POLICE SERVICE NORTHERN IRELAND

Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2017-2018
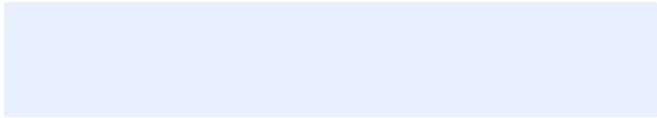
Contact:

• Section 75 of the NI Act 1998 and Equality Scheme	Name: Telephone: Email:
• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above ☒ Name: Telephone: Email:

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

https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/

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 2017 and March 2018

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 2017-18, 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.

During 2017–18 reporting period the Police Service of Northern Ireland (PSNI) progressed a range of policy and service decisions that made an impact on Section 75 groups, including:

- Hate Crime
- Community Empowerment
- Domestic Abuse
- PwC Project – Concern Hub/ Multi Agency Support Hub
- Child Abuse
- Alcohol Misuse
- Substance Misuse
- Adult Safeguarding
- Sexual Violence and Abuse
- Whistleblowing

During the year the PSNI developed and produced an Equality Action Plan and Disability Action Plan (The Equality, Diversity and Good Relations Strategy 2017-2022). These plans set out an outcome based accountability approach with Senior Executive oversight and accountability.
See Annex A – Equality Scheme (Equality Diversity and Good Relations Strategy 2017-2022) which includes Equality & Disability Action Plans.

The reporting period for these actions will be reported on within the 2018-19 annual progress report.

As part of the enhanced approach to Equality, Diversity and Good Relations, the PSNI established the Culture, Ethics and Diversity Board (CEDB) replacing previous Strategic Diversity Steering Group.

To support this approach and as part of the new structure the PSNI established a number of governance groups which include:
The Positive Action Group - The Positive Action Group (PAG) is a sub group of the Culture Ethics and Diversity Board (CEDB) which is chaired by the Chief Constable. The Positive Action Group exists to encourage trust and confidence in PSNI by promoting equality of opportunity through

recruitment, retention and selection processes. The committee also aims to build a service that reflects the community we serve in order to build trust and confidence.

Under PAG, there is an action plan which is to contribute to

- Police with the Community, increasing our legitimacy and secure the confidence of all communities.
- Have a more diverse workforce, reflective of the communities we serve; delivered through our engagement, recruitment and retention strategies.
- Have a culture which is welcoming to all, where diversity and inclusion is promoted, our people police officers and staff feel; safe, engaged, valued, respected and treated with dignity.
- Ensure equality of opportunity and manage the potential for unconscious bias and discriminatory practices.
- Drive innovation, performance and productivity by empowering our people to bring their unique skills, perspectives and experiences to the workplace.

The Employee Engagement & Well Being Group – The purpose of this group is to develop the organisations approach towards improving levels of employee engagement and wellbeing to enhance performance, promote service confidence and build an engaged workforce. This will include commissioning, directing and evaluating programmes of work agreed by CEDB.

KEY RESPONSIBILTIES

- To show by our actions, at *all levels* and within *all roles*, a commitment to enhancing and encouraging our own staff's wellbeing and keeping them safe;
- To identify and address employee concerns and ideas through regular engagement with Staff Associations/Trade Unions;
- To develop a Corporate Engagement Framework through the application of MacLeod's enablers for engagement (Strategic Narrative, Engaging Managers, Employee Voice & Integrity);
- To support the development of local initiatives to address employee engagement and wellbeing issues, identifying best practice and monitoring outcomes;
- Self-Effectiveness Review (SER)
- Promotion of Equality of Opportunity and Good Relations

Policing with the Community Project Delivery Group -

Policing with the Community has been the policing ethos for the PSNI since its formation in 2001 and it was recognised today that engagement, partnership and service delivery are critical to how the organisation improves public safety and deals with crime and disorder through personal policing.

In 2011, the 'Policing with the Community 2020 Strategy' was created to build upon the achievements and learning of the last decade and to support in providing a

consistent standard and style of policing over the next ten years. The challenge set down to every staff member and officer was to reach the highest standards of service, accessibility and visibility expected by communities within Northern Ireland and which the PSNI as an organisation demands of itself.

In 2014, the Chief Constable tasked a stock take of Policing with the Community as there was recognition that it could be more effectively embedded across all of PSNI. The findings showed that Policing with the Community did not have the required impact on all officers and staff within the organisation.

