

Probation Board for Northern Ireland



Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2019-20

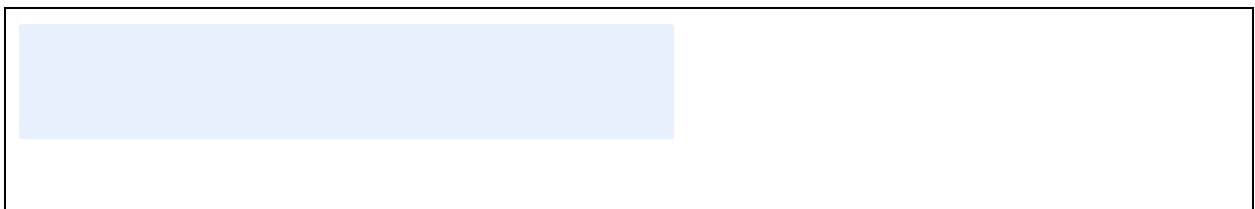
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Documents published relating to our Equality Scheme can be found at:

www.pbni.org.uk

Signature: Gayle McGurnaghan by email



This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2019 and March 2020

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

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

1 In 2019-20, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved. *Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

- PBNI commenced its formal consultation for the Corporate Plan 2020-23 on Tuesday 13th August 2019 for a period of 12 weeks. This included:
 - Writing to over 300 stakeholders
 - Launch on social media channels
 - Interviews on local media about the consultation
 - 30 key stakeholder one-to-one meetings
 - Round table event for political representatives
 - Held 4 service user events
 - Met trade union reps
 - Held 4 staff engagement events

- PBNI's new electronic case management system will capture equality data on:
 1. Disability
 2. Race
 3. Dependants
 4. Community background
 5. Marital status
 6. Age
 7. Gender

Sexual orientation monitoring will be added in November 2020 and PBNI will use community background data as an indicator of political opinion.

- PBNI assessed those people who started an order in 2017/18 and found that more than half of new starts were deemed to have an offending related problem in the following areas:
 - Alcohol or Drugs (76%)
 - Emotional wellbeing (63%)
 - Family and Personal relationships (59%)
 - Employment, Education and Training (51%)
- Training was delivered to all operational staff in respect of Child Protection between May and September 2019. This training included learning from Case Management Reviews, PBNI Child Protection/Safeguarding Procedures and PBNI Practice Standards. The training also included information/guidance about working with perpetrators of domestic violence.

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- Domestic violence awareness training is delivered at induction alongside specialist training for specific staff. Specific DV during COVID guidance was issued to all staff re managing DV perpetrators, with partnership meetings being facilitated via teleconference. Further training for generic staff is being considered.
- PBNI continue to work in partnership with NIACRO in relation to the Get Real project which is a restorative intervention offered to individuals involved in offending motivated by hate and prejudice, their victims and those vulnerable of committing these actions to acknowledge the hurt and damage caused and to move forward with greater understanding and hope. In the reporting year, a total of 45 people have been referred for restorative interventions as a result of hate crime incidents. Of these 22 were victims and 23 were perpetrators. PBNI referred 20 people to this service.
- PBNI Victims Information Unit are proactive in offering all victims the opportunity register and have targeted its awareness towards vulnerable equality groups including Ethnic Minorities, Older people, Women, LGBT, Disabled and Faith Communities. The VIU has increased its profile via media and communications, which resulted in an 8% increase in victims registered with the scheme.
- PBNI are delivering interventions that address domestic violence where this has been identified, and has not become a matter for the court, with the aim of proactively reducing domestic violence in Northern Ireland. The programme, Promoting Positive Relationships Programme (PPRP) is being rolled out to all Trust areas in 2019 – 2020.
- Accepting Differences, an intervention for service users motivated by hate to challenge their motivation & examine the impact of their offences, is being updated and will be relaunched in 2021.
- PBNI continue to work in partnership with Belfast City Council on the removal of hate graffiti across the city.
- In partnership with the Communications Department, Psychology ran a social media campaign to mark Mental Health Week
- PBNI attended MELA, PRIDE in Belfast and PRIDE in Newry along with our Justice Department partners.
- PBNI Psychology co-work complex cases with Community Forensic Teams across the various Health & Social Care Trusts, which supports PBNI's commitment to supporting service users with complex mental health issues.
- Partnership working with generic mental health teams and GPs across the region is evidence of our commitment to addressing mental health issues.

