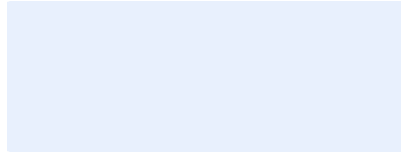


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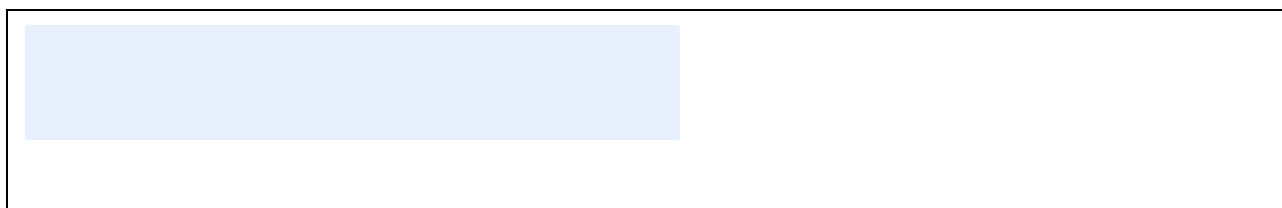
**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2018-19**

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	As above X (double click to open) Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:
Please insert link or details here

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 2018 and March 2019

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1** In 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

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

During 2018–19 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 was established but during this financial year, the action plan was refreshed and ratified by Culture, Ethics and Diversity Board (CEDB).
- The Disability Action Plan (DAP) contained within PSNI’s Equality Scheme is now reviewed at Positive Action Group (PAG) since February 2019.
- The activities contained both in the EDGR and DAP have been assigned to reporting officer/s who will provide regular updates via PAG on progress.
- Representation on Criminal Justice Equality & Diversity Network (Chaired by DoJ - meets quarterly) to share best practice on a range of S75 activities and initiatives
- PSNI co-designed, with the Department of Justice, a NI Criminal Justice Equality, Diversity & Good Relations Steering Group. The inaugural meeting will be held in September 2019.
- PSNI is represented on the nation Police Positive Action Practitioners Alliance (PAPA) Forum that meets quarterly to discuss a range of current issues impacting on a range of the protected characteristics, and to disseminate learning and best practice.
- PSNI identified areas of underrepresentation and is progressing appropriate and proportionate measure. Examples include:-
 - External Recruitment – PSNI continues to implement Barriers to Recruitment recommendations.
 - As a key action within the Barriers to Recruitment and the internal employee engagement survey research, PSNI has revised and enhanced its approach to Flexible Working.
 - Internal Specialist Selection - A working group has been established to focus initially for areas which have significant under representation. Findings will be produced to PAG in due course.
- During the 2018/19 period a total of 49 x S75 Screenings were completed with no EQIA’s.

- PSNI is developing an Action Plan in terms of Section 75 awareness, policy development and screening responsibilities for decision makers in order to further embed Section 75 (Equality of Opportunity & Good Relations) within PSNI.

PSNI has produced “Promoting an Inclusive and Professional Policing Environment” strategic paper which has been ratified by CEDB. Work is underway to develop an operational implementation plan with a cross organisational group to ensure all areas covered.

