

**Annual Progress Report 2008/2009 on  
Section 75 of the NI Act 1998 and  
Section 49A of the Disability Discrimination Order (DDO) 2006  
to the Equality Commission for Northern Ireland**

**By the**



**June 2009**

Name of public authority

Northern Ireland Social Care Council  
7th Floor, Millennium House  
Great Victoria Street  
Belfast  
BT2 7AQ  
Tel: 028 9041 7600  
Fax: 028 9041 7601  
Website: [www.niscc.info](http://www.niscc.info)

Equality Officer

Caroline Cumberland (Committee Clerk / Business Support Officer)  
email: [Caroline.Cumberland@nisocialcarecouncil.org.uk](mailto:Caroline.Cumberland@nisocialcarecouncil.org.uk)

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## **S75 Executive Summary**

*What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?*

NISCC has designed new engagement and participation mechanisms for those impacted by its work. Two new fora have been put in place: the Participation Group (bringing together users and carers to influence, advise and challenge the Council) and the Registrants Committee (to advise and represent those registered with the NISCC).

In order to improve equality of opportunity with regards to access to information, NISCC embarked on a systematic review. The review has identified a series of information materials to be provided in translation and in formats accessible to users with a disability.

The NISCC is currently revising the PRTL requirements for Social Workers and will issue a Consultation document on new PRTL arrangements in 2009/10. Following this consultation, it is the NISCC's intention to revise the guidance for PRTL for all Registrants, taking into account the issues raised in the Screening report, including further guidance on what constitutes PRTL.

*What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?*

NISCC will commission the translation of an agreed set of information materials into minority languages and the production of materials in accessible formats for people with a disability.

Two major pieces will form the focus of NISCC's work in mainstreaming equality in policy/service development: progressing the EQIA on the 'Conduct Process' and carrying out the screening of new proposals to revise the 'Post-Registration Training & Learning Requirements' in line with the DHSSPS strategy.

NISCC and its partners – represented by the Equality Unit – will continue their participation in a regional working group focusing on promoting equality for people from lesbian, gay and bisexual backgrounds in relation to both the workplace and health and social care services.

*Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3:*

The actions identified in the screening report on 'Renewal of Registration' will be taken forward in 2009/10.

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief		
Persons of different political opinion		
Persons of different racial groups		
Persons of different age		
Persons with different marital status		
Persons of different sexual orientation		
Men and women generally		
Persons with and without a disability		
Persons with and without dependants		

## **Section 1: Strategic Implementation of the Section 75 Duties**

*Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2008-09.*

The NISCC is committed to providing equality of opportunity and promoting good relations, and as a result, equality objectives were included in its 2008-09 business plan.

The Council continues to work in close partnership with colleagues from the HPSS Agencies and Special Bodies consortium on equality.

The NISCC continued to roll-out the Disability Action Plan. Year 2 objectives included encouraging participation of disabled people in public life.

The NISCC has endorsed its Bullying and Harassment policy and training for management and staff will be rolled-out in 2009-10.

The NISCC also collaborated with the Equality Unit and other partnership Agencies in the development of an information resource for line managers, focusing on making reasonable adjustments for staff members with a disability.

A number of staff have attended equality, disability and screening training over the past year. The new e-learning package, 'Discovering Diversity', has been made available to staff and a full roll-out of the training programme will take place in 2009/10.

The NISCC Screening Policy was developed and endorsed by Council in July 2008. This policy aims to ensure that the NISCC complies with its statutory requirements in relation to Section 75, is able to provide evidence of compliance, takes into account fairness and equity when implementing new policies, and demonstrates consistency in all areas of decision-making.

The NISCC established a policy working group to review all of the corporate policies. As part of this process, all revised policies were screened using the NISCC Screening Policy template. The policies reviewed and screened in 2008/09 are detailed in Section 2.

The screening of the NISCC policy on 'Renewal of Registration' was completed with the formal consultation on the screening report and subsequent publication of the final screening report.

