

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 Plan.

This report reflects progress made between April 2015 and March 2016

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 2015-16, 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.

The Labour Relations Agency is an executive Non-Departmental Public Body, established in 1976 under the Industrial Relations (Northern Ireland) Order 1976 and continued by the Industrial Relations Order (Northern Ireland) 1992, and is sponsored by the Department for the Economy (DfE). The Agency's principal activities are to assist employers, employees and their representatives to improve the conduct of their employment relations. The Agency provides effective, impartial and confidential services to those engaged in industry, commerce and the public services in Northern Ireland, those services include:

- Advice and assistance on all aspects of employment relations and employment practices
- Comprehensive conciliation, arbitration and mediation facilities for resolving both individual and collective disputes.

Without prejudice to the obligations above the Agency are required, under Article 69(3) of the Industrial Relations (Northern Ireland) Order 1992 (as amended), to pay the Certification Officer's remuneration, allowances and provide human resources support services. The Certification Officer's functions are contained in the Industrial Relations (Northern Ireland) Order 1992 (as amended) and in the Trade Union and Labour Relations (Northern Ireland) Order 1995 and the Employment Relations (Northern Ireland) Order 1999.

The Agency is fully committed to supporting the elimination of all forms of discrimination in employment and to using its services to help secure the objectives of equality of opportunity and recognising diversity. As a provider of services the Agency includes equality of treatment as a fundamental principle of good employment relations and best employment practice.

In carrying out our functions in relation to Northern Ireland, we have due regard to the promotion of good relations and equality of opportunity towards persons of:

- people with different religious belief
- people of political opinion
- people of different racial groups
- people of different ages
- people of different marital status
- people of different sexual orientation
- men and women generally
- people with a disability and people without
- people with dependents and people without

As an employer the Agency seeks to ensure that its employment policies, procedures and

practices conform to good practice as outlined in relevant Codes of Practice. The Agency, by July of each year, ensures that all its commitments set out in the Equality Scheme have been adequately addressed and that all necessary equality monitoring returns have been completed and issued.

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2015-16 (or append the plan with progress/examples identified).

ACTION/MEASURE IN THE YEAR 2015-2016	THOSE AFFECTED	IMPACT
Fair Employment Monitoring Return	Staff and Applicants for Vacancies	Balance acceptable
Article 55 Triennial monitoring report	Staff and Applicants for Vacancies	Update in progress
Equality included in report of Audit Committee Chair to Board	LRA Board, LRA Audit Committee, Section 75 Groups	Maintained Commitment
Review of Audit of Inequalities / Equality Risk Assessment	LRA Board, LRA Audit Committee, Section 75 Groups	Maintained Commitment
Established Disability Focus Group	Those with disabilities employed by the LRA or using LRA services	Increased embedding of some adjustments too working environment and facilities for staff and clients
Equality related objectives in Corporate / Business Plans	LRA Board and Senior Management Team	Ensures strategic focus on Equality matters
Equality embedded in Learning and Development Plan	LRA Staff	Assurance that staff receive continuous updates and refresher training regarding equality matters
Training on Equality commitments carried out Arbitrators in the reporting year	Arbitrators	Embedding equality objectives at a strategic and operational level
Review of recruitment documentation to ensure disabled people are positively portrayed	LRA Staff and potential applicants	Ensured equality rights were embedded in strategic procedure
Corporate Social Responsibility Policy	Citizens and Stakeholders	Corporate citizenship initiatives promoting social wellbeing, social change and establishing partnerships with a community dimension.
Renewed the Agency Disability Action Plan	LRA staff and users of LRA services	Revised for the period 2015-2018 commitments
Case Management System includes equality search criteria	Community	Significant potential for research in the longer term

Joint working practices (ECNI & HSENI)on Good Practice Seminars, projects and publications	Community	Improved delivery on awareness in a range of equality, welfare and employment rights

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2015-16 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 2015-16 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:

Were the Section 75 statutory duties integrated within performance plans during the 2015-16 reporting period? *(tick one box only)*

5 Yes, organisation wide

- Yes, some departments/jobs
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable
- Please provide any details and examples:

The Agency established an employee led Disability Focus Group during 2015-16 with the following remit:

- to be a sounding board and help champion implementation of the Disability Action Plan 2015-2018;
- to promote a greater awareness and focus on the interests of disabled people in relation to the decision making process;
- to ensure members of staff with a disability are included in group;
- to provide a monitoring body for the implementation of such disability related issues in the Agency;
- to be proactive in discussing, identifying and to agree required action in areas of concern;
- to participate in consultation on access related issues;
- to monitor and review progress against the objectives and targets within the Disability Action Plan;
- Identify any barriers which may exist for people with a disability in terms of recruitment, promotion, and access to training;
- Sourcing statutory and voluntary bodies which may help to overcome any identified problems;
- Informing and educating all staff about disability issues and how to assist colleagues with disabilities.

6 In the 2015-16 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)*

<input checked="" type="checkbox"/>	Yes, through the work to prepare or develop the new corporate plan
<input checked="" type="checkbox"/>	Yes, through organisation wide annual business planning
<input type="checkbox"/>	Yes, in some departments/jobs
<input type="checkbox"/>	No, these are already mainstreamed through the organisation's ongoing corporate plan
<input type="checkbox"/>	No, the organisation's planning cycle does not coincide with this 2015-2016 report
<input type="checkbox"/>	Not applicable

Please provide any details and examples:

Corporate Plan attached Annex A

Equality action plans/measures

7 Within the 2015-16 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)*:

1. Completed: Established a Disability Focus Group
2. Completed: Renewed LRA Disability Action Plan (2015-2018)
3. Case Management System implementation equality search criteria
4. Joint working on seminars, projects and publications
1. Ongoing: Care provisions for disabled people in emergency fire evacuation, specifically Emergency Voice Cover in safe refuge areas.
2. Ongoing: Analysis of a staff survey conducted in the previous reporting year is still progressing. This survey included respondents' attitudes and responses to disabled people. The findings may indicate the need to include all Section 75 equality categories in a further survey scheduled in this reporting year. *(See Section 3 Question 29)*

8 Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period *(points not identified in an appended plan)*:

See Annex B, **(INDIVIDUAL RISK DETAIL Risk 7)**

9 In reviewing progress on the equality action plan/action measures during the 2015-16 reporting period, the following have been identified: *(tick all that apply)*

<input checked="" type="checkbox"/>	Continuing action(s), to progress the next stage addressing the known inequality
<input type="checkbox"/>	Action(s) to address the known inequality in a different way
<input checked="" type="checkbox"/>	Action(s) to address newly identified inequalities/recently prioritised inequalities
<input checked="" type="checkbox"/>	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)*

<input type="checkbox"/>	All the time	<input checked="" type="checkbox"/>	Sometimes	<input type="checkbox"/>	Never

11 Please provide any **details and examples of good practice** in consultation during the 2015-16 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:

[The Agency holds a centralised stakeholder consultation list and uses this, in the main, for commentaries on screening exercises. We also publish consultation information on our website and on our intranet so that staff is also involved in the consultation process.](#)

12 In the 2015-16 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

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

Responses, if any, are generally receiving in writing.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2015-16 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)

The Agency utilises email as the preferred communication method of consultation but in tandem with publication on its website www.lra.org.uk

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

1

16 Please provide the **number of assessments** that were consulted upon during 2015-16:

0	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:

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 2015-16 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 2015-16 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:

[In 2015-16 Case Management System implemented incorporating equality related information fields to be populated and used for possible research.](#)

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 2015-16 reporting period, has shown changes to differential/adverse impacts previously assessed:

None discovered 2015-16

- 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:

None applicable in 2015-16

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 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

EQUALITY RELATED TRAINING 2015-16

Topic	No. Staff Attendees
Women's Leadership Conference (Leading for the Future)	2
Recruitment, Selection and Training	3
Applying Lessons from Equality Law Decisions and Settlements	2
Training on Family Friendly Working Arrangements	1
Training on The Work and Families (Northern Ireland) Act 2015	1
Fair Recruitment and Selection Training	1
Equality and Diversity E-Learning Module	1

Training objectives arising from the Equality Scheme ensure staff is focused on equality and diversity in order to keep abreast of professional, legislative and managerial best practices in section 75 developments. All training is monitored and evaluated and staff who receives training provides feedback through shared learning opportunities.

