

The Charity Commission for Northern Ireland



Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2016-2017

Contact: Aubrey McCrory

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: The Charity Commission for Northern Ireland Telephone: 028 3832 0220 Email: admin@charitycommissionni.org.uk
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above X

Documents published relating to our Equality Scheme can be found at:
<https://www.charitycommissionni.org.uk/about-us/equality/>

Signature:

A handwritten signature in black ink, appearing to read "Aubrey McCrory", is enclosed within a rectangular box.

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.

The year 2016/17 was another one of significant progress for the Charity Commission for Northern Ireland (the Commission) with over 1,484 charities being added to the register of charities. The Commission also conducted over 1,000 basic compliance checks on annual monitoring returns and jointly conducted a UK wide consultation on *Matters of material significance* which auditors and independent examiners must report to the relevant charity regulator. During this year 18 applications for charity registration were refused, however none of these refusals were related to equality issues.

During the year, a range of policies and guidance documents were developed. A full list is available at Appendix 2. All policy and guidance involved a written analysis of the policy's effects on equality of opportunity, good relations and the disability duties.

We held a range of events across this period and, at every one, we made sure accessibility needs were considered in advance and also invited feedback from participants. [Equality Scheme 3.2] For example, we delivered 14 registration workshops with a range of organisations including those whose beneficiaries are drawn from one or more of the Section 75 categories including Foyle BME collective and Homestart.

The internal system which enables the Commission to monitor the implementation of the equality scheme and action plan and to monitor our response to charities and members of the public has been fully implemented and maintained. This consists of a monthly review of equality being undertaken by all programme and project teams and a quarterly report on equality sent 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 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.

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However, the Commission does this through using language respectfully, for example, referring to Derry/Londonderry in its communications. We also ensure that events are organised in a variety of venues, across a geographical spread.

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 2016/17, over 3,800 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 360 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 the principal contact for a charity undergoes dialysis 3/4 times a week and therefore finds it difficult to attend meetings of the charity. The commission received a concern that non-attendance at meetings would have an impact on the governance of the charity. Wishing to promote the participation of disabled people in public life and to highlight to the trustees that under section 9(5) of the Charities Act (Northern Ireland) 2008, that in performing its functions the Commission must have regard to the desirability of facilitating innovation by or on behalf of charities; we suggested that trustee meetings could be held via skype and this recommendation was adopted by the charity.

Outcomes and Improvements achieved

The Commission continues to develop its regulatory functions beyond registration and investigations. The process of annual reporting to the Commission has begun and monitoring and compliance functions are increasing.

In this context, we can point to overwhelmingly positive feedback from events and training held as endorsing our efforts to be an open and accessible organisation. We have received no complaints in line with our equality scheme in this period. Our internal training for staff attracted 100% positive feedback in terms of empowering staff to understand more about the role of equality in the workplace in terms of good relations and equality of opportunity. This included a number of temporary agency staff engaged within the Commission during 2016/17. These staff expressed surprise and approval of the

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Commission's approach to equality and its equality scheme obligations being included in their induction programme.

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 2016/17 we received over 143 responses to the questionnaire.

Through this questionnaire we gathered the following information:

- 34% of respondents were female and 66% male.
- 82% of respondents were aged 46 or over, 17% aged 26-46, while 1% of respondents were aged 16-25 years.
- 3% of respondents identified themselves as having a disability and, of those:
 - o 100% stated that their disability is physical
 - o 25% stated that they also have a hearing disability.

In accordance with the integrated Equality Scheme approved in April 2013, the Commission will continue to 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.

In keeping with our commitment to explore and develop routes of engagement and other possible sources of information that could provide an evidential base for our decision-making the Commission is:

- continuing to prepare a written analysis for new policies and guidance stating their effects on equality of opportunity, good relations and the disability duties as part of the screening form
- continuing to provide training for staff on the equality and disability duties including as part of induction for new or temporary staff
- continuing to analyse feedback from stakeholders and participants at Commission events and training.

In the coming year we will complete the 5 year review of the equality scheme and continue to seek advice and guidance from the Equality Commission for Northern Ireland.

