



EQUALITY IMPACT ASSESSMENT

Support for Victims

Final EQIA

January 2010

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1. EXECUTIVE SUMMARY

This document presents the findings of an Equality Impact Assessment (EQIA) on the PSNI policy for supporting Victims.

1.1 Purpose of Equality Impact Assessment

Section 75 aims to ensure that equality considerations and practice are mainstreamed into the work of public authorities by ensuring “*the integration of equal opportunities principles, strategies and practices into the everyday work of Government and other public bodies from the outset*”.

The purpose of this EQIA is to determine whether there is likely to be any differential impact arising from the policy between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation; men and women generally; persons with a disability and persons without; and persons with dependants and persons without. The EQIA also considers mitigating measures or alternative policies to better achieve the promotion of equality of opportunity.

1.2 Background

“*Support for Victims*” covers the support that is given to victims of crime and their families by PSNI. A victim is defined as “*someone who is the victim of an offence or antisocial behaviour*”. The PSNI policy for “*Dealing with Victims and Witnesses*” was approved by Chief Constables Forum on 16th January 2005 and was last updated on 18th April 2008. A copy of the policy directive is attached at Appendix Two.

1.3 Data Collection and Consultation

A full range of data was considered for the EQIA including: Northern Ireland Office Northern Ireland Crime Survey (2005); Victims and Witnesses Views on their Treatment in the Criminal Justice System. Research and Statistical Series: No.10 (2004); PSNI Omnibus Survey (April 2008); Office of the Police Ombudsman Equality Monitoring Report 2000-2007 (2007); and PSNI Quality of Service Survey 2007. Pre-consultation feedback and feedback from the formal consultation from consultations was also considered.

1.4 Key Findings

Key themes that have emerged from the EQIA are:

- Low levels of some Section 75 groups reporting crime (people from BME communities and LGBT people in particular);
- Lower levels of satisfaction with the PSNI service by some groups (LGBT people, young people, men, people from BME communities, single people, unmarried people living with a partner);
- Higher levels of complaints to OPONI by some groups (men, younger people, people with a disability, people from BME communities, single people); and
- A need for additional support by PSNI for victims of crime for some groups (people from BME communities, people experiencing domestic violence, victims of sexual offences, people with physical disabilities, people with mental health disabilities; children and young people, older people and people with learning disabilities).

1.5 Policy Decision

The Policy for supporting victims and the findings of the draft EQIA were considered by PSNI in June 2009. Consideration was given to the introduction of alternative policies and ways of mitigating potential adverse impact on Section 75 groups. PSNI decided to adopt a range of mitigating actions including training, monitoring, information and communication and other specific actions.

1.6 Publication of Results

PSNI will be writing to all those who participated in the consultation to advise of this EQIA's publication and to offer a copy of the final EQIA in a format of their choice. Such formats include but are not limited to Plain English summary, large print, Braille, PDF, audio cassette and minority languages. All enquiries relating to this EQIA should be directed to: Organisational Lead on Vulnerable Adults, Victims Witnesses, Criminal Justice Department

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2. BACKGROUND AND CONTEXT

This section seeks to briefly summarise the background to PSNI policy for supporting victims and the context for this EQIA.

2.1 Summary of Policy

“Support for Victims” covers the support that is given to victims of crime and their families by PSNI. A victim is defined as *“someone who is the victim of an offence or antisocial behaviour”*.

The PSNI policy for *“Dealing with Victims and Witnesses”* was approved by Chief Constables Forum on 16th January 2005 and was last updated on 18th April 2008. A copy of the full policy directive is attached at Appendix Two.

The policy directive aims to provide a standardised approach across PSNI on the treatment of victims and witnesses and establishing clear procedures for communicating with victims and their families as well as voluntary and statutory agencies that work with victims. The policy incorporates the procedures for referral of victims of crime to Victim Support Northern Ireland and covers the following areas:

- contact with victims;
- vulnerable victims; and
- partnerships.

2.2 Needs of Specific Victims

The policy considers in detail the needs of specific victims including:

- victims of Hate Crime (where there is a perception on the part of the victim or any other person that the motivation for the prejudice or hate is based on race or ethnicity; sexual orientation; faith; religious belief; political opinion; disability; or gender identity);
- victims who do not speak or understand English;
- vulnerable victims;
- older victims;
- child and young person victims; and
- victims of domestic abuse.

2.3 PSNI Aims

The four key policing areas as set out in the Police (Northern Ireland) Act 2000 are:

- to protect life and property;
- to preserve order;
- to prevent the commission of offences, and
- where an offence has been committed, to take measures to bring the offender to justice.

In carrying out their functions Police Officers are required to have regard to the code of ethics and as far as practicable, carry out their functions in co-operation with, and with the aim of securing the support of the local community. Effective support for victims will contribute to all of the key policing aims detailed above.

2.4 Northern Ireland Victims and Witnesses Strategy

“Bridging the Gap” is the Criminal Justice System for Northern Ireland’s five year strategy to improve services to victims and witnesses of crime in Northern Ireland.

The strategy’s overall aim is to *“improve services to victims and witnesses and to increase overall satisfaction levels with those services, within the wider context of improving public confidence in the criminal justice system.”*

The strategy has five strategic objectives. These are:

- improving access to information;
- keeping victims and witnesses informed;
- providing a quality service;
- supporting individual needs; and
- listening to victims and witnesses.

The Victims, Vulnerable or Intimidated Witnesses Steering Group will play a lead role in co-ordinating service delivery across the criminal justice system. PSNI is a member of this steering group along with representatives of other criminal justice agencies, Victim Support and NSPCC.

2.5 PSNI Equality Scheme

The PSNI Equality Scheme^[1] details how PSNI propose to meet its statutory responsibilities under Section 75 of the Northern Ireland Act. This Equality Scheme has been approved by the Equality Commission for Northern Ireland. Section 4 of the Scheme details the arrangements for screening and prioritising policies for EQIA to identify policies, which are likely to have a significant impact on equality of opportunity.

The Equality Scheme notes that policies will be prioritised for EQIA, taking into account the following factors: relevance to social need; effect on people's daily lives; effect on the human rights responsibilities of PSNI; effect on economic and social rights; and the scale of expenditure incurred by the policy.

2.6 Victims Policy Section 75 Screening

In 2006, PSNI carried out an Equality Screening of “*support for victims*”. Consideration was given to the following criteria:

- is there evidence of higher or lower participation or uptake by different groups?
- is there evidence that different groups have different needs, experiences, issues and priorities in relation to the particular policies, functions or duties?
- is there an opportunity to better promote equality of opportunity or good relations, by altering policy or practice, or working with others in Government or the larger community? and
- have consultations with relevant representative organisations or individuals within groups indicated that particular policies, functions or duties create problems that are specific to them?

^[1] http://www.psni.police.uk/equality_scheme_nov_2005.pdf

The screening process identified that the following groups may need additional support if they are a victim of crime:

- women affected by domestic violence;
- gay, lesbian, bisexual and transgender people;
- people with disabilities;
- people from minority ethnic communities; and
- children and older people.

The screening also found that feedback from organisations which support people affected by domestic violence has suggested that they would like to see information provision improved in this area.

As a result of the Equality Screening, and feedback from staff, Officers and key stakeholders, PSNI decided to conduct an EQIA to help identify how equality of opportunity can most effectively be promoted for victims of crime and particularly vulnerable victims of crime.

3. DATA AND CONSULTATION

This section of the report outlines how data were collected for the EQIA, and details the consultation carried out. Full details of the assessment of data can be found in the EQIA Consultation Document.

3.1 Introduction

The Equality Commissions “*Practical Guidance on Equality Impact Assessment*” notes that public authorities will need to consider how they will collect the information which will enable them to make a judgment of the extent of impact on the nine equality categories.

The remainder of this section considers the data by equality grouping to inform an assessment of impact of policy for supporting victims on the range of Section 75 groups. The data sources used are summarised in Table 3A overleaf.

