EQUALITY SCHEME – FIVE YEAR REVIEW
OF THE PERIOD 2012 - 2017

Equality Manager:

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1. Overview of Key Learning – Summary

Introduction

Over the past 5 years the Equality Scheme has provided a formal framework to consider equality in the formation and review of public policy. Through application of equality screening procedures we have improved the policies for which we have responsibility. The improvements reflect greater involvement staff as a result of consultation however, more work is required in relation to attracting responses from the public and equality groups in relation to the policy work of the organisation. Over the operation of the Equality Scheme from 2012 to 2017 the following learning has been observed.

Leadership

PBNI leadership has been fully supportive of the positive intent of section 75 in promoting equality and good relations and has resourced accordingly. PBNI has convened a senior level Good Relations Group that oversees and guides the equality work of the organisation and has resourced a senior manager to have responsibility for its implementation. PBNI remains committed to provide the leadership required to fully implement our responsibilities.

Consultation

While initially PBNI received a positive response to issuing quarterly equality screening reports, this increased interest has diminished significantly to a point where it is rare to get any feedback on the organisations equality work. We have found that our consultees are interested in the actual policy and not the equality implications. PBNI will maintain its equality scheme commitment to issue quarterly equality screening reports to consultees and hosting these publically online. PBNI’s expectations of gaining feedback through this mechanism has reduced and going forward PBNI will seek to identify key equality stakeholders to approach personally to engage and seek views in a targeted way to maximise engagement.

Better use could be made of Service User Forums to consult on policy development and section 75 matters. Relevant policies are consulted upon externally, however all PBNI’s policies are publically available via PBNI’s website.

Action Plans

Our experience of implementing a five-year Equality Action Plan has been that while some work is strategic in nature, most actions are achievable in a shorter timescale. It is for this reason that PBNI will no longer seek to implement a 5-year Equality and Good Relations Action plan, but will implement action plans on a 3 yearly cycle that aligns with the corporate planning cycle.
Training

Our experience of training all staff on section 75 has led us to have a focused approach to section 75 training. Truly effective section 75 training is delivered to staff who have responsibility for policy development and senior management. These two groups benefit most from section 75 equality and good relations training. PBNI will remain committed to general training for all staff and will develop an e-learning short course that will be mandatory for all staff. Ongoing up-skilling of policy makers continues to be an organisational requirement.

Equality Screening Process

PBNI recognises that while policy authors have received specific section 75 training, that there is value of maintaining “hands on” support from the Equality Manager in screening meetings, to harness operational experience with knowledge about screening considerations and the process of policy screening. We believe this approach works well and will continue with this method of screening policies into the future. As knowledge of the equality screening process has developed the integration of screening has occurred earlier in the process of policy development.

Equality Impact Assessments

Over the period 2012 – 2017 PBNI has not conducted any EQIA’s as they have not been deemed necessary through the process of policy screening. This is partly due to the small number of organisational policies. There has not been an occasion where we have felt it necessary to publically consult on an equality issue to find a way forward with policy development. Our experience has been that managers/policy writers identify solutions that address inequalities to mitigate or address the equality issue from the outset.
2. How PBN’s Equality Scheme Benefited Equality Groups

PBN’s Good Relations Group is chaired by the Director of Rehabilitation who oversees the implementation of Equality and Good Relation work in the organisation and been a key driver in progressing the organisation’s equality work. In particular, recognising that hate crime is a serious criminal justice and societal problem, that has a devastating impact on victims and their families. It is for this reason that Hate Crime policy development and implementation has been at the centre of the Probation Boards work during the period of this review.

Cultural Awareness

Over 100 staff received Cultural Competence/Hate crime training with more sessions planned. Training evaluations drawn from participants show overwhelming engagement and support for the learning. The training outcome is to encourage staff to be curious about cultural differences and unafraid to ask questions about aspects that they don’t understand. This training is helping staff to use the Accepting Differences Toolkit to work with participants about their prejudices that led to offending behaviour motivated by sectarianism, racism, homophobia and abuse of disabled people. Following training our staff tell us of their increased confidence to discuss and challenge hate motivations e.g. racially aggravated assaults, attacks on police or interface rioting. PBNI is uniquely placed to work with adjudicated offenders on their criminal motivations, attitudes and behaviour and making a lasting contribution to building safer communities.

