


**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2016-17**

**Contact:**

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<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above <input checked="" type="checkbox"/> Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:  
[www.copni.org](http://www.copni.org)

**Signature:**



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

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

**This report reflects progress made between April 2016 and March 2017**

## **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 2016-17, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

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

**During 2016-2017 COPNI continued to promote the Commissioner’s “Key Priorities for Older People – Respect, Value and Protect”.**

**The Commissioner focussed on raising awareness of the rise in scams against older people.**

**During the 2016-2017 reporting year COPNI produced the following reports:**

**“Financial Abuse of Older People in Northern Ireland: The Unsettling Truth”**

**“Who’s Calling – Levels of Cold Calls and Scams of Older People in Northern Ireland (in conjunction with Scamwise Partnership)**

**COPNI participated with the PSNI in the launch of the “The Little Book of Big Scams”.**

**COPNI developed a proposal for high level outcomes in response to the Programme for Government.**

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2016-17 (*or append the plan with progress/examples identified*).

**COPNI continues to provide training for all new employees on Age Awareness and Dementia Awareness as part of COPNI's induction programme.**

**COPNI continues to provide training for staff on its' equality and disability responsibilities. Training has also been provided for staff in relation to Section 75 responsibilities.**

**COPNI provides published documents in alternative formats on request.**

**The Commission has reviewed and revamped its website to make it more user friendly and accessible.**

**COPNI held a number of focus groups throughout the year, e.g., meeting with older deaf people (Nov '16), Ballycastle Probus Group (March '17), Retired Teachers Association (Octo '15), Belfast Corporate Plan Engagement Event (Aug '16).**

**COPNI has responded to a range of public consultations during the year:**

**Post Office – Closure of Shaftesbury Square Post Office**

**DoE – Energy Wise Scheme**

**NIE – Draft Programme for Government framework 2016 – 2021**

**PBNI – Corporate Plan 2017 – 2020**

**TEO – Proposals for the withdrawal of A Profile of Older People in Northern Ireland**

**DWP – Interim Report: Independent Review of the State Pension Age**

**TEO – Programme for Government**

**DoH – Reconfiguration of Health Services**

**Consumer Council – Draft Forward Work Programme**

**PHA – Draft Corporate Plan 2017 – 2021**

**Utility Regulator – Supplier Code of Practice on Bills and Statements**

**DoC/DWP – Pensions Scams Consultation**

**DoC – Private Rented Sector**

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**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? *(tick one box only)*

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

Please provide any details and examples:

**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:

**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):*

## 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 2016-17 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:

**As posts were advertised during 2016-2017, job descriptions were reviewed and Section 75 duties were added to them. The following paragraph has been included in all revised job descriptions:**

**All staff are expected to conduct themselves in accordance with Section 75 of the Northern Ireland Act 1998 to promote equality of opportunity between: -**

- **Persons of different religious belief, political opinion, racial group, age, marital status and sexual orientation;**
- **Men and women generally;**
- **Persons with a disability and persons without; and**
- **Persons with dependants and persons without.**

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2016-17 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:

**The following statement is included in all staff performance plans – “Will conduct self in ways that support equality and diversity in respect of Section 75 of the Northern Ireland Act 1998.”**

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In the 2016-17 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2016-17 report
- Not applicable

Please provide any details and examples:

**Staff are continually involved in the development and review of the Commissioner's Business Plans. There is on-going promotion and consideration of equality and good relations obligations in policy. COPNI ensure that corporate objectives are delivered, such as, to ensure equality of opportunity in accessing information in alternative formats on request (See Equality Scheme 6.3). In addition, COPNI is committed to the implementation of its Disability Action Plan.**

**Equality action plans/measures**

**7** Within the 2016-17 reporting period, please indicate the **number** of:

Actions completed:	<b>13</b>	Actions ongoing:	<b>1</b>	Actions to commence:	<b>1</b>
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Please provide any details and examples *(in addition to question 2)*:

**An Equality Monitoring Steering Group has been established to oversee and manage the Equality Scheme and Action Plan.**

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period *(points not identified in an appended plan)*:

**N/A**

**9** In reviewing progress on the equality action plan/action measures during the 2016-17 reporting period, the following have been identified: *(tick all that apply)*

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- 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 2016-17 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:

**COPNI consulted on its Draft Disability Action Plan 2017 – 2020**

**COPNI also engaged with interested groups on the Commissioner’s Priorities 2016 - 2020**

**COPNI engaged with DfC on Programme for Government**

- 12** In the 2016-17 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

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:

**Engagement took place with focus groups made up of interested parties from the 9 different Section 75 categories, e.g., COPNI conducted 5 engagement events across Northern Ireland in relation to its' Corporate Plan.**

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? *(tick one box only)*

Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2016-17 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)**

COPNI publishes screening templates and/or other reports associated with the Equality Scheme commitments on [www.copni.org](http://www.copni.org)

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

0
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**16** Please provide the **number of assessments** that were consulted upon during 2016-17:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) presented.
0	Consultations for an <b>EQIA</b> alone.



