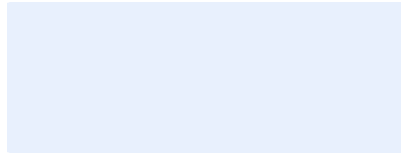


Insert Name of Public Authority Here and Logo in Picture Box Below



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2020-21**

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Telephone: Email:
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	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 2020 and March 2021.

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 2020-21, 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 2020–21 reporting period the Police Service of Northern Ireland (PSNI) – continued to promote equality of opportunity and good relations through the following:-

- Equality Diversity & Good Relations Action (EDGR) Plan 2017-2022.
- The Disability Action Plan (DAP) contained within the Equality Scheme.
- Representation on Criminal Justice Equality & Diversity Network. This network is chaired by Department of Justice (DoJ) and meet quarterly to share best practice on a range of S75 activities and initiatives.
- PSNI is represented on the national Police Positive Action Practitioners Alliance (PAPA) Forum. PAPA meets quarterly to discuss a range of current issues which impact on the protected characteristics, and to disseminate learning and best practice.
- PSNI has recently appointed a new supplier to provision a completely refreshed and innovative public facing website. The brief to the supplier is to put the public at the heart of the new solution and to incorporate all the recommendations from the WCAG compliance audit. In the interim the current website contains a page advising users of the situation with WCAG compliance, and provides contact details should a user have a particular difficulty accessing it. The replacement website is scheduled to go-live in February 2022.

- PSNI is also represented at the newly established National Gender Forum chaired by the National Chief Police Council Lead and peers have referred to the 'progressive work' ongoing here within Northern Ireland.
- We are also represented at the National Diversity, Equality & Inclusion Leadership Network where best practice is shared to address policing cultures, behaviours and decision making that delivers better diversity and inclusive policing practices.
- PSNI identified areas of underrepresentation and is progressing appropriate and proportionate measure. Examples include:-

2020 Recruitment Campaign

The most recent Student Officer Recruitment Campaign launched in February 2020. Further to an extensive programme of outreach within local communities, our launch event received significant support from political, community, faith, sporting and business leaders.



Further to delays in the assessment centre stages due to Covid-19 restrictions, the recruitment process concluded in May 2021. The merit pool has been received from our external recruitment provider and we are progressing applicants through the Police Service managed recruitment stages (Vetting,

Physical Competence Assessment, Medical, Substance Misuse Testing and Online Learning). The first candidates from this campaign commenced the Student Officer Development Programme on 30 May 2021 and we look forward to welcoming further candidates throughout the months ahead to reflect the increase in funding for recruitment.

The learning from the equality monitoring analysis of the 2020 campaign has been received and is informing planning for the next recruitment process which is due to launch in the Autumn of 2021.

Applicant pool highlights include:

- The number of people demonstrating an interest in a future career in policing increased by 10% from the 2018 campaign, with a total of 6,879 applications.
- An increase in the female applicant pool to 40.3% represents the highest female proportion across the last five recruitment campaigns.
- A marginal increase in applications from ethnic minority community, at 2.3% compared with 2.0% in 2018.
- An increase in the LGBT applicant pool to 7.2% from 6.1% in 2018.

Equality Analysis of Applicants from 2020 and 2018 Student Officer Recruitment Campaigns

	2020 Campaign		2018 Campaign	
	Total	% of Total	Final Total	% of Final Total
Total	6,879		6,243	
Protestant	4,520	65.7%	4,113	65.88%
Catholic	2,116	30.08%	1,935	31%
Other	243	3.5%	195	3.12%
Male	4,108	59.7%	3,914	62.69%
Female	2,771	40.3%	2,329	37.31%
Ethnic Minority	161	2.3%	122	2%
LGBT	496	7.2%	378	6.1%

Merit pool highlights include:

- Whilst the number of Catholics in the merit pool is higher than the 2018 campaign (24.7% compared with 23.1% in 2018), we recognise this as an area requiring continued focus in our outreach planning.
- The number of females in the 2020 merit pool significantly increased by 8.6% from the 2018 campaign (42.4% compared with 33.8% in 2018)
- LGBT candidates performed strongly in the assessment stages, with candidates successfully entering the merit pool at the highest ever level recorded (9% compared to 5.3% in 2018)

Equality Analysis of Merit Pool from 2020 and 2018 Student Officer Recruitment Campaigns

	2020 Campaign		2018 Campaign	
	Total	% of Total	Final Total	% of Final Total
Total	980		1053	
Protestant	718	73.3%	788	74.8%
Catholic	242	24.7%	243	23.1%
Other	20	2.0%	22	2.1%
Male	564	57.6%	698	66.2%
Female	416	42.4%	355	33.8%
Ethnic Minority	8	0.8%	7	0.7%
LGBT	88	9.0%	56	5.3%

In addition, our socio-economic analysis has shown that Protestant candidates, at both application and merit pool stages, exceed what would be expected across all socio-economic groups whilst Catholic candidates are below what would statistically be expected across all socio-economic groups at the same stages. Whilst we will continue to engage with working class communities, the primary issue identified within our socio-economic analysis is one of community background.

New police officers and police staff provide diverse perspective, skills and experience, increasing our capability to respond effectively to complex policing challenges and adding value in communities going forward. Community outreach for the 2021 Recruitment Campaign will continue to focus on ensuring that the police team is representative and inclusive of the communities we serve. We continue to seek the support of political and community representatives to advocate the benefits of and support for a career in policing.