- 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:

Participants in Fair Recruitment and Selection training were in a position to apply newly acquired skills and knowledge by participation on recruitment and selection panels and through information exchanges via the Agency Helpline Service.

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

- 26 Please list **any examples** of where monitoring during 2015-16, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The Agency engaged three Software Engineering students from Belfast Metropolitan College on a short term placement programme to initiate development for a Labour Relations Agency app for mobile devices. Not only did provide opportunities for young people but it has the potential to use social networking therefore extending the Agency's communication reach.

Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2015-16?

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:

May 2017

- 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 is a commitment to undertake a further Staff Survey with emphasis on equality and diversity related responses by 30 September 2016.

- 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

Other (please state):

- ✓ Evaluate the current services provided to employers and individuals with emphasis on the impact of and introduction of Early Conciliation;
- ✓ Commence engagement with the ECNI to promote accessible services and deliver the 'Every Customer Counts' initiative

Annex A: Extracts from both the LRA 2014 to 2017 Corporate Plan (see www.lra.org.uk) and Business Plan 2015-16

1. The Labour Relations Agency

1.1 Mission, Values and Equality

Mission Statement

1.1.1 To improve employment relations, promote best employment practice and resolve workplace disputes through the delivery of quality, impartial and independent services.

Core Values

1.1.2 The Agency will:

- be accessible;
- respond to customer needs;
- be open and accountable;
- act promptly;
- be professional;
- behave with integrity;
- maintain confidentiality;
- respect diversity and opinions;
- value, consult and involve staff;
- demonstrate value for money.

Equality Statement

1.1.3 The Labour Relations Agency, in line with our Equality Scheme as approved by the Equality Commission in May 2012, is fully committed to supporting the elimination of all forms of discrimination in employment and to using its services to help secure the objectives of fair employment, equal opportunity and good relations. The Agency is committed to ensuring equality of opportunity, recognising diversity, treating everyone fairly and without discrimination. As a provider of services the Agency includes equality of treatment as a fundamental principle of good employment relations and best employment practice. As an employer the Agency seeks to ensure that its employment policies, procedures and practices conform to good practice as outlined in relevant Codes of Practice. The Agency by July of each year ensures that all its commitments set out in the Equality Scheme have been adequately addressed and that all necessary equality monitoring returns have been completed and issued. The Agency's Equality Scheme is available on the Agency's website (www.lra.org.uk).

3. Strategic Aims and Objectives 2014-17

3.1 The strategic objectives requiring action within the Business Plan 2015-16 are set out below.

Strategic Aim 1: Promote better performance in organisations through improved employment relations and more effective dispute resolution.

Strategic Objectives	Targets
1. The Agency is the preferred choice when organisations seek guidance on employment relations issues.	<p>Publish the annual events programme by 1 August 2015.</p> <p>Evaluate the current service offerings to employers by 31 December 2015.</p> <p>At least 10% of callers in 2015-16 will not have previously used the Helpline service.</p> <p>At least 25% of attendees at good practice seminars/briefings in 2015-16 will not have previously attended a seminar/briefing.</p>
2. Help prevent and resolve individual and collective workplace employment disputes relating to employment relations and employment rights.	<p>Refine the Early Conciliation Service delivery model in consultation with key stakeholders by 31 October 2015.</p> <p>Submit to DEL a resource assessment for the new Early Conciliation Service by 30 November 2015.</p> <p>Complete a feasibility study on the potential introduction of a neutral assessment service by 31 December 2015.</p> <p>At least 50% of customers in 2015-16 to have reported that they have amended documentation/systems following Agency advisory assistance.</p>
3. Enhance the capacity of SME and Micro organisations to demonstrate good employment relations as a contribution to sustainable growth.	<p>A SME and Micro employer support strategy in place by 31 January 2016.</p> <p>Publish case summaries promoting good employment relations practice by 31 March 2016.</p>
4. Support public sector organisations as they address the major employment relations challenges deriving from the public sector reform agenda.	<p>Scope the requirement for a public sector employment relations support programme by 30 November 2015.</p> <p>Based on the findings of the scoping study develop a public sector support programme by 31 March 2016.</p>

Strategic Aim 2: Inform public policy and debate on the economic and social value of good employment relations.