The Project Delivery Group exists to deliver the Policing with the Community Strategy including:
- To embed Policing with the Community into everything we do.
- To ensure corporarcy and consistency in delivery to improve people's experience in policing.
- To deliver a high quality service that supports improved accessibility, visibility and responsiveness.
- To support partnership working to enhance public safety and reduce crime and disorder.
- To deliver fair practices & processes on equality & diversity issues.

Professional Standards Governance Committee – The purpose of the board is to provide assurance to the Culture and Ethics Diversity Board (CEDB) that the behaviour and ethics within the Police Service of Northern Ireland (PSNI) are being monitored and addressed in line with the tone set by CEDB.

Assessment of issues and trends arising from the following will guide the Board in directing appropriate interventions:

- Misconduct processes
- Bullying and Harassment processes
- Grievance processes
- Employment Tribunals and relevant Civil Proceedings
- Any other relevant matters

The Board is not responsible for directing upon individual cases

These groups are chaired by a senior officer with oversight to the CEDB being chaired by the Chief Constable.

Using an evidenced based approach, PSNI Human Resources Department conducted and supported a range of recruitment events and initiatives particularly focused on maximising opportunities for engagement with groups currently under-represented within the PSNI. Recruitment Campaign 1710 was launched in October 2017 which was under-pinned by learning from the Barriers to Recruitment research, and included:

- The development of a new advertising strategy to appeal to under-represented groups which was predominantly social media based and included a three week 'warm-up' period followed by a three week application period.
- The redesign of the Join PSNI website with easier to access information, increased animated and video content and user-friendly information on the broad range of opportunities available within policing.
- The development of an online Initial Selection Test (IST) – the IST previously took place at Stranmillis College and research indicated that it was the stage at which the highest proportion of Catholic applicants withdrew or did not pass the process.
- The review of all stages of the recruitment process in order to reduce timescales and improve the style of communication with applicants.

This approach was mirrored by significant work to improve internal workforce composition of specialist departments and units. In addition, internal promotion processes were undertaken during this reporting period. The use of generic police staff promotion campaigns was again another change of direction which aimed to improve equality of opportunity for police staff, increase knowledge base of personnel and continuous professional development opportunities. A number of large-scale and specialist external police staff recruitment competitions were also progressed during the reporting period.

Can we include some statistics on Internal and External Recruitment Campaigns

The continued roll out of the Multi Agency Support Hub evidences a key development in collaborative and partnership working to support those most vulnerable within our society. This collaborative approach has developed using academic research, learning from good practice ("what works v what doesn't work") to maximise interventions and ensure resources are effectively managed .

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).

https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/section-75-screening-exercise/

The PSNI Equality Scheme (Equality, Diversity & Good Relations Strategy 2017-22) including the Equality & Disability Action Plans are attached at Annex A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

Please see PSNI webpage http://www.psni.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/

Whilst the PSNI is facing significant challenges including new and emerging threats, it is committed to actively promoting an organisation where equality of opportunity and good relations is embedded in our policies, decisions and actions.

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:

https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/section-75-screening-exercise/

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):*

New and revised policies adopted by PSNI during this period have been screened, with adjustments being implemented as part of the development and consultation processes.

☐ As a result of what was identified through the EQIA and consultation exercise *(please give details): No EQIA's were undertaken during this reporting period.*

☐ 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)*:
☐

The Multi Agency Support Hub evidences the change in developing effective information sharing with partners. Improved internal and partner collaborative working is now being factored in when developing and screening policies and procedures.

The redesign of the Join PSNI website to facilitate easier to access information increased animated and video content and user-friendly information on the broad range of opportunities available within policing.

☒ Other *(please specify and give details)*:

A number of policies and decisions have been developed following legislative changes.

Section 2: Progress on Equality Scheme commitments <u>and</u> 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 2017-18 reporting period? *(tick one box only)*

☒ Yes, organisation wide

☐ Yes, some departments/jobs

☐ No, this is not an Equality Scheme commitment

No, this is scheduled for later in the Equality Scheme, or has already been done

☐ Not applicable

Please provide any details and examples:

Section 75 statutory duties are embedded within PSNI job descriptions with Job Evaluation & Grading Unit responsible for new and amended roles.

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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 Individual Performance Review process was streamlined within this period and objectives are aligned to the PWC principles of Keeping People Safe, treating people with courtesy fairness and respect.