## **Section 2: Screening**

*Please provide an update of new/proposed/revised policies screened during the year.*

The screening of the NISCC policy on 'Renewal of Registration' was completed with the formal consultation on the screening report and subsequent publication of the final screening report.

The NISCC is revising the PRTL requirements for Social Workers and has issued a Consultation document on new PRTL arrangements. This consultation also includes recommendations about the future PRTL requirements for those who experience "exceptional circumstances", including those on long-term sickness and maternity leave. Following this consultation, it is the NISCC's intention to revise the guidance for PRTL for all Registrants, taking into account the issues raised in the Screening report, including further guidance on what constitutes PRTL. During 2008/09, the NISCC undertook an audit of Registrants' PRTL and has identified exemplars of good practice which will be used in developing further guidance. The NISCC has also updated PRTL information on the website and regularly provides advice and guidance to Registrants regarding appropriate activities for PRTL.

In September 2006, the Department of Health, Social Services and Public Safety (DHSSPS) published its Development and Training Strategy 2006-2016 for Personal Social Services. In it, targets for qualified social workers were set:

"From 2009, all new social work registrants and re-registrants will be working towards or hold relevant accredited training or qualifications appropriate to job role and associated with continuing registration." (p.16)

To meet these targets, revisions to the Post-Registration Training & Learning requirements set by NISCC are necessary. Preparations for a consultation exercise on NISCC's proposals to this end commenced in the last quarter of 2008/2009. In this context, initial steps to screen the proposals were taken. It is planned that the screening exercise is completed in 2009-2010.

In line with commitments arising from the Five-Year Review of its Equality Scheme, the organisation took action to drive the mainstreaming of screening by delivering tailored training to staff involved in policy- and decision-making (see Section 4).

Title of policy subject to screening	Was the <u>F</u> ull Screening Report or the <u>R</u> esult of initial screening issued for consultation?  <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Y</u> es/ <u>N</u> o	Is policy being subject to EQIA? <u>Y</u> es/ <u>N</u> o? If yes indicate year for assessment.
'Renewal of Registration: Training and Learning Requirements'	F (stand-alone report)	No	No
Post-Registration Training and Learning Requirements for Social Workers – Proposals for New Requirements*			
Code of Conduct for Staff*			
Gifts and Hospitality*			
Room Hire Agreement*			
Screening Policy*			

\* The three-month consultation on the outcomes of these screenings will take place in 2009/10.

### **Section 3: Equality Impact Assessment (EQIA)**

*Please provide an update of policies subject to EQIA during 2008/09, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2009-10.*

#### ***EQIA Timetable – April 2008 - March 2009***

<b>Title of Policy EQIA</b>	<b>EQIA Stage at end March 09 (Steps 1-6)</b>	<b>Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.</b>
“Regulation of Social Workers, Social Care Workers and Student Social Workers: Conduct Process”	2	

*Where the EQIA timetable for 2008/09 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.*

Following the publication of the final report on the in-depth screening of the NISCC policy on “Renewal of Registration”, resources were re-focused on the EQIA. The EQIA is concerned with a vital role of the organisation as a regulatory body: to investigate and address concerns about a social care worker’s standard of conduct or practice. Initial data collection commenced in the final quarter of 2008/2009.

#### ***Ongoing EQIA Monitoring Activities – April 2008-March 2009***

n/a

#### ***2009-10 EQIA Time-table***

n/a

## Section 4: Training

*Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.*

A total of 28 members of NISCC staff participated in the joint training programme, designed and delivered by the Equality Unit on behalf of NISCC and its partners. In addition to 19 staff trained in tailored sessions on screening, nine individuals participated in training sessions, as outlined in the table below:

*Table 1: Training Figures 2008/2009*

<b>Equality Awareness</b>	<b>Screening</b>	<b>Disability Awareness</b>	<b>Sexual Orientation</b>
4	19	4	1

A new module on human rights was designed for integration into both equality awareness and screening training in order to reflect the growing importance of human rights issues in the health and social care arena and the development of the new integrated HSC screening tool.