Offending Motivated by Racism, Homophobia, Sectarianism and Disability

The Accepting Differences Intervention – This intervention aims to help offenders identify how prejudicial thinking contributes to behaviour which is be harmful for themselves, their social circle, their victims and the wider community. The intervention is designed to take place over 14 weeks. Our aim is to promote primary desistance (keeping out of trouble) and begin to encourage secondary desistance (seeing ourselves differently, as people who would not commit hate crimes). Personal values do not always have to change, most can be worked with, for example a person can be loyal to their country without attacking others who they believe, are not.

Participant exit questionnaires were positive; reporting that they were satisfied with the intervention. Comments included, ‘finding it helpful to address issues with alcohol and how this impacted on offending behaviour’ and ‘gaining a greater understanding of different cultures’. The facilitators (staff) were satisfied with the programme and stated that it was the right length. Facilitators agreed that there is a need for clients to be motivated and accept responsibility for the intervention to be successful. Facilitators highlighted that they would like more training, specifically relating to the
content of the intervention and the worksheets provided. This training has now been organised.

**Good Relations**

PBNI continues to work with offenders from every community in Northern Ireland. Offenders visit PNI offices as individuals for one-to-one sessions with Probation Officers and attend group work with probation staff over a period of weeks and sometimes months. PNI offices and community locations are safe shared spaces where clients from every community meet together and uniquely discuss their experiences that have led them to offend and may include discussion of issues about individual identity within communities. The skill and expertise of trained staff ensures that offenders are given every opportunity to contribute to this work, and understand their own motivations, in a shared and safe community based environment.

**Mental Health Disability Training**

The PBNI Psychology Department developed and delivered Mental Health & Personality Disorder (MH&PD) awareness training for PBNI staff during the period of this 5-year review. The training had been revised from a previously delivered training package by the Psychology Department, resulting in the training being extended from a half day to a full day, focusing on mental health and personality disorder. The developments made to the training content was based on the current evidence for working with mentally disordered and personality disordered individuals. In addition, the rationale for the training was based on the identified need from consultation with Probation Officers and in the referrals received by the PNI Psychology Department.

Aims of the training

- To enhance knowledge and understanding of the types of mental health disorders and personality disorders most commonly encountered in probation client.

- Consider the distinction between personality disorder and mental health disorders.

- Consider possible links between mental health disorders and personality disorders in regards to risk.

- To increase awareness of intervention and services available to clients with mental health problems and personality disorder.

- To clarify the role of the PNI Psychology Department with respect to consultation, referral and liaison with other professionals and agencies regarding the assessment and management of clients with mental health problems.
To introduce the new Forensics Programmes

Equality Monitoring of Services

PBNI has used the services of NISRA staff to analyse equality monitoring data gathered since 2010 on service users who attend for interviews in connection with the preparation of a Pre-Sentence Reports. This analysis also examined those who, following the preparation of a pre-sentence report, were sentenced to community based orders. PBNI gathers equality data for all 9 equality categories and therefore has developed an equality profile of offenders both at pre-sentence and post sentence stages. The outcome of this work has resulted in screening decisions that are based on quantitative information for the first time.

Disabled Offenders

Payments have been removed to offenders for assistance to travel to supervision or programmes, as required by PBNI under the terms of their order/licence. The amendment limits this payment to journey in excess of 6 miles for unemployed offenders with weekly supervision/programmes attendance were financial hardship is likely. The policy applies equally to all groups of service users, however disabled offenders (identified in equality screening) with mobility difficulties will still be able to access assistance.

Faith and Political Opinion

Through the process of screening the decision to close the Shankill Road Reporting Centre no actual equality issues were identified by staff or service users however, PBNI put in place sufficient measures to ensure potential/anticipated equality issues were mitigated through the flexibility of staff to meet clients in PBNI Headquarters as an alternative to the Antrim Road office which was believed to be problematic for a small number of service users from the Shankill area.

Victims of Crime

Victims Policy - PBNI has put in place sufficient measures to ensure anticipated equality issues such as physical accessibility or language barriers are mitigated through the operation of the Victims Policy. Further mitigation has been achieved through raising awareness of the Victim Information Scheme with minority groups.
3. Senior Management Involvement

The Board and senior management show commitment to Section 75 and equality scheme compliance.

This commitment is reflected in:

- Equality objectives have been included in the business planning and monitoring process, cascading from the Corporate Plan through to individual forward job plans.
- All policy matters tabled at SMT and Board Meetings have considered equality issues. Board cover papers seek assurance that section 75 equality issues have been addressed and require the policy owner to declare the outcome of the section 75 screening.
- A committee of the Senior Management Team chaired by the Director of Rehabilitation consider Good Relations and Equality issues.
- The Board Discuss and approved the annual progress report on the implementation of the Equality Scheme.
- A member of Board has been appointed to the role of Diversity Champion to ensure that Equality and Diversity issues are fully considered during Board meetings.