- Stonewall 2019 results record that PSNI has moved to a middle ground position comparative to the overall UK submissions (up 90 places). This is a significant achievement for a second year submission and whilst there are still areas of improvement we are progressing with the aim of further advancement.
- The Chief Constable promoted the #HeForShe campaign. This is a solidarity campaign for the advancement of gender equality, initiated by UN. Its goal is to achieve equality by encouraging all genders to partake as agents of change and take action against negative stereotypes and behaviours.
- The College of Policing Competency and Values Framework (CVF) has been adjusted to reflect Policing with the Community behaviours to ensure the CVF is contextually specific to PSNI. PSNI CVF has been incorporated into the annual appraisal process for 2019/20.
- In April 2018 PSNI submitted its first application to the NI Gender Charter Mark of which the organisation has subsequently been allocated the Bronze Award.
- PSNI Women’s Police Association (WPA) developed and delivered bespoke training sessions for WPA members in addition to WPA NI mentoring programme which has been developed in the past year to include mentoring external to PSNI.
- For 3rd successive year, PSNI has been represented on the Judging Panel for annual Legal Island Equality & Diversity awards process, thus further demonstrating commitment to Equality, Diversity and Inclusion
- PSNI attended a range of cultural and engagement events including Pride, Mela, the Balmoral Show, schools and local council careers events and Local Policing Public Consultation events. Recruitment materials were also shared with the PSNI Equality Scheme contacts, schools and further education colleges and local job centres.
- The third year of the PSNI corporate University Work Placement Scheme commenced in September 2018. Thirty four students, from a range of community and socio-economic backgrounds, started their year’s placement. Application numbers has increased year on year for this scheme. This scheme gives the PSNI a fantastic opportunity to platform the extent of work and career opportunities that exists within the organisation, but also demystifies what has traditionally been viewed by some as a closed organisation to the general public. It is anticipated that, by getting exposure to the policing environment on a work-placement basis, these students may seek a longer-term career in policing at the end of their studies. Furthermore, the positive experiences that they have will be shared amongst fellow students back at college/university, which further serves to promote PSNI as an inclusive and welcoming employer of choice.
- The National Black Police Association held its annual conference in Belfast for the

first time, providing further opportunity to highlight commitment to tackling a range of EDI issues, including under-representation from BAME communities within police services.

- The PSNI continue to support the Minority Support Associations (MSA) namely, the Ethnic Minority Police Association, Women's Police Association and LGBT Police Association. Minority Staff Associations (MSAs) each have a business plan in place. A Memorandum of Understanding has been developed. Updates are provided at each PAG.
- The Christian Police Association also attend Culture, Ethics & Diversity Board.
- Disability Action Plan
 - The Managing Staff with Disabilities guidance has been reviewed, and work has commenced internally to further revise and enhance the processes to support disabled employees. A new 'Disability Adjustments' Panel process has been created, which seeks to ensure that the 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. Unlike previous panel arrangements, this new structure provides an opportunity for the disabled staff member to attend and make personal representations to panel members in relation to how they feel their adjustment needs can best be met.
- PSNI ran a variety of campaigns/events for example (not exhaustive).
 - Mental Health Awareness week - 14th May to 20th May 2018.
 - World Mental Health Day – 10 October 2018
 - The PSNI Cancer Support Association (CSA) held 'Work and Cancer' - Managers Learning Event.
 - Range of 'Disability and Reasonable Adjustment' seminars (delivered in conjunction with Equality Commission) through the period
 - Carers NI Awareness Sessions.
 - Time to Talk Day - 7 February 2019.
 - Occupational Health and Wellbeing launched the 'Watch Your Wellbeing' initiative in January 2019.
- The Employee Engagement and Wellbeing Group (EEWG), initiatives being progressed include:-
 - Blue Light Framework & Mental Health Charter.
 - Leadership & Wellbeing approach.
 - Introduction of a peer support network.
 - Resilience and Mental Health Awareness training.
 - Whole Health Initiative.
 - Psychological screening for high risk roles.
- PSNI has taken steps to improve accessibility to buildings, systems and services identifying new and unique ways to support different disabilities. These include:-
 - Creating initiatives and deploying Information Technology equipment in support of DDA requirements such as modified/adjusted Mouse,

