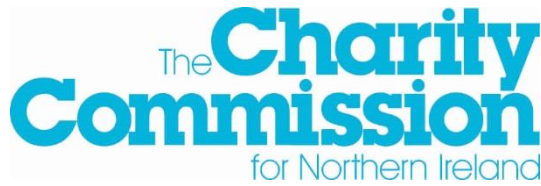


# Charity Commission for Northern Ireland



## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2017-18

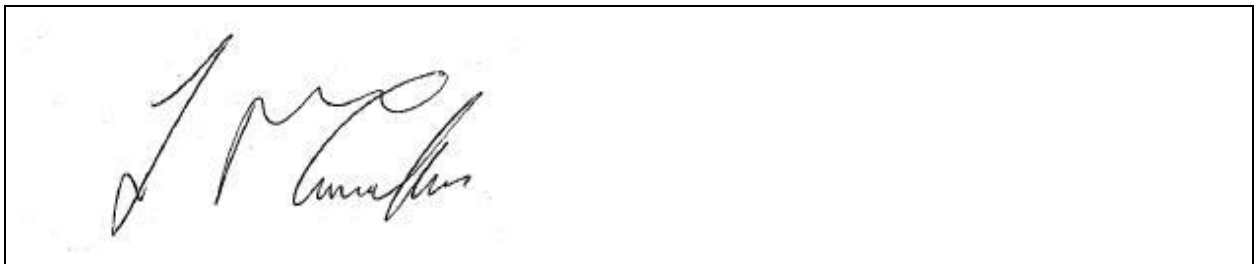
### Contact:

<ul style="list-style-type: none"><li>Section 75 of the NI Act 1998 and Equality Scheme</li></ul>	Name: Charity Commission for Northern Ireland Telephone: 028 3832 0220 Email: admin@charitycommissionni.org.uk
<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above <input type="checkbox"/> (double click to open) Name: Telephone: Email:

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

[Charity Commission - Equality](#)

### 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 2017 and March 2018**

## **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 2017-18, 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 year 2017/18 was another one of significant progress for the Charity Commission for Northern Ireland (the Commission). The numbers of organisations called forward to apply for charity registration was smaller than before as the large tranches have been completed and the Commission moved resources to the roll out of the annual reporting programme. By year end, the register of charities included the details of over 6,000 charities, and over 4,200 charity accounts and reports had been published. This marks a major stride forward in the transparency of Northern Ireland's charity sector.

During this period, 3,252 charity annual returns were submitted to the Commission under the annual reporting programme. Filing of these charity accounts led to £1.38 billion of charity income being accounted for to the general public, through the register. Consultations were held on the duty to report serious incidents to the Commission and on the changes to the Annual Monitoring Return (AMR) questions to be used in 2018. During this year 30 applications for charity registration were refused. None of these refusals were related to equality issues.

During the year, new guidance around specific areas of enquiries work and running and managing a charity were published, and several pieces of guidance updated. A full list is available at Appendix 1. The development of all policies and guidance involved a written analysis of their potential effects on equality of opportunity, good relations and the disability duties.

During the year the Commission participated in 41 engagement events in venues across Northern Ireland. These included seminars, conferences registration workshops and helper group training sessions. In association with the Developing Governance Group, the Commission also embarked on a Good Governance Roadshow, with a series of free seminars focusing on good governance and charity regulation ongoing into the new financial year.

At each event organised by the Commission we ensured accessibility needs were considered in advance and adjustments provided where necessary. We also invited feedback from participants. [Equality Scheme 3.2] For example, we delivered six registration and two helper group workshops. with a range of organisations including those whose beneficiaries are drawn from one or more of the Section 75 categories including the Polish Families Community Association and Ballyward Riding for the Disabled.

