



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

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Linda Martin Telephone: 02890232444 Email: Linda@northernirelandscreen.co.uk
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input type="checkbox"/> Name: Telephone: Email:

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

Please insert link or details here :

<http://www.northernirelandscreen.co.uk/about/publications/equality-scheme/>

Signature:

A handwritten signature in black ink, appearing to read 'L. Martin', is contained 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.

Northern Ireland Screen's Equality Scheme which was based closely on the Equality Commission's Model Scheme, was approved by the Commission on 24th April 2013.

Northern Ireland Screen continues to monitor closely participation in its programmes through the use of equal opportunities monitoring questionnaires. This method continues to provide us with robust information on the section 75 profiles of all individuals involved in our programmes.

Northern Ireland Screen is confident that each programme is being operated in a manner which promotes equality of opportunity and good relations. All monitoring reports can be accessed on the Northern Ireland Screen website: www.northernirelandscreen.co.uk.

The main areas of activity continue to be film and television production and development, interactive content production and development, development support initiatives for local production companies, Irish Language and Ulster-Scots broadcast funding, skills development, education, audio-visual heritage of NI and specialised film exhibition.

In 2016-17 Northern Ireland Screen delivered or assisted in delivering a wide range of initiatives which promoted equality of opportunity, good relations and diversity. These include the following examples:

Northern Ireland Screen supports the core work of the three Creative Learning Centres, The Nerve Centre in Derry/Londonderry, the Amma Centre in Armagh and Nerve Belfast, in Belfast. The centres deliver education and training programmes which are focussed primarily on extended schools in areas of disadvantage and on marginalised communities in areas of disadvantage. Additional services which were first offered in 2014-15 continue to be developed and extended further in 2015-16 and 2016-17 in rural areas and hard to reach groups to ensure as broad a coverage as possible across all of the north of Ireland. Areas of social exclusion and deprivation are actively targeted.

The Irish Language Broadcast Fund (ILBF) supports the local Irish speaking community and fosters the Irish speaking independent production sector in Northern Ireland by funding a broad range of Irish Language content which is broadcast on BBC NI, RTE and TG4. The ILBF also continues to fund a range of training initiatives for Irish speakers working in the sector in Northern Ireland.

The Irish Language Broadcast fund operated 4 training schemes in 2016-17 aimed at Irish speakers. They offered the opportunity to work on placements developing the skills of a Trainee Assistant Producer, Trainee Producer/Director, Trainee Senior Producer and general production skills for New Entrants to the industry. Trainees are also given the opportunity to attend a specifically designed programme of short training courses with recognised training providers.

The Ulster-Scots Broadcast Fund (USBF) provides finance for the production of film, television or other moving image projects which promote the Ulster-Scots heritage, culture and language in Northern Ireland. The aim of the Fund is to ensure that the heritage, culture and language of Ulster-Scots is expressed through moving image. The USBF also aims to foster the Ulster-Scots independent production sector in Northern Ireland and to fund high quality Ulster-Scots cultural TV programmes for a Northern Ireland audience.

Launched in November 2000 as part of the British Film Institute's (BFI) Millennium Project, Northern Ireland Screen's Digital Film Archive (DFA) is a free public access resource containing over 183 programmes spanning 100 years of Northern Irish history from 1897 to present. Items in the archive include drama, animation, documentaries, news, newsreels, war-time propaganda, amateur and actuality films. The DFA is used by teachers, students, historians, tourists and anyone with a keen interest in moving images. The DFA can be accessed at 22 sites across Northern Ireland including museums, arts centres and public libraries.

The DFA outreach programme delivers free themed presentations based on the content of the archive to a variety of audiences including community and reminiscence groups, historical societies and schools. In 2016/17, DFA Partners (Sites and Facilitators) delivered 272 events to 5,100 people. In addition, 52 events were delivered in 2016/17, as part of Northern Ireland Screen's own Outreach programme. 18 events for hospice, charity and support groups – such as NI Adult Hospice, Alzheimer's Society, Stroke Association – 13 events exclusively for Older Persons' groups (age 61+), 4 in care homes, 6 presentations delivered in identified areas of deprivation, social exclusion and rural isolation, 9 for women's groups, 1 for a men's groups and 1 presentation open to the general public.