In the 2017-18 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

☐ Yes, through the work to prepare or develop the new corporate plan

☐ Yes, through organisation wide annual business planning

☐ Yes, in some departments/jobs

☒ No, these are already mainstreamed through the organisation's ongoing corporate plan

☐ No, the organisation's planning cycle does not coincide with this 2015-16 report

☐ Not applicable

Please provide any details and examples:

Section 75 is embedded within the corporate management framework including corporate/business planning templates.

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of:

Actions completed:	0	Actions ongoing:	31	Actions to commence:	0

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

With the establishment of the new Equality Diversity and Good Relations Strategy 2017 - 22 the 5 year review has established new actions and any ongoing or outstanding actions from the previous period have been mapped across to the new action plan.

As these represent longer term objectives, no actions have been completed within this reporting period.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period *(points not identified in an appended plan)*:

As the Equality Action Plan was developed during the 2017-18 year, it will be during 2018-19 that key actions will be progressed and reported on.

Ongoing review and monitoring of action plans is conducted by strategic leads and this moved to the heads of the tactical groups under the establishment of the Culture Ethics and Diversity Board. In the absence of a Northern Ireland Policing Board for the period under review there was continual reporting of progress to the Board in compliance with obligations.

As mentioned it should be noted that the 5 year review was commenced and completed at the end of this period and as a result of the review the Action plans were refreshed and any ongoing actions noted were mapped across to the new scheme

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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

The PSNI continues to develop and prioritise the Chief Constable vision of "Keeping People Safe". Using the Poling with the Community behaviours of fairness, courtesy, respect, accountability and collaborative decision making.
The development and production of the Equality Action Plan and Disability Action Plan (2017-22) will result in the action measures being progressed in the 2018-19 year and reported on accordingly.

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

In development of policies and procedures PSNI consult with both internal and external partners and stakeholders including specialisms. The selection of these is dependent on the policy/decision and guidance on these is provided by the dedicated Section 75 lead at the start of and during the process.

11 Please provide any **details and examples of good practice** in consultation during the 2017-18 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:

- **Policy development**

Flexible working - In response to the 'Barriers to Recruitment' research, which highlighted that females were concerned about flexible working when considering the PSNI as a potential career the PSNI Flexible Working policy is currently being piloted with the intention of addressing all requests in a fair and consistent manner. In light of the next recruitment campaign the marketing and relevant recruitment material is being reviewed and updated.

Menopause & the workplace - Early scoping has taken place with regards to how the topic of the Menopause could be successfully progressed within the PSNI. A compilation of what other Police Services have done, samples of related policies, support documents and training packages have been gathered. The Police Federation are working alongside the PSNI to carryout research on the menopause for current officers. This work is based on previous research by the University of Nottingham and Nottingham Police Service.

New & Expectant Parents, Shared Parental Leave, & Special Leave to specifically include fertility leave time off considerations). – Guidance documents have been drafted to cover these pivotal areas. PSNI HR works closely with the WPA, the Police Federation, and NIPSA among others, to look at the revision of HR policies to ensure that the corporate approach considers alternative perspectives.

- **Disability**

Disability Network - Scoping had begun to explore the appetite for the establishment of a Disability Network for the PSNI working with key interested members such as those represented within PSNI Autism Support, Dyslexia Support, PSNI Cancer Support.

Disability Confident Employer Scheme - A scoping paper has been written and submitted in relation to the PSNI signing up to the Disability Confident Employer Scheme which would help commit and focus the organisation on the priorities of disability inclusion with the workplace.

Training - A series of session of Managing Disability in the Workplace was concluded in November 2017. This was targeted at Chief Inspector level and above (& staff equivalent), and was to assist and support how managers are accommodating staff/officers with restricted duties. This was delivered in conjunction with HR, OHW, Legal and The Northern Ireland Equality Commission.

- **Recruitment Outreach**

Attendance at a number of key events (Pride Picnic, Belfast Pride, Newry Pride, Foyle Pride & Mela to promote the up and coming recruitment campaign in the Autumn 2018.

A number of recruitment clinics were delivered post-Pride at The Rainbow Project (Belfast & throughout the province). This outreach was to address any recruitment questions and concerns, and try to promote interest of applicants from the LGB&T community. This was jointly run between the PSNI HR & the PSNI LGB&T Network.