The internal system, which the Commission uses to monitor the implementation of the equality scheme, action plan and our response to stakeholders, has been fully implemented and maintained. The system consists of a monthly review of equality undertaken by all programme and project teams and a quarterly report on equality provided to the Senior Management Team (SMT). The quarterly report includes a list of policies developed in the quarter, screening decisions and information on any screening that has been undertaken, with rationale. An overview of each quarterly report is posted on the website.

Due to the nature of its work the Commission has limited opportunities to promote good relations on the basis of differing political opinion. We attempt to achieve this by providing a harmonious working environment for staff and being respectful in our use of languages.

Finally, the work of the Commission in promoting public trust and confidence in charities, through the creation of an accessible and transparent register of charities, is a very positive step in helping to promote equality of opportunity and good relations more broadly.

By the end of the year 2017/18, over 4,000 organisations working with specific S75 groups as well as those generally promoting equality and human rights were listed on the register of charities. For example by year end there were just over 390 charities registered whose purposes included the promotion of religious or racial harmony, or equality and diversity. This information is freely available to members of the public and other stakeholders through a search of the online register of charities.

No investigation has been opened by the Commission on the basis of an equality ground being breached, however, issues concerning equality categories can be an aspect of the concerns reported to the Commission. For example one concern raised with the Commission included an allegation of sectarian behaviour.

### **Outcomes and Improvements achieved**

We have received no complaints in line with our equality scheme in this period. Our annual internal training for staff focussed on

awareness of mental health issues when dealing with people who contact the Commission. The training attracted 100% attendance and positive feedback.

Through the monthly equality assurance undertaken at project and programme teams we have ensured that all decision making has been evidence based and resulted in no negative impacts on individuals or organisations as a result of a S75 characteristic.

We have continued to use the feedback received from a voluntary post-registration questionnaire to monitor stakeholder experience of the accessibility of our services. In 2017/18 we received over 42 responses to the questionnaire. While not statistically significant, the feedback to the questionnaire shows:

- 52% of respondents were female and 45% male, others preferred not to say.
- 81% of respondents were aged 46 or over, 19% aged 26-46, no respondents were aged 16-25 years.
- 10% of respondents identified themselves as having a disability. These included disabilities related to physical, sensory and mental health conditions.

During the year we also introduced a voluntary questionnaire for those who submit their annual monitoring return to the Commission.

The Commission conducted the five year review of its integrated Equality Scheme. No substantial changes were made to the scheme but a new action plan was developed in line with the Commission's latest business plan. During 2018/19 the Commission will take forward the action plan which sets out the main initiatives designed to promote equality of opportunity, good relations, positive attitudes towards people with disabilities, and the participation of people with disabilities in public life.

PART A

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).

Appendix 2 sets out the Commission's equality action plan, performance indicators and progress against them.

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 2017-18 reporting period? *(tick one box only)*

Yes                      X                      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 2017-18 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:

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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:

In the 2017-18 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

PART A

- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2017-18 report
- Not applicable

Please provide any details and examples:

**Equality action plans/measures**

**7** Within the 2017-18 reporting period, please indicate the **number** of:

Actions completed:

6

Actions ongoing:

12

Actions to commence:

0

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

Appendix 2 attached

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

After the review of the equality scheme and action plan a new plan has been developed to reflect the Commission's latest business plan.

**9** In reviewing progress on the equality action plan/action measures during the 2017-18 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



PART A

- 11** Please provide any **details and examples of good practice** in consultation during the 2017-18 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 Commission has very few opportunities to promote equality of opportunity and/or the desirability of promoting good relations. The Commission consulted on Serious incident reporting (SIR) guidance, even though there is no statutory duty to consult on guidance such as this. The purpose of the consultation was to ensure that the SIR guidance was sufficient to alert charity trustees to their responsibility for reporting serious incidents to the Commission in a timely manner.