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- PBNI developed phase 2 of the app in June 2019. Requires an overview of the app and what phase 2 has added to the equality offering.
- Aspire is a Probation led project, that works with marginalised young men aged 16-30, who are at risk of becoming involved or further involved in criminality and supports them to resist negative influences. Under Aspire, Probation works in partnership with the Community and Voluntary sector to prevent and reduce offending and enable young men to develop their capacity. The project is aimed at ending the harm caused within local communities, includes specific interventions regarding substance misuse, personal development and promotion of lawfulness. The Aspire project has three constituent parts: -
 1. A dedicated Probation Team for young men under PBNI supervision.
 2. A mentoring programme for young men, under PBNI supervision, leaving prison or those in the early stages of their community sentence. The service is provided by NIACRO.
 3. For young men who are not in the formal criminal justice system, a range of community based interventions, including restorative justice approaches. NIACRO also deliver this service, working closely with accredited restorative justice organisations – Community Restorative Justice Ireland and NI Alternatives.
- New initiative being piloted with Aspire young men’s project and Malta Probation Service entitled “Back on Track”. Plan to publish initial findings 2021.
- PBNI developed a hate crime video to mark hate crime awareness week October 2019 which was used on social media platforms to raise awareness.
- PBNI staff coordinated and presented at the external Hate Crime conference with NISCC in March 2019
- Facilitated overview of Accepting Differences Programme and associated research at GP3 European Conference in Belfast, May 2019.
- Coordinated Shima Diversity Conference held in Newcastle round table discussion and presentation in June 2019.
- PBNI have signed up to the Mental Health Charter and currently reviewing current progress and will develop an action plan.
- PBNI held a good relations event in September 2019 bringing together advocates for disability, LGBT issues and traveller’s issues to discuss working with hard to reach groups. PBNI publicised this event on social media.
- Staff event was ran in September 2019 focusing on domestic violence and diversity issues.
- Start 360 delivers the Engage Programme. Probation Staff refer women to the programme. The aim of the ENGAGE Women’s Project is to ensure women in the

justice system are equipped with the resilience to withstand the pressure of paramilitary influence through the development of strengthened resilience.

- The Enhanced Combination Order (ECO) project was extended to be available in 3 court areas. This project is an intensive community-based alternative to short custodial sentences of 12 months. The Enhanced Combination Order won the prestigious Confederation of European Probation Award for Rehabilitation in the Community in October 2019.
- PBNI played a lead role in the development of the Substance Misuse Court, which was launched at Belfast Magistrates' Court in April 2018. The court adopts an alternative approach to tackle the root causes of offending behaviour and aims to reduce reoffending and substance misuse among participants and to facilitate their rehabilitation.
- Working with partner agencies, including Barnardos, Victim Support NI and Restorative partners, PBNI provide a comprehensive work plan designed to engage offenders in offence focused work with a particular emphasis on victim inclusion where appropriate. This commences at the pre-sentence stage where identifiable victims are offered an opportunity to comment on the type of work placement the defendant should undertake and whether they would be willing to participate in a restorative intervention.
- Service users are also offered an appointment with PBNI Psychology and referred to employment services through the NIACRO Working Well project.
- PBNI is working to enhance rehabilitation through the establishment of service user forums, which enable service users to give feedback about the services that probation provides. One forum is for victims who are registered with Probation's Victim Information Scheme. This forum enables victims of crime to have a say in how services are being delivered. It is absolutely essential that victims' voices are heard and that we want victims to be able to tell us how services can be improved. The Victim service user group have discussed RJ Practices and are currently in the process of helping us review our communication with victims (this was put on hold due to COVID and the difficulties convening service user groups)
- PBNI took part in Good Relations Week, which ran from 16-22 September 2019, which was coordinated by the Community Relations Council. The theme was "People Making Change for Peace". The Community Relations Council encourages people to hold events to mark the theme. The PBNI event was entitled: "Tackling domestic abuse – working with hard to reach groups". This lunchtime staff event will brought together a panel of experts.
- There have been a number of times PBNI has had different organisations in to highlight community relations such as CRAIC NI (a social enterprise that delivers quality-learning experiences that focus on integration, cohesion and inclusive action.) (3 March 2020) and HERe NI (a charity that works on a regional basis to improve the