Police Staff Recruitment

A number of PSNI external recruitment processes had to be put on hold due to Covid-19, however PSNI is currently rolling out a Police Staff Recruitment Plan, which has the potential to see the recruitment of approximately 200 police staff across a diverse range of roles over the next 2 years.

PSNI is in the final stages of **expanding our Join PSNI website** to include police staff opportunities and enhancement of the “Why Join” section. Engaging language and positive role models are used to promote police staff roles, thus encouraging applications from under-represented groups and providing the basis for stronger police staff inclusion. Furthermore, PSNI is exploring the potential to extend the current student placement schemes to become a full employment model and assessing opportunities for new apprenticeships.

A working group for Internal Specialist Selection has been established to focus initially on areas which have significant under representation. Findings will be produced to Positive Action Group in due course.

- During the 2020/21 period a total of 42 x S75 Screenings were completed with no completed EQIA's.
- PSNI continues to develop methodology to further embed Section 75 (Equality of Opportunity & Good Relations) within PSNI. The development of the Equality, Diversity and Inclusion pages on the internal police intranet provides detailed education on Section 75 legislation and the practical application. Presentations/Workshops have been delivered within this reporting period
- PSNI has developed a draft “People Strategy 2020-2025” – to be launched in April 2021. One of the key pillars is “Being Representative and Inclusive” A working group of the same name has been established to take forward related issues, its inaugural meeting was held in March 2021.
- A PSNI Stonewall working group continues to address issues arising from the Stonewall WEI and proactively work towards delivering our Stonewall action plan.

- The Police Service of Northern Ireland Competency and Values Framework (CVF) is to be launched on 1st April 2021 and will be embedded in all recruitment and selection competitions. The CVF values and behavioural standards are also being incorporated into the new Performance Development Report (PDR) system due to launch later this year.
- PSNI Women's' Police Association (WPA) developed and delivered bespoke training sessions for WPA members in addition to the WPA NI mentoring programme, which has been developed in the past year to include mentoring externally from the Police Service of Northern Ireland.
- Ulster University is a long term partner of Police Service of Northern Ireland, and has consistently provided professional and enthusiastic placement students who have gone on to have a very positive experience of working in policing. Throughout the pandemic, PSNI provided students with laptops and blended working opportunities so that they could continue to maximise their opportunity for learning and gaining relevant work experience. We employed 44 students throughout the period across the following range of specialisms:
 - Business & Economics – 11
 - Social Sciences – 6
 - HR – 6
 - Multi-Media – 1
 - Communications – 6
 - Physical Education – 4
 - Legal – 5
 - Photography & Videography – 3
 - Food & Nutrition – 1
 - Renewable Energy – 1

PSNI liaised extensively with the Ulster University to adapt PSNI recruitment process which launched in January 2021. We developed an engagement plan with the university to highlight the range of opportunities available and were pleased to receive over 276 total applications. We

introduced online interviewing for the first time and successful candidates are currently undergoing pre-employment checks with a view to commencing in September 2021. The Police Service of Northern Ireland continues to greatly value the Student Placement Scheme as a means of supporting young people with their studies and gaining a diversity of thought and experience within the organisation. This is evidenced in our commitment to increase the number of placements available to 54 within 2021/22.

- The PSNI continue to support the Minority Support Associations (MSA) and Diversity Support Associations (DSA) namely, the Ethnic Minority Police Association, Women's Police Association, LGBT Network, Christian Police Association and Catholic Guild.
- Positive Action Group has supported a paper for the approval of a Disability Support Network to be submitted to People & Culture Board.

Disability Action Plan

The *Managing Staff with Disabilities Guidance* is currently under review. The 'Disability Adjustments' Panel process has been established to ensure that the reasonable adjustment needs of disabled staff are fully considered by exploring opportunities to assign staff to roles that most appropriately align to their needs.

- The Wellbeing Volunteer project is now fully implemented across the service – 25 trained volunteers have linked with the Post Incident Peer Support team to provide ongoing welfare support to colleagues. Funding has been secured for a further 2 years to develop and expand the proactive outreach of this team.
- PSNI has developed its own bespoke individual Wellbeing and Trauma Resiliency Plans for roll out to the service across 2022.
- Service wide psychological screening for high-risk roles is being considered. A new psychological risk management role has been created in OHW and psychological screening will be progressed when this role is filled.

- PSNI is currently redesigning their processes, protocols and guidance in relation to the management of neurodiversity in the workplace. These include the 'Supporting Staff with Disabilities' policy document, a Line Manager Toolkit, a guidance document for neurodivergent employees and a neurodiversity intranet page. A launch for the new guidance will be held to provide more awareness within the organisation. Neurodivergent employees are currently supported in the workplace by the PSNI Senior Occupational Psychologist, and deputy, and given reasonable adjustments if needed.

Multi Agency Triage Team Pilot

Mental health practitioners and paramedics are working alongside police officers as part of a pilot project, aimed at providing immediate help and interventions to vulnerable adults in mental health crisis, while at the same time reducing their reliance on hospital, ambulance and PSNI resources. It is supported by the Public Health Agency.