- Keyboard, Keypads and screen filters.
 - Read & Write TextHelp – Licenses for 1000 users.
 - Literacy, accessibility and dyslexia software for employees with reading and writing difficulties.
 - Dragon Natural Speaking - Speech Recognition Software. Transcribe from Audio solution.
 - Windows Magnifier installed by default.
 - Aero Snap which is a new window management feature in Windows 7 which lets the individual snap or fix windows to the edges of your computer screen. The goal of this Aero Snap feature is to provide the user with an effortless way to position their open windows any way they want them, with minimum clicks and effort.
- The PSNI is working alongside the British Deaf Association (BDA) in project work to help engage deaf service users throughout Northern Ireland. The BDA and a number of key stations throughout the province have worked in conjunction with groups to demystify the police environment and help build trust and shared understanding between the PSNI and the service users.
 - PSNI Vetting Branch has specifically consulted on police identifications protocols with both deaf and visually impaired/blind service users. Initial consultation with a number of key representatives will be taken forward in the future renewal of the PSNI identification cards and potential protocols when interacting with the deaf/ visually impaired/blind service users.
 - The Hate Crime Advocacy Service has developed over 2018-19 period. This service includes dedicated Disability Hate Crime Advocate from Leonard Cheshire organisation.
 - Multi-Agency Triage team (MATT) has been in operation since July 2018 and involves police officers, a community mental health practitioner and a paramedic working together to respond to people with mental health problems who have accessed the 999 system. The service offers:-
 - Psychiatric triage assessment by a Mental Health Practitioner.
 - Onwards referral to community/voluntary services.
 - Access to toxbase.
 - Access to legal powers and procedures pertaining to the criminal justice system.
 - Telephone advice to NIAS clinicians and PSNI officers.
 - Direct clients to Alcohol Recovery Centre.

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

<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 2018-19 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*):

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

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

Please provide any details and examples:

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

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

PART A

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 2019/20.

6 In the 2018-19 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

As outlined in Question 2.

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

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 2018-19 reporting period, the following have been identified: *(tick all that apply)*

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

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 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

- PSNI Strategy in respect of Children and Young People Booklet (External)

A framework Strategy document for Children and Young People entitled, ‘Police Service of Northern Ireland Children and Young People Strategy’ has been created which outlines and describes the PSNI commitments for the way PSNI will support and protect children and young people, as enshrined in UN Convention on the Rights of the Child as well as recognition through Programme for Government acknowledging the importance of giving our children and young people the best start in life in its commitment to young people.

PSNI made use of existing Networks and current Best Practice through early engagement with an extensive catalogue of internal and external agencies/partners.

From the initial consultation exercise, which included meetings with groups of young people from across Northern Ireland, valuable feedback resulted in direct face to face

communication with the Northern Ireland Youth Forum which enriched the quality and relevance of responses provided.

The overall feedback was very positive and the Strategy document was revised to reflect the responses received. The revised Strategy is currently being section 75 screened.

- Mediation (Internal)

The aim of the policy is to develop an informal method of resolving conflict and relationship issues such as disputes over allocation of working hours, interpersonal relationships which are affecting the individual's work etc. The policy will promote good relations, develop a more involved workforce cognisant of colleagues, courtesy, fairness, respect for others and improve the quality of information if the conflict moves to formal process.

Consultation methodology included mediation taster session comprising elected officers of PSNI Staff Association and HR Representatives. The policy was widely communicated at Management meetings across PSNI. Direct consultation was held with Staff Associations in addition to dialogue, Focus Groups, workshops and Information Seminars held across PSNI. Consultation took place with internal Minority Groups with no adverse impact identified to any S75 grouping.

Some S75 groupings may currently feel unable to raise issues; the policy aims to remove any perceived barriers in line with measures indicated in the PSNI Equality, Diversity & Good Relations Strategy. This is a proactive measure through engagement to develop a system which is compliant with best practice to all members of PSNI including S75 groupings. It is expected to reduce impact by bringing people together, promoting good relations, allowing issues to be resolved informally in a fair and safe environment.

Ongoing analysis of data and processes will be conducted as part of the evaluation of the Dignity at Work suite of policies.

- Changes to Managing Attendance Policy and Practice (Internal)

The aim of the revised policy and practice is to give a clear understanding of the attendance management process, encourage individuals to seek support from line managers at an early stage and explore options for an early return thus reducing levels of sickness within the organisation, which have been deemed unsustainable, and that have a detrimental impact on service delivery and potentially diminished public confidence.