The equality awareness, disability awareness and screening training are evaluated on an ongoing basis and reviewed in light of any suggestions/comments made by participants.

NISCC and its partners commissioned Tony Stevenson, an experienced trainer sourced via Stonewall Scotland, to deliver a dedicated session focusing on sexual orientation. The training was aimed at policy makers and senior managers, Human Resources managers in particular. Learning outcomes were defined relating to (1) having an understanding of the legislation relating to sexual orientation (*anti-discrimination and Section 75*) (2) being aware of particular health and social care needs (such as resulting from high rates of self harm, eating disorders and attempted suicide, and a greater likelihood to be a smoker, take drugs and consume more alcohol) and (3) being able to explore and negotiate personal concerns regarding service delivery, particularly where personal conflict arises due to religious belief with the potential to impact on service delivery.

Utilising a range of case studies, the session promoted a rights based approach and placed an emphasis on managers developing and implementing strong leadership skills.

Given the pilot nature of the session, the training was evaluated in depth. It revealed that 90% of participants felt that the training met its overall aims very well or well. When asked how valuable the training was personally, 90% of participants answered extremely valuable or valuable. Importantly, they felt that the session was very open and created an environment in which they felt comfortable to raise and discuss issues. They described it as eye-opening, thought-provoking, interesting, enjoyable and engaging. Respondents stated that they intended to discuss the content with their line manager with a view to advising their senior management team of the session, and that they would revisit and further examine the issues raised during the session.

## **Section 5: Communication**

*Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.*

As in previous years, the NISCC's annual report included a dedicated section on progress in relation to the promotion of equality and good relations.

Following the completion of the consultation on the screening of NISCC's policy on the 'Renewal of Registration', the organisation published a screening report, which outlined the approach taken, impacts identified and actions to be taken to promote better equality of opportunity in relation to the policy. The report was placed on the homepage of the organisation's website. In addition, the outcome was communicated to employers and Section 75 groups directly via email and/or by letter.

## **Section 6: Data Collection & Analysis**

*Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75.*

*Please outline any use of the Commission's Section 75 Monitoring Guide.*

The NISCC and its partners fed into the process of developing a new monitoring form for recruitment, standardised across Health and Social Care organisations to capture data on all Section 75 groups. The forms were introduced in March 2009. A re-surveying exercise of existing staff to fill data gaps and harmonise datasets is scheduled for 2009/2010 in close coordination with HSC Trusts.

The Professional Advisers collect data on the Degree in Social Work and Practice Learning from the Universities, Degree Partnership Office and Designated Practice Learning Providers. The data is in relation to applications, enrolments, student progression and Practice Learning Opportunity provision. Gender and age bands are tracked, however no other categories within Section 75 are collected. In 2009/10 the NISCC will be working towards improving the data collection systems with stakeholders to both enhance accuracy and minimise duplication, which is one of the recommendations of the Review of the Degree in Social Work.

## **Section 7: Information Provision, Access to Information and Services**

*Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.*

The NISCC, with support from the Equality Unit at the Central Services Agency, undertook a review of access to information, taking learning from a report by the Social Policy Research Unit of the University of York (Sept '06) 'Scoping Review on Access to Information about Social Care Services'.

The review involved consideration of information on the work of the NISCC that might be of greatest interest to service users and carers, particularly those whose first language is not English and those with a disability. Five publications were prioritised:

1. Introduction to NISCC
2. Code of Practice Promotional Leaflet
3. NISCC Corporate Complaints Leaflet
4. How to complain about a registered social care worker
5. NISCC Code of Practice

An action plan was drawn up to translate the above documents into the top six languages as identified from statistics reported by the NI Regional Interpreting Service for 2008 (Polish, Lithuanian, Portuguese, Chinese Complex, Chinese Simplified and Slovak).

The NISCC will engage with disability and ethnic minority groups to seek views on the proposed action plan in Q1 2009/2010.