quality of life for lesbian and bisexual women and their families.) They have delivered training to a number of Probation staff.

- PBNI Chief Executive met with a representative from Stonewall, to talk about diversity in the workplace regarding LGBT. (November 2019) and agreed a way forward for PBNI in partnership with Stonewall.
- Participated in the Ethnic Minority Police Association's Engaging with Diversity event (November 2019).
- PBNI Alderwood programmes team had HereNI along to their team meeting to discuss how staff can reduce barriers for LGB to accessing support as well as how staff can gain more confidence in supporting LGB people. (November 2019)
- The CEO & Board Chair, attended a Hate Crime learning event by Victim Support NI in Stormont with Judge Marrinan and Lord Bracadale speaking. (Nov 2019)
- PBNI Intensive Supervision Unit held a Practice Forum with speaker's from The Rainbow Project NI, Southern HSCT, Craigavon Traveller Support Committee, and the Leonard Cheshire in Northern Ireland. (October 2019)
- Service Users
PBNI's Service User Involvement continues to grow and develop. There are 8 'offender' service user involvement groups (Portadown, Belfast (Headquarters and West Belfast), North West, Inspire, Mid Ulster Women's Group, Newry, Substance Misuse Team) and 1 'victim' service user involvement group (Portadown) with another in the pipeline (Belfast).

Recruitment of service users has continued and to date almost 60 service users (approximately half are currently active participants) have volunteered / been recruited through various means including:

- Direct recruitment through PSO / CSO / PO;
- Through word of mouth recommendation by other service users;
- Recruitment posters in Probation offices and hostels;
- Mass recruitment / invitational letter.

The service users who have volunteered have committed a range of offences including theft, assault, sexual offences and murder.

Through communication with staff, it is hoped that this number will continue to grow whilst being mindful that not every service user either wants to or is ready to become involved. The individuals' we work with can have chaotic lives and a number of service users have 'opted out' either as their order / licence has come to an end or as their lives have changed. This is an acceptable part of service user involvement. The groups continue to be facilitated by staff members; the ultimate aim is to move towards the service users' facilitating the groups, with PBNI staff members in attendance but taking a 'back seat'.

2. Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*).

PBNI is delivering in conjunction with partners (5 Trust areas, Woman's Aid and the DOJ) the Promoting Positive Relationship Programme in 5 Trust areas in NI. The project is a feature of the Problem Solving approach adopted by the DOJ as part of the overall domestic abuse strategy for NI. The programme addresses domestic abusive behaviours where these are identified within an intimate relationship and the family are known to Children Services and consenting males are referred by their Social Worker. The aim of the intervention is to reduce incidents of domestically abusive behaviour and lessen the likelihood of re-offending which results in further familial breakdown and an escalation in harmful behaviours, which is detrimental to society.

An evaluation of the year 2019-2020 programme is underway by the DOJ and hopes to be concluded by the end of Oct 2020. A previous programme delivered in the Western Trust Area of which 24 (out of 29) participants completed intervention between 2018-2019 shows after an 18- 24 month period that only one went on to be convicted of further offences. A further 7 of the 24 participants who completed the programme were involved in Domestic related incidents. However, the cases did not proceed to Court. Two of the 5 participants who were removed from the group have been involved in domestic related incidents (Source; PSNI September 2020).