Consultation took place with a variety of internal stakeholders ranging from Service Executive Board, Trade Unions to Staff Associations.

To assist in developing the Policy, focus groups were held with a range of first line managers throughout the organisation.

A supportive 'Decision-Making Framework' was incorporated into the Attendance Management Policy and Procedure, with the aim of reducing potential for adverse impact of certain characteristics, including: Age, Gender and Disability

A governance consultation was also been conducted with the membership of the Attendance Management Group comprising of representation from management in

PART A

all District and Departments including professional advice from Human Resources, Legal and Occupational Health and Wellbeing .

To draw on the experience of others, external benchmarking visits were undertaken with other police services (including Hampshire Constabulary, Thames Valley Police and Metropolitan Police Service). Benchmarking also took place within 24/7 services in [Northern Ireland](#).

12 In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

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

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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.psnipolice.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*):

49

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

49	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.

See also Question 11.

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 and in particular the consultation in regard to the

PSNI Strategy in respect of Children and Young People Booklet.

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

Equality is embedded within training & development programmes.

As of the end of May 2019 over 2000 spaces on our Leadership and Development events have been taken by staff at all levels.

Between September 2017 and May 2019:

- 92 courses held in total
- 2028 attendees
- 889 attendees at Chief Inspector, Superintendent, Chief Superintendent, Deputy Principal and Grade 7 level at 12 masterclasses.
- 1139 attendees at Inspector, Sergeant, Staff Officer, EO1 and EO2 level have attended 73 courses

The courses and development opportunities have been designed to help staff to understand leadership and how this can impact on their teams and their people. The courses and masterclasses are delivered with the aim of developing their skills as a leader and coach, helping them to drive high performing teams, to deal with issues and to empower their staff, embedding a positive culture in PSNI.

- 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. Examples include:-

- Emerging leaders Health & Wellbeing seminar

Feedback confirmed that the Topic Matter was beneficial to the vast majority of attendees.

- Student officer - Difficult Conversations

Evaluation of this Programme was gathered to provide meaningful information on the

experiences of line managers when having difficult conversations with staff.

- Established leaders seminar

89% of attendees were either satisfied or very satisfied with the “Unconscious Bias” training aspect of this seminar.

- 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.

- Leader as Coach survey

The respondents were asked how relevant each of the sessions, tools or techniques were to them in developing in their role. The Good/Great Leader session was rated as very relevant by 47.5%, relevant by 47.5% and quite relevant by 5% of respondents.

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

- 26** Please list **any examples** of where monitoring during 2018-19, 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 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.
 - Universal toilets.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

Section 3: Looking Forward

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

2022 but 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
- 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:

Fully achieved

Partially achieved

Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	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 •ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations 	The composition of PSNI will be a more diverse spread of individuals to contribute to overall policing.

PART B

<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 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 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>PSNI continues to address access and facilities for members of the public visiting PSNI Stations.</p>
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PART B

			<p>Within Public areas reasonable adjustments completed include installation of automated doors, lifts, accessible toilets, easy transfer seating, loop hearing systems and signage.</p> <p>PSNI work with Occupational Health and Wellbeing to provide reasonable adaptations for staff including Personal Emergency Evacuation Plans, Designated Parking spaces and Platform lifts.</p> <p>All new builds and extensions are in accordance with Building Regulations (NI) 2012 Technical Booklet R, access to and use of buildings. PSNI also consult with other stakeholders i.e. Disability Action and Ulster University.</p>
Local ^v	Promote and initiate partnership working to support victims of crime with mental health issues	Active Listening project.	<p>Active Listening is multi-denominational, faith-based organisations who have worked in partnership with PSNI since 2007. Registered Limited Company and charity that aim to provide a listening and signposting service to adults (over 18) who are vulnerable and in need of help, guidance and advice around issues such as alcohol, drugs, relationships, anti-</p>

PART B

			social behaviour, civil disputes & debt.
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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"> • Mental Health Awareness week - 14th May to 20th May 2018. • World Mental Health Day – 10 October 2018 is ASK. LISTEN. TALK – supporting mental wellbeing in a changing world. • The PSNI Cancer Support Association (CSA) held ‘Work and Cancer’ - Managers Learning Event. • Carers NI Awareness Sessions. • Time to Talk Day - 7 February 2019. • OHW launched the ‘Watch Your Wellbeing’ initiative Jan 2019. <p>February OHW are introducing ‘Watch Your Wellbeing – Active’.</p>	To provide support mechanisms and raise awareness for Police and Police Staff.