Members of a Multi-Agency Triage Team (MATT) assess and respond to calls made either to the police or ambulance control room using the 999 or 101 numbers. The team may then decide to attend an incident where there appears to be a related mental health issue or alternatively the Mental Health practitioner may speak to the individual by phone to de-escalate the situation.

MATT is operational in the Ards & North Down, Lisburn and Greater Belfast areas operates on Friday and Saturday evenings and Sunday late afternoon.

From a pool of more than 55 skilled staff across the Northern Ireland Ambulance Service, PSNI and the South Eastern Trust who volunteered to take part in the project, a team of two police officers, one paramedic and a mental health practitioner are on duty. They assess calls and respond to incidents where the

person is experiencing an emotional or mental health crisis and they feel they can offer advice or intervene.

The programme is funded until 2022 by the Public Health Agency and following evaluation, consideration will be given to developing the model further.

Multi-agency Support Hubs

The operational function of Multi-agency Support Hubs (MASH) within The Police Service of Northern Ireland (PSNI) is to facilitate bringing key professionals together, to enable better quality information sharing and decision-making. It allows partner organisations to work together to improve a person's situation. It facilitates early intervention to reduce vulnerability, with all partner agencies working together to ensure the best outcome for an individual or family and the residual benefit to the community. By effectively sharing information and agreeing interventions, Support Hubs facilitate an integrated and flexible response to cases, and allow vulnerability to be addressed.

The Northern Ireland Audit Office noted in 2019 that effective partnerships need to work together across all of government. They state how, "Support Hubs are a good example of how a collaborative approach can produce successful outcomes which cannot necessarily be achieved through one public service body."

An evaluation and review of the MASH was undertaken by the Department of Justice Analytical Services Group to identify good practice and areas for improvement.

Vulnerability Hub

Mid & East Antrim are piloting a Vulnerability Hub, expanding the Multi-Agency Support Hub and appointing officers to identified strands of vulnerability. Around a third of calls for service relate to someone with a vulnerability. Whilst the Multi-Agency Support Hub is still the main tool when it comes to vulnerability, The Vulnerability Hub is developing it to ensure that every officer in the district knows that vulnerability is all of our business and that early intervention is key to provide clear pathways.

To do this, Mid & East Antrim have put in place a number of officers and strategies dedicated to working collaboratively with other organisations, partners and colleagues to assist vulnerable people, whether it's through supporting them or signposting them to other specialist organisations and charities. The following demonstrate some of the actions that have been put in place so far:

Missing Children

When a child goes missing, a process is put in place to assess if the child is the victim of a crime or if they are being groomed for child sexual exploitation. Youth Diversion Officers (YDOs) are single points of contact for children's homes and any person under 18 who goes missing. When a child is returned a structured interview is completed within 72 hours to highlight and address any adverse factors that child has faced in their lives.

Vulnerability Navigator

An officer has been appointed to the role of Vulnerability Navigator (Vul Nav). The Vul Nav reviews the previous days' occurrences and identifies any possible vulnerability. Their role is to make contact with that person by phone and seek consent for a referral to our third sector partners, for example Extern for drugs, alcohol or mental health for over 18s. Officers can also refer any concerns for someone to the Vul Nav.

Child Sexual Exploitation (CSE)

Mid & East Antrim have bi-weekly meetings with Public Protection Branch (PPB) to identify children at risk and persons of concern in regard to CSE. Those identified are managed by Youth Diversion Officers (YDO), Support Hub or PPB locally. Local meetings occur weekly with Support Hub, Public Protection Branch (PPB), YDOs and Neighbourhood Policing Team to ensure risk is identified and ownership with problem solving is assigned. The YDOs are responsible for managing and ensuring problem solving, mitigation and front line team briefings.

Tackling paramilitarism/serious and organised crime

PART A

An officer has been appointed to focus on diverting young people away from exploitation from serious and organised crime. This is done by providing access to a multi-agency holistic service to help exploited children and children suspected of being at risk of exploitation by serious and organised criminal groups.

The aim is to maximise opportunities to support those who are vulnerable by identifying risks and effectively assess or manage risks to vulnerable people through partnership working.

Representatives from Social Services, Youth Justice Agency, HSC Trust, Probation Board NI, NI Housing Executive, Educational Welfare, Education Authority, the council and PSNI attend a meeting and form the Holistic Organisations Preventing Exploitation (HOPE) when exploitation has been identified. Circumstances are discussed and clear areas of responsibility are developed

Domestic Abuse

TecSOS

PSNI provide a new service available for High Risk domestic abuse victims. These apps will replace the current Skyguard/Peoplesafe alarms. TecSOS – Technical SOS is a not-for-profit initiative involving the Vodafone Foundation and Thames Valley Partnership, and is designed specifically for High Risk Domestic Abuse victims and those at risk of CSE and sexual violence. It provides an enhanced service to police forces as calls from victims in high risk situations are connected directly to local police call handlers. The call is routed with the highest priority and is announced as a ‘vulnerable caller’ (code for TecSOS), avoiding Silent Solutions and ensuring that all calls made by the holders of a TecSOS product receive an immediate response from police.

Ask for ANI

On 14/01/2021, the Ask for ANI (Action Needed Immediately) was launched.

PART A

Ask for ANI is a UK wide codeword scheme developed by the Home Office to provide a discreet way for victims of domestic abuse to signal that they need emergency help from the safety of their local pharmacy.