Strategic Objectives	Targets
5. Contribute to the development of public policy including the design and development of a system of employment relations for Northern Ireland.	<p>Respond to Government consultations where appropriate.</p> <p>Maintain an up to date employment law comparison table on an on-going basis.</p> <p>Identify the strategic drivers that will strengthen Northern Ireland's employment relations system by 31 March 2016.</p>
6. Build partnerships with key stakeholders to expand LRA's reach and influence in improving employment relations.	<p>Review the Agency's stakeholder engagement strategy by 30 September 2015</p> <p>Review the effectiveness of operational arrangements with the Agency's delivery partners (e.g. OITFET/INI /Equality Commission) by 30 September 2015.</p> <p>Conduct a targeted programme of meetings with the key stakeholders by 31 March 2016.</p> <p>Facilitate the NI Employment Relations Roundtable in developing a shared vision and forward programme by 31 December 2015.</p>
7. Act as a creative and innovative influence in the employment relations field	<p>Organise a master class on the work of the UK Employee Relations Institute by 31 January 2016.</p> <p>Disseminate emerging best practice through the Agency's annual lecture and its membership of the International Agencies Group by 31 March 2016.</p> <p>Explore the feasibility of developing Employment Relations module for the Education Service by 31 March 2016.</p>

Strategic Aim 3: Support the operation of fair, harmonious and effective workplaces.

Strategic Objectives	Targets
8. Alternative dispute resolution processes e.g. conciliation, mediation and arbitration are the norm for the third party resolution of all employment relations disputes.	<p>No more than 20% of individual rights claims referred to the Agency to be subsequently dealt with by an employment tribunal.</p> <p>At least 60% of pre-claim referrals from the Agency's Helpline to agree to conciliation within 3 months.</p> <p>Promotion of a settlement in 70% of reported collective disputes in which the Agency is involved.</p> <p>Promotion of a settlement in 70% of mediation referrals to the Agency and where mediation takes place.</p> <p>At least 80% of Arbitrations/Independent Appeals hearings are undertaken within agreed timescales.</p>
9. Enhance the employment relations skills of managers and in particular first line owner managers/supervisors	<p>Review the learning outcomes of seminars and briefings delivered by the Agency by 30 June 2015.</p> <p>Examine the feasibility of developing an employment relations diagnostic tool by 31 December 2015.</p> <p>At least 75% of attendees report that they now feel better equipped in dealing with employment matters in the workplace following attendance at in-house seminars/briefings.</p>

Strategic Aim 4: Optimise the contribution of Agency staff.

Strategic Objectives	Targets
10. Develop Agency staff to ensure they are able to make the very best of their skills and abilities.	<p>Agency HR Strategy drafted by end June 2016 and reviewed post corporate plan process by end March 2017.</p> <p>New HR System initiated for use by end July 2016.</p> <p>Equal Pay Review Report from NISRA by end September 2016.</p> <p>Version 1 of the 2016-7 Learning and Development Plan by end September 2016,</p> <p>Staff survey issued by end September 2016.</p> <p>Draft succession strategy drafted by end September 2016.</p>
11. Comply with statutory obligations.	<p>Annual monitoring return submitted to Equality Commission by end April 2016.</p> <p>Draft Annual Report available for audit by end May 2016.</p> <p>Draft Conflicts of Interest Policy for SMT agreement by end June 2016.</p> <p>Updated Records Management Policy implemented by end July 2016.</p> <p>Annual Section 75 Report submitted to the Equality Commission by 31 August 2016.</p> <p>Whistleblowing / Complaints / Fraud policies and Staff / Board Codes of Conduct reviewed for SMT agreement by end September 2016.</p> <p>Article 55 Report drafted by end October 2016.</p> <p>Computerised HR data vetted for Data Protection Act compliance by end October 2016.</p>