- **Gender**

NI Gender Charter Mark – The Gender Charter Mark is a working framework that helps focus time and attention towards greater gender equality within organisations. Furthermore, it is a public shows that the Police Service of Northern Ireland is committed to both gender diversity, and the wider diversity agenda. This further complements the work the service is currently doing to encourage greater participation from underrepresented groups. In December 2017 the PSNI signed up to the Norther Ireland Gender Charter Mark for the first time. The first submission of priority actions are to be submitted by the 30th April 2018.

- **LGBT**

Stonewall Workplace Index submission - October 2017 saw the PSNI first submission to the national Stonewall Workplace Index, This was followed by an organisation wide email invite to partake in the Stonewall Workplace Equality Index Staff Survey. Both were compiled and the PSNI results were fed back in March which helped define and priorities key areas of work that helped positively progress LGB&T issues within the PSNI during the following year. 1st year PSNI ranked 341/434 organisations.

- **Salaried Work Placements**

Placement Student – 19 students started their year-long appointment throughout various areas of the PSNI. This outreach pilot is working in conjunction with the Ulster University and will be the second year of its kind. Work continues with the Workplace Students to ensure they are being appropriately supported both by the PSNII and Ulster University, and online with the academic/workplace project submissions in order for them to achieve their academic qualification for their year placement. Regular communication and support between the PSNI and UU ensures continued support and guidance is being offered as required.

- **Hate Crime/Ethnic Minority Police Association**

PSNI continue to support the Ethnic Minority Police Association. HR have supported the development of the EMPA annual business plan, supported outreach engagement opportunities in relation to possible recruitment strategies, and attended Hate Crime Events as well as the annual presence at Mela.

12 In the 2017-18 reporting period, given the consultation methods offered, which consultation methods were **most frequently <u>used</u> 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:

Consultation continues to be part of normal business practice within PSNI and includes the development , review and evaluation of policies, practices and procedures

13 Were any awareness-raising activities for consultees undertaken, on the commitments in

the Equality Scheme, during the 2017-18 reporting period? *(tick one box only)*

☒ Yes   ☐ No   ☐ Not applicable

Please provide any details and examples:

Continued advice, guidance and awareness raising with stakeholders has been delivered as part of the normal practice of the S75 lead. Internal (Policenet) and external sources of information were reviewed and updated with opportunities identified to promote S75 across all Departments.

Publication of Quarterly Equality Screening Outcome reports were placed on the PSNI external web pages.

New & revised policies and practices are published on the internal web pages including additional publicity dependant on the policy or practice.

The Section 75 Annual Progress and 5 Year Reports are published on the internal and external web pages and are presented to NIPB and Senior Executive Team.

14   Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

☒ Yes   ☐ No   ☐ Not applicable – no commitment to review

The consultation list was updated as part of the development of the Equality Scheme 2017 – 22. This list is updated periodically and as required as a result of ongoing partnership and collaboration programmes.

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/section-75-screening-exercise/

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

35

16   Please provide the **number of assessments** that were consulted upon during 2017-18:

PART A

36	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:

Consultations are conducted with key stakeholders including specialist departments and agencies, voluntary and support groups and statutory agencies.

PSNI has a dedicated consultation zone within the external website - https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/eqia-consultation-zone/

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:

PSNI Screening documentation provides an audit trail including areas where screening decisions have been returned for review/discussion.

In respect of EQIA see Consultation Zone - https://www.psni.police.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/eqia-consultation-zone/

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 2017-18 reporting period? *(tick one box only)*

☐ Yes   ☒ No   ☐ Not applicable

Please provide any details and examples:

PART A

No EQIA's were conducted within this reporting period.

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 2017-18 reporting period? *(tick one box only)*

☐ Yes   ☒ No, already taken place

☐ No, scheduled to take place at a later date   ☐ Not applicable

Please provide any details:

An audit of existing information schemes was completed as part of the 5 year review.

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:

Quality Assurance processes are built in to the guidance tools of Section 75 procedures including PSNI Section 75 branch, consultation and data collection/evaluation. This forms part of the development and review of policies in consultation with key stakeholders and Section 75 Branch.