Victims of domestic abuse are to use the codeword ANI in pharmacies to let staff know that they require an emergency police response or help contacting a helpline or specialist support service. Participating pharmacies will ensure that all staff are aware of the codeword and have completed training on how to respond if someone asks for ANI.

Participating pharmacies will display posters in their window and around their premises to let customers know that they can approach their staff to seek help.

When a victim uses the codeword or asks for help, the member of staff will ask the victim to accompany them to the consultation room. They will then check whether the victim is in danger and wants the police to be called. If so, the staff member will offer the use of a phone to dial 999 or make the call on the victim's behalf.

If the victim is not in an emergency situation, the staff member will support the victim to contact a national domestic abuse helpline or local support service. They may also contact the police via 101.

PSNI Cancer Support Association

PSNI Cancer Support Association is for anyone who has been diagnosed with cancer and feels that it may be helpful to talk with someone in PSNI who has experience of cancer themselves. This service is delivered by fully trained Cancer Support Volunteers.

During the 2020/2021 period, Covid-19 has impacted on the ability to deliver some of the standard service such as health screening and awareness sessions. The core one to one listening service has continued throughout the pandemic. Improved, internal communication through the intranet currently under development include:-

- Change and Check campaign. This poster campaign was first launched in PSNI in 2019 and is being refreshed through issuing new stickers and posters which highlight the importance of self-checking to identify signs and symptoms of breast cancer and testicular cancer. These stickers and posters are displayed throughout PSNI in areas such as toilets, locker rooms and changing rooms.
- Health Screening – PSNI has approval to deliver a number of health screening checks via the Action Cancer Big Bus and will be communicated to officers and staff once these services become available.

Acute Behavioural Disturbance (ABD)

In order to keep the public safe, as well as improving officer and staff awareness of ABD, the PSNI has developed the following:-

- A new internal intranet page with basic information about ABD
- A short E-learning package specific to ABD
- A new Appendix within in the PSNI Conflict Management Manual

International Women's Day (IWD) 8th March 2021

Whilst normally the Women in Policing Association NI would host an event to mark the occasion and the particular theme, this year due to ongoing Covid-19 restrictions, a face-to-face event could not be organised. The PSNI recognised IWD 2021 with a short film of police officers and police staff from across the organisation on how they choose to challenge behaviours that are unhelpful to women and also how positive behaviours can ensure women are supported to reach their full potential.

Neurodiversity

A National Police Autism Association Co-ordinator for PSNI was appointed in 2020 and they are working in collaboration with internal, and external, groups on a number of

initiatives. This is a voluntary role carried out in addition to the individual's main role within the organisation.

- The NPAA is a privately run group of UK police officers and staff supporting colleagues affected by autism and other neurodivergent conditions such as dyslexia, dyspraxia and ADHD. It welcomes all police personnel with a personal, family or professional interest in these conditions.
- The NPAA offers free membership to members of the UK policing and criminal justice community and hosts the Police Neurodiversity Forum, an online community where members can discuss workplace, personal, family and public service delivery issues, share experiences and offer mutual support, in a supportive and confidential environment.
- The NPAA assists police services in supporting neurodiversity in all its forms and it advocates for valuing individuals for their strengths, and creating a workplace environment and culture in which everyone can fulfil their potential.
- The NPAA also promotes and shares best practice for working with the autistic community, such as autism alert cards.

Membership to the PSNI Autism Support Group opened in March 2021. The PSNI Autism Support Group represents and advocates for officers and staff who have caring responsibilities for, or are otherwise impacted by, Autism. PSNI's partnership with Autism NI underpins the identity and ethos of the Group, which, through sustained engagement and collaborative working, aims to:

- Ensure officers and staff with autism, or with caring responsibility for a person(s) on the autism spectrum, are represented within the Service;
- Provide an accessible and safe space for engagement and wellbeing;
- Develop increased support networks for officers and staff;
- Provide specialist information, advice and internal/external signposting;
- Increase organisational awareness and understanding of autism;
- Further develop partnerships with Autism NI and relevant autism groups/experts;

PART A

- Promote PSNI as an autism friendly employer and assist managers to understand and get the best from neuro-diverse teams. The Group is proud to support officers and staff living and engaging with autism and seeks to positively influence the policing response to autism. Area Support Groups' provide the basis for work and activities at a local level as influenced by the needs identified by our members.

Contribution to the Department of Health's Revised Autism Strategy, due for implementation in 2021. Under the Autism Act (NI) 2011, the Department of Health, in co-operation with other NICS Departments, has a statutory responsibility to prepare, review and monitor the implementation of a cross-departmental strategy setting out how the needs of people with autism and their families can be supported throughout their lives.

Breaking Down Language Barriers

In January 2021, the PSNI introduced "thebigword Telephone Interpreting Service" which provides automated 3 way calls for anyone who requires a phone call where an interpreter will be needed on the call.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (*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/>

- 3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2020-21 reporting period? (*tick one box only*)

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

Please provide any details and examples:

<http://www.psni.uk/inside-psni/our-policies-and-procedures/equality-diversity-and-good-relations/>

- 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*):

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

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*):

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 2020-21 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:

PSNI roles, both police and staff, are advertised and candidates tested against National Occupational Standards and Personal Behaviours, which demonstrate fostering a culture of courtesy, fairness, respect in addition to promoting equality and the elimination of discrimination.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2020-21 reporting period? (*tick one box only*)
- Yes, organisation wide

PART A

- 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 College of Policing Competency and Values Framework (CVF) has been attuned to reflect Policing with the Community behaviours to ensure the CVF is contextually specific to PSNI. PSNI CVF will be incorporated into Individual Performance Reviews for 2020/21.