Good Relations Group – Director of Rehabilitation

The Deputy Director of Probation chairs this senior manager group that monitors and drives the implementation of our PBNI’s equality objectives to influence and ensure that momentum is maintained. PBNI has placed particular emphasis on working with offenders assessed as being motivated by sectarianism, racism, abuse of disabled people or homophobia. In May 2015 PBNI published its Hate Crime Policy and Procedures which describes PBNI approach to engaging with offenders in relation to offences rooted in prejudice and hate; always prioritising public protection and victims’ interests.

Cultural Competency Training – Assistant Director Urban

Assistant Director for Urban region led on the development of training to equip our staff to have the confidence to deliver an intervention that challenges sectarianism, racism, and homophobia. PBNI in conjunction with South Belfast Round Table developed a training workshop that helped staff talk openly about these issues which normally are not conversation topics in public service organisations. The workshops
explored how easily we all hold prejudicial assumptions about groups of people. Course Objectives included giving participants an understanding of the extent of bias, harassment and hate in their community and to explore the impact of bias and prejudice in a culturally diverse society. To develop competence and confidence in working with service recipients from different cultural backgrounds.

**Accepting Differences (hate crime tool kit) – Head of Psychology**

PBNI has developed and piloted in 2016 a toolkit intervention called ‘Accepting Differences’ designed to address offender sectarian, racial, disability related or homophobic hate crimes, to be delivered to participants on an individual basis. This toolkit has successfully been piloted in North Belfast and Antrim.

Offenders who committed offences motivated by hate or prejudice and who are under supervision in the two pilot areas have been subject to this new intervention to help reduce offending behaviour; and the number of victims. Highly trained probation staff challenge offenders’ attitudes and prejudices, as well as exploring with them how and why their beliefs were formed and how to develop new attitudes to reduce their risk of reoffending.

The pilot was evaluated as being successful and in 2017 this offender focused intervention will become available across all areas in Northern Ireland. There has been interest in our work from the Human Rights Commission (GB), PSNI and the Irish Probation Service.
4. Achievements

Equality Monitoring of Offenders

In accordance with Section 75 PBNI introduced Equality Monitoring of service users under the following categories; Age, Marital Status, Gender, Dependents, Disability, Nationality, Racial Group, Religious Belief, Sexual Orientation and Political Opinion. Provision of this information was entirely voluntary.

Throughout 2009 and 2010 two pilot schemes were completed investigating the best methodological approach to capture equality information for all Offenders under PBNI supervision. It was felt that giving Offenders the opportunity at Pre-Sentence Report stage to complete an equality questionnaire would be an effective way of ensuring that all new offenders could provide equality information. To capture the information for all current Offenders under PBNI supervision it was decided that a census be completed. The census attempted to gather equality information on all those under PBNI supervision at the 1st June 2010.

The information obtained has provided useful information about the diversity of the equality characteristics of offenders under PBNI supervision.

Initially there was a low response rate to this monitoring, but this improved as managers were sent regular reminders in relation to completion rates.

However, in 2014 a decision was taken to cease this method of equality monitoring as it was highly dependent on manual input of information. As an alternative, it was proposed that PBNI’s Service User Survey would be equality monitored to give information that could be related to satisfaction with our services.

Going forward PBNI will mainstream equality monitoring of services through the introduction of a new case management system that is currently being planned for introduction in 2018/19.

Staff Equality Scheme Training

An easy read summary of the Equality Scheme is available to all staff and hosted on PBNI's Intranet with a full version of the scheme placed on the Equality & Diversity Pages on PBNI's Intranet. This summary document is used in the induction training for new staff to quickly ensure that they are aware of PBNI’s responsibilities to promote equality of opportunity and good relations.

All new starts are given training on section 75 as part of their induction into the organisation. Bespoke training sessions have been delivered to policy writers' to
raise their understanding of the process of equality screening and their responsibilities under section 75. All policy writers are encouraged to seek advice on consultation and screening from PBNI’s Equality Manager.

The development of a section 75 e-learning module has started in 2016-17 and will be available to staff during the following year.