A number of policies were amended as a result of the analysis of information including:

- Hate Crime
- PwC Project – Concern Hub
- Active Listening

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

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:

In this period a Hate Crime text survey continued and this data on Hate Crime is provided to Victim Support for the Advocacy Service. Work continues on ensuring that not only data pertaining to victims is captured but also where an incident only is recorded where a witness, or other person impacted is identified. This will ensure that all persons impacted by hate crime, even if they are not the victim, have support. It will also ensure a true reflection of incidents and police resources can be targeted accordingly.

PSNI continued to fund the Hate Crime Advocacy Service during the reporting period. This service is coordinated by the Victim Support NI on behalf of PSNI and is offered as a free service to anyone who has been the victim of a hate motivated crime.

PSNI continues to produce Workforce Composition data and also collates a significant number of data sets for assessment, collation and planning purposes. This includes Section 75 data, operational and cultural information that assists in policy making and reviewing.

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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

The Police College and the Student Officer Programme has undertaken a large scale review in this period and has looked at training content, delivery, accessibility, environment and accommodation.

Equality is embedded within training & development programmes.

Increased training and collaboration with decision makers to ensure that Section 75 is embedded into service policy/decision making. New policy framework now established within PSNI and those undertaking policy training receive raining on Section 75 considerations when formulating policy.

The PSNI has a dedicated Section 75 lead to deliver group and one to one training and awareness programmes.

25   Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The Police College Student Officer Training Programme continued to undertake a large scale review and the Equality and Diversity Module continues to be included as part of the induction week

- Equality

- Diversity
- Introduction to Minority Support Associations
- Policing with the Community (Fairness , Courtesy & Respect)
- Ethical Standards

Bespoke and local training delivery programmes are undertaken with partners as part of ongoing collaboration programmes. Examples include:
- Women's Aid
- Disability Action
- Migrant Centre NI
- COPNI
- Rainbow Project
- Business Crime Partnership
- Rural Crime Partnership

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**:

The PSNI has developed and updated the internal and external communication systems including the external web pages and Join PSNI Website.

In addition, PSNI corporate communications department has enhanced its use of social media to maximise distribution and well as achieving targeted information channels.

Examples include service and localised Facebook pages and twitter accounts including Chief Constable twitter feeds.

This has allowed for improved feedback channels for groups and individuals.

In addition the PSNI revised the position of the Equality Diversity and Good Relations Strategy on the external website creating a link on the home page that takes the visitor directly to the equality information.

Analysis of this will be undertaken as part of the Annual Report 2018-19.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2017-18?

Insert number here:
0

Please provide any details of each complaint raised and outcome:

Section 3: Looking Forward

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

The overall scheme will be due for review by 2022 but there are annual action plans that will be reviewed accordingly

29   Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

The new 5 year strategy refreshed its actions continuing a focus on Hate Crime and vulnerabilities. This will be delivered around the themes of

- People & Culture
- Operational Delivery
- Organisational Processes
- Trust & Confidence in Policing

In terms of the Equality Scheme 2017-22 particular focus will be on:

- Delivery of the Equality Action Plan
- Delivery of the Disability Action Plan
- Screening of new & revised policies
- Employee Wellbeing
- Equality training and awareness programmes

30   In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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):

Improvement on Screening and EQIA standards, an improved focus on demonstrating leadership of S75 within PSNI and improvement to Disability Action Plans.

As budgets continue to reduce, efficiencies and realignment of PSNI resources will continue (Priority Based Resourcing team will continue to review and streamline

resources, structures, policing priorities). The focus will be on ensuring that s75 requirements are continually considered throughout the process.

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:

Fully achieved	**Partially achieved – (ongoing measures)**	**9** Not achieved

During the reported period Disability Actions were embedded within the Equality Action Plan (Equality, Diversity & Good Relations Strategy 2012-17).

As the Equality Action Plan & Disability Action Plan were developed during 2017-18, it will be during 2018-19 that key actions will be progressed and reported on.