ONUS was established in 2007 by Women's Aid. It is a social enterprise, which supports Women's Aid to fulfil its strategic aims and contributes to its social and economic sustainability. The Award's ceremony highlighted the importance of tackling domestic violence and abuse in our society, communities, churches, schools as well as in the workplace.

As a platinum award holder, PBNI remains committed to the Safe Place Initiative and tackling domestic abuse across all areas of society. We work in partnership with other agencies in this field and use of social media (the PBNI app for instance) to promote awareness.

- ISU Programmes during Phase 1 of the recovery plan have delivered the following:
 - o BBR / adapted 1:1 400 sessions
 - o Horizon / adapted 1:1 141 sessions
 - o iHorizon / adapted 1:1 62 sessions
 - o Safer Lives 32 sessions

- PBNI Victims Information Scheme, which seeks to ensure that victims receive information about what it means when someone is sentenced to an Order that requires supervision by the Probation Board, increased its profile via media and communications, result in in an 8% increase in victims registered with the scheme.

- The majority of individuals who successfully completed the initiative said that Aspire had helped them take a better path in life (83%) and avoid/reduce re-

offending (78%). Most believed that they would be able to resist negative pressure to become involved in criminality in the future (83%). Approximately nine out of ten said they were unlikely to commit an offence in the future and 72% said they were unlikely to associate with people who may encourage them to. Stakeholders generally felt however that the high risk, chaotic nature of service users meant that reoffending should not be the only significant marker of the success of the programme but rather it should also include how service users had improved across the different areas that the initiative spanned. While it was inevitable that there would be some returns to prison, recognising the significance of small but positive steps was important. • The support provided by POs and mentors along with the provision of practical support, encouragement to remain clean/sober, provision of training, improvement in family relationships and support to stay out of trouble have enabled service users confidence to grow especially with accessing services and communicating with people. Approximately eight out of ten service users agreed that taking part in Aspire had increased their confidence in their future. • There were statistically significant decreases between pre and post Aspire ACE scores (i.e. the likelihood of re-offending score) among those who successfully completed the programme and were supervised by an Aspire PO.

- Ascertainment is commissioned to provide mental health support for Aspire young men's project as it has been identified in an independent evaluation published in May 2019 that 67% of the young men involved in the Aspire project self-reported issues with mental health and trauma.
- The Enhanced Combination Order has been evaluated by NISRA and Ulster University with very positive outcomes. The number of custodial sentences of 12 months or less, made by courts involved in the ECO pilot, decreased by 20.7% between 2015 and 2017. Nine in ten service users agreed that the programme had helped them address their offending behaviour and they were unlikely to commit a further similar offence.
- To date, the service users have provided feedback in relation to:
 - PBNI role in custody
 - PBNI Corporate Plan;
 - Gaps in service provision;
 - Revised documentation relating to standards;
 - Victim Awareness Intervention;
 - Restorative Practices;
 - Role of Mindfulness.

Service Users have:

- Designed a Directory of services for service users in the Portadown area;
- Designed a 'Fools Guide' to Leaving Custody;
- Participated in PBNIs Business Planning Day;

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- Participated in PBNI's Specialist Award and will participate in the Collaborative Module at UU Jordanstown.

The Mid Ulster Service User group are involved in the co-design of a healthy relationship intervention for female service users (this is entirely separate from the Female Perpetrator programme).

Communication

Staff have been kept apprised of developments through a variety of means:

- Emails to operational staff;
- Articles in the Probation News;
- Staff attendance at team meetings;
- Twitter coverage with further media coverage in the pipeline.

Plans are in place for a number of service users to complete short podcasts.

Service Users are kept apprised of changes their input is making by a feedback log that all staff involved in the service user meetings have access to.

Meetings have been held with NISCC regarding service user involvement and a meeting is planned to meet with a representative from Patient Client Council.