- 12** In the 2017-18 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:

We do not gather specific information correlating uptake of methods of consultees' membership of particular Section 75 categories. However the feedback information indicates that consultees, who were members of a number of s.75 categories, including age, gender and ethnicity, participated in the *Serious Incident Reporting* consultation by attending the consultation event.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (*tick one box only*)

- Yes       No       Not applicable

PART A

Please provide any details and examples:

14 Was the consultation list reviewed during the 2017-18 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)**

[Charity Commission - Equality](#)

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

10
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16 Please provide the **number of assessments** that were consulted upon during 2017-18:

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

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:



potentially adverse impacts on a range of stakeholders. Commission provided three of the four adjustments requested here. The fourth was refused as it would have prevented the publication of the outcome of a statutory investigation. More details are available under question 26.

- 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:

Feedback is gathered from Commission events such as workshops and information events. These record 92% satisfaction with accessibility of these events. This information informs future planning for service delivery. The Commission believes ensuring the accessibility of events also increases our impact on good relations and equality. Feedback is also gathered from a post-registration survey which is undertaken on a voluntary basis when an application for charity registration is completed. Details from this survey are available under question 26.A similar post annual reporting survey has also been made available in the last quarter of 2017/18.

**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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

The Commission fulfilled its equality scheme training commitment by providing an in-house training session for staff which focused on *Being aware of mental health issues when dealing with stakeholders*. A session was held on 5 December 2017 and 100% of staff attended.

All new and temporary staff received an introduction to the Commission's equality scheme as part of their induction.

- 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:

A session on equality and the Commission's Equality Scheme commitments has been incorporated into the induction training provided to all staff, including temporary staff. This has helped raise awareness of equality issues generally. Feedback from temporary staff indicates that they found this training informative and felt it would be transferable to positions which they would take up in the future.

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

- 26 Please list **any examples** of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The Commission includes in its communications a request that we be informed of any special circumstances and a process is in place to deal with requests for information in alternative formats. During 2017-2018 the Commission received 4 requests for special circumstances and dealt with these on a case by case basis providing a range of adjustments including: additional persons accompanying applicants to meetings and translating a document from Irish to English. The decrease in requests is probably related to a decrease in registration workshops and events carried out by the Commission during 2017/18. Numbers attending workshops were also less than before as the major tranches have already been called forward for registration.

Between 1 April 2017 and 31 March 2018, we received 42 responses to an online questionnaire which was available to be completed on a voluntary basis by those who had submitted an online registration application.

Through this questionnaire we gathered the following information:

- 52% of respondents were female and 45% male, others preferred not to say.
- 81% of respondents were aged 46 or over, 19% aged 26-46, no respondents were aged 16-25 years.
- 10% of respondents identified themselves as having a disability. These included disabilities related to physical, sensory and mental health conditions.

Six of those who responded found the online registration system to be 'very difficult' or 'fairly difficult' to use, with 28 rating it instead as 'very easy', 'fairly easy.'

One respondent indicated that English is not their first language. This person also rated the online registration system as 'fairly difficult' to use.

We will continue to monitor this information as more is gathered to take feedback on board and identify where we can opportunities to improve the ease with which the online system can be accessed and used.

### Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2017-18?

Insert number here:

0

Please provide any details of each complaint raised and outcome: N/A

### Section 3: Looking Forward

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

The Equality Scheme was reviewed in 2017/18 and a summary of the review findings submitted to the Equality Commission on 19 September 2017. There was a delay in approving the Commission's business plan led to a delay in updating the action plan. The updated Action plan was submitted to the Equality Commission for Northern Ireland on 02 July 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*)

There are no specific areas of the equality scheme arrangements which the Commission anticipates focussing on during the next reporting period. Through the implementation of the *Integrated equality scheme and action plan* the Commission has ensured that our decision making has been evidence based and resulted in no negative impacts on individuals or organisations with specific S.75 characteristics. We have also used our position as regulator to highlight the issues of equality and particularly the inclusion of people with disabilities in public life.