6 In the 2020-21 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 2018-19 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2020-21 reporting period, please indicate the **number** of:

Actions completed:	9	Actions ongoing:	16	Actions to commence:	
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Please provide any details and examples *(in addition to question 2)*:

As outlined in Question 2.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2020-21 reporting period (*points not identified in an appended plan*):

Equality Diversity & Good Relations Action (EDGR) Plan was updated during this financial year. The refreshed plan was ratified by Culture, Ethics and Diversity Board (CEDB).

- 9 In reviewing progress on the equality action plan/action measures during the 2020-21 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's Vision of Keeping People Safe utilising the Policing with the Community Behaviours of fairness, courtesy, respect, accountability and collaborative decision making,

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. A database of consultees from the Community/Voluntary sector as well as statutory agencies is recorded within the PSNI Equality Scheme (Equality, Diversity and Good Relations Strategy 2017-2022).

- 11** Please provide any **details and examples of good practice** in consultation during the 2020-21 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:

Extensive consultation was carried out within the 42 Screenings carried out within this reporting period. Further detail can be obtained at:-

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

- 12** In the 2020-21 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:

Collaboration and consultation is part of normal business practice within PSNI. This 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 2020-21 reporting period? (*tick one box only*)

X Yes No Not applicable

Please provide any details and examples:

Publication of Quarterly Equality Screening Outcome reports were placed on the PSNI external web pages. New and revised policies and practices are published and advertised on the internal web pages.

14 Was the consultation list reviewed during the 2020-21 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)

<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)*:

42

16 Please provide the **number of assessments** that were consulted upon during 2020-21:

42	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:

During this financial year the NIPB and PSNI undertook a joint public consultation exercise to explore how PSNI can best meet public need and demands and deliver

the most effective Local Policing. In addition to this a proactive approach to targeted sectoral engagement was taken, in particular taking into account Section 75 matters. Two EQIAs were launched during this reporting period on the PSNI Physical Competence Assessment (PCA) and Spit and Bite Guards.

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

X Yes No concerns were raised No Not applicable

Please provide any details and examples:

Please see response to Question 11.

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

Yes No Not applicable

Please provide any details and examples:

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 2019-20 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:

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 consultation and data collection/evaluation. This forms part of the development and review of policies in consultation with key stakeholders and Section 75 Manager.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2020-21 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:

PSNI continues to provide Workforce Composition data internally and externally. The PSNI collates a significant number of data sets for assessment, collation and planning purposes. This includes Section 75 data that assists in policy making and reviewing.

PSNI works in collaboration with key stakeholders and organisations including Northern Ireland Statistics and Research Agency (NISRA).

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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

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:

PSNI has conducted a number of bespoke training and developmental events within the reporting year. Evaluation of training is carried out to identify what has worked well and how improvements can be made. Examples include:-

Emerging leaders Health & Wellbeing seminar

Feedback confirmed that the Topic Matter was beneficial to the vast majority of attendees. This has moved to a virtual masterclass with the 3 Subject Matter Experts from Health & Safety, Human Resources and Occupational Health and Welfare. Prior to this, all attendees must have read all information forwarded to them prior to the session.

This has been reviewed in March 2021 and has received good feedback. Due to the virtual delivery we are now revisiting the content and method of delivery to ensure it is still meeting the needs of the organisation. This meeting is taking place, virtually with the 3 Departments in August 2021.

Established leaders - COP Modular Course

This programme has 2 modules and there are 5 courses scheduled up until April 2022. The first 2 courses are completed and feedback has been very positive. Delegates commented on the positive challenges of the course “Reflection on Leadership Styles” and the fact it was pitched at the correct level.

Student Officer - Insights

The majority of attendees stated that this programme helped with their understanding of communication styles and how to adapt style more effectively, both internally and externally. Feedback also stated that it is beneficial to apply this knowledge to policing scenarios and is good for the understanding of perception. In general, from every feedback there has only ever been about 1 or 2 comments that have not been positive.

Masterclasses

The Leadership department within the Police College N.I. recently launched their ‘*Leaders at all levels*’ masterclass plan to support the development of all ranks and grades within the organisation regardless of their current rank and grade. This plan

provides free opportunities via internal and external monthly webinars and virtual content, and feedback has been very positive.

These themed months are aligned to the 5 People principles from the People and Culture Strategy 2025 and put you at the heart of what is being provided, as follows;

1. Being representative and inclusive
2. Serving with professionalism
3. Leading together
4. Resourcing for the future
5. Valuing Health and wellbeing

Equality Based Changes to Foundation Training 20/21

Over the course of 2020 and 2021 there have been a number of developments to the foundation training course. Developments are made for a number of reasons, including changes in policy, legislation and practice. However, the main reason changes are made, is to support Student Officers to develop the knowledge and skills needed to ensure a consistent, high level of service to the public of Northern Ireland.

In order to do that we are always looking to ensure our process, procedures and training have equality as a key consideration.