Table 3A

Key Sources of Data Used to Inform EQIA

Source	Data
Age Concern Northern Ireland	Public Policy for Older People The Age Agenda for Northern Ireland (2008)
www.ark.ac.uk	2005 Local Government Election Results (2005)
BBC	2005 Local Government Election Results (2005)
Concordia Partnership	Migrant Workers in Northern Ireland (2007)
Institute for Conflict Research	An Acceptable Prejudice? Homophobic Violence and Harassment in Northern Ireland. (Jarman and Tenant, 2003)
Multicultural Resource Centre	Forced to Flee (3 rd Edition)
NISRA	NI Census Data (2001)
NISRA	Long-term International Migration Estimates for Northern Ireland (July 2007)
Northern Ireland Affairs Committee	Ninth Report - Hate Crime in Northern Ireland (April 2005)
Northern Ireland Council for Ethnic Minorities	The Next Stephen Lawrence? Racist Violence and Criminal Justice in Northern Ireland (2006)
Northern Ireland Office	Northern Ireland Crime Survey (2005)
Northern Ireland Office	Victims and Witnesses Views on their Treatment in the Criminal Justice System. Research and Statistical Series: No.10 (2004)
Northern Ireland Policing Board	Omnibus Survey (April 2008)
Office of the Police Ombudsman for Northern Ireland	Equality Monitoring Report 2000-2007 (2007)
Office of the Police Ombudsman for Northern Ireland / Northern Ireland Policing Board	Policing, Accountability and the Gay, Lesbian and Bisexual Community in Northern Ireland (2006)
Office of the Police Ombudsman for Northern Ireland / Northern Ireland Policing Board	Policing, Accountability and the Black and Minority Ethnic Communities in Northern Ireland (2006)
PSNI	Quality of Service Survey 2007
Youth Council for Northern Ireland	Barometer 2007

Source: PSNI

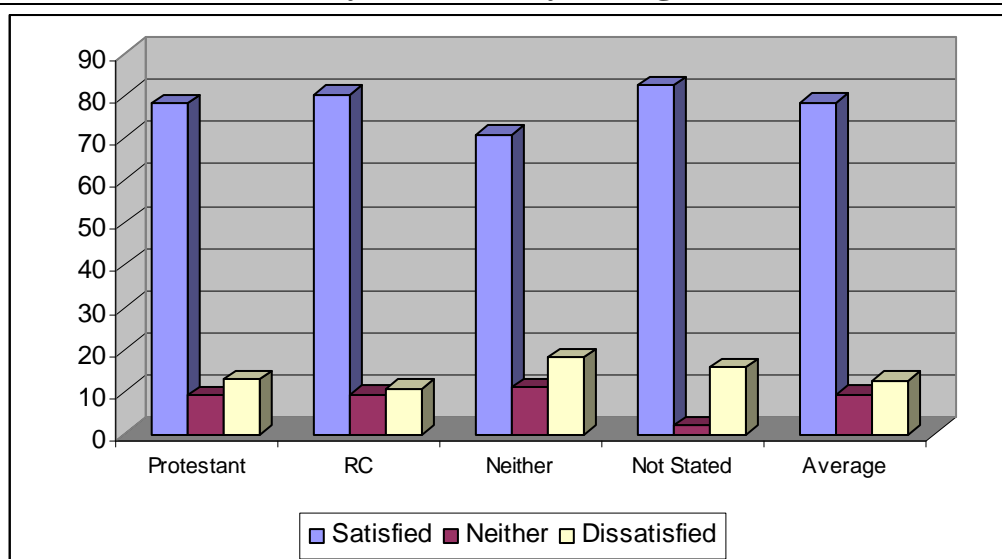
3.2 Religion

PSNI Quality of Service Survey

The PSNI Quality of Service Survey is an ongoing survey of the victims of violent crime, vehicle crime, domestic burglary, racist incidents and road traffic collisions. A total of 2021 responses to the survey were received in 2007. The survey asked respondents “*Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case*”. Figure 3B below shows the result to this question by community background.

Figure 3B

Overall Satisfaction by Community Background



Source: PSNI Quality of Service Survey 2007

On average, 78 per cent of all respondents were satisfied, 13 per cent dissatisfied and 9 per cent neither satisfied nor dissatisfied.

The highest levels of satisfaction were reported by respondents whose community background was not stated with 82 per cent of these indicating they were satisfied. 80 per cent of those with a Roman Catholic community background and 78 per cent of those with a Protestant community background indicated that they were satisfied with the service provided by the PSNI in this case. Respondents from neither a Roman Catholic nor Protestant community background had the lowest satisfaction levels with 71 per cent satisfied and 18 per cent dissatisfied.

Police Ombudsman for Northern Ireland Complaint Data

The Police Ombudsman for Northern Ireland Equality Monitoring Report provides equality monitoring information about people making complaints about PSNI. While such complaints do not relate solely to victims of crime they are useful to provide a broader picture of complaints by Section 75 group. Between November 2000 and March 2007 20,597 complaints were received. Of these, 6,340 declared their religious belief (31 per cent of the total sample). 38 per cent of complainants were Catholic, 47 per cent Protestant 8 per cent other (including other Christian) and 7 per cent reported that they were of '*no religion*'.

PBNI Omnibus Survey 2008

The Northern Ireland Policing Board undertakes a number of surveys to establish public perceptions of the Policing Board, District Policing Partnerships and the delivery of policing by the PSNI. The 2008 Policing Board Omnibus Survey asked 1,267 people a series of questions including:

- Do you think the PSNI does a good job or a poor job in your local area?
and
- Do you think the PSNI does a good job or a poor job in Northern Ireland as a whole?

While the survey targets the population as a whole and not just victims of crime, the manner in which PSNI deal with crime and victims of crime is likely to be a factor in determining overall satisfaction. The survey also provides a good indicator of how PSNI are perceived by different groups in Northern Ireland.

Table 3C below presents the results to the question “*Do you think the PSNI does a good job or a poor job in your local area*” by religion between in 2008.

Table 3C
PSNI doing Good job / Poor Job in Local Area by Religion

	Catholic	Protestant	All
Very / fairly good	56	60	58
Neither good nor poor	21	21	21
Very / fairly poor	20	18	19
Don't know / refusal	3	2	2

Source: NIPB Omnibus Survey (2008)

3.3 Political Opinion

The PSNI Quality of Service Survey, Police Ombudsman for Northern Ireland Complaint Data and PSNI Omnibus Survey cannot be analysed by political opinion. Due to the correlation between religion / community background and political opinion in Northern Ireland, the data in Section 5.2 was considered by PSNI in determining whether there is a differential impact between people of different political opinions.

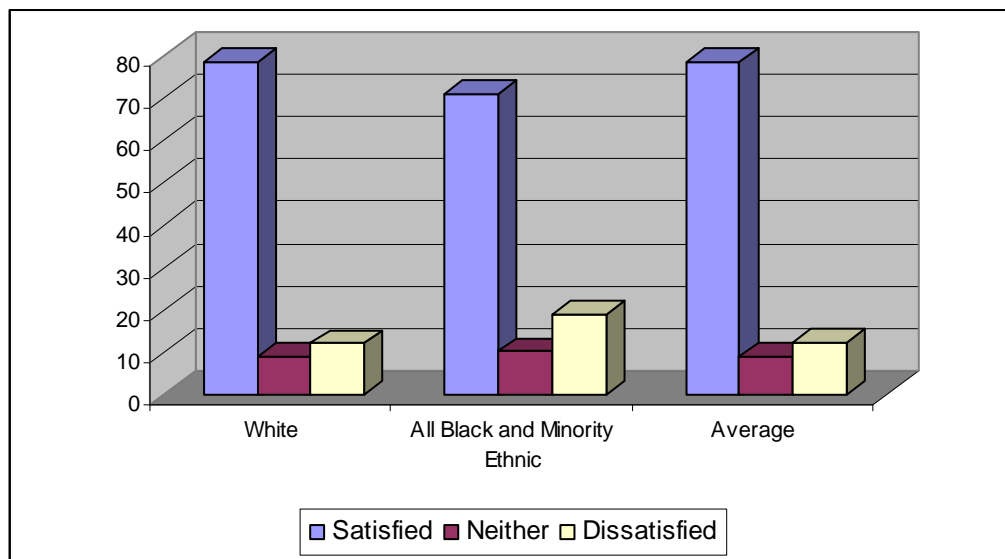
3.4 Racial Group

PSNI Quality of Service Survey

Figure 3D illustrates the responses by ethnicity to the question “*Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case*”.