During the five years of the equality schemes' operation there has not been any significant change in the work and functions of the Commission or our stakeholders. As a result the review concluded that no substantive changes are required to the original equality scheme. We have aligned the scheme to the latest corporate plan and updated the action plan for implementation over the next five years.

PART A

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) 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):

## Appendix 1 of Annual Progress report to ECNI 2017/18

**Screening:** Please provide an update of new / proposed / revised *policies screened* during the year. For those authorities that have started issuing of screening reports in year; this section may be completed in part by appending, to this annual report, a copy of all screening reports issued within the reporting period. Where screening reports have not been issued, for part or all of the reporting period, please complete the table below:

Title of policy subject to screening	What was the screening decision? E.g. screened in, screened out, mitigation, EQIA...	Were any concerns raised about screening by consultees; including the Commission?	Is policy being subject to EQIA? Yes/No If yes indicate timeline for assessment.
Administration handbook – updated	Out	No	No
Consultation on proposed changes to AMR 2018	Out	No	No
Fundraising for charities: A guide for charity trustees and the public	Out	No	No
Protocol for ministerial and political meetings with the Commission	Out	No	No
Linking section 1(4) and 1 (5)	Out	No	No
Developing a reserves policy: Guidance for charity trustees	Out	No	No
Revised Running your charity guidance	Out	No	No
Serious incident reporting guidance	Out	No	No
Formal meetings with the Commission	Out	No	No
Tone of Voice guidance	Out	No	No



## **Appendix 2 of Annual Progress report to ECNI 2017/2018**

### **Part B: 'Disability Duties'**

#### **Annual Report 1 April 2017 / 31 March 2018**

*The Commission has an integrated equality scheme and action plan which means that we have reported on our S75 obligations and disability duties above and in the table at Appendix 2. This approach was discussed with and approved by the Equality Commission in June 2014.*

*We intend to encourage the participation of people with disabilities in public life through collecting and disseminating information about the involvement of people with disabilities as charity trustees across the charity sector. Currently, relevant information is being captured in the post registration survey.*

## **Appendix 2: 2017-18 progress against planned actions**

	<b>Actions</b>	<b>Performance indicator</b>	<b>Progress</b>
1	<p><b>Policy development</b> at all levels will involve a written analysis of the policy's effects on equality of opportunity. Where a detrimental effect is identified the analysis will include consideration as to whether this can be mitigated.</p>	<p>Written analysis of impact of policies will be made available on request</p> <p>100% of emerging and adopted policies will be equality screened and a screening template published on our website</p>	<ul style="list-style-type: none"> <li>• 100% of new and revised policies equality screened in 2017/18.</li> <li>• Monthly review undertaken at project / programme team meetings.</li> <li>• Quarterly screening overviews were published on the Commission's website across the year.</li> <li>• The publication of some quarterly screening reports on the Commission's website was delayed due to operational pressures within the Commission. Due to these pressures we have reverted to publishing an overview of the policies screened and supplying a copy of the screening report on request.</li> </ul>
2	<p>Develop an <b>equality information management and collection system</b>. Need to encourage and promote completion of equality monitoring data.</p>	<p>Research information on clients and stakeholders in place</p> <p>Results of equality information / monitoring published</p> <p>Timescale 18 months after commencement of registration</p>	<ul style="list-style-type: none"> <li>• A post registration questionnaire is currently in place and being used to gather key equality data. This was commenced within one month of the launch of registration.</li> <li>• We aim to publish information on the results of equality information periodically and in line with business needs. We published a report on the register in 2014/15. Since then smaller numbers have been called forward to register and</li> </ul>