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- 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*).

Appendix 1 sets out the Commission's equality action plan, performance indicators and progress against them.

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*)

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

Please provide any details and examples:

In 2016/17 we drafted a Code of Courtesy relating to the use of the Irish language or Ulster-Scots. This will be finalised when the full judgement from a recent judicial review, in which the judge found the Northern Ireland Executive committee to have breached its obligations under section 28d of the Northern Ireland Act 1998, is published. While awaiting the full judgement the Commission will accept applications in Irish from organisations which specifically have the promotion of the language in their governing document, without prejudice to its final position. As a courtesy the Commission will also extend this approach to those submitting applications in Ulster Scots, who also have it specifically stated in their governing document that they promote the use of Ulster Scots. The Commission will do so without prejudice to its final position.

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:

In adopting our interim position on the submissions of applications for registration in Irish we have a clearer statement of what the Commission can and cannot do in corresponding with individuals who prefer to use Irish. When the Code of Courtesy is finalised. We will also have a clearer statement on what we can and cannot do in corresponding with individuals who prefer to use Irish or Ulster Scots, but whose governing documents do not have a specific aim of promoting the use of the language or dialect.

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*):

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

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

Requests for applications to be submitted in the Irish language, and feedback that the DfC Code of Courtesy does not mention registration applications, led the Commission to conclude that a Commission specific Code of Courtesy would be desirable.

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
- X 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 Commission has included roles and responsibilities relating to the Section 75 statutory duties in a range of posts. Plans for a staff Code of Conduct based on the NICS Staff Handbook (including Section 75), was discussed in 2016/17 with the recognised Trade Union, and will be

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implemented in 2017/18.

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:

Some members of staff, for example the Policy and Research Officer, have Section 75 statutory duties integrated within their performance plans. Section 75 statutory duties form an integral part of the Commission's Corporate and Business plans. Staff are involved in the development and review of the Commission's plans through staff days and staff sessions throughout the year. At induction all staff are also alerted to the importance of these duties to the work of the Commission. This includes staff who are recruited on a fixed term basis and others engaged on a temporary basis from agencies.

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

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Please provide any details and examples:

Strategic Plan 2016-19 **Strategic Aim 4 -**

Developing as a properly governed, transparent and independent decision making body. Includes objective 4 (e) having a commitment to promoting equality of opportunity and good relations.

Equality action plans/measures

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

Actions
completed:

14

Actions
ongoing:

4

Actions to
commence:

0

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

See Appendix 1 attached

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*)

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*)

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X 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:

We applied information from a previous consultation on interim reporting guidance to the plan for liaison with an expert panel on *Matters of material significance reportable to UK charity regulators* guidance in March 2017. For example, we ensured colour coding within the guidance document for ease of reference by auditors and independent examiners in each of the UK jurisdictions.

- 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

X Focus groups

X Written documents with the opportunity to comment in writing

X Questionnaires

X 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 *Matters of material significance/SORP* consultation by attending a consultation event.

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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 X 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*)

X Yes No Not applicable – no commitment to review

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

<https://www.charitycommissionni.org.uk/about-us/equality/>

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

10

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

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:

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Please provide any details and examples:

N/A

- 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:

During 2016-17 the Commission received six requests for reasonable adjustments. This is a decrease from the previous year. These included requests for: an application to be processed in Irish, an electronic notetaker, sign language interpreters and adjustments for those with sensory impairments or a physical disability. The Commission believes that responding to these requests has decreased potentially adverse impacts on a range of stakeholders. 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 97% satisfaction with accessibility of these events. This information informs planning for service delivery and, the Commission believes, ensuring the accessibility of events 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.

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.

The Commission fulfilled its equality scheme training commitment by providing an in-house training session for staff which focused on equality and diversity in the workplace. Two sessions were held on 25 October 2016 and 29 November 2016 and 100% of staff attended.

A Section 75 Awareness and Diversity update will form part of a mandatory online training as part of the new CAL e-learning package. Commission staff participated in a pilot exercise in August 2016 and

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provided feedback on the e-learning content to the team that is developing the material.