Figure 3D

Overall Satisfaction by Ethnicity



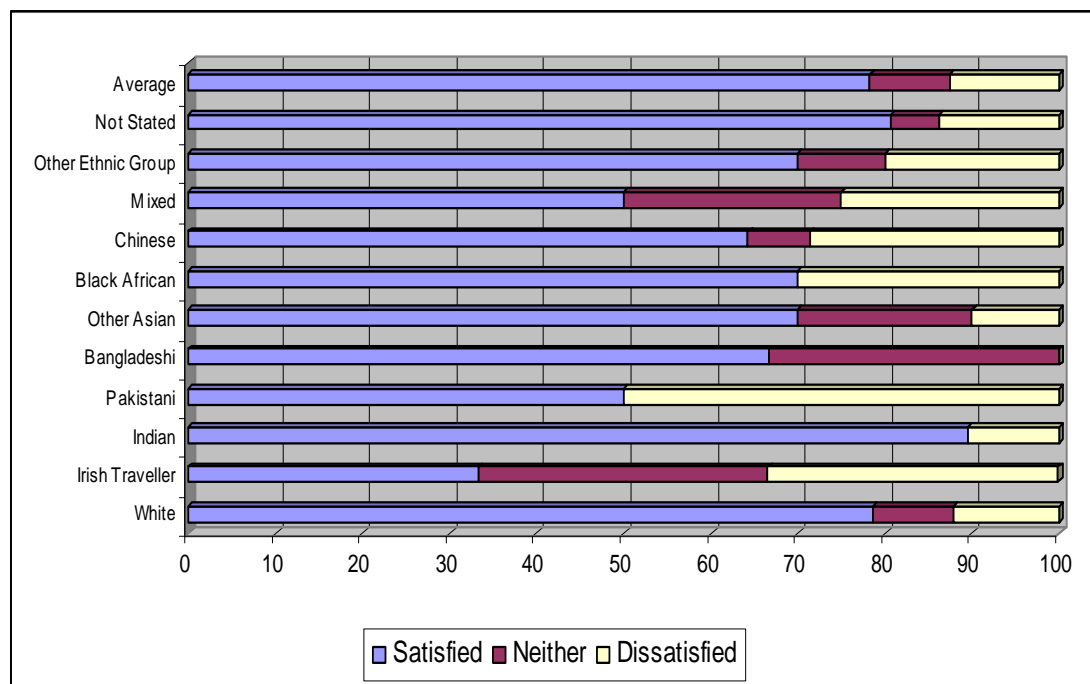
Source: PSNI Quality of Service Survey (2007)

BME respondents expressed lower levels of satisfaction (71 per cent) than white respondents (79 per cent). Higher levels of dissatisfaction were also found among BME respondents with 19 per cent dissatisfied compared with 12 per cent of white respondents. Similar levels of BME and white respondents were neither satisfied nor dissatisfied, 9 per cent of white respondents and 10 per cent of BME respondents.

Satisfaction levels by specific ethnic groups are detailed in Figure 3E overleaf. It should be noted that in some cases percentages are based on small sample sizes.

Figure 3E

Overall Satisfaction by Ethnicity



Source: *PSNI Quality of Service Survey (2007)*

The highest levels of satisfaction were reported by Indian victims of crime (90 per cent satisfied) and the lowest Irish Traveller (33 per cent satisfied). The highest levels of dissatisfaction were reported by Pakistani victims of crime (50 per cent dissatisfied) and the lowest Bangladeshi victims of crime with none reporting they were dissatisfied.

Police Ombudsman for Northern Ireland Complaint Data

The Police Ombudsman for Northern Ireland Equality Monitoring Report provides equality monitoring information about people. Of the 20,597 complaints received, 6,188 (30 per cent) declared their racial grouping. Ninety seven per cent of these complaints were from white people and three per cent from people from BME communities.

Policing, Accountability and BME Communities in Northern Ireland

NIPB and OPONI commissioned research on the attitudes towards, and experiences of, the new policing arrangements in Northern Ireland by individuals from black and minority ethnic (BME) populations.

Thirty per cent of research participants had been in contact with the PSNI in the last 12 months, with the main reason being to report a crime (45 per cent of those that were in contact with the police). Of those that had been victims of crime in the past 12 months 72 per cent had reported the crime to the police. Table 3F illustrates the satisfaction levels of those that had been in contact with the police to report a crime.

Table 3F
Satisfaction Levels of BME People in Contact with Police

	Number	Percentage
Very Satisfied	18	28
Satisfied	14	22
Neither satisfied not Dissatisfied	13	20
Dissatisfied	10	15
Very Dissatisfied	6	9
Can't Say	4	6
Total	65	100

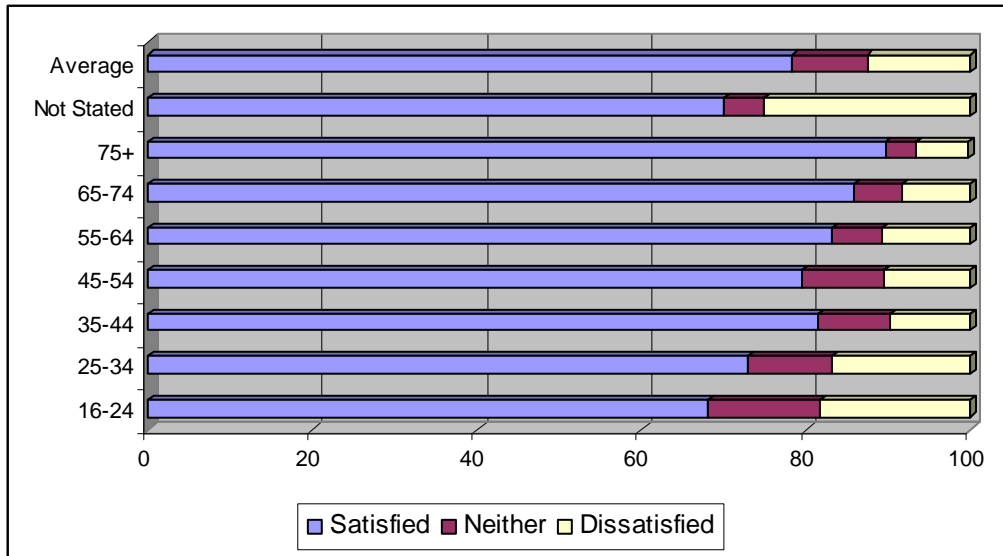
Policing, Accountability and the BME Communities in NI (2006)

3.5 Age

PSNI Quality of Service Survey

Figure 3G and Table 3H below show the results to the question “*Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?*” by age.

Figure 3G
Overall Satisfaction by Age



Source: PSNI Quality of Service Survey (2008)

Table 3H
Overall Satisfaction by Age

Age Range	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied
16-24	68.1	13.6	18.4
25-34	73.1	10.2	16.8
35-44	81.5	8.8	9.8
45-54	79.5	10.1	10.4
55-64	83.3	6.1	10.6
65-74	86	5.7	8.3
75+	89.7	3.7	6.5
Not Stated	70	5	25
Average	78.3	9.2	12.5

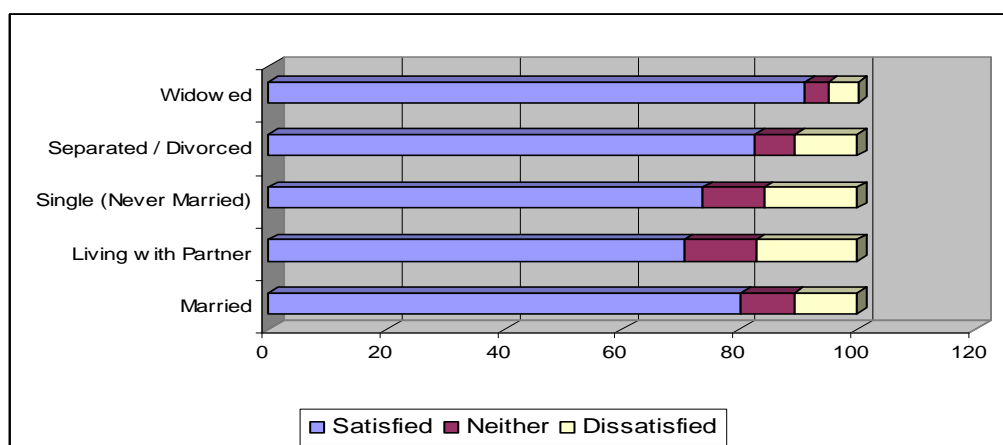
Source: PSNI Quality of Service Survey (2007)

3.6 Marital Status

PSNI Quality of Service Survey

Figure 3I and Table 3J below illustrates the response to the question “Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?” by marital status.

Figure 3I
Overall Satisfaction by Marital Status



Source: PSNI Quality of Service Survey (2007)

Table 3J
Overall Satisfaction by Marital Status

Marital Status	Satisfied	Neither	Dissatisfied
Married	80	9	10.6
Living with Partner	71	12	17.1
Single (Never Married)	74	10	15.9
Separated / Divorced	83	7	10.5
Widowed	91	4	5
Average	78	9	12.5

Source: PSNI Quality of Service Survey (2007)

Police Ombudsman for Northern Ireland Complaint Data

6,381 (31 per cent) of complainants returned equality monitoring information relating to their marital status. Of these, forty two per cent of complainants were married or living with a partner, 37 per cent were single, 18 per cent separated or divorced and 2 per cent widowed.

3.7 Sexual Orientation

Police Ombudsman for Northern Ireland Complaint Data

Out of 20,597 complaints received by the Ombudsman, one per cent of complainants reported that they were homosexual or gay.