Northern Ireland Screen runs a number of skills development schemes which include work placements within the screen industry. These provide opportunities on funded film and television projects. In 2016-17 57 participants were placed in apprentice-style training positions on Screen Fund productions (Craft & Technical skills; Local Drama Training; Casting; Post Production; Sound Post; VFX; Transport & Motion Graphics) including Game of Thrones. The placements were offered to junior freelancers and recent graduates and trainees were paid minimum wage.

In 2016-17 Northern Ireland Screen funded the INTO FILM initiative where 269 schools signed up to Into Film Clubs in areas of poverty and social exclusion. The film clubs introduce children to the benefits of the world of film and promote learning through discussion and written analysis of the films viewed. The film clubs all set up in areas of deprivation have considerable potential to contribute to the promotion of a shared and cohesive society.

PART A

'Access Shorts' a new initiative from 2015-16 continued in 2016-17. Access Shorts was developed to find filmmakers from groups /communities that are underrepresented in the film and television sector. Applicants from the following groups were actively encouraged to apply: Females; disabled applicants; black and minority ethnic; and the LGBT community.

- 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*).

The Creative Learning Centres based in Derry City, Armagh and Belfast delivered courses and programmes of activity to 3,519 teachers. 90% of teachers were based in Nerve Centre School Programmes in hard to reach rural areas and areas of deprivation, 72% of teachers attending Nerve Belfast School Programmes and 83% of teachers attending Amma Centre Programmes were based in hard to reach rural areas and schools in areas of deprivation.

Northern Ireland Screen funding enables the centres to offer a range of integrated creative digital technology skills programmes for teachers, youth and community leaders and young people to build sustainability in schools and the youth sector. A key element of the service provides professional development programmes for teachers and youth leaders. The Education and Training Inspectorate evaluation reports of the Creative Learning Centres have demonstrated the valuable contribution they make in supporting schools and the NI curriculum.

Film clubs activity continued in 2016-17 into 269 schools which signed up Into Film Clubs in areas of poverty and social exclusion with a total membership of 2,158 children. Into Film gives pupils and teachers in schools within the most deprived areas of Northern Ireland, the chance to explore the world of film with free weekly screenings, online reviewing, industry events and during 2016-17 support continued for film-making experiences and hands-on support which deepened the experience for children making the clubs more interactive and practical. School Film Clubs inspire, excite and open up new avenues for learning. As part of the programme, participating schools screen at least 12 films a year and post reviews on the Into Film Club website. The Education and Training Inspectorate evaluated the scheme as delivering good quality education outcomes, particularly in the important area of literacy skills development for young people.

The Digital Film Archive outreach programme delivered free themed presentations based on the content of the archive to a variety of audiences including community and reminiscence groups, historical societies and schools. In 2016/17, DFA Partners (Sites and Facilitators) delivered 272 events to 5,100 people. In addition, 52 events were delivered in 2016/17, as part of Northern Ireland Screen's own Outreach programme. 18 events for hospice, charity and support groups – such as NI Adult Hospice, Alzheimer's Society, Stroke Association – 13 events exclusively for Older Persons' groups (age 61+), 4 in care homes, 6 presentations delivered in identified areas of deprivation, social exclusion and rural isolation, 9 for women's groups, 1 for a men's groups and 1 presentation open to the general public.

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:

Action measure 1 - Increasing employment of local crew and Heads of Department in productions based in NI was a commitment within the Equality Scheme and is a key strategic objective within the Northern Ireland Screen Opening Doors strategy 2014-18.

The target for local crew working on large-scale productions was set at 55% and in 2016-17 58% of NI Crew on large scale production were based in NI. 41% (target 35%) of Heads of Department working on productions in NI were from NI. A total of 77% of other crew working on productions based in NI were from NI against a target of 72% and 63% Heads of Department against a target of 62%.

Action measure 2 in the equality scheme is to create an annual new entrant scheme. Northern Ireland Screen ran 6 new entrant style schemes in 2016-17 across various areas of production including, Aim High, Game High, Animation Aim High, Craft and Technical, UU Undergraduate and Graduate animation schemes, and Irish Language Broadcast Fund. Prospects for new entrants following their period of training are excellent with at least 70% continuing to work within the industry.

Action measure 4 in the Equality Scheme resulted in a new scheme 'Access Shorts' which was developed in 2015-16 to find filmmakers from groups/communities that are underrepresented in the film and television sector. Participants were actively encouraged from the following underrepresented groups: females; disabled; black and minority ethnic groups; LGBT.