Staff also attended an internal training session (20 September 2016) to assist them in answering calls which are not in English.

All 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:

Incorporating a session on equality and the Commission's Equality Scheme commitments into the induction training and providing this to all staff including temporary staff, 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 2016-17, 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 2016-2017 the Commission received six requests for special circumstances and dealt with these on a case by case basis providing a range of adjustments including: sign language interpreters, an electronic note taker and additional persons accompanying applicants to workshops. This decrease in requests is probably related to a decrease in registration workshops and events carried out by the Commission during 2016/17. Numbers attending workshops were also less than before as the major tranches have already been called forward for registration.

Between 1 April 2016 and 31 March 2017, we received over 143 responses to an online questionnaire which was available to be completed on a voluntary basis by those who had submitted an online registration application.

Of those respondents, 19% were aged 66 years and over, with a further 29% being in the 56-65 years age bracket. Two thirds of the respondents to the survey were men and one third women, 66% compared with 34%. 4 respondents indicated that they have a disability. 1 of those respondents found the online registration system to be 'very

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difficult' or 'fairly difficult' to use, with 2 rating it instead as 'very easy', 'fairly easy' or 'neither easy nor difficult'.

Two respondents indicated that English is not their first language. Both of these individuals rated the online registration system as 'fairly easy' 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.

Other special circumstances which were brought to the attention of the Commission included:

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:

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 is due for review in 2017. The review is due to be completed by July 2017 when a summary of the review findings will be provided to the Equality Commission for Northern Ireland.

- 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)*

The Commission intends to finalise a Code of Courtesy to set out its approach to organisations that want to correspond with the Commission in Irish or in Ulster Scots.

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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 2016/2017

Part B: 'Disability Duties' **Annual Report 1 April 2016 / 31 March 2017**

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 1. 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 1: 2016-17 progress against planned actions

	Actions	Performance indicator	Progress
1	<p>Policy development 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"> • 100% of new and revised policies equality screened in 2016/17. • Monthly review undertaken at project / programme team meetings. • Quarterly screening overviews were published on the Commission's website across the year. • 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.
2	<p>Develop an equality information management and collection system. 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"> • 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. • We aim to publish information on the results of equality information periodically and in line with business needs. We published a report on register in 2014/15 and

	Actions	Performance indicator	Progress
			therefore did not publish a report in 2016/17.
3	Hold an annual internal equality workshop to discuss equality issues in order to further develop our approach.	Action points resulting from equality focus group	<ul style="list-style-type: none"> The annual equality training workshop for staff was completed over two sessions, on 25 October and 29 November 2016. The focus for the session was our equality scheme commitments. These workshops received 100% staff attendance.
4	SMT will monitor implementation of this strategy and champion equality at a team level.	SMT minutes	<ul style="list-style-type: none"> In 2016/17 four quarterly equality reports were submitted to, and reviewed by, the senior management team of the Commission.
5	Incorporate equality into risk assessment of investigations to ensure the issue is considered, recorded and evidenced.	Quarterly assurance check of investigations programme	<ul style="list-style-type: none"> Equality assurance checks are carried out monthly. Equality and accessibility considerations are applied to 100% of investigation risk assessments and 'can we deal with it' assessments. Quarterly corporate assurance checks are completed.
6	Incorporate equality into risk assessment of casework to ensure that all decisions are considered, recorded and evidenced	Quarterly assurance check of casework programme	<ul style="list-style-type: none"> Equality assurance checks are carried out monthly. Any issues are discussed with PRO who records these on a central spreadsheet. Equality considerations are a standing item on monthly meeting agendas. An equality section is completed in