Neurodiversity Training

While PSNI has previously had some form of neurodiversity training, we have been developing an updated package. The updated package looks at a wider range of diversity, as previously a lot of the focus was on autism. The focus of the training was previously Policing neurodiversity, including how people could present with different behaviours and how Police interpret them. This is still covered; however, the understanding of neurodiversity has also been brought to an internal level. This is to help both, people with neurodiversity in our organisation and those who work with those people. Better organisational understanding of conditions such as dyslexia can help those with it, but also those who work with those people, it can

help them understand the potential benefits and challenges for those working with any of the conditions, thus creating a more understanding workforce and a better environment for everyone to develop and thrive.

Classroom or online neurodiversity training is currently provided to Student Officers, Probationary Support Officers, Trainers, Custody Sergeants and Civilian Detention Officers with plans to expand this. Guidance documents such as the National Autistic Society 'Autism, a Guide for Police Officers and Staff', 'Autism, a Guide for Criminal Justice Professionals' and guidance in relation to awareness cards have been forwarded to all employees.

Mental Health/ Suicide Awareness and Intervention

There has been a few different developments in this area. There has been a new online package developed for Probationary officers, which helps support officers to manage and deal with mental health related calls. We have external inputs, all highlighting the impact Police Officer can have in the lives of people living with mental ill health. This is supported with legislative understanding and communication techniques to help achieve better outcomes for people with mental ill health coming into contact with the Police.

The other development is that we now have adopted the ASIST suicide intervention training developed by Living Works, to increase the support we provide to student officers in preparing them to deal with suicidal and self-harm behaviours. This is also supported by the suicide awareness package delivered towards the start of their training, which is from Zero Suicide Alliance.

Stop and Search

The training in stop and search has changed to highlight the impact of search on potentially vulnerable individuals, including children. The lesson has been enhanced then to ensure when students use their search powers their actions are legal, accountable and proportionate to the problem they are seeking to solve.

Domestic Abuse

There has been an organisational wide package on Domestic Abuse and Coercive control developed, all 4 modules are due to go live this summer and the package covers a range of training in preparing officers for the new legislation being brought in. The training also covers the support and signposting of individuals affected by coercive control and domestic abuse. A range of organisations that support people affected by Domestic Abuse will be involved in the training including Woman's Aid, MAPS and the Rainbow Project. This allows officers to have awareness of a wide range of the support available, for people in a range of different types of abusive relationships to access support.

The lesson within foundation training has also changed to include an awareness of FGM and some of the background about why that happens. Also now included is more detail on 'honour crimes' and some examples of where Police have previously failed victims of these crimes, largely due to a lack of understanding about what a families honour means in different communities. By having an increased awareness of these types of behaviours, we hope then officers will not fail those people fearing FGM or honour based violence.

Victim Charter

The Victims Charter is now incorporated into our training, through a number of lessons, which helps ensure that Student Officers are aware of the commitments made by the PSNI to the victims they will go out and support. This helps to ensure that all victims regardless of background, religion, race, gender, sexuality or any other person characteristic can all expect the same standards.

Lots of other lessons still exist, that also play a part in developing the student officers understanding of fairness and applying their powers and responsibilities equally across society. The lessons listed all have an impact on equality for different groups of people. Largely the new training highlighted is focusing on people in society who have vulnerabilities and in order for them to have the equal right to enjoy and participate in society without fear, as others do, they need our help.

- 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:

PSNI has conducted a number of bespoke training and developmental events within the reporting year. Evaluation of training is carried out to identify what has worked well and how improvements can be made. (See previous examples above).

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

- 26** Please list **any examples** of where monitoring during 2020-21, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The PSNI has continued to develop the external website to facilitate improved accessibility to the public. Within Public areas the following reasonable adjustments have been ongoing across the PSNI Estate:-

- Approach routes - wayfinding signage, gradient, width, surface finish.
- Doors - Automated, altering size and a level threshold.
- Passenger lifts and platform lifts.
- Altering Reception enquiry office screens and counters heights.
- Provision of accessible toilets in public waiting areas.
- Seating in waiting areas for easy transfer from wheel chairs and walking frames etc.
- Aids for hearing impaired, loop hearing systems and vibrating pagers linked to fire alarms.
- Visibility of signage, size and contrast for people with visually impaired vision.
- Access to facilities - interview rooms and voluntary attendee rooms.

- Universal toilets.
- Protective Covid 19 solutions for detainees, staff and visitors.

We are currently assessing the requirements for transgender persons and ostomates, which will appear in the 21/22 report.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

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:

2022, however a review annually of the action plan will take place.

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*)

PSNI's governance provides the framework for the mechanism for the review of progress against the action plan and will highlight any particular emerging issues which fall under the scheme and need to be focused on.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) reporting period? (*please tick any that apply*)

Employment

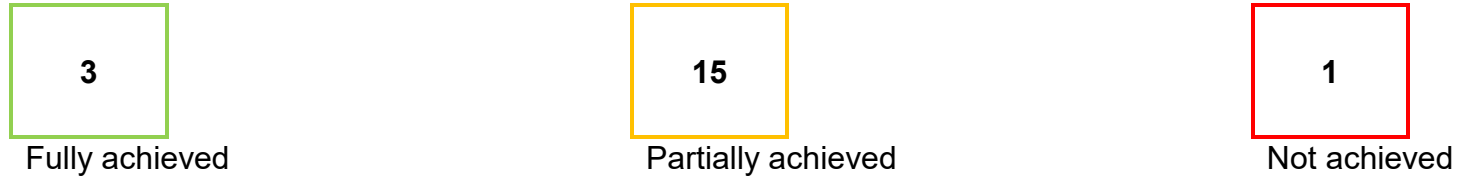
Goods, facilities and services

PART A

- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

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



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	Disability Confident Scheme	<ul style="list-style-type: none"> • Challenging attitudes towards disability • Increasing understanding of disability • Removing barriers to disabled people and those with long-term health conditions 	The composition of PSNI will be a more diverse spread of individuals to contribute to overall policing.