Action measure 6 identified the need to continue to develop the Digital Film Archive. The BFI Digitisation project was launched in 2015-16 and 123 titles were digitised in year 1 and 183 titles in 2016-17. This work makes the film archive more accessible and appealing to a wider range of groups as the material content continues to be enhanced.

Action measure 7 was developed with the purpose of increasing attendance by under-represented groups at specialist exhibitions and festivals. Renewed targets were set in 2016-17 to encourage participation and activities in hard to reach and deprived areas thus bringing the exhibitions and festival activities to these areas. This has successfully been achieved during the past 2 years with over 40% of Belfast Film Festival activities, and 90% of Foyle Film Festival activities being held in areas of deprivation.

PART A

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:

All of the above activity is aimed at attracting a greater number of applicants from under-represented groups and we are seeing an increased participation by groups such as people with disabilities, people with dependants and people from BME backgrounds.

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):*

Commitments made in the Equality Scheme action plan/measures.

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)*

PART A

- 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:

A process is in place to review job descriptions as vacancies arise to ensure that requirements do not indirectly discriminate against individuals.

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:

Personal performance plans are subject to appraisal in the annual performance review.

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

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

Please provide any details and examples:

Northern Ireland Screen continually reviews and reassesses the impact of its programmes on its s75 obligations. Staff awareness of statutory equality duties is renewed through training and new staff members are provided with equality briefing notes as part of their induction process. Northern Ireland Screen closely monitors participation in its programmes mainly through the use of equal opportunity monitoring questionnaires. This method continues to provide robust information on the section 75 profiles of individuals engaging with Northern Ireland Screen. Where monitoring has indicated an underrepresentation, we have taken action to specifically target groups and we are starting to see an increase in numbers.

Equality action plans/measures

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

Actions completed:	7	Actions ongoing:	9	Actions to commence:	1
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Please provide any details and examples (*in addition to question 2*):

Seven of the measures have been fully completed within 2016-17 and during 2017-18 plans are in place to implement these again for a further year. These include further development of a new entrant scheme funded by the Ulster-Scots Broadcast fund, increase the percentage of local crew and heads of department in productions based in NI, further expansion of the Digital Film Archive for the tape digitisation phase with British Film Institute Digitisation project, and continue to drive and develop the quality of Film Club activity in deprived areas.

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*):

None

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)*

- 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:

None were undertaken in period.

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

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

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:

None in the period.

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

- Yes No Not applicable

Please provide any details and examples:

PART A

14 Was the consultation list reviewed during the 2016-17 reporting period? (*tick one box only*)

Yes No Not applicable – no commitment to review

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

[Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]

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

None

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

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

n/a

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

Yes No concerns were raised No Not applicable

Please provide any details and examples:

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

representation of disabled applicants, BME and gender groups. However, we are seeing an increase in numbers applying in each of the last few years.

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 Equality Scheme includes a commitment to developing an effective training programme for all staff to raise awareness of current anti-discrimination legislation and the statutory equality duties, whilst also providing employees with the necessary skills and knowledge to do this work effectively. Section 75 training entitled 'Being Fair, Being Inclusive' was held for all staff during 2015. A series of interviewing and recruitment training schemes will be set up in 2017-18 for all staff involved in this area.

- 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:

Training is delivered by recognised industry professionals and is evaluated by staff to ensure that the desired outcomes are achieved so that any future training remains relevant.

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**:

Northern Ireland Screen has a well-designed, informative website which is updated regularly. This has acted as the focus for our communication activities for several years. In recent years we have developed our communication strategy to focus on improving the use of social media through Facebook and Twitter and have seen a marked increase in the numbers of people who are accessing organisation information and services.

The organisation operates a publication scheme which gives public access through the website to a wide range of documents relating to section 75 duties.

To ensure equality of opportunity in accessing information we provide information in alternative formats on request and for those whose first language is other than English we will arrange translation on request. We work to ensure publications are jargon free and in plain English.

No requests were received in 2016-17.

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:

Section 3: Looking Forward

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

The scheme was approved by the Equality Commission in April 2013. Work will commence on a new scheme during 2017-18 completing with the new organisation strategy which will run from 2018-2022.