	<b>Actions</b>	<b>Performance indicator</b>	<b>Progress</b>
			statistically insignificant numbers have completed the survey (42). Therefore we did not publish a report in 2016/17.
3	Hold an annual <b>internal equality workshop</b> to discuss equality issues in order to further develop our approach.	Action points resulting from equality focus group	<ul style="list-style-type: none"> <li>The annual equality training workshop for staff was completed on 5 December 2017. The session focussed on: <i>Being aware of mental health issues when dealing with stakeholders.</i></li> </ul>
4	SMT will monitor implementation of this strategy and champion equality at a team level.	SMT minutes	<ul style="list-style-type: none"> <li>In 2017/18 four quarterly equality reports were submitted to, and reviewed by, the senior management team of the Commission.</li> </ul>
5	Incorporate equality into <b>risk assessment of investigations</b> to ensure the issue is considered, recorded and evidenced.	Quarterly assurance check of investigations programme	<ul style="list-style-type: none"> <li>Equality assurance checks are carried out monthly by each programme and project team.</li> <li>Equality and accessibility considerations are applied to 100% of investigation risk assessments and 'can we deal with it' assessments.</li> <li>Corporate assurance checks on the operation of the equality scheme are carried out quarterly.</li> </ul>
6	Incorporate equality into <b>risk assessment of casework</b> to ensure that all decisions are considered, recorded and evidenced	Quarterly assurance check of casework programme	<ul style="list-style-type: none"> <li>Equality assurance checks are carried out monthly. Any issues are discussed with PRO who records these on a central spreadsheet.</li> <li>Equality considerations are a standing item on monthly meeting agendas.</li> </ul>

	Actions	Performance indicator	Progress
			<ul style="list-style-type: none"> <li>• An equality section is completed in all registration summary reports.</li> <li>• Quarterly assurance checks are completed.</li> </ul>
7	<p>Develop and maintain <b>links with ECNI</b> to ensure that the Commission is kept up to date with developments in the law and policy on equality and diversity We will include a statement on equality in our Annual Report which will be approved by the Board of Commissioners.</p>	Results of our Section 75 annual progress report sent to ECNI	<ul style="list-style-type: none"> <li>• The Commission's annual progress report for 2016/17 was submitted ahead of schedule in July 2017.</li> <li>• The Commission attended an ECNI event at which feedback from the review of screening project was shared with participants.</li> <li>• Equality is referenced in the Commission's annual report, key sections in the corporate and business plans, as well as a statement on the Commission's website and a commitment in all published guidance.</li> </ul>
8	<p>Explore and develop routes of <b>engagement</b> and other possible sources of information that could provide an <b>evidential base for our decision-making.</b></p> <p>Input sought from a range of charities from across the diversity strands in all engagement activity and stakeholder consultations.</p>	<p>Input to research high level strategy</p> <p>Collation of baseline data; annual review</p>	<ul style="list-style-type: none"> <li>• Due to resource pressures the research and information management strategy was not implemented during 2017/18.</li> <li>• The Commission works with a diverse range of critical friends and helper groups on an ongoing basis to have guidance reviewed, receive feedback, and disseminate information.</li> <li>• The Commission's consultation database is reviewed and expanded on an ongoing basis.</li> <li>• The Commission implements a participation strategy in planning</li> </ul>

	Actions	Performance indicator	Progress
			<p>for consultation and engagement events.</p> <ul style="list-style-type: none"> <li>• Very positive feedback is received from engagement events and charted on an annual basis against baseline figures from the previous year.</li> <li>• Programme evaluations and lessons learned sessions are undertaken as required.</li> </ul>
9	Promote and ensure charity Board and employee diversity – (within our remit)	Evidence of charity best practice through networks and umbrella bodies	<ul style="list-style-type: none"> <li>• A post registration questionnaire is used to gather equality monitoring data.</li> </ul>
10	Equality is owned throughout the organisation and all staff know the Commission's equality duties. Develop equality training plan for all staff.	100% of staff trained in equality and diversity (in-house training)	<ul style="list-style-type: none"> <li>• Equality assurance is discussed on at least a monthly basis at project and programme teams or by email or verbal catch-up if no meeting is to be held.</li> <li>• The annual equality training workshop for staff was completed on 5 December 2017. The session focussed on: <i>Being aware of mental health issues when dealing with stakeholders</i>. The workshop was attended by 100% of staff.</li> </ul>
11	Ensure accessibility of information for all individuals (with particular regard to Section 75 groups).	Customer survey feedback	<ul style="list-style-type: none"> <li>• All guidance materials are made accessible online.</li> <li>• Information is disseminated through face-to-face workshops, in accessible venues, to which all prospective registration applicants are invited.</li> </ul>