The NISCC likewise continued to be represented by the Equality Unit on regional initiatives to progress work on the provision of information in accessible formats.

A first update of 'Health and Social Care in Northern Ireland', an information resource targeted at those new to Northern Ireland, was completed. In addition, the booklet was translated into a further three languages (Arabic, Tetum, and Simplified Chinese), bringing the total of translated versions to 16. All materials are available as pdf files via the internet.

The regional partnership also undertook work to integrate the procurement of translation and interpreting services into a new composite contract. Following the development of specifications, which drew on the learning from the delivery under previous contracts, the tender process took place in the autumn of 2008. The contract was eventually awarded in three lots: (1) face-to-face interpreting in cases where demand cannot be met by the HSC-internal interpreting service (2) telephone interpreting and (3) translations. Two suppliers, both based in Northern Ireland, were successful in relation to the first lot; a sole supplier provides telephone interpreting services and four companies were selected to provide translation services.

Following the award of the contract, NISCC has put arrangements in place for swift access to all three types of services.

The regional coordination of work on accessible formats was progressed by securing nominations from both communication and equality professionals to set up a new HSC-wide Steering Group. The overall purpose of the group is to progress the provision of written information in accessible formats by HSC organisations in Northern Ireland: to develop and agree regional principles, standards, and priorities for the provision of accessible information; to coordinate work across the region; and to support HSC organisations in tackling inequalities of access to information at local level. A first meeting of the group has been scheduled for the first quarter of 2009-2010.

Following feedback from service users and the public on accessibility of the NISCC website, the NISCC researched options to enable screen reader software on the site. The contract for Browsealoud services is scheduled to be awarded in Q1 of 2009/10.

## **Section 8: Complaints**

As in previous years, the NISCC did not receive any complaints under the terms of Section 75. If any complaints are received, they are directed to NISCC's Complaints Manager, who reports and monitors the level of complaints on an annual basis.

## **Section 9: Consultation and Engagement**

*Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.*

During the year, the NISCC significantly expanded its arrangements for involving stakeholders in their work. Two important fora were set up:

### (1) Participation Group

The role of the group is to influence the work of NISCC; to advise NISCC on engagement with stakeholders; and to challenge NISCC on its effectiveness of user/carer engagement.

### (2) Registrants Committee

The forum is made up of representatives from NIPSA, UNISON, the British Association of Social Workers and a student representative. Its role is to provide advice and representation to the Council on registrants' views and issues relating to social care registration and regulation.

NISCC and its partners revised its approach to drafting documents for the annual joint consultation exercise on the outcomes of screening. For the first time (1) a summary of policies was produced in plain English and (2) dedicated consultation materials were drafted for children and young people, including a letter and consultation questionnaire tailored to this target group. The aim of these changes was to improve the accessibility of the materials – and thus to enable and encourage a wider range of individuals to provide feedback.

Despite these efforts, however, participation in consultation exercises conducted by the consortium remains low. Only two organisations responded.

A range of factors may play a role herein, some related to the limited capacity of consultees to respond and the fact that public authorities effectively compete for consultees' time to provide feedback.

## **Section 10: The Good Relations Duty**

*Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.*

*Please outline any use of the Commission's Good Relations Guide.*

Collaborative working across Health and Social Care organisations during the year saw the initial steps of the roll-out of the diversity e-learning programme, 'Discovering Diversity'. The e-learning programme addresses diversity issues in an interactive and engaging manner; it aims to encourage HSC staff to understand the importance of appreciating difference by challenging inherent motivation on fairness, stereotyping and groupthink.

The Equality Unit, on behalf of NISCC, along with representatives from a range of HSC organisations have worked with AurionLearning to develop a portfolio of materials for use in marketing the resource; a one-page information sheet on the resource, to be inserted into induction packs for all new HSC staff, a five page flyer to provide information to anyone interested in using or promoting Discovering Diversity, a short video to illustrate highlights of the package to staff and a press release to be used in organisational and external publications.