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]	Culture Ethics and Diversity Board Minority Support Associations Hate Crime Advocacy Service Accountability Board Child Centred Policing Working Group	Improved consultation and collaboration with internal and external support and advisory groups. Delivery of a Police Service which "feels fair", helps makes	Increased staff satisfaction. Improved confidence in reporting from the most vulnerable in our society. Improved confidence in policing from those most vulnerable in our

		people feel safe and promote better citizenship with S75 groups	society. Improved participation at engagement and accountability groups
Regional[iv]	Area based accountability boards. Participatory Budgeting Programme (PB)	PSNI works with Staff Associations/Trade Unions in the effective discharge of our equality duties. PB – Improved participation and development of local programmes including S75 groups	PSNI is an employer that uses the unique skill sets of all its employees PSNI actively works in collaboration and partnership with stakeholders to keep people safe and improve confidence in policing.
Local[v]	District Accountability Boards PCSP's Youth Volunteer Academy Improving Confidence In Policing Initiatives	PSNI is a workplace which is inclusive, fair and welcoming Provide reasonable adjustments to public buildings where necessary for both service users and staff members. PSNI actively encourages and supports programmes aimed at those most vulnerable within society.	PSNI is seen as a workplace which embraces difference, thus allowing people to achieve their potential. Improved confidence in policing

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

PART B

	Training Action Measures	Outputs	Outcome / Impact
1	Increased awareness of S75 duties in keeping people safe	Disability Advocate training and support to the Student Officer Training Programme	Continued awareness of disability related issues and concerns. Improve victim reporting and confidence in policing. Contributes to improved service delivery by providing understanding of the needs of disability groups.
2	Section 75 awareness and support programme continues	Continued awareness of Section 75 responsibilities Development of best practice approach Improved partnership and collaboration Improved policy/decision making procedures that better reflect needs of society.	Improved leadership and direction to deliver effective services to those most vulnerable within our society. Improved service delivery and confidence in policing.

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	Internal Engagement and Wellbeing survey for staff in this period	Understand staff views on inclusion, fairness, respect.	To enable supporting mechanisms to improve engagement and wellbeing through new initiatives. Initiatives have included the development of our new Leadership Strategy,

			implementation of a Wellbeing Strategy, a review of sickness absence policies to make them more consistent and fairer, an overhaul of the management of rest days, annual leave and allocation of overtime, a revision of the student officer posting process and development of locally delivered employee engagement mechanisms .
2			

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	PSNI continues to work in partnership with stakeholders in order to provide effective service delivery	Increased collaboration in project and operational decision making which understands the needs of disability groups and identify appropriate measures.	A streamlined and coordinated approach which understands the needs and provides appropriate collaborative support mechanisms.
2	In collaboration with decision makers and policy owners, the development of effectively screened policies, decisions and strategies	Development of policies and strategies	This aims to ensure that the promotion of good practice in relation to PSNI duties to disability equality is embedded into the development and implementation of policies 7 programmes in particular the needs of those with a disability.

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

PART B

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Improved policy creation and review protocols	Improved transparency and accountability for the development and review of PSNI policies	Increased understanding of S75 duties and equality of opportunity and good relations to those with a disability.
2			

3. Please outline what action measures have been partly achieved as follows:

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				

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

	Action Measures not met	Reasons
1		

PART B

2		

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

Disability Hate Crime Advocate continues to provide PSNI with both feedback and collaboration in terms of disability hate crime. Data is provided to VSNI to ensure victims have support from Advocates. Data also used to monitor any trends and inform operational policing

Gold/Silver/Bronze structure remains in place to manage police response to hate incidents.

Hate Crime Policy being monitored.

Data on hate crime incidents and crimes is monitored and analysed and text surveys are being carried out monthly.

Feedback and evaluation of training delivery programmes are assessed by PSNI Quality Assurance Unit

(b) Quantitative

Regular monthly meetings continue to take place with all the Advocates to ensure there is a forum for feedback of issues. Anecdotal evidence is discussed and both Hate Crime Operational and Strategic leads can collate and respond to any issues, trends to ensure improvement.

The Victim Satisfaction Survey provides statistical data on how PSNI deal with Victims of Crime including Disability Groups.

The PSNI complaints process provides data for analysis in terms of current issues and planning future opportunities for action.

PART B

Confidence in Policing and Reporting are conducted by strategic and role specific analytical personnel as part of operational delivery, coordination and tasking groups.

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

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

 Yes

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	The Equality Diversity & Good Relations Strategy 2017 -22 has been approved and published	As per the action plans	2017 – 22 with annual action plans
2			
3			
4			
5			

PART B

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?

The implementation Equality Diversity & Good Relations Strategy 2017 - 2022 is ongoing and with the establishment of the Culture Ethics and Diversity Board with the Tactical Groups that stem from them the plan will be revised as necessary.

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[i] **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

[ii] **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

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

[iv] **Regional**: Situations where people can influence policy decision making at a middle impact level

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

[vi] **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.