ANNEX B

INDIVIDUAL RISK DETAIL Risk 7

DESCRIPTION OF RISK:	The Agency fails to meet its equality statutory duties and equality best practice standards.			
	Likelihood (0 - 5)	Impact (0 - 5)	Score (0-25)	W_t
Inherent Risk	4	5	20	1
Residual Risk [Risk(t)]	2	4	2 x 4 = 8	
RISK WARNING SIGNS	<p>(a) The Agency is challenged by ECNI.</p> <p>(b) The Board (sub-committees) is insufficiently aware and active regarding equality commitments.</p> <p>(c) Information for equality purposes cannot demonstrate Agency commitment</p> <p>(d) Agency services and procurement processes are not supportive of Section 75 categories.</p> <p>(e) Uncertain ability to improve workplace diversity due to low turnover.</p>			
UNDERLYING CAUSES	<p>(a) Board unaware of Equality responsibilities</p> <p>(b) No provision for Board to systematically address equality agenda</p> <p>(c) Ineffective management of equality information capture and utilization</p> <p>(d) Equality culture not appropriately prioritised within Agency</p> <p>(e) HR Strategy and staff training insufficiently address equality.</p>			
CONTROLS IN PLACE	<p>(a) Annual Board meetings with the Equality Commission.</p> <p>(b) LRA Equality Scheme and Annual Submissions to the Equality Commission.</p> <p>(c) Equality Commission involvement in the Agency's stakeholder strategy.</p> <p>(d) New systems incorporate Equality related fields</p> <p>(e) Equal Pay reviews and resultant ongoing inspection of salaries for anomalies.</p> <p>(f) Joint Advisory projects undertaken with ECNI.</p> <p>(g) Strong staff (etc.) awareness of the Equality and Rights agenda supported by L&D Plan.</p> <p>(h) Strong collective rights orientated working environment.</p> <p>(i) Arrangements for screening and equality impact assessments in place.</p> <p>(j) Annual review of Equality related risks with inclusion where appropriate in the Corporate Risk register</p> <p>(k) Board Equality training completed January 2014</p> <p>(l) Equality built into checklists and guidance used for Corporate Planning.</p> <p>(m) Staff training on screening operational guidance received May 2014.</p> <p>(n) Article 55 reporting process indicating that current workplace balance is acceptable.</p> <p>(o) Mandatory Equality training inclusion in annual training plan.</p> <p>(p) A Disability Focus Group has been established.</p> <p>(q) Arbitrators have received guidelines on Equality issues.</p>			
ASSESSMENT OF RESIDUAL RISK	Tolerate	Treat	Transfer	Terminate
ADDITIONAL ACTIONS REQUIRED TO FULLY MANAGE RISK (with key milestones by which action delivered)	<ul style="list-style-type: none"> • Equality monitoring data incorporated into Research Sub-Committee Planning considerations. • Review of operational guidelines for equality content to be completed. • Analysis of staff survey on attitudes to Disabled people. • Update and implement Fire Evacuation procedures in relation to those with a disability. 			
TARGET(s) / RESPONSIBILITIES	Board CEO & DCS and DCA DAS/ line managers. Individual Board and members of staff.			

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:

2

Fully achieved

2

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	Not applicable		
Regional ^{iv}	Not applicable		
Local ^v	Not applicable		

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

	Training Action Measures	Outputs	Outcome / Impact
1			

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

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	Communications Action Measures	Outputs	Outcome / Impact
1	Disability Focus Group	Promote awareness and focus on the interests and needs of disabled people in relation to the decision making process	The outcomes are a group who would champion disability issues, monitor and review progress against the objectives and targets within the revised Disability Action Plan 2015-2018.
2	Review of Disability Action Plan 2015-2018	Statutory requirement to have due regard when carrying out its functions.	To promote positive attitudes towards disabled people; and encourage participation by disabled people in public life.

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			
2			

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

	Action Measures partly achieved	Milestones / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Analysis of Staff Survey on attitudes to Disabled People	To ascertain staffs perceptions and needs regarding disability	Staff more attuned to disability requirements	Analysis transpired to be more complex than originally planned
2	Care provisions for disabled people in review of fire evacuation procedures; Emergency Voice Communications (EVC)	Compliance with Fire Risk Assessment recommendation	Safer arrangements for disabled persons during emergency evacuation	Although staff aware is fully aware of emergency evacuation procedures the most appropriate arrangement, for the evacuation of disabled persons is under review.

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

	Action Measures not met	Reasons
1		
2		

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

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The Disability Focus Group monitors and reviews the operation of the Disability Action Plan. In addition the Group provide input and suggestions to improvements in disability access and services.

(b) Quantitative

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			

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.