Policing, Accountability and LGBT People in Northern Ireland

NIPB and OPONI commissioned research on the attitudes towards, and experiences of, the new policing arrangements in Northern Ireland by gay, lesbian, bisexual and transgender (GLBT) people in Northern Ireland.

Thirty one per cent of research participants had been in contact with the PSNI in the last 12 months, because of being a victim of crime and 58 per cent these felt the crime was due to homophobia. Of those that were a victim of crime in the past year, 60 per cent reported the crime to the PSNI. Table 3K overleaf shows the satisfaction levels of those that were in contact with the PSNI.

Table 3K

Satisfaction Levels of LGBT Victims of Crime with Police

	Number	Percentage
Very Satisfied	11	26
Satisfied	13	30
Dissatisfied	9	21
Very Dissatisfied	9	21
Can't Say	1	2
Total	65	100

Policing, Accountability and the BME Communities in NI (2006)

An Acceptable Prejudice? Homophobic Violence and Harassment in Northern Ireland (Jarman and Tenant, 2003)

This research for the Institute of Conflict research found that harassment and violence was a serious problem for gay, lesbian and bisexual people in Northern Ireland with 82 per cent having experienced harassment and 55 per cent having experienced homophobic violence.

It found that only 26 per cent of those who experienced homophobic harassment or violence had reported an incident to the police. Reasons for not reporting incidents included:

- belief that the police would not or could not help;
- feeling that the incident was too trivial to report;
- perception that the police were homophobic; and
- not wanting to reveal the injured party's sexual orientation.

Consultee feedback was also received in relation to “*Out on Your Own – An Examination of the Mental Health of Young Same Sex Attracted Men*” which highlights the specific mental health concerns when dealing with gay and bisexual young men.

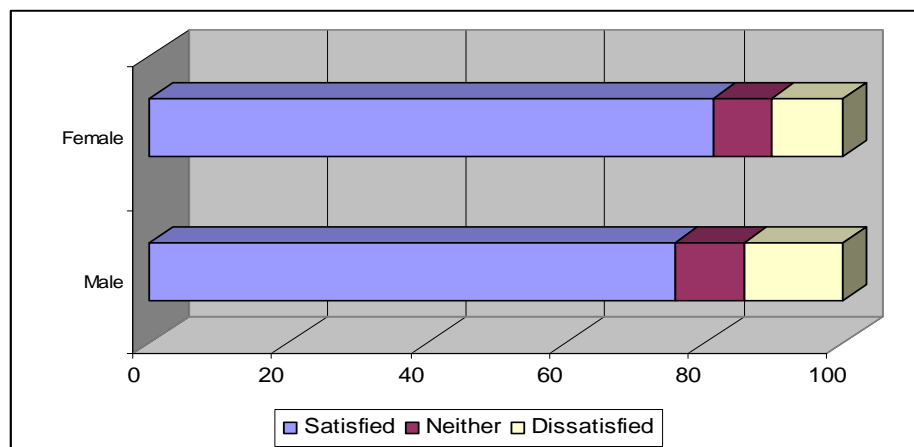
3.8 Gender

PSNI Quality of Service Survey

Figure 3L and Table 3M below illustrates the responses received to the question “*Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?*” by gender

Figure 3L

Overall Satisfaction by Gender



Source: PSNI Quality of Service Survey (2007)

Table 3M

Overall Satisfaction by Gender

Category	Satisfied	Neither	Dissatisfied
Male	75.7	10	14.4
Female	81.2	8.5	10.3
Not Stated	85.1	4.3	10.6
Average	78.3	9.2	12.5

Source: PSNI Quality of Service Survey (2007)

Police Ombudsman for Northern Ireland Complaint Data

Of the 20,597 complaints received, the gender of the complainant could be determined in 97 per cent of cases. Of these, 72 per cent were from men and 28 per cent from women.

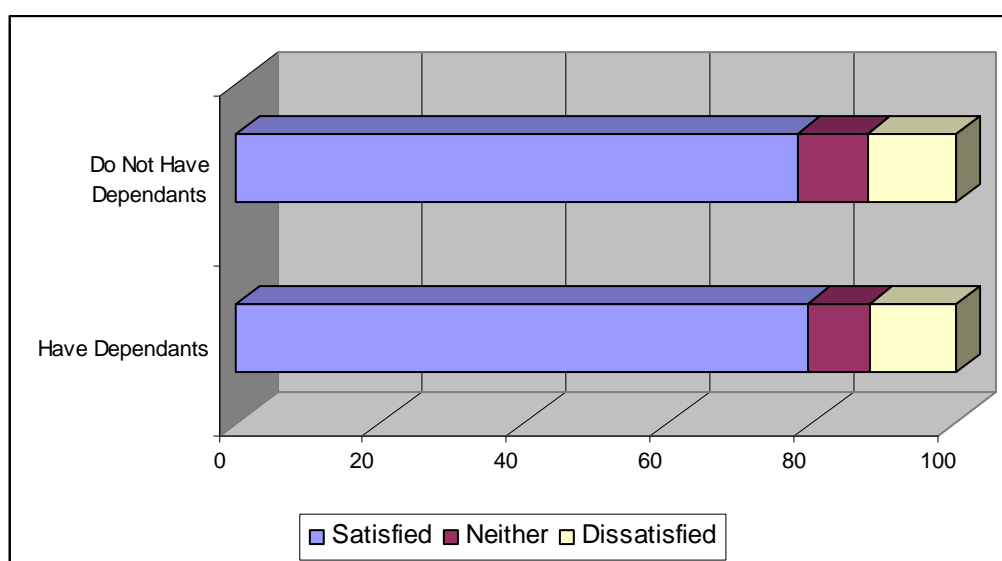
3.9 People with Dependants and those without dependants

PSNI Quality of Service Survey

The survey asked respondents Figure 3N and Table 3O below illustrates the responses received to the question “Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case” by dependant status.

Figure 3N

Overall Satisfaction by Dependants Status



Source: PSNI Quality of Service Survey (2007)

Figure 3O

Overall Satisfaction by Having Dependants

	Satisfied	Neither	Dissatisfied
Have Dependants	79.3	8.6	12.1
Do Not Have Dependants	77.9	9.7	12.4

Source: PSNI Quality of Service Survey (2007)

Police Ombudsman for Northern Ireland Complaint Data

A question on dependants was added to the OPONI complainant monitoring form in August 2004. By the end of March 2007, 2,864 complainants who returned forms had answered this question (representing a sample of 14 per cent of all complainants). Of those, 44 per cent of complainants stated that they had dependants and 56 per cent stated that they did not.

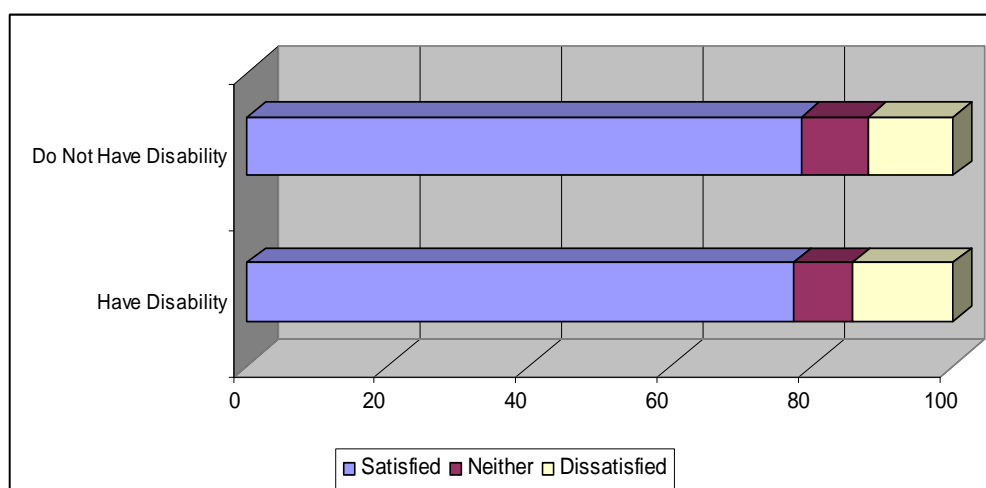
3.10 People with a disability and those without

PSNI Quality of Service Survey

Figure 3P and Table 3Q below illustrates the responses to the question “Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case” by disability status.

Figure 3P

Overall Satisfaction by Disability Status



Source: PSNI Quality of Service Survey (2007)

Table 3Q
Overall Satisfaction by Disability Status

	Satisfied	Neither	Dissatisfied
Have a Disability	77.3	8.4	14.3
Do Not Have a Disability	78.5	9.4	12.1

Source: PSNI Quality of Service Survey (2007)

Police Ombudsman for Northern Ireland Complaint Data

Of the 20,597 complaints received, 6,189 provided information on whether or not the complainant considered themselves to be disabled. Twenty eight per cent of these complainants reported that they had a disability.