Consultation

Over the course of the corporate planning process the Probation Board for Northern Ireland sought to engage and consult with more organisations and groups than ever before. We met with criminal justice partners and held discussions with community and voluntary organisations, elected representatives and talked with staff and trade union organisations.

PBNI used social media and other fora that we participate in including the Victims’ Reference Group and Service Users Groups, to encourage people to talk to us about their experience of probation. We have listened carefully, and the revised Corporate Plan reflects the views that have been expressed to us about how probation should seek to develop and shape its services over the next number of years.

A common theme in the responses was probation’s important role within local communities. We provide funding through our community grant scheme, unpaid work in the community through community service and we are now designated members of Policing and Community Safety Partnerships. That work at local level is vital in ensuring there is a co-ordinated response to dealing with local problems and improving good relations and community safety.

During the consultation period July to November 2013 PBNI consulted with the following groups:

- **Public** - Public notice placed in the press plus internet and tweets
- **Staff** – Three Focus Groups with 40 attending plus Board Members
- **Unions** – Meeting with NIPSA and NAPO
- **Stakeholder** meetings with Parole Commissioner, Department of Justice, Lord Chief Justice, Police Service and Prison Service
- **Partner Organisations** in the North West and Greater Belfast x27
- **Leaders and representatives from the main four Churches in Northern Ireland**
- **Victim Representatives** – through a specially convened Victims Group
Volunteer Mentors Survey

Service Users Inspire Project, Young Offenders, Programmes - 14 in total

Written Responses from Autism NI, Prison Ombudsman, Staff Member, Women’s Support Network, NIAMH, Law Society, NIACRO, SE Health Trust, Include Youth

Also as part of the Corporate Plan consultation PBNI sought views from staff about our organisations shared values. PBNI staff through their union specifically sought the inclusion of our shared values for Equality and Diversity, recognising, understanding and responding to people’s unique needs. This has been captured in our Corporate Plan as part of our wider organisational values. These values will be a central to the development of organisational culture over the coming years.

Our list of consultees has evolved to reflect the environment in which we carry out our function. As well as continually updating the list as consultees details change we also amend the list to include and remove consultee’s details in response to requests from consultees.

Translation Services

PBNI have made arrangements for interpretation and translation of documents in the most frequently requested languages. PBNI’s Intranet holds a library of template letters that have been translated into these languages and which can be populated with Names, addresses and dates etc. This enables prompt responses to staff who do not speak English as their first language.

PBNI also have available a full range of face to face, telephone and interpretation and translation services. This is a commitment that has been maintained by PBNI for many years. PBNI has also worked to review our leaflets and web based information to service users to ensure that it is written in plain English.

PBNI Application for IOS and Android Smartphones

A new app designed to assist offenders to desist from crime has been launched by the Probation Board for Northern Ireland. The app also provides information on PBNI’s victim information scheme.

Changing lives is the first app developed specifically to help offenders in Northern Ireland to desist from crime and become rehabilitated. Available on both Android and iOS it enables offenders who have problems with their mental health or addictions to identify their problems and find support. It offers advice on how to overcome problems
with addictions and signposts people to appropriate services. People who believe they are at risk can also directly ring the Samaritans or Lifeline from the app. Over 70% of people on probation supervision have an addiction to alcohol or drugs. Over 30% have a mental health issue. The app also features a journal so that those on probation can keep track of any issues in their lives and share their progress or any challenges they face with their probation officer. A contacts section of the app enables people to ring directly through to probation staff as well as out of hours GP services and others. This app will also be of benefit to those who want more information about the services provided by PBNI. We know that engaging with those we provide a service to, is extremely important and we hope that this app will assist our engagement with service users.”

The next section reviews progress made under PBNI’s Equality and Good Relations Action Plans.
### 5. Equality Action Plan – 5 Year Review April 2017