Full roll-out of the programme will be implemented during 2009-2010. NISCC intends to promote uptake of the programme in the coming year, and will report on numbers of staff trained in next year's Annual Review of Progress.

## **Section 11: Additional Comments**

As in previous years, NISCC and its partners, supported by the Equality Unit, engaged in several initiatives to promote good practice.

First and foremost, the Unit led on the development of an **information resource for line managers**, focusing on **making reasonable adjustments for staff members with a disability**. The manual provides guidance as to what a 'reasonable adjustment' is, what is considered 'reasonable', examples of reasonable adjustments, when and where an adjustment should be

considered, and health & safety considerations in the context of reasonable adjustments. In line with the practical approach of the resource overall, it includes a step-by-step guide on making reasonable adjustments.

The resource was developed with input from a range of internal (such as Human Resource and Occupational Health professionals) and external stakeholders. Several voluntary sector organisations provided comments and suggestions on a draft version of the document. These will be reviewed and incorporated accordingly. Finalisation of the manual is scheduled for the first quarter of 2009/2010.

Moreover, a ***disability accessibility checklist for use when commissioning and facilitating training*** has been developed by the Unit and adopted by NISCC and its partners. The list includes prompts on access to training venues and car parking, accessibility of training materials, whether the trainer has been trained in disability issues, whether alternative methods of training delivery have been considered to meet the needs of individual staff with a disability etc.

The consortium also sought to progress on ***mainstreaming equality in the procurement of goods and services***. Taking on board good practice examples including the Department of Finance and Personnel and Unison, and incorporating legal advice from the CSA Directorate of Legal Services, the Equality Unit drafted a wording for inclusion in all procurement contracts. The aim is to ensure that contractors

- are contractually bound to comply with all applicable fair employment, equality of opportunity and anti-discrimination legislation
- use their best endeavours to ensure their employees do not engage in acts of harassment of employees of the HSC organisation
- take all reasonable steps to ensure the observance of the provisions by all agents, employees, consultants and sub-contractors.

Engagement with the Regional Supplies Service for the HSC to plan and agree the role out of the integration of the wording in all contracts is scheduled for the first quarter of 2009/2010.

Finally, the NISCC and its partners also participated in key Section 75-related consultation exercises, including a written submission to the ECNI consultation on the Draft Guide to the Implementation of Section 75.

**Annual Report April 2008/March 2009**

**'Disability Duties' Questions**

**1. How many action measures for this reporting period have been?**

14

2

3

Fully  
Achieved

Partially  
Achieved

Not  
Achieved

**2. Please outline the following detail on all actions that have been fully achieved in the reporting period.**

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
National <sup>3</sup>			
Regional <sup>4</sup>			

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<sup>1</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

<sup>2</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

<sup>3</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>4</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
Local <sup>5</sup>	Continue to maximise benefits of partnership working.	<p>The NISCC, along with a range of HSC agencies and special bodies, carried out a joint consultation on the screening outcomes of all policies screened from April 07 – March 08. Consultees included a wide range of disability groups.</p> <p>For the first time a summary of policies was produced in Plain English in order to widen accessibility to those with mild learning or literacy difficulties.</p>	<p>The joint approach to consultation maximises resources for HSC agencies and special bodies, but more importantly maximises resources for disability organisations through receiving a single consultation document as opposed to numerous documents.</p> <p>2 consultation responses were received. (See Section 9 of S75 Annual Review of Progress for further discussion on the consultation.)</p>

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<sup>5</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

Level	Public Life Action Measures	Outputs <sup>1</sup>	Outcomes / Impact <sup>2</sup>
	Representative groups are informed of adverts for public life positions	Specific groups were sent notification of the recruitment of Conduct Committee members, which included NICVA and our Participation Group (which is made up of 7 members from a users and carers background)	Applications were received from persons with disabilities.
	Mentoring schemes/ temporary placements for disabled people	No further progress.	