3.11 Pre – Consultation

In line with good EQIA practice, pre-consultation meetings were held with representatives of five organisations in May 2008. The pre-consultation sought to identify any issues or potential differential impacts arising from the policy and identify any additional sources of data available to inform the EQIA.

As well as general feedback, consultees provided feedback relating to a number of specific groups including children and young people, people affected by domestic violence, people from black and minority ethnic communities and people with a learning disability. Consultation feedback focused on a range of areas including training, communication and information, the provision of adjustments or special measures for victims and witnesses and the development of good relationships between PSNI and all Section 75 groups. Full details of the pre-consultation feedback are detailed within the EQIA Consultation document.

4. KEY FINDINGS

This section details the findings of the EQIA.

4.1 Key Findings

This section details the assessment of impact on Section 75 groups based on the evidence reviewed.

Persons of Different Religious Belief

The proportions of victims from a Roman Catholic and Protestant background that were satisfied overall with the PSNI standard of service are broadly similar. Levels of Roman Catholic and Protestant complainants to the Police Ombudsman are broadly in line with the proportions in the Northern Ireland population. While slightly lower proportions of Catholics (56 per cent) than Protestants (60 per cent) feel that PSNI is doing a good job in their local area, similar proportions of Catholics and Protestants feel that PSNI is doing a good job in Northern Ireland as a whole.

The evidence considered suggests that there is no differential impact arising from PSNI policy for supporting victims on people of different religious belief. However, consultation feedback suggests that those from communities regarded as 'loyalist' or 'republican' may experience particular issues in relation to PSNI policy for supporting victims.

Persons of Different Political Opinion

The data collected by the Police Ombudsman relating to political opinion has an extremely high non-response rate which prevents robust conclusions being drawn.

It is assumed that data relating to Religious Belief correlates strongly with political opinion and on this basis it is suggested that there is no differential impact arising from PSNI policy for supporting victims on people of different political opinion. However, consultation feedback suggests that those from communities regarded as 'loyalist' or 'republican' may experience particular issues in relation to PSNI policy for supporting victims.

Persons of Different Racial Group

The PSNI Quality of Service Survey found lower satisfaction rates and higher dissatisfaction rates among BME victims of crime than white victims of crime and that levels of satisfaction vary considerably among specific ethnic groups. The Police Ombudsman data indicates that complainants from BME groups may be slightly higher than would be expected from their proportion in the population. Specific research conducted with people from BME communities found that just 50 per cent of those that had been in contact with PSNI were satisfied and that more than a quarter of those that had been a victim of crime in the last year did not report it to the PSNI. Reasons for non-reporting included concerns about police hostility and feeling that the police would not help. Other research and consultation feedback suggested that people from BME communities frequently encounter communication barriers in dealing with PSNI and that relationships between specific ethnic groups and PSNI are poor in particular with travellers.

The evidence considered strongly suggests that there are differential impacts arising from PSNI policy for supporting victims on people from different racial groups. It also suggests that such impacts are less favourable and therefore adverse. Measures to mitigate these impacts and to promote good relations between people of different racial groups as required under the Good Relations duty are detailed in Section 5.

Persons of Different Ages

The PSNI Quality of Service Survey found that older people tended to be more satisfied than younger people. The Police Ombudsman complainant data shows that younger people in the 16-24 and 25-34 age groups were more likely to complain. Research on behalf of the District Policing Partnerships also found that just 52 per cent of those aged 16-24 that were in contact with the PSNI were satisfied with the service received. Consultation feedback also indicated that there are high rates of witness attrition among young men, possibly indicating additional needs in relation to the policy are not being met.

While older people (over the age of 65) were most satisfied with PSNI levels of service, research suggest that this group are most fearful of crime and may therefore have additional needs relating to this policy area.

The evidence considered indicates that there are differential impacts arising from PSNI policy for supporting victims between people of different ages. In particular it suggests that younger people may be less favourably affected and therefore adversely impacted and that children and young people as well as older people may have specific additional needs in relation to the policy. Measures to mitigate these impacts are detailed in Section 5 below.

Persons of Different Marital Status

Single people and those living with a partner reported the lowest levels of satisfaction with PSNI quality of service. All other groups reported higher than average satisfaction levels. Married people were slightly under-represented among the Police Ombudsman complainant data and single people over-represented.

Based on the evidence considered, there are possible differential impacts on single people and those living with a partner.

Persons of Different Sexual Orientation

Research with LGBT people who were victims of crime found that forty per cent of those that were a victim of crime did not report it to PSNI. Reasons for non-reporting included that they felt the police couldn't help / wouldn't be interested or that they had a previous poor experience of the police. Other research also suggests that LGBT people that experience crime are less likely than other groups to report it to the PSNI.

Of those that did report a crime to PSNI 56 per cent were satisfied with the PSNI response and 42 per cent were dissatisfied.

The evidence reviewed strongly suggests that gay, lesbian, bisexual and transgender people may be impacted differentially and adversely by the PSNI policy for supporting victims. Consultation feedback also noted the need for awareness by PSNI of specific mental health concerns when dealing with gay and bisexual young men Section 5 below details measures to mitigate these impacts.

Men and Women

The data shows that women are more satisfied than men with the quality of PSNI service and that men were much more likely than women to make a complaint to the Police Ombudsman (72 per cent of complaints were from men and 28 per cent from women).

Research and consultation feedback also suggests that people affected by domestic violence and those who are victims of sexual offences (more

likely to be women than men) have additional needs and priorities in relation to the policy that need to be considered.

Based on the evidence reviewed, there are potential differential impacts on men (when levels of satisfaction are considered) and on people who have or are experiencing domestic violence, or have been victims of sexual offences (more likely to be women). These impacts are potentially adverse as the effect on individual victims could be less favourable.

Persons with Dependants and Persons Without

The PSNI Quality of Service survey found similar levels of satisfaction and dissatisfaction among people with and without dependants. Complaints to the Police Ombudsman from people with and without dependants are broadly in line with the baseline data.

The evidence suggests that there are no differential impacts arising from the policy between people with and without dependants.

Persons with a Disability and Persons Without

The PSNI Quality of Service Survey found similar satisfaction levels among those with and without a disability. People who define themselves as having a disability accounted for 28 per cent of the Police Ombudsman complainants, significantly higher than would be expected from baseline figures.

Research evidence and consultation feedback suggests that people with physical disabilities, mental health disabilities and learning disabilities all have specific needs and priorities in relation to this policy area. Based on this evidence, it is suggested that there are differential impacts on people with a disability arising from this policy area. Section 5 details measures to mitigate these impacts.

4.2 Summary of Impacts on Section 75 Groups

Table 4A overleaf summarises the findings of this EQIA in relation to impacts on Section 75 groups.

Table 4A

Summary of Impacts of PSNI Victims Policy on Section 75 Groups

Category	Differential Impact	Specific Groups Impacted	Potential Adverse Impact
Religion	NO	People from communities regarded as 'loyalist' or 'republican'	YES
Political Opinion	NO	People from communities regarded as 'loyalist' or 'republican'	YES
Racial Group	YES	People from black and minority ethnic communities, Irish Travellers, refugees and asylum seekers.	YES
People of Different Ages	YES	Children and younger people (particularly young men); older people	YES
People of Different Marital Status	YES	Single People, People Living with a Partner	YES
People of Different Sexual Orientation	YES	Gay, lesbian, bisexual and transgender people	YES
Men and Women	YES	Men, women experiencing domestic violence and victims of sexual offences.	YES
People with Dependants	NO	-	-
Persons with a Disability	YES	People with physical disabilities, people with mental health disabilities, people with learning disabilities	YES

4.3 Impact on Good Relations

Section 75 (2) places a statutory duty on public bodies to proactively address good relations between persons of different religious belief, political opinion or racial group. The Equality Commission's Publication "*Promoting Good Relations – A Summary Guide for Public Authorities*" notes that this means a public authority must "*consider how the policies it makes and implements, affect relationships between people of different religions, political opinions and racial groups*".

As identified above, the EQIA concludes that there may be a potential adverse impact on people from black and minority ethnic groups, and those living in communities regarded as 'loyalist' or 'republican'.

As a result of undertaking this EQIA, PSNI have identified a number of actions, detailed in Section 5 to mitigate the potential impacts identified and to promote equality of opportunity. These actions will further support the extent to which victims policy promotes good relations between people of different religious belief, political opinion and racial group.

5. CONCLUSIONS

This Section details the conclusions of this EQIA and outlines the decision-making process which was adopted. The systems which will be put in place to monitor for adverse impact in the future are also detailed

5.1 Decision Making Process

The final policy decision included the following stages:

- consideration of the findings of the draft EQIA;
- consideration of the consultation findings; and
- consideration of alternative policies or ways of mitigating such impact ensuring that considerable weight is accorded to equality considerations.