		<ul style="list-style-type: none"> • Ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations 	
<p>Regional^{iv}</p>	<p>Improve accessibility to buildings, systems services. Identifying new and unique ways to support different disabilities.</p>	<p>IT systems to support Dyslexia and other literacy restrictions such as audio feedback of website content.</p>	<p>PSNI is currently considering accessibility features on the PSNI website and have been examining a web accessibility solution, which allows website visitors to customise the site the way they need it to work for them. The software includes text to speech functionality, dyslexia software, an interactive dictionary, a translation tool with over 100 languages and many other features.</p> <p>The proposal is to introduce a proof of concept project, which would enable PSNI to build up</p>

PART B

			<p>expertise with this type of product and identify requirements in this area.</p> <p>PSNI has collated a number of initiatives, which they have already undertaken to 'improve accessibility to buildings, systems and services' as opposed to those planned in the future. These include bespoke Mouse, Keyboard, Keypad and Screen Filters.</p> <p>Since the Disability Discrimination Act 1995 and 2005, Estate Service has continued to address access and facilities for members of the public visiting PSNI Stations.</p>
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			<p>Within Public areas the following adjustments have been ongoing across the PSNI Estate</p> <ul style="list-style-type: none">• Approach routes- wayfinding signage, gradient, width, surface finish.• Doors -Automated altering size and level threshold• Passenger lifts and platform lifts.• Altering Reception enquiry office screens and counters heights.• Provision of accessible toilets in public waiting areas.• Seating in waiting areas for easy transfer from wheel chairs and walking frames etc.
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			<ul style="list-style-type: none">• Aids for hearing impaired, Loop hearing systems and vibrating pagers linked to fire alarms.• Visibility of signage, size and contrast for people with sight impairment.• Access to facilities- interview rooms.• Universal toilets. <p>In relation to staff:</p> <ul style="list-style-type: none">• In response to Covid and in order to be inclusive and keep people safe freestanding hand sanitiser stations were made available, which were considered wheel chair friendly.
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			<ul style="list-style-type: none">• Reasonable adaptations are made for members of staff where required and following recommendations from OH&W.• Personal Emergency Evacuation Plans for staff as required e.g. assisted access and means of escape, vibrating pagers linked to fire alarm etc.• Designated Parking spaces.• Platform lifts.• Universal toilets. <p>All new builds and extensions are in accordance with Building Regulations (NI) 2012 Technical Booklet R, access to and use of</p>
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			<p>buildings. Estates also liaise with other stakeholders i.e. Disability Action and Ulster University.</p> <p>In addition : Estates is currently reviewing restroom facilities across the Estate in order to provide single occupant gender neutral restrooms and changing facilities in addition to gender segregated restrooms and changing facilities. Due to the age, design and construction of some of our buildings, there is no single solution that will work for every location. However, we recognise that we need to find solutions that are safe, convenient and respect all employees. We have worked alongside a diverse range of consultees including transgender</p>
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PART B

			staff to devise a practical and dignified solution to restroom access.
Local ^v	Establishment of a Disability Support Network	Approval to request the establishment of the Network will be submitted to People & Culture Board in April 2021	This network will represent the views of Police Officers and Police Staff who are affected by disability, personally or by caring for a loved one. This is a significant step in raising awareness of issues surrounding all kinds of disability within our organisation and ensuring that any colleagues who have a disability have the opportunity to have their views and experiences heard and if appropriate receive organisational support, advice or adjustment.

PART B

	<p>Development of our EDI pages was initiated in July 2020 – to be launched in April 2021</p>	<p>The focus is on educating our officers and staff on the importance and benefits of being a more diverse and inclusive workforce.</p>	<p>These pages will be regularly updated and will provide access to a range of useful resources including an events calendar, specific guides, factsheets and relevant policies. It signposts people to relevant anti-discrimination law, the protected characteristics, Section 75 of the Northern Ireland Act 1998 and much more</p>
		<p>Exploring transition of Employment Support Staff to Police Staff status</p>	<p>Paper submitted in February and deferred until April. Paper to seek approval from People & Culture Board to review the status of a number of Employment Support Staff with a view to moving them from the Employment Support Scheme to</p>

PART B

			direct employment in the Police Service of Northern Ireland.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	PSNI has run a variety of internal campaigns/events for example (not exhaustive).	<ul style="list-style-type: none"> Autism and Police Custody Training video for Custody staff and associated toolkit (produced by the Nottinghamshire Autism Police Partnership) – this training also includes an Introduction to Neurodiversity Classroom or online neurodiversity training 	To provide support mechanisms and raise awareness for Police and Police Staff.