<table>
<thead>
<tr>
<th>Identified Inequality</th>
<th>Section 75 Groups</th>
<th>Action</th>
<th>Outcome/Impact</th>
<th>Performance Indicator</th>
<th>5 Year Review of Progress</th>
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</thead>
<tbody>
<tr>
<td>PBNI introduced equality monitoring of services in 2010. PBNI will continue to gather and analyse this data longitudinally to identify if any differential impacts exist in outcomes for service users.</td>
<td>Race Age Gender Sexual Orientation Disability Faith Marital Status Political Opinion Dependant Status</td>
<td>To conduct longitudinal research leading to an analysis of service users equality data to identify any differential impacts in outcomes experienced by service users.</td>
<td>Identification of differential impacts for equality groups of service users. This information will inform the development of future operational and corporate policy within PBNI.</td>
<td>To publish a research paper that clearly identifies differential impacts if they exist in terms of outcomes for all nine categories identified under section 75.</td>
<td>Statistical analysis report was produced in 2013. Routine Equality Monitoring was actioned from 2010-2014. The next case management system should include the ability to include routine equality monitoring. Status Not Achieved</td>
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<tr>
<td>PBNI Equality Monitoring data has shown that 37% of offenders have stated that they have one or more disabilities with 23% of all offenders recording that they have a mental health disability. PBNI services users are more likely to have a disability than the general population.</td>
<td>Disability specifically those with learning and mental health disabilities as well as those with literacy and communication disabilities.</td>
<td>A pilot will be undertaken to screen offenders at Pre- Sentence Report stage to identify those with specific learning and or communication difficulties and where individuals are identified, a suitable work plan is established to address their unique supervision needs. Specific training will be given to those involved in the pilot learning disability screening exercise. Operational staff will be provided with disability awareness training especially in the area of mental health.</td>
<td>Identification of offenders with learning and communication disabilities leading to implementation of more effective interventions that address their offending behaviour. Staff will be better equipped to identify offenders that need the assistance of the forensic psychology department.</td>
<td>A pilot learning disability screening exercise to be conducted by PBNI leading to an evaluation and a decision on wider implementation of the programme. All offender facing staff are provided with access to training that assists in raising awareness of mental health disabilities.</td>
<td>PBNI was to undertake this pilot as part of a wider Criminal Justice initiative that was cancelled. Status Not Achieved Beyond PBNI control</td>
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<td>Mental health awareness training is ongoing for all public facing Staff Status Achieved</td>
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<td>Identified Inequality</td>
<td>Section 75 Groups</td>
<td>Action</td>
<td>Outcome/Impact</td>
<td>Performance Indicator</td>
<td>Update on Progress cont.</td>
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<td>Information supplied to service users is not always clear and concise.</td>
<td>Targeted at those with learning disabilities, however this action will benefit all service users.</td>
<td>A review will be carried out of all service leaflets and written and electronic communications and where necessary we will produce of easy read materials for offenders.</td>
<td>Increased effectiveness of our communications with offenders of all abilities leading to a clearer understanding of the requirements of supervision.</td>
<td>Production of all offender aimed literature in easy read format.</td>
<td>PBNI leaflets are reviewed when reprinting to ensure they are easily read. PBNI developed a smartphone app that presents this information in an accessible format and that seeks to offer a way for people to journal their feelings. <strong>Status Achieved</strong></td>
</tr>
<tr>
<td>Offenders with learning and communication difficulties struggle with the literacy aspects of PBNI Programmes designed to reduce offending.</td>
<td>Targeted at those with learning disabilities/literacy issues and foreign nationals</td>
<td>PBNI will consider how best to support offenders’ with learning and communication difficulties as they are assessed for suitability for PBNI Programmes with consideration given to supporting offenders with literacy and learning disabilities.</td>
<td>Enhance offender participation in programmes.</td>
<td>More offenders successfully completing PBNI accredited programmes.</td>
<td>Offenders assessed as unsuitable for group programme work due to a disability are worked with individually. <strong>Status Achieved</strong></td>
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<td>Only 15% of social work students in 2010 where male. PBNI's total workforce is currently 70% female and 30% male.</td>
<td>Gender</td>
<td>PBNI will work with social work partners to motivate greater interest in probation work in men. PBNI HR department will identify when recruiting to probation and administrative grades whether affirmative action is required. PBNI will seek to recruit female and minority ethnic Community Service Supervisors.</td>
<td>A workforce that is more reflective of society generally.</td>
<td>We seek to see a percentage increase in the total number of males working for PBNI.</td>
<td>PBNI has met with the Social Work Degree Partnership and with NISCC to discuss gender imbalance within social work. The gender balance within PBNI has remained static due to limited recruitment activity. <strong>Status – Not Achieved beyond PBNI control.</strong></td>
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<tr>
<td>Identified Inequality</td>
<td>Section 75 Groups</td>
<td>Action</td>
<td>Outcome/Impact</td>
<td>Performance Indicator</td>
<td>Update on Progress 2014/15</td>
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<td>Equality monitoring data for PBNI's Victim Information Scheme indicates that fewer</td>
<td>Race</td>
<td>PBI will raise awareness of our Victims Information Scheme with ethnic minorities, trans-gendered, gay and disabled groups as well as victim organisations generally.</td>
<td>Greater support will be given to some of the most vulnerable people in society through the services offered via PBI Victims Information Scheme.</td>
<td>Monitoring information will show increased numbers of ethnic minorities, trans-gendered, gay and disabled people using the Victims Information Scheme.</td>
<td>We have seen an improvement in the diversity of victims using the Information Scheme. Raising awareness about the Victim Information Scheme remains a business Plan objective for PBNI 2017-18.</td>
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<td>than expected ethnic minorities, men, gay and disabled people use the scheme.</td>
<td>Gender Sexual Orientation</td>
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<td></td>
<td>Disability Faith</td>
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Status Achieved