Recruitment of female service users and victims to be prioritised Positive outcomes noted – there is an Inspire and Mid Ulster female service user group.

PART A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The new Electronic Case Management System (ECMS) recording of equality data has meant new procedures have been put in place.

3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

ECMS will enable PBNI to collect equality data on 8 equality categories and analyse outcomes for our service users which will then be used to inform decision making, policy and practice.

3b What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

As a result of what was identified through the EQIA and consultation exercise *(please give details):*

As a result of analysis from monitoring the impact *(please give details):*

As a result of changes to access to information and services *(please specify and give details):*

Other *(please specify and give details):*

PBNI has been seeking to extend routine equality monitoring of offenders since it was first introduced in manual format in June 2010. An electronic solution using our new electronic case management system will mainstream the

collection of this information and give PBNI the ability to analyse outcomes as needed.

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

PBNI's Deputy Head of HR's job description specifically reflects responsibility for the delivery of section 75 statutory duties and organisational targets for each year.

5 Were the Section 75 statutory duties integrated within performance plans during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

Compliance with section 75 is part of the performance plan for the Deputy Head of HR for 2019-20. This included ensuring that PBNI's Section 75 Annual Progress Report is written & submitted on time, policy owners are aware of their responsibilities and equality screening reports are issued to consultees.

6 In the 2019-20 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

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- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2019-20 report
- Not applicable

Please provide any details and examples:

Extensive consultation on the PBNi Corporate Plan 2020-23 was completed:

- o Writing to over 300 stakeholders
- o Launch on social media channels
- o Interviews on local media about the consultation
- o 30 key stakeholder one-to-one meetings
- o Round table event for political representatives
- o Held 4 service user events
- o Met trade union reps
- o Held 4 staff engagement events

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

A gender pay gap audit will be completed in 2021 by the HR team in line with the pay modernisation review.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

None

PART A

- 9 In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: *(tick all that apply)*
- Continuing action(s), to progress the next stage addressing the known inequality
 - Action(s) to address the known inequality in a different way
 - Action(s) to address newly identified inequalities/recently prioritised inequalities
 - Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*
- All the time Sometimes Never

- 11 Please provide any **details and examples of good practice** in consultation during the 2019-20 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

PBNI consulted extensively on the 2020-23 Corporate plan.

PBNI has maintained contact with its equality consultees throughout 2019-20 as appropriate. PBNI has 9 service user consultation groups to provide qualitative feedback in relation to policy development and equality and diversity issues.

- 12 In the 2019-20 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*
- Face to face meetings
 - Focus groups
 - Written documents with the opportunity to comment in writing
 - Questionnaires
 - Information/notification by email with an opportunity to opt in/out of the consultation
 - Internet discussions
 - Telephone consultations

PART A

Other (please specify):

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

During the reporting period 2019-20 there were fewer policy reviews and therefore there was a reduced need to consult externally.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? (tick one box only)

Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2019-20 reporting period? (tick one box only)

Yes No Not applicable – no commitment to review

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

<https://www.pbni.org.uk/guide-information/priorities/equality-screening-reports/>

<https://www.pbni.org.uk/guide-information/priorities/equality-impact-screenings/>

<https://www.pbni.org.uk/guide-information/priorities/equality-diversity/>

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

4

16 Please provide the **number of assessments** that were consulted upon during 2019-20:

4

Policy consultations conducted with **screening** assessment presented.

0

Policy consultations conducted **with an equality impact assessment** (EQIA) presented.

0

Consultations for an **EQIA** alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Screening impact assessments were conducted on 4 policies, all of which were revised policies that had previously been equality screened.

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

- Yes No concerns were raised No Not applicable

Please provide any details and examples:

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2019-20 reporting period? (*tick one box only*)

- Yes No Not applicable

Please provide any details and examples:

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2019-20 reporting period? (*tick one box only*)

- Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

Please provide any details:

PBNI is in the process of implementing the new computer system which will measure equality information for service users.