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

	Training Action Measures	Outputs	Outcome / Impact
1	Review ongoing Disability Awareness Training programme to ensure Disability Duties are incorporated. (Year1 and ongoing)	Equality Awareness Training (delivered by the Equality Unit at the Central Services Agency) and Disability Awareness Training (delivered by KM Associates) continue to include new duties.	Staff trained in Equality Awareness Training and Disability Awareness Training are aware of the new Disability Duties.  For related training figures see S75 Review of Progress.
2	Include question regarding the needs of trainees with a disability in all training evaluation forms.	Evaluation forms continue to include disability needs question.	No disability related issues were highlighted in the review of all training evaluations for the reporting period.
3	Carry out review to ensure training methods and materials meet the needs of people with disabilities (Year 1 action) – the review led to	Training Checklist developed by consortium of agencies and special bodies, convened by the Equality Unit at the Central Services Agency, and	Training sessions and events organised during reporting period presented no barriers for disabled people.

	Training Action Measures	Outputs	Outcome / Impact
	the design in Year 2 of an additional action measure, namely development of a Disability Training Checklist to be used when co-ordinating any training session or event.	implemented within the NISCC.	
4	Promote positive attitudes towards disabled people through inclusion and positive portrayal of disabled people in Diversity e-learning package; on the one hand positive images of disabled people as used in interactive exercises, and on the other hand increased visibility of disabled people through inclusion of a disabled character in a video scenario, which	E-learning programme adopted by the NISCC and made available to staff.	For related training figures see S75 Review of Progress.

	Training Action Measures	Outputs	Outcome / Impact
	involves consideration of the needs of the disabled person. The aim of the training resource is to promote positive staff attitudes towards diversity and to encourage appropriate behaviour in line with all equality legislation.		
5	In order to eliminate bullying and harassment, ensure that managers are trained in dealing with issues sensitively and appropriately in accordance with Equality Commission/ Labour Relations Agency publication on 'Harassment and Bullying in the Workplace'	The NISCC Harassment, Bullying and Intimidation Policy was endorsed and implemented which incorporates disability.	Staff have been made aware of the policy.

	Training Action Measures	Outputs	Outcome / Impact
	Training and information provided to staff to ensure they are confident in reporting issues and concerns.	The Policy is provided to all new staff at induction; the policy is also available on our intranet for all staff to access.	Training will be rolled-out during 2009/10.

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 current status and examine the adequacy of existing structures in place for enabling disabled people to provide constructive input into public policy and the way in which the organisation carries out its functions. <u>(Consultation)</u>	The NISCC, through the Equality Unit at the Central Services Agency, met with a range of disability groups (RNIB, Disability Action, Cedar Foundation) and Help the Aged, to ascertain communication needs of people who are blind or partially sighted; in terms of preferred formats (Braille,	It is hoped that this exercise will facilitate improved communication for service users and staff who are blind or visually impaired.

	Communications Action Measures	Outputs	Outcome / Impact
	Establish how disabled stakeholders, e.g. service users, those involved in public life positions etc., wish to be communicated with.	<p>Daisy, Audiotape etc.), formats of written materials (font type, size, style etc.), website best practice, and how best to disseminate information to recipients – email, via voluntary organisations, by post, articles in relevant publications etc.</p> <p>The Equality Unit is in the process of drawing up a list of actions to address the points raised at the meeting; the NISCC will take learning from this action list with a view to implementing all possible actions in Year 3 of The Plan.</p>	
2	In relation to the action measure above, develop a consultation list of disability organisations.	Disability consultation list drawn up and adopted by all agencies and special bodies.	The adopted list facilitates a more efficient process of engagement with disability related organisations on relevant issues.
3	Action plan to be monitored, reviewed and reported on annually to	The disability duties are brought to the attention of the Council on a regular basis, not	Council level awareness of and reflection on the Duties.