5.2 Conclusions of EQIA

Key themes that have emerged from the EQIA are:

- Low levels of some Section 75 groups reporting crime (people from BME communities and LGBT people in particular);
- Lower levels of satisfaction with the PSNI service by some groups (LGBT people, young people, men, people from BME communities, single people, unmarried people living with a partner);
- Higher levels of complaints to OPONI by some groups (men, younger people, people with a disability, people from BME communities, single people); and
- A need for additional support by PSNI for victims of crime for some groups (people from BME communities, people experiencing domestic violence, victims of sexual offences, people with physical disabilities, people with mental health disabilities; children and young people, older people and people with learning disabilities).

Mitigation intends to address these themes, but given the complexity of the area and the range of stakeholders involved there are no quick fix solutions. It should also be noted that PSNI are already engaged in significant activity to promote equality of opportunity and improve engagement with a range of Section 75 groups.

5.3 Alternative Policies and Mitigation

The adverse differential impacts identified by the EQIA relate largely to how the policy is delivered rather than the written policy itself suggesting that training, engagement, information and communication have significant roles to play in mitigating adverse impacts that have been identified. Monitoring and evaluation are important in ensuring that key indicators are assessed on an ongoing basis to evaluate success in promoting equality of opportunity.

PSNI will also use their influence on an interagency basis to promote equality of opportunity for victims of crime and increase overall levels of satisfaction by victims across the range of Section 75 groups.

5.4 Training

Existing equality, cultural awareness and anti-discrimination training will be reviewed. The need to ensure that all officers receive training on a regular basis to ensure that they are informed of changes to legislation and good practice is recognised. In particular, wherever it is appropriate, such training would include representatives of organisations which work with BME communities, victims of domestic violence, LGBT people, victims of sexual offences, young people and people with physical, mental health and learning disabilities.

5.5 Information and Communication

Qualitative feedback notes that people with physical and sensory disabilities and those who do not speak English as a first language may experience problems with accessing information and communicating with PSNI. No data was available to evaluate the accessibility of information to these groups and it is therefore proposed to review the accessibility of information and communication to people with disabilities and people that do not speak English as a first language.

5.6 Specific Actions

Full details of consultation feedback and the PSNI response are details at Appendix Two. PSNI will implement the following suggestions made by consultees:

- in cases involving domestic violence take steps to ensure that people are consistently notified when non-molestation orders are served;
- make changes to the language of the policy in respect of people with disabilities;
- conduct specific research around witness attrition levels to assess if there are specific problems for Section 75 groups (it may be appropriate to conduct such research on an interagency basis);
- develop a strategy of engagement and outreach work with learning disabled people; and
- two issues raised by consultees - the age for special measures and the need for witness services across Northern Ireland are not in PSNI's remit. However, PSNI will raise these issues with the relevant public bodies and support these measures, where the opportunity arises.

PSNI will also establish medium and long term targets for increasing satisfaction levels among LGBT victims and victims from BME communities. To underpin these targets, engagement with the PSNI Independent Advisory Groups will identify specific actions aimed to promote satisfaction.

5.7 Monitoring

Section 75 of the Northern Ireland Act requires that public authorities put in place systems to monitor the impact of policies on Section 75 groups on at least an annual basis. It is also important from a service delivery perspective that effective systems are in place to monitor the effectiveness of compliance with stated policy and training.

Good quality monitoring information already exists on victims from the Quality of Service Survey and this will be expanded to gather data on all nine Section 75 categories.

Consideration will also be given to whether the Quality of Service Survey is an appropriate vehicle to gather more detailed data on the experience of victims from Section 75 groups or to commissioning separate research.

5.8 Policy Decision

The Policy for supporting victims and the findings of the draft EQIA were considered by PSNI in June 2009. Consideration was given to the introduction of alternative policies and ways of mitigating potential adverse impact on Section 75 groups.

The decision was made to continue the PSNI policy for supporting victims subject to the changes detailed in Sections 5.3 to 5.7 above.

APPENDIX ONE

**SUMMARY OF CONSULTATION
RESPONSES**

Consultee	Issue	PSNI Comment / Response
Disability Action	Welcomes the offer of alternative formats and requests PSNI to list these	The available alternative formats are listed in the consultation document.
	Believes that contact details in the covering letter should include a textphone.	A textphone number has been included in the consultation document and will be included in future covering letters.
	Requests PSNI to add disability to the range of categories outlines Item 1(C) Page 3.	Agreed
	Believe that PSNI must include people with sensory disability within the definition of a vulnerable victim	The definition is taken from the Home Office Victims Code of Practice and so must remain. However a line will be included in the text regarding sensory disability.
	Requests PSNI to remove words “suffer” and “suffering” from the policy directive	Agreed. The definitions as taken from legislation must remain but the text of the policy directive will be amended. This comment caused an examination of what we mean by ‘vulnerable’ and it is intended that the issue is raised at the appropriate level.
	Requests PSNI to define “significant disability” Item 2 Page 4 of the policy Directive	The definition is incorrect and is to be amended. The term ‘significant disability’ is not included in the Article 4 Criminal Evidence (NI) Order definition.
	Requests the establishment of a system to ensure that alternative formats including sign language interpreters and easy read are made available in a timely fashion for those that require them.	PSNI already has a system of access to interpreters.

Believe all police officers must receive Disability Awareness Training.	Electronic training packages on Disability Awareness are already in use in the organisation and available to all police officers.
When updating victims on significant development, PSNI must take cognisance of textphone and/or mobile, alternative formats including easy read versions	It is agreed that alternative methods of communication must be used where appropriate.
Believe that PSNI should avail of local and regional specialist and representative organisations	Agreed.
Welcomes the statement concerning a consistent approach to the policy across Northern Ireland.	Comment Noted
Recommends that the OCM log records information pertaining to a victim or witness disability. Item 4 (5) Page 7	OMF form already includes space to record such information.
Welcomes the inclusion of particular requirements of individual victims and witnesses in the "witness case report" provided to the PPS	Comment Noted
Disappointed and Concerned that MLOs have not been encouraged to establish links with disability organisations.	PSNI Hate Crime Policy requires MLO's to establish such contacts. There are many examples of established links with disability organisations. For example: Newry and Mourne's MLO reports an active relationship with the local Deaf Community Association – recently an evening was held to raise awareness of Road Traffic legislation. The MLO is in the process of establishing IAGs and welcomes representation from any disability group.

<p>Police Ombudsman for Northern Ireland</p>	<p>It is hoped that the strategic objectives identified in the consultation paper will improve the service to victims resulting in a decrease in complaints</p>	<p>Comment Noted</p>
	<p>Satisfied that the consultation paper accurately identifies those groups that may be less favourable impacted by the policy</p>	<p>Comment Noted</p>
	<p>Welcome training, information, communication and specific actions to target adversely impacts groups</p>	<p>Comment Noted</p>
	<p>Consultation paper requires more details of measures that need to be put in place to ensure adherence to the policy</p>	<p>Victim update is an area of great concern and one where we hope to see strides in improvement. 'H' district's Victim Update Bureau, due for launch in August 2009 will be a means of tracking adherence to the update of victims on progress in their cases.</p> <p>Scrutinising tracks and trends in complaints may also offer another means of ensuring adherence to the policy directive.</p>

The Rainbow Project	<i>“Out on Your Own – An Examination of the Mental Health of Young Same Sex Attracted Men”</i> is suggested as an additional data source as it highlights the specific mental health concerns when dealing with gay and bisexual young men	This has been referenced in the final EQIA document
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	<p><i>“Policing, Accountability and the Lesbian, Gay and Bisexual Community in Northern Ireland”</i> is flawed and out of date. Incidents of hate crime and under-reporting of hate crime are more common than the findings of this research indicate. Rainbow project have successfully received funding from PSNI to conduct research on this issue and a report of findings will be forwarded to PSNI once available.</p>	<p>PSNI look forward to receiving the findings of this research</p>
	<p>Future EQIAs should include data sources and impact assessments relating to all victims of domestic violence including: Male on female violence; Female on male violence; Same sex violence; and Homophobic domestic abuse</p>	<p>PSNI accept this point and will include this information in future EQIAs</p>
	<p>Transgender community should be under gender and not sexual orientation</p>	<p>PSNI accept this point and will ensure that future EQIAs reflect this.</p>
	<p>All surveys should be updated to allow those who identify as gay, lesbian, bisexual or transgender to identify as such.</p>	<p>Agreed</p>
	<p>LGBT people should be included as a vulnerable group under 2b of the policy and as vulnerable witnesses under 2c of the policy.</p>	<p>At this stage the Home Office definition must remain. However this comment has given cause to raise this issue at the appropriate level and to look again at what we mean by ‘vulnerable’.</p>