		<p>delivered to Student Officers, Probationary Support Officers and as part of the Police College Trainers Course.</p> <ul style="list-style-type: none">• As part of our changing working environment due to COVID-19, the Police College ran a series of webinar events to assist officers and staff during these unprecedented times. The objective of the webinars is to share three steps to recognise, influence and manage concerns, and how to take control by changing perspective.• The Emerging Leaders programme includes a module on Vulnerability• PSNI hosted a large conference on Online Hate Crime to encourage greater	
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PART B

		<p>reporting of online hate and to encourage social media providers to be more proactive against hate.</p> <ul style="list-style-type: none"> • Virtual Autism bus was arranged – but had to be cancelled due to Covid 	
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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	Being Representative and inclusive Group (BRIG) prepares an annual progress report on the action points in its Disability Action Plan.	The newly established People and Culture Board will approve annual progress reports going forward. The Report will be posted on PSNI website and publicised to staff via the PSNI intranet.	Increased staff awareness of S75 and disability duties

PART B

2		Wellbeing Hub is now available as an app on mobile devices	
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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	Establishment of Interim Guidance on Managing Staff with Disabilities.	<ul style="list-style-type: none"> • To provide clear guidance to line managers on their responsibilities for staff with disabilities • To ensure staff with disabilities are provided appropriate support 	To revise and enhance the processes to support disabled employees

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

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	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	<p>A wellbeing strategy and delivery plan has been agreed and communicated to include mental health awareness.</p> <p>Delivery plans at branch level to instigate appropriate action to address identified and anticipated wellbeing issues.</p> <p>Covid-19 Health & Wellbeing Strategy launched</p>	<ul style="list-style-type: none"> • Employee Engagement and Wellbeing Working Group • Rapid Access Physiotherapy Service • Counselling & Mental Health Services • Post-Incident Stress Management involving defuse and debrief • Expanding the team of post incident debriefers (these were made available 24/7 in light of the pandemic) • Inspire 24/7 Telephone Counselling • Cycle to Work Scheme • Smoking Cessation Clinics 	<p>To develop the organisations approach towards improving levels of employee engagement and wellbeing to enhance performance, promote service confidence and build an engaged workforce.</p>

PART B

		<ul style="list-style-type: none"> • Mental Toughness/Resilience Training • Fully Resourced Gyms (open 24/7) • Health Surveillance and Health Screening 	
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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	PSNI will encourage the participation of people with disabilities in Public Life.	Provide internal support mechanisms.	PSNI is actively exploring opportunities to be involved and engaged within the Disability Confidence Scheme, as it is recognised that	Timescale 2022

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			<p>disabled people may experience particular difficulties accessing and retaining work. In this regard, the PSNI recognises its responsibilities as a large public service employer.</p> <p>Additionally, PSNI has signed up to the Mental Health Charter, and will progress a number of initiatives in fulfilment of that commitment.</p> <p>Engagement and Networking has already commenced with a number of other organisations, including</p>	
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PART B

			Belfast Health Trust and Disability Action	
2	Identify where police have impacted on opportunities. Ongoing for staff and officers with disabilities and improve any under representation across the police service.	Workforce Composition.	<p>Equality monitoring is already well established within PSNI.</p> <p>The Managing Staff with Disabilities guidance is being reviewed within this reporting period and work has commenced internally to further revise and enhance the processes to support disabled employees.</p> <p>The 'Disability Adjustments' Panel process is established to ensure that the</p>	Work Ongoing

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			reasonable adjustment needs of disabled staff are fully considered by exploring opportunities to assign disabled staff to roles that most appropriately align to their needs.	
3	Encourage the establishment of a disability staff association	Establishment of a disability staff association.	To provide support to Police Staff with disabilities.	Network approved at People and Culture Board – establishment anticipated by June 2022

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

	Action Measures not met	Reasons
2	Autism Virtual Reality Awareness Bus	Unfortunately, this event which was planned to allow officers and staff to experience a virtual autism reality simulation was cancelled due to the Covid pandemic.

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		The event would have been particularly to help staff working with individuals on the autism spectrum to understand more about acute sensitivities to light, sound and other things in the everyday environment that can overload those in their care.
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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

N/A

(b) Quantitative

N/A

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?

Please select

Yes

If yes please outline below:

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	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Peer Support Network	To introduce an internal support network of experience of supporting and signposting officers and staff	Peer support network now established and funded for expansion over the next 2 years.
2	Resilience and Mental Health Awareness training	To develop personal resilience and MHA training to be rolled out service-wide	Clinical psychologists have designed a bespoke wellness and trauma resiliency plan which is in its pilot format, it will be digitalized and rolled out fully to the organisation in 2022.

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3	Wellbeing App	To scope and introduce a mobile version of the wellbeing hub which covers all aspects of health and wellbeing	Paused, a different trauma tracking software solution is being implemented in 2022, which focused on early intervention rather than simply a replication of the wellbeing hub. Also many wellness apps exist and are open access so no need for PSNI to purchase its own.
.4	Coordination of Wellbeing Groups	To develop a coordinated approach to the local wellbeing groups	Ongoing
5	Renewal of the PSNI identification cards and potential protocols when interacting with the deaf/visually impaired/blind service users.	PSNI has consulted on police identifications protocols with both deaf and visually impaired/blind service users.	Ongoing

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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?

N/A

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.