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

PART B

	Communications Action Measures	Outputs	Outcome / Impact
1	Positive Action Group (PAG) prepares an annual progress report on the action points in its Disability Action Plan.	Culture, Ethics and Diversity Board approved the previous annual progress report in June 2018. The Report will be posted on PSNI website and publicised to staff via the PSNI intranet.	Increased staff awareness of S75 and disability duties

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

None within this period.

	Encourage others Action Measures	Outputs	Outcome / Impact
1			

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	A wellbeing strategy and delivery plan has been agreed and communicated to include mental health awareness. Delivery plans at branch level to instigate appropriate action	Employee Engagement and Wellbeing Working Group Rapid Access Physiotherapy Service	To develop the organisations approach towards improving levels of employee engagement and wellbeing to enhance performance, promote

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	to address identified and anticipated wellbeing issues.	<p>Counselling & Mental Health Services</p> <p>Post-Incident Stress Management involving defuse and debrief</p> <p>Expanding the team of post incident debriefers</p> <p>Inspire 24/7 Telephone Counselling</p> <p>Cycle to Work Scheme</p> <p>Smoking Cessation Clinics</p> <p>Mental Toughness/Resilience Training</p> <p>Fully Resourced Gyms (open 24/7)</p> <p>Health Surveillance and Health Screening</p>	service confidence and build an engaged workforce.
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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 disabled people may experience particular difficulties accessing and	Timescale 2022

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			<p>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. Engagement and Networking has already commenced with a number of other organisations, including Belfast Health Trust and Disability Action</p>	
2	<p>Identify where police have impacted on opportunities. Ongoing for staff and officers with disabilities and improve any under representation across the police service.</p>	<p>Workforce Composition.</p>	<p>Equality monitoring is already well established within PSNI.</p> <p>The Managing Staff with</p>	<p>Work Ongoing</p>

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			Disabilities guidance was reviewed within this reporting period and work has commenced internally to further revise and enhance the processes to support disabled employees. A new 'Disability Adjustments' Panel process has been created, which seeks to ensure that the 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.	Consultation with Staff Associations and Trade Unions not completed. Timeline of Jan 2019

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

	Action Measures not met	Reasons
1	N/A	

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

(a) Qualitative

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	Health Insurance	To review current options for provision of health insurance	November 2019
2	Blue Light Framework & Mental Health Charter	To complete organisational self-assessment for BLF and sign up to Mental Health Charter	June 2020
3	Peer Support Network	To introduce an internal support network of experience of supporting and signposting officers and staff	Ongoing
4	Resilience and Mental Health Awareness training	To develop personal resilience and MHA training to be rolled out service-wide	Ongoing
5	Wellbeing App	To scope and introduce a mobile version of the wellbeing hub which covers all aspects of health and wellbeing	July 2019
6.	Coordination of Wellbeing Groups	To develop a coordinated approach to the local wellbeing groups	Ongoing
7.	The PSNI is working alongside the British Deaf Association (BDA) in project work to help engage deaf service users throughout Northern Ireland.	The BDA and a number of key stations throughout the province have worked in conjunction with groups to demystify the police environment and help build trust and shared understanding between the PSNI and the service users. Meetings and visits have been arranged to custody suites and general station environments in Omagh, Belfast and Foyle to date. The intention of this is both to help strengthen trust and build relationships but to gain two way learning on how we can best interact and support the deaf service	Ongoing

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		users and vice versa.	
8.	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

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

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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.