	<b>Actions</b>	<b>Performance indicator</b>	<b>Progress</b>
			<ul style="list-style-type: none"> <li>• Special circumstances requests are considered on a case by case basis, for example: <ul style="list-style-type: none"> <li>○ Only accessible venues with suitable parking and loop systems in place are used for Commission events.</li> <li>○ A3 versions of presentations and materials are taken to every workshop in anticipation that someone might require them.</li> </ul> </li> </ul>
12	Our customers / clients are treated fairly and with respect.	Customer feedback surveys with a target of 95% satisfaction	<ul style="list-style-type: none"> <li>• In keeping with the Commission's business plan, no Customer feedback survey was conducted during 2017/18. However using information gathered through the post-registration survey, 67% of respondents reported finding their contact with the Commission to be very or fairly helpful, 6% rated it as fairly or very unhelpful.</li> <li>• We will aim to further improve on this satisfaction figure in the coming year.</li> </ul>
13	Provide translations and transcriptions of publications on request.	Number of requests for translation responded to	<ul style="list-style-type: none"> <li>• There was one request to translate a governing document from Irish to English. The Commission agreed to this request.</li> </ul>
14	Staff & Commissioner training on disability and equality.	Annual review of training	<ul style="list-style-type: none"> <li>• Annual equality training was delivered to 100% of staff on 5 December 2017.</li> </ul>

	<b>Actions</b>	<b>Performance indicator</b>	<b>Progress</b>
			<ul style="list-style-type: none"> <li>Equality duties are listed on the induction schedule for new full time and temporary staff.</li> <li>Equality is listed on the training needs analysis for all staff.</li> </ul>
15	Website review re images and further promotion of disabled people. Monitor accessibility of website for those with disabilities.	Customer feedback surveys with a target of 95% satisfaction	<ul style="list-style-type: none"> <li>Communications are reviewed for equality in monthly assurance as part of the corporate services team.</li> <li>In keeping with the Commission's business plan, no Customer feedback survey was conducted during 2017/18.</li> <li>The post registration survey revealed that, in 2017/18: <ul style="list-style-type: none"> <li>41% of registration applicants rated guidance assisting them to access the online application form was fairly or very helpful.</li> </ul> </li> </ul>
16	Develop future arrangements for reporting on public opinion surveys to identify awareness amongst people with disabilities.	Survey conducted Timescale: following registration	<ul style="list-style-type: none"> <li>The post registration survey is in place.</li> <li>The full research and information management strategy was not implemented during 2017/18, but a post Annual Monitoring Return submission survey has also been put in place.</li> </ul>
17	Include information on programme of work in Annual Report and publish on website in line with publication scheme.	Annual report	<ul style="list-style-type: none"> <li>The 2017/18 annual report has been prepared and will be published on the Commission's website in line with the publications scheme, as are corporate and business plans. All previous</li> </ul>

	<b>Actions</b>	<b>Performance indicator</b>	<b>Progress</b>
			reports are available on the website.
18	Review of the Charity Commission for Northern Ireland's Action Plan and Audit of Inequalities.	<p>Commitments and actions reviewed through business planning processes</p> <p>Full review of scheme and action plan to be scheduled</p>	<ul style="list-style-type: none"> <li>• Commitments, actions and progress are reviewed through monthly equality assurance at programme and project teams.</li> <li>• Corporate and business plans contain actions relating to the equality scheme and action plan.</li> <li>• A review of the equality scheme has been completed.</li> </ul>