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<tr>
<th>Targeting</th>
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<th>Performance Indicator</th>
<th>Update on Progress 2014/15</th>
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<tbody>
<tr>
<td>Good Relations – Religious, Political and Racial</td>
<td>Convene a Good Relations working group to lead on the implementation of actions designed to progress good relations in the work of PBNI.</td>
<td>A programme of work designed to address good relations with both PBNI staff and service users.</td>
<td>Targets set by the working group are achieved or exceeded.</td>
<td>Good Relations group meets regularly under the Chair of the Director of Rehabilitation. <strong>Status – Achieved</strong></td>
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<tr>
<td>Sectarianism, Racism, Homophobia, Disability, Transphobic and Religious hate crimes.</td>
<td>Hate Crime training will be delivered to staff working with offenders. PBNI will assess if there is a need for a Good Relations/Hate Crime programme/intervention for offenders’ in Northern Ireland. Seek to identify external funding to support a programme of work with offenders on Hate Crime Prevention.</td>
<td>Staff will be better equipped to challenge attitudes and behaviours routed in prejudice. By demystifying community stereotypes around difference in interface areas we seek to reduce hate motivated crime in affected communities. Funding will enable PBNI to work in partnership with communities to enhance offender understanding of different communities.</td>
<td>Staff evaluation will show application learning in the workplace. Review will be completed of existing NOMS programmes. Decision made in relation to future implementation in Northern Ireland. An exploration of external funding options will be completed by 2012.</td>
<td>Initial hate crime awareness has been delivered to staff 2014 - 17. A hate crime intervention ‘Accepting Differences’ was developed in 2014-15 and was piloted in 2015-16 with full implementation across Northern Ireland 2016-17. PBNI’s application for EU INTREG funding was made but was unsuccessful. <strong>Status – Achieved</strong></td>
</tr>
<tr>
<td>Religious, Political and Racial differences</td>
<td>PBNI to promote the ONE SMALL STEP campaign.</td>
<td>PBNI staff will become more aware of the diversity and inequalities present within Northern Irish society and thereby enhance organisational effectiveness.</td>
<td>All teams will engage with the campaign throughout the life of this plan and an evaluation of the campaign with be conducted as part of the five year review of the effectiveness of the Equality Scheme.</td>
<td>Throughout the life of this plan PBNI has involved local teams in cross community activity as part of the Community Relations Councils annual Community Relations Week <strong>Status - Achieved</strong></td>
</tr>
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<td>Religious and Political prejudice</td>
<td>Offender programmes will be delivered locally to offenders in community locations across Northern Ireland.</td>
<td>Offenders from differing communities are afforded the opportunity to interact with each other in programmes designed to reduce re-offending behaviour.</td>
<td>Increased awareness and understanding of cultural differences amongst offenders.</td>
<td>PBNI group programmes continue to held in community venues across Northern Ireland in safe shared spaces</td>
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<td>Race</td>
<td>The provision of translation and interpretation services for those who are unable to understand English.</td>
<td>Offenders and Victims who are unable to speak or read English will be able to communicate with Probation Staff.</td>
<td>Translation and interpretation services are available to service users.</td>
<td>PBNI continues to provide translation and face to face interpretation services to service users. A new interpretation/translation contract was agreed in 2015.</td>
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<td>Religious, Political and Racial differences</td>
<td>Ensure each Business Unit and team has an objective and performance measure in place to promote good relations and that progress against objective is monitored and reported on at the end of each financial year.</td>
<td>Greater organisational awareness and understanding of cultural differences; leading to developing better relationships both internally and externally.</td>
<td>Each team will report progress against targets on an annual basis.</td>
<td>This action has been focused to align with Community Relations week and encouragement from the Good Relations Group for local teams to throughout the lifetime of this plan.</td>
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