	Actions	Performance indicator	Progress
			<p>all registration summary reports.</p> <ul style="list-style-type: none"> Quarterly assurance checks are completed.
7	<p>Develop and maintain links with ECNI 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>	<p>Results of our Section 75 annual progress report sent to ECNI</p>	<ul style="list-style-type: none"> The Commission's annual progress report for 2015/16 was submitted ahead of schedule in June 2016. The Commission attended an ECNI event at which feedback from the review of screening project was shared with participants. 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.
8	<p>Explore and develop routes of engagement and other possible sources of information that could provide an evidential base for our decision-making.</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"> A research and information management strategy was implemented during 2016/17. 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. The Commission's consultation database is reviewed and expanded on an ongoing basis. The Commission implements a participation strategy in planning for consultation and engagement

	Actions	Performance indicator	Progress
			<p>events.</p> <ul style="list-style-type: none"> • Very positive feedback is received from engagement events and charted on an annual basis against baseline figures from the previous year. • Programme evaluations and lessons learned sessions are undertaken as required.
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"> • A post registration questionnaire is used to gather equality monitoring data.
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"> • Equality assurance is discussed on at least a monthly basis at project and programme teams or by email correspondence if no meeting is to be held. • The annual equality training workshop for staff was completed over two sessions, on 25 October and 29 November 2016. The focus for the session was our equality scheme commitments. These workshops received 100% staff attendance.
11	Ensure accessibility of information for all individuals (with particular regard to Section 75 groups).	Customer survey feedback	<ul style="list-style-type: none"> • All guidance materials and information are made accessible online. • Information is disseminated through face-to-face workshops, in accessible venues, to which all

	Actions	Performance indicator	Progress
			<p>registration applicants are invited.</p> <ul style="list-style-type: none"> • Special circumstances requests are considered on a case by case basis, for example: <ul style="list-style-type: none"> ○ An electronic note taker and BSL sign language interpreter were provided to enable charity trustees from a club for people who are deaf. ○ A3 versions of presentations and materials are taken to every workshop in anticipation that someone might require them.
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"> • In 2016/17, we conducted a customer satisfaction survey. As the number of respondents was low (41) this information is not statistically significance. In 2016/17, using information gathered through the post-registration survey, 93% found their contact with the Commission to be very or fairly helpful, 2% rated it as neither helpful nor unhelpful and 5% as fairly or very unhelpful. • This is a high satisfaction figure however we will aim to further improve on this figure in the coming year.

	Actions	Performance indicator	Progress
13	Provide translations and transcriptions of publications on request.	Number of requests for translation responded to	<ul style="list-style-type: none"> • There was one request to conduct the registration application process in Irish. After consideration the Commission has agreed to this request.
14	Staff & Commissioner training on disability and equality.	Annual review of training	<ul style="list-style-type: none"> • Annual equality training was delivered to 100% of staff in 2016/17. • Equality duties are listed on the induction schedule for new full time and temporary staff. • Equality is listed on the training needs analysis for all staff and, in 2016/17 for Commissioners.
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"> • Communications are reviewed for equality in monthly assurance as part of the corporate services team. • In 2016/17, we conducted a customer satisfaction survey. As the number of respondents was low (41) this information is not statistically significance. • The post registration survey revealed that, in 2016/17: <ul style="list-style-type: none"> ◦ 72% of registration applicants rated guidance assisting them to access the online application form was fairly or very helpful.
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"> • The post registration survey is in place. • A research and information management strategy was also

	Actions	Performance indicator	Progress
			implemented during 2016/17.
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"> The 2016/17 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 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"> Commitments, actions and progress are reviewed through monthly equality assurance at programme and project teams. Corporate and business plans contain actions relating to the equality scheme and action plan. A review of the equality scheme is currently underway.

Appendix 2 of Annual Progress report to ECNI 2016/17

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.
Accounting and reporting guidance	Out	No	No
Consultation plan – Matters of material significance	Out	No	No
Publishing our decisions policy (revised)	Out	No	No
Rural or urban regeneration guidance	Out	No	No
Consents for charitable companies guidance (revised)	Out	No	No
Administration handbook (revised)	Out	No	No
Information Security policy	Out	No	No
Finance procedures (amended)	Out	No	No
Complaints about our service standards manual	Out	No	No
Matters of material	Out	No	No

significance reportable to UK charity regulators			
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