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

**N/A**

**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 2016-17 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 2016-17 reporting period? (*tick one box only*)

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

Please provide any details:

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

Yes       No       Not applicable

Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2016-17 reporting period, has shown changes to differential/adverse impacts previously assessed:

**N/A**

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

**N/A**

#### **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 2016-17, and the extent to which they met the training objectives in the Equality Scheme.

**New employees have received Dementia Awareness training.**

**“Understanding Ageing” training, Equality training and training on Section 75 duties was provided for all staff.**

- 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:

**“Understanding Ageing” seminar has increased knowledge and understanding of the needs of those living with or caring for those with dementia.**

**Equality and Section 75 training has raised awareness among staff of their responsibilities whilst carrying out their duties.**

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

- 26** Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

**COPNI undertook a review of its website access and content during 2016/2017 to ensure it met the W3C’s requirements for WCAG2.0. Website has now been revamped and updated and the requirements achieved.**

**Complaints (Model Equality Scheme Chapter 8)**

**27** How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

<b>0</b>
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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:

**2018**

**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)*

**Policy screening will be developed and better monitoring and recording of screening will be implemented.**

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) 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

**1**

Partially achieved

**1**

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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>			
Local <sup>v</sup>			

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

	Training Action Measures	Outputs	Outcome / Impact
1	COPNI staff received equality & diversity training, specifically Section 75 statutory duties.	2 training sessions held for all staff	Staff gained knowledge of Section 75 duties and the impact of the duties on the business.
2	All new staff undertook Age Awareness and Dementia Awareness training within 1 year of commencement of employment.	Training session attended by 3 staff.	Staff gained increased knowledge of disability legislation and impact of dementia on older people.

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

	Communications Action Measures	Outputs	Outcome / Impact
1	Continue to liaise with organisations such as Disability Action, the Alzheimers' Society and NIAMH, with regard to communication of and awareness of COPNI's duties.	Communications with these organisations on-going.	Promotion of and awareness of COPNI's role and duties among other service providers.
2	Working in partnership with other public authorities in order to maximise existing methods of	Review of existing web links conducted as part of upgrade of COPNI website.	Useful web links are featured on COPNI's website including those for disability sector sites.

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	raising awareness amongst people living with a disability and to explore new initiatives, such as, providing web links to disability sector sites within COPNI’s website.		
3	COPNI website reviewed and changed to meet W3Cs requirement for WCAG2.0 (Web Content Accessibility Guidelines) as well as Section III of the DDA.	Requests for feedback sought from all consultees on COPNI consultee list.	Website fully revamped and meets relevant standards.
4			

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Annual monitoring of participation in and accessibility at all COPNI activities.	Post-event feedback forms issued to participants on accessibility.	Positive feedback received and no complaints lodged.
2	Event to raise public, professional and media awareness of financial abuse in older people.	Event held and research conducted – “Financial Abuse” event.	Research report highlighted issue of financial abuse of older people in Northern Ireland.
3	Continue to liaise with organisations such as Disability Action, Alzheimer’s Society,	Commissioner’s attendance at various meetings hosted by different	People’s awareness of COPNI’s duties increased and issues affecting older people highlighted.

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	NIAMH with regard to communication of and awareness of COPNI's duties.	organisations with a view to promote awareness of COPNI's duties.	
4	Working in partnership with other public authorities in order to maximise existing methods of raising awareness amongst people living with a disability and to explore new initiatives, such as, providing web links to disability sector sites with COPNI's web site	Continued collaboration with other public authorities during the year to highlight the issues of older people living with a disability.	Increased awareness of the issues affecting older people living with a disability.

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	Identify and promote an advocate or specialist within the workforce with a role to support and advise staff on disability issues.		Appointment of permanent HR Manager who has responsibility to support and advise staff on disability related issues.
2			
3			
4.			

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	COPNI conducted a consultation exercise in relation to its Draft Disability Action Plan.	Draft Disability Action Plan issued to all consultees on COPNI consultee list.	Comments/views considered and Disability Action Plan under review.	Consultation exercised commenced in February 2017 with consultation closing in May therefore review still on-going.
2				

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

	Action Measures not met	Reasons
1	Policy screening	Temporary/agency staff previously employed in posts whilst Commissioner established organisational structure.
2		



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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

**Feedback sheets from events**

**Monitoring forms from case work**

(b) Quantitative

**Feedback sheets from events**

**Monitoring forms from case work**

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?

**No** Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

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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?

N/A

<sup>i</sup> **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.

<sup>ii</sup> **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.

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

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

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

<sup>vi</sup> **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.