21 In analysing monitoring information gathered, was any action taken to change/review any policies? (*tick one box only*)

PART A

Yes

No

Not applicable

Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2019-20 reporting period, has shown changes to differential/adverse impacts previously assessed:

None

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

- All PBNI screening exercises use equality information gathered from either internal monitoring of staff at recruitment or service user monitoring previously gathered as part of the Service Users survey in 2016.
- Data is also held on the equality monitoring of users of PBNI's Victim Information Scheme.
- The PBNI employee self service system allows staff to view and update a limited range of their equality monitoring information.

Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

- A summary of the Equality Scheme is available to all staff and hosted on PBNI's Intranet.
- A full version of the scheme was placed on the Equality & Diversity Pages on PBNI's Intranet.
- All staff are given e-learning training on equality as part of their induction into the organisation. PBNI developed its own bespoke 'Equality at Work' e-learning course. This is a mandatory course for all staff that seeks to raise awareness of the Probation Board's Equal Opportunity & Dignity at Work policies by giving practical information to assist understanding about how these policies affect individual staff.
- Bespoke training was delivered by the Equality Commission for all staff involved in conducting section 75 equality screenings.

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

PBNI's bespoke Equality at Work e-learning course has been completed as a mandatory course by all staff. The course requires a minimum pass mark of 80% to demonstrate understanding of the materials presented in order to complete.

The bespoke training which was delivered by the Equality Commission for all staff involved in conducting section 75 equality screenings was very effective and raised awareness of the steps required.

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

- 26** Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

- Equality reports are issued on the PBNI website.
- The PBNI changing lives app is available to everyone.
- Translation services are available as needed.

Complaints (Model Equality Scheme Chapter 8)

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

Insert number here:

0

Please provide any details of each complaint raised and outcome:

Section 3: Looking Forward

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

2022

PART A

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

There will also be a focus on implementing our new equality monitoring arrangements and using the information to inform decisions.

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

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

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

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

10

Fully achieved

0

Partially achieved

0

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	PBNI requested that during the recruitment of new Board members that the Department of Justice will encourage people with disabilities to apply.	PBNI requested that the Department include specific welcoming statement ref Disabled applicants	New Board appointed, however PBNI does not have access to DoJ appointed board members equality data
Regional ^{iv}	PBNI will review its Recruitment Policy with a view to ensuring that no barrier exists to prevent people with disabilities from successfully applying.	Recruitment policy was published with expanded detail on disability.	Disabled people will have better opportunity to apply and be successful in recruitment competitions.

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	All new members of staff must complete the Equality at work course which includes disability awareness	A disability aware and inclusive workforce	All staff understand disabilities and their role within equality.
2	Equality screening training aimed at policy owners and senior decision makers	Senior managers were made aware of their responsibilities.	Equality screenings are completed at the beginning of the review process.

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

	Communications Action Measures	Outputs	Outcome / Impact

PART B

1	PBNI updated the award winning smartphone app that is designed for service users specifically.	Service users have ready access to easy read information about PBNI along with emergency contact details and a range of emergency medical contact information.	The app is designed to be a support to all service users and especially those who are vulnerable. The app also allows service users to journal their thoughts using emoji's to discuss with their probation officer or health care professionals.
2	Health and well being tips sent directly to staff in addition to a section in the PBNI newsletter	Staff can use the tips to support their own physical and mental health	Staff are supported with their mental health needs.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1			
2			

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	All new premises will be accessible and DDA compliant	All new premises are compliant.	A safe and inclusive environment for all.

PART B

2			

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

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

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

	Action Measures not met	Reasons
1		
2		

PART B

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

(a) Qualitative

The service user groups are used to support the development of new ideas and to review effectiveness of decisions.

(b) Quantitative

ECMS will provide detailed information on service users.

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

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

Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

PART B

3			
4			
5			

7. Do you intend to make any further **revisions to your plan** in light of your organisation’s annual review of the plan? If so, please outline proposed changes?

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

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

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

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

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