Women's Aid	Consideration should be given to cross cutting themes in the groups identified in the consultation document such as disabled victims of domestic violence and children and young people experiencing domestic violence.	Comment has been noted and this will be considered for future work
	Domestic violence is largely under-reported. Given the low levels of reporting crime generally among LGBT and BME groups, people from these communities may face additional difficulties and require additional support when seeking to report domestic violence.	It is hoped that the introduction of on-line and third party reporting will go some way towards addressing this issue.
	Issues of engagement and under-reporting also require to be urgently addressed among children and young people.	Issue lies primarily with Community Safety branch and the issue will be raised with them. However it is hoped that on-line reporting and third party reporting will go some way to addressing this issue.
	Issues in the pre-consultation detailed on Page 16 of the consultation document are emphasised.	Comment Noted
	Support the view that training, information and communication have significant roles to play in mitigating the adverse impacts that have been identified.	Comment Noted
	The proposed review of existing cultural awareness and anti-discrimination training is to be welcomed.	Comment Noted
	Seek clarification regarding statement " <i>whenever it is appropriate...training would include representatives of organisations which work with....victims of domestic violence</i> "	Foundation training for student officers includes a 'Community Fair' where representatives from minority groups are invited to attend. At present the format of this Community Fair is being reworked to try to achieve a more significant input from groups including Women's

		Aid.
	Anxious to continue to assist and participate in PSNI training programmes in respect of domestic violence	Comment Noted
	Clarification sought on the “ <i>steps</i> ” being taken to ensure that People are consistently notified when no-molestation orders are being served. Believe that a comprehensive review of the practices surrounding non-molestation orders should be carried out	The comment has raised concerns regarding this issue and it is agreed that a review is required.
	Support research into witness attrition levels to assess if there are problems for specific section 75 groups.	Comment noted. This issue will be raised with the PPS.

Committee on the Administration of Justice	Very comprehensive EQIA with a detailed consideration of data and good use of pre consultation. PSNI have undertaken a useful and critical analysis of their existing work in order to identify ways in which the particular policy in question might be creating adverse impacts for particular groups.	Comment Noted
	The identification of ways in which a policy can better promote equality of opportunity is not contingent on their first being an identifiable adverse impact.	PSNI accept this point and will ensure future EQIAs reflect this.
	Commend the PSNI for undertaking a pre-consultation exercise in order to better inform the EQIA.	Comment Noted
	Suggest examining the experiences of communities that would be considered “Republican” or “Loyalist” in their political outlook in order to determine whether there are particular difficulties which can be addressed.	PSNI accept this point and will ensure it is reflected in the final EQIA.
	Broadly agrees with the identification of key themes in paragraph. 7.2 and the recognition that there are low levels of some Section 75 groups reporting crime. Agree that training, engagement, information and communication have significant roles to play in mitigating adverse impacts and that monitoring and evaluation are important.	Comment Noted
	Welcomes the measures proposed including that existing training, cultural awareness and anti-discrimination training be reviewed. Also supportive of the review of accessibility of information and communication to people with disabilities and people who do not speak English as a first language.	Comment Noted

	<p>Welcomes the fact that in relation to two issues raised by pre-consultees: the age for special measures and the need for witness services across Northern Ireland – which are not within the remit of the PSNI, that the PSNI has given a commitment to raise these issues with the relevant public bodies and support these measures when the opportunity arises.</p>	<p>Comment Noted</p>
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APPENDIX TWO

REVISED POLICY DOCUMENT

PSNI TO ADD

APPENDIX THREE

LIST OF CONSULTEES

Abbeyfield (NI DEV) Society	Bar Council
Abode	Barnardos Northern Ireland
ACOVO	Barnardos Tuar Ceatha Project
Age Concern Northern Ireland	Belfast Centre for the Unemployed
Age Sector Reference Group	Belfast City Council
Alliance Party of Northern Ireland	Belfast City Hospital HSS Trust
Altnagelvin Hospitals HSS Trust	Belfast Community
Amalgamated Engineering and Electrical Union	Belfast Education & Library Board
Amnesty International	Belfast Harbour Commissioners
Antrim Borough Council	Belfast Hebrew Congregation
Ardoyne Community Centre Committee	Belfast Institute of Further and Higher Education
Ardoyne Development Association	Belfast Islamic Centre
Ards Borough Council	Belfast Trades Council
Ark Housing Association	Belfast Travellers Education & Development Group
Armagh and Dungannon HSS Trust	Belfast Travellers Support Group, Unit 12
Armagh City and District Council	BIH
Armagh College of Further Education	Blind Centre for Northern Ireland
Arts Council for Northern Ireland	British Association of Women Police (BWAP)
Association of Chief Officers of Voluntary Organisations	British Council Northern Ireland
Association of Northern Ireland Colleges	Deaf Association of Northern Ireland
Association of Teachers & Lecturers	British/ Irish Rights Watch
AT&GWU	Bryson House
Baha'I Faith	Business in the Community
Ballymena Borough Council	Cara Friend
Ballynafeigh Community Development Assoc	Carers Northern Ireland
Ballymoney Borough Council	Carer's Newington Day Centre
Banbridge District Council	Carrickfergus Borough Council
Baptist Union of Ireland	

Castlereagh College of Further and Higher Education	Confederation of British Industry
Causeway HSS Trust	Connswater Housing Association
Causeway Institute of Further and Higher Education	Cookstown District Council
Central Services Agency	Co-Operation Ireland
Chief Electoral Officer	Coral Crescent
Child Care Northern Ireland (NICMA)	Corinthian Housing Association
Child Poverty Action Group	Council for Catholic Maintained Schools
Children in Northern Ireland	Council for the Homeless NI
Children's Law Centre	Counteract
Chinese Chamber of Commerce	Covenanter
Chinese Christian Fellowship	Craigavon and Banbridge Community HSS Trust
Chinese Welfare Association Northern Ireland	Craigavon Area Hospital Group HSS Trust
Choice	Craigavon Borough Council
Chrysalis Women's Centre	Craigowen
Church of Ireland House	Culturlann
Citizens Advice Bureau - City Centre	DARD, Dundonald House
Clanmil Housing	Dee Street Community Centre Committee
Clara Park Tenants & Residents Association	Democratic Unionist Party
Coalition on Sexual Orientation (CoSo)	Department of Education
Coleraine Borough Council	Department of Environment
Committee on the Administration of Justice	Department of Finance and Personnel
Community Development and Health Network	Dept. for Employment and Learning
Community Fund	Dept. for Social Development
Community Relations Council	Dept. of Agriculture and Rural Development
Community Relations Training/Learning Consortium	Dept. of Culture, Arts and Leisure
Concorde Community Centre Committee	Dept. of Enterprise, Trade and Investment