	Communications Action Measures	Outputs	Outcome / Impact
	Equality Commission in Section 75 Annual Review of Progress	least through the approval of the Annual Review of Progress.	
4	Add disability to agenda for all equality quarterly meetings (Year 1 and ongoing)	The duties continue to be an agenda item at the quarterly equality meetings of the consortium of agencies and special bodies.	The duties are given due priority in the advancement of the equality agenda as a whole.
5	Review internal/external communication policies.	Consultation is planned for developing the NISCC 3-year Communications Strategy for 2010-13 to include engagement with all stakeholders	Progress will be reported on an annual basis.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Action in this area is scheduled for Year 3 of the Action Plan.		
2			
3			
4			

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	Develop a guide for managers on reasonable adjustments for staff with a range of disabilities.	Guide developed by consortium of agencies in consultation with disability groups, trade unions and relevant professionals, e.g. Occupational Health, in February 09.	Impacts will be realised on implementation of the guide during year 3 of Plan.
2	Add emphasis to disability in equality screening process, by adding specific question(s) relating to disability duties to screening proforma.	<p>Screening Proforma includes question relating to the new Disability Duties. Screening Training, delivered by the Equality Unit at the Central Services Agency, includes the new duties.</p> <p>There were no disability related policy changes identified as a result of screening.</p>	For Screening Training figures, see S75 Review of Progress.

3	Ensure that the appropriate level of disability equality competencies are incorporated within the knowledge and skills framework, and integrated into performance management.	Implementation of KSF has been delayed due to circumstances beyond our control.	This will be taken forward in 2009/10.
4	Investigate scope for creating opportunities for involving disabled people in public life positions, e.g. formation of a disability working group to involve disabled people in policy decision making, or to include disabled people in existing user groups, and remove barriers to participation in such public life positions.	The Participation Group was launched in December 2008.	People with disabilities are contributing to the formulation and review of the NISCC policies.

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

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	<p>In order to eliminate bullying and harassment, ensure that managers are trained in dealing with issues sensitively and appropriately in accordance with Equality Commission/ Labour Relations Agency publication on 'Harassment and Bullying in the Workplace'.</p> <p>Training and information provided to staff to ensure they are confident in reporting issues and concerns.</p>	<p>The NISCC Harassment, Bullying and Intimidation Policy was endorsed and implemented which incorporates disability.</p> <p>Staff are made aware of the policy.</p>		<p>Appropriate training for management and staff to be delivered in 2009/10.</p>

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<sup>6</sup> **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
2	Ensure that the appropriate level of disability equality competencies are incorporated within the knowledge and skills framework, and integrated into performance management.	The process for the implementation of KSF was started during 2008/09.		Implementation of KSF has been delayed due to circumstances beyond our control. This will be taken forward in 2009/10.

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

	Action Measures not met	Reasons
1	Consider introducing robust mechanisms to capture changes in employee circumstances relating to disability (in acknowledging sensitivities, information to be volunteered by employee rather than asked for by employer)	It is intended to encourage staff to provide information on change of disability status in conjunction with the launch and implementation of the Guide for Managers on Making Reasonable Adjustments in Year 3 of the Plan.

	Action Measures not met	Reasons
2	Mentoring schemes/ temporary placements for disabled people	The NISCC will liaise with the BSO Equality Unit and HR to progress this issue in Year 3 of the Plan.
3	Review internal/external communication policies.	Consultation is planned for developing the NISCC 3-year Communications Strategy for 2010-13 to include engagement with all stakeholders.

Progress will be on basis.

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

Quarterly report from Complaints Department to identify and review disability related complaints. Disability accessibility question added to evaluation forms for all types of training. Review of training evaluations to identify and where possible rectify any areas for improvement.

Quarterly equality meetings with consortium of agencies presents arena for monitoring progress against Disability Action Plan.

(b) Quantitative

Quarterly training reports provide information on number of staff trained per quarter.

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6. As a result of monitoring progress against actions, has your organisation either:
- made any **revisions** to your plan during the reporting period or
  - taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes.

Please delete: No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			

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

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