPS commitments to disability equality	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.
2	To provide opportunities for disability equality speakers to address the Equality and Diversity Steering Group (EDSG) and other key personnel as appropriate.	Service-wide presentations by Action On Hearing Loss NI during July 2018, with follow-up hearing tests offered to all staff.	Providing all staff with an understanding of the experiences of those with hearing loss, particularly when interacting with the criminal justice system. Awareness of
3	Publish and promote the Disability Action Plan.	PPS Disability Action Plan published in August 2018 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.

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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	Property Management 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 2019, 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 responses and make changes as necessary.
3	To engage fully with the NICS Diversity Champions Network.	The Service continues to be represented, and participates in the NICS Diversity Champions Network. This includes consultation on, and input into the NICS Diversity and Inclusion Action Plan.	The Service continues to have a visible presence on this forum, maintaining contact with other departments, sharing best practice and co-ordination of effort.
5	Manage PPS's statutory equality responsibilities.	Throughout the period, quarterly meetings of the internal Equality and Diversity Steering Group took place to	The EDSG and its reporting responsibilities support the internal framework for management of how

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		review Disability Action Plan measures, and identify new measures as appropriate. Regular progress reports were also provided to the Management Board.	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.	One new EDSG member from the Victim and Witness Care Unit joined in the latter part of 2018.	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 EDSG membership are disabled employees.
2	To monitor NICS review of alternative working arrangements	EDSG will maintain contact with DoF and NICS HR, and consider appropriate outcomes of reviews in relation to alternative working arrangements in support	To ensure that any such proposals promote equality of opportunity for all staff, including those with a disability.	Throughout the period, no proposals for alternative working arrangements have materialised.

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		of employees with a disability.		
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	N/A	

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.

PART B

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

6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

Not Applicable.

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 2019-20 has been developed, consulted upon and is to be published.

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.