Dept. of Health, Social Services and Public Safety

Dept. of Regional Development

Derry City Council

Derry Well Women

Disability Action Northern Ireland

Disability Living Allowance Advisory Board

Distinction and Meritorious Service Awards Committee

Divis Community Centre Committee

Domestic Violence Forum

Donacloney

Down District Council

Down Lisburn Trust

Downs Syndrome Association

Duncairn Community Centre Committee

Dungannon & District Council

East Antrim Institute of Further and Higher Education

East Belfast Community Development Agency

East Down Institute of Further and Higher Education

East Tyrone College of Further and Higher Education

Eastern Health and Social Services Board

Employers' Forum on Disability

Enterprise Ulster

Equality Coalition

Equality Commission

Equality Forum NI

Evangelical Alliance

Falls Community Council

Falls Forum

Falls Women's Centre

Federation of Small Businesses

Feile An Phobail

Fermanagh College of Further and Higher Education

Fermanagh District Council

Fermanagh Women's Network

Filor Housing Association

Finaghy Community Centre Committee

Fire Authority for Northern Ireland

First and Deputy First Ministers

Fisheries Conservancy Board for Northern Ireland

Flax Housing Association

Fleming Fulton School

Fold Housing Association

Forbairt Feirste

Foyle HSS Trust

FPA

Free Presbyterian Church

Gaeloiliuin

Gay & Lesbian Youth in NI

General Consumer Council for Northern Ireland

General Teaching Council for Northern Ireland

Gingerbread Northern Ireland

Girl Guides Association

Glen Community Centre Committee

GMB

Gosford Housing Association	Integrated Education Fund
Greater East Belfast Partnership	Intertrade Ireland
Greater Shankill Community Council	Inverary Community Centre Committee
Greater Shankill Partnership Board, Spectrum Centre	Invest Northern Ireland
Greater West Belfast Community Association	Irish Congress of Trade Unions
Green Park HSS Trust	Irish Council of Churches
Grove Housing Association	Irish Republican Socialist Party
Guru Nanak Dev. J Sikh Community Association	Italian Society
Habinteg Housing Association	Knocknagoney Community Centre Committee
Hammer Community Complex Committee	Labour Relations Agency
Health and Safety Executive for Northern Ireland	Laganside Corporation
Hearth Housing Association	Larne & District Borough Council
Help the Aged Northern Ireland	Law Centre Northern Ireland
Highfield Community Centre Committee	Lee Hestia Housing Association
HM Customs and Excise	Lenadoon Community Forum
Home Office-Race Legislation Team	Lesbian and Gay Police Officers Association
Homefirst Community HSS Trust	Lesbian Line
Horn Drive Community Centre Committee	Ligoniel Community Centre Committee
Housing Rights Service	Limavady Borough Council
Incore	Limavady College of Further and Higher Education
Independent Assessor for Military Complaints	Lisburn City Council
Indian Community Centre	Lisburn Institute of Further and Higher Education
Information Commissioner	Livestock and Meat Commission for Northern Ireland
Inland Revenue	Local Enterprise Agencies
Inner East Youth Project	Local Government Staff Commission
Institute of Directors	Loughs Agency
	Lower North Belfast Community Council

Magherafelt District Council	Newtownards Road Women's Group Ltd
Magherafelt Women's Group	NI Association of Citizen's Advice Bureaux
MAGNI	NI Co-Ownership
Manufacturing Science & Finance Union	NIACRO
Market Community Centre Committee	NIC-ICTU
Mater Infirmorum Hospital HSS Trust	NIPSA
Mencap Northern Ireland	NISRA
Men's Movement Northern Ireland	North & West Housing
Mental Health Commission for Northern Ireland	North and West Belfast HSS Trust
Methodist Church in Ireland	North Belfast Partnership Board
Morton Community Centre Committee	North Belfast Senior Citizens Forum
Moyle District Council	North Down and Ards Institute of Further and Higher Education
Multi Cultural Resource Centre	North Down Borough Council
Multicultural Group-Windsor Women's Centre	North East Institute of Further and Higher Education
NASUWT	North Eastern Education and Library Board
NATFHE	North Queen Community Centre Committee
National Energy Action Charity	North West Community Network
National Schizophrenia Fellowship	North West Forum of People with Disabilities
New Opportunities Fund	North West Institute of Further and Higher Education
Newington	Northern Health and Social Services Board
Newry and Kilkeel Institute of Further and Higher Education	Northern Health and Social Services Council
Newry and Mourne District Council	Northern Ireland African Cultural Centre
Newry and Mourne HSS Trust	Northern Ireland Ambulance Service HSS Trust
Newry and Mourne Senior Citizens' Consortium	Northern Ireland Anti-Poverty Network
Newry and Mourne Women Ltd	
Newtownabbey Borough Council	
Newtownabbey Senior Citizens Forum	

Northern Ireland Association For Mental Health

Northern Ireland Audit Office

Northern Ireland Blood Transfusion Service Agency

Northern Ireland Central Services Agency for Health and Social Services

Northern Ireland Chamber of Commerce and Industry

Northern Ireland Committee Irish Congress of Trade Unions

Northern Ireland Consumer Committee for Electricity

Northern Ireland Co-operative Development Agency

Northern Ireland Council for Ethnic Minorities

Northern Ireland Council for Integrated Education

Northern Ireland Council for Post-Graduate Medical and Dental Education

Northern Ireland Council for the Curriculum Examination and Assessment

Northern Ireland Council for Voluntary Action

Northern Ireland Court Service

Northern Ireland Deaf Youth Association

Northern Ireland Economic Research Centre

Northern Ireland Filipino Association

Northern Ireland Filipino Community in Action

Northern Ireland Film Commission

Northern Ireland Fishery Harbour Authority

Northern Ireland Gay Rights Association

Northern Ireland Guardian Ad Litem Service Agency

Northern Ireland Health Promotion Agency

Northern Ireland Hotel and Catering College

Northern Ireland Housing Executive

Northern Ireland Human Rights Commission

Northern Ireland Islamic Centre

Northern Ireland Legal Services Commission

Northern Ireland Local Government Officers Superannuation Committee

Northern Ireland Museums Council

Northern Ireland Office

Northern Ireland Office Humans Rights and Equality Unit

Northern Ireland Pensioners Convention

Northern Ireland Police Board

Northern Ireland Practice and Education Council for Nursing and Midwifery

Northern Ireland Public Service Alliance

Northern Ireland Regional Physics Agency

Northern Ireland Social Care Council

Northern Ireland Statistics and Research Agency

Northern Ireland Tourist Board

Northern Ireland Unionist Party

Northern Ireland Voluntary Trust (NIVT)

Northern Ireland Volunteer Development Agency

Northern Ireland Women's Aid Federation	Postwatch Northern Ireland
Northern Ireland Women's Coalition	PRAXIS
Northern Ireland Women's European Platform	Presbyterian
NSPCC	Press for Change
NUS-USI	Probation Board for Northern Ireland
Oaklee	Progressive Unionist Party
OFCOM	Putting Children First
Office of First and Deputy First Minister	Qualifications and Curriculum Authority
Office of the Assembly Commission	Queerspace
Office of the Civil Service Commissioners for Northern Ireland	Rape Crisis Centre
OFREG	Relate Northern Ireland
Oi Yin Chinese Women	Rethink
Oi-Kwan Chinese Women's Group	RNIB
Olympia Community Centre Committee	Royal Group of Hospitals and Dental Hospitals HSS Trust
Omagh College of Further and Higher Education	Royal National Institute for Deaf People
Omagh District Council	Rural
Omagh Women's Area Network	Rural Community Network
Open Door	Rural Development Council for Northern Ireland
Opportunity Youth	SafeFood-Food Safety Promotion Board
Orchardville Society	Salvation Army
Parades Commission	Samaritans Belfast
Parents Advice Centre	Sandy Row Community Centre Committee
Parents and Professionals and Autism	Save the Children Fund
PHAB Northern Ireland	Scout Association
Play Resource Centre	Sense NI
Playboard	SHAC
Pobal	Shankill Women's Centre
Police Ombudsman for Northern Ireland	Short Strand Community Forum
	Sikh Women & Children's Association

Simon Community Northern Ireland	The Local Government Staff Commission for Northern Ireland
Sinn Fein	
SIPTU	The North South Language Body (Foras na Gaeilge)
Skill NI	The North South Language Body (Ulster Scots)
Social Democratic and Labour Party	
South and East Belfast HSS Trust	The Office of the Certification Officer Northern Ireland
South Belfast Partnership Board	The Open University
South Eastern Education and Library Board	The Queen's University of Belfast
South Ulster	The Rainbow Project
South West Belfast Community Forum	The Women's Centre
Southern Education and Library Board	Traveller and Gay
Southern Health and Social Services Board	Traveller Movement Northern Ireland
Southern Health and Social Services Council	Triangle
Special EU Programmes	Trustees of the National Heritage Memorial Fund
Sperrin Lakeland HSS Trust	Ulidia
Sports Council for Northern Ireland	Ulster Community and Hospitals HSS Trust
St James Community Forum	Ulster Folk and Transport Museum
St Mary's University College	Ulster Scots Heritage Council
Staff Commission for Education and Library Boards	Ulster Scots Language Society
Strabane District Council	Ulster Supported Employment Limited
Stranmillis University College	Ulster Unionist Party
Strategic Investment Board	UNISON
Strategy Planning and Partnerships-Open University	United Hospitals HSS Trust
Suffolk Community Centre Committee	United Kingdom Unionist Party
The Cedar Foundation	University Of Ulster
The Construction Industry Training Board	Upper Andersonstown Community Forum
The Guide Dogs for the Blind	Upper Bann Institute of Further and Higher Education
	Upper Springfield Development Trust

UUAP
Victim Support
Warrenpoint Harbour Authority
Waterways Ireland
WAVE
Wesley
West Belfast Economic Forum
West Belfast Partnership Board
Western Education and Library Board
Western Health and Social Services Board
Western Health and Social Services Council
Whiterock Community Centre Committee
Windsor Women's Centre
Women Into Politics
Women's Coalition
Women's Forum Northern Ireland
Women's Group (Belfast Islamic Centre)
Women's Information Group
Women's Resource & Development Agency
Women's Support Network
Woodvale Community Centre Committee
Workers Party
Youth Action
Youth Council for Northern Ireland
Youth Counselling & Information Service
Youth Exchange Centre
Youth for Christ Northern Ireland

Youth for Truth
Youth Initiatives
Youth Link Northern Ireland
Youthnet