- 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)*

We will commence consultation with stakeholders as early as possible in the development of the new scheme. We will consider the accessibility and format of every method of consultation we use to ensure that we remove any barriers that may exist. Consideration of how we communicate with people with disabilities and minority ethnic communities will be a key part of the consultation process and to assist us in this we will make use of existing good practice guidance.

We will ensure that consultees will have ample and equal time to respond. We will ensure that information will be available in alternative formats where requested.

We will ensure that those individuals involved in consultations have adequate and up to date training to carry out the consultations.

- 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

PART A

- Nothing specific, more of the same
- Other (please state):

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

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

10

Fully achieved

6

Partially achieved

3

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			
Regional ^{iv}			
Local ^v			

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

	Training Action Measures	Outputs	Outcome / Impact
1			

PART B

2			

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

	Communications Action Measures	Outputs	Outcome / Impact
1	Review of the accessibility of the Northern Ireland Screen website and explore opportunities to increase accessibility to disabled people.	Website redesigned in 2016-17 including annual review of content.	The website was redesigned. The format is clear, easy to use and more accessible. It is user friendly and simple to navigate. All of the main areas of activity are included in clear sections. The website is AA compatible.
2	Consider the application of plain English to all Northern Ireland Screen public documents.	Standard applied to all new documents as they are developed.	New documents have been developed and no complaints have been received from users.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1			
2			

PART B

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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	Ensure that the locations where our public events are held continue to be fully accessible to disabled people	As and when events are organised.	External events are inclusive and accessible.
2	Ensure that a signer is available at public events where requested by invitee.	As and when events are organised.	All events have access to a signer if requested.
3	Continued awareness among staff of the need to provide information on parking for disabled people when planning public events	As and when organised	All events have parking facilities information offered to disabled people when requested.
4	Include emergency evacuation procedures in relation to disabled people in health and Safety training via disability equality training	Training modules updated	H&S policy reviewed and updated. Staff awareness increased. Part of new staff induction.
5	Ensure all reasonable adjustments for staff if needed are completed in a timely manner and are appropriately monitored.	Adjustments made as requested and required.	Review with individual staff members.
6	Tailor the delivery of Digital Film Archive presentations to ensure that individual with disabilities are not disadvantaged during the presentation.	Presentations tailored for specific needs where required or requested	All presentations tailored where requested.

PART B

7	Review all monitoring procedures to ensure that information about disabled people is captured and in sufficient detail.	No changes required in year.	No changes required in year.
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3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Support the Vision 2020 UK initiative which seeks to address the needs of blind and partially sighted people.	Continue to engage with DCAL/DfC and seek opportunities where possible to end exclusion for blind and partially sighted people	Better inclusion	Ongoing activity
2	Increase engagement with organisations representing disabled people to increase awareness of impending training courses, employment opportunities.	As the opportunities arise	More opportunity for disabled people to access the industry	Ongoing activity. Measure in place including Access Shorts programme.
3	Engage with Autism NI to explore ways to improve communication with individuals with ASD	Increased knowledge amongst staff	Improved communication methods	Ongoing. Staff training on interviewing candidates with ASD completed in 2016. Companies working in gaming/interactive sector invited to attend training on ASD issues.

PART B

4	Engage with Autism NI to improve access for individuals with ASD	List of improvements	Improved access	Ongoing. Staff training in interviewing candidates with ASD completed in prior year.
5	Engage with specialist disability organisations to determine the range of training and support the organisations can provide to Northern Ireland Screen when specific training is required for either an individual with a disability or colleagues of the individual with the disability.	Ongoing as required	Improved support to disabled individuals	Ongoing.
6	Engage with special education schools to increase awareness of Northern Ireland Screen's Film Clubs	Ongoing annually with launch of new academic year.	More schools engaged with Film Club.	Continuing.

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

	Action Measures not met	Reasons
1	Consult with Disability Action on the best way to involve people with disabilities in the implementation and review of Northern Ireland Screen's DAP.	Last DAP completed in November 2015. Consultation will take place on next DAP in 2017.
2	Explore further opportunities for work experience placements for a disabled person.	No applicants declared a disability on placements taken up in the period.

PART B

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

Section 75 monitoring returns. No changes made in 2016-17

(b) Quantitative

Section 75 monitoring returns.

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

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

No

Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			

PART B

4			
5			

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

None. A new plan will be created in 2017-18 with the development of the new strategy.

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