

## Probation Board for Northern Ireland



### Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

**Contact:**

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

Please insert link or details here

**Signature:**

A rectangular box containing a handwritten signature in black ink that reads 'Gillian Robinson'.

**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 2018 and March 2019**

## **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 2018-19, 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.*

- PBNI has built in Equality Monitoring for its service users into the new electronic case management system. This is due to be in place by August 2020. This is major step forward for PBNI in relation to more accurate and useful management information.
- A DVD (as a tool for staff) was made with a focus on older victims, and the impact of offending on them given their vulnerability. In addition, staff are focusing on offenders who specifically target older victims. Whilst it is not possible to measure this indicator within the limitations of PBNI's current electronic case management system (PIMS), the new Case Management system (2020) will have a mechanism for capturing this information, enabling identification of offenders who particularly target vulnerable groups, including older people.
- A review of Hate Crime Legislation currently underway in the Department of Justice and PBNI are actively participating
- PBNI are delivering interventions that address domestic violence where this has been identified, and hasn't become a matter for the court, with the aim of proactively reducing domestic violence in the North West of Northern Ireland. This has now been rolled out to all Trust areas across NI.
- An intervention, called Accepting Differences, has been designed for service users motivated by hate to challenge their motivation & examine the impact of their offences. The requirement to make appropriate referrals to Accepting Differences has been incorporated into PBNI's Practice standards.
- PBNI has drafted, consulted and implemented a Menopause Guide for staff and managers that is modelled on best practice drawn from public and private sectors which has been positively received largely due to its practical focus.
- Staff were encouraged to participate in Community Relations Week to build greater awareness of cultural difference and the importance of promoting good relations between the communities in Northern Ireland. A recent event held in PBNI on 17 September with a particular focus on Domestic Violence. Many community groups were invited to participate, and did participate, in this event.

- Probation is committed to best practice in all aspects of its work, this includes improving face to face communication with service users and the public who have communication difficulties.

The Probation ACE Risk and Needs Profile shows that of our Service users, **46%** have mental health issues, **72%** have emotional wellbeing issues and **25%** have interpersonal/ Social skill issues.

Staff recently completed awareness training delivered by the NOW Group, a Belfast based social enterprise supporting people with learning difficulties and autism into jobs with a future. The NOW Group run an initiative called the Just A Minute, or JAM card. The JAM Card allows people with a learning difficulty, autism or communication barrier to tell others they need 'Just A Minute' to gather their thoughts discreetly and easily.

- The Enhanced Combination Order (ECO) commenced in the North West on 1 October 2018 since which time 5 ECOs have been imposed with several assessments pending. This has assisted in highlighting the abiding principal of the Enhanced Combination Order in that it is an alternative to short custodial sentences which research indicates have less impact on reoffending rates and therefore the number of victims being created.

Working with partner agencies, including **Barnardo's**, **Victim Support NI** and **Restorative partners**, PBNI provide a comprehensive work plan designed to engage offenders in offence focused work with a particular emphasis on victim inclusion where appropriate. This commences at the pre-sentence stage where identifiable victims are offered an opportunity to comment on the type of work placement the defendant should undertake and whether they would be willing to participate in a restorative intervention.

Service users are also offered an appointment with PBNI Psychology and referred to employment services through the NIACRO Working Well project.

As with any other initiative, PBNI's delivery of ECO will be fully evaluated, not just to simply reflect statistics but also the personal journeys of those involved and the impact of the ECO intervention on their general decision making. ECOs are also currently available to judges in Newtownards, and Armagh and South Down court areas.

- The Probation Board hosted a seminar held on 'Rehabilitation' under the theme of Justice in Transition that was well attended with representatives from across the political, government, and voluntary/community sectors. This is the first of a series of seminars and focused on how mental health interventions and Probation Programmes contribute to rehabilitation. Professor Siobhan O'Neill, from Ulster University, and Doctor Geraldine O'Hare, from Probation,

gave presentations on mental health issues to be addressed within the criminal justice system before a very engaging questions and answers session.

Prof. Siobhan O'Neill's presentation was titled "Rehabilitation: Towards Zero Suicide" and focused on the relationship between Trauma and Suicidal behaviour. She talked about mental illness, substances, and information about treatments. Importantly, she emphasised that connectedness with others can prevent suicidal action, while defeat and entrapment are important predictors of suicide. The professor's presentation also introduced the concept of Zero Suicide, which is a commitment to suicide prevention in health and behavioural health care systems, and also a specific set of tools and strategies.

Dr Geraldine O'Hare's presentation, titled "Addressing Offender Mental Health in Northern Ireland: A Problem Solving Approach", focused on those with poor mental health being within the Justice System and how it affects offending behaviours. Dr O'Hare highlighted the state of mental health in Northern Ireland pointing out that Northern Ireland has the highest rates of mental health issues in UK, affecting 1 in 4 people and that 50% of 18-25 year olds experience mental health problems.

Northern Ireland has the highest rates of self-harm and suicide rates in the UK. This is compounded with conflict and trauma related problems. It was highlighted that amongst offenders there were high rates of mental health problems, substance misuse, and self-harm/suicidal tendencies and that offenders have highly complex needs. Dr O'Hare outlined that following the Bamford Report, there was a new focus on mental health needs within the criminal justice system. Dr O'Hare also outlined the development of Problem Solving Justice which the Department of Justice is leading on and the roll out of Problem Solving Courts, including Substance Misuse Courts and Domestic Abuse Courts.

- PBNI is partnering with Extern on an exciting new 'Positive Learning' project. The project will create 12 new jobs and is the first of its kind in the North West helping to support people who find themselves on the margins of society, including people who are disadvantaged, homeless, have an offending history, are long-term unemployed, or who are refugees. The project which aims to improve good relations and enable reintegration into society, has been awarded €1.88m EU funding from the PEACE IV Programme, managed by the Special EU programmes Body (SEUPB).

Within the project, adults from diverse religious and cultural backgrounds are being brought together to help improve good relations. Areas explored in the project include community, prejudices, identity, and diversity. Skills development will also be on offer to support participants as they reintegrate into their respective community. Participants in the programme will be offered training activities in new skills to benefit the community and to assist them in

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gaining employment, including Electrical installation, Carpentry, ICT, Horticulture, Manual Handling and Catering, during a 26-week programme.

The Project is being delivered within the Letterkenny, Carndonagh, Buncrana, Limavady and Derry/Londonderry catchment areas. Project partners include The Probation Service Northern Ireland, Northern Ireland Prison Service, TIDES Training and Consultancy, The Probation Service Ireland, and the Irish Prison Service.

- 2 Please provide **examples of outcomes and/or the impact of equality action plans/ measures in 2018-19** (or *append the plan with progress/examples identified*).

**Marital Status**

Deliver a Perpetrator Programme as part of the Domestic Violence Problem Solving Court in the North West; contribute to the evaluation of the Programme. Interventions that address domestic violence where this has been identified within offending with the aim of reducing domestic violence in the North West of Northern Ireland has now been rolled out to all Health Trust areas with one programme being run in each area by PBNI.

Probation was delighted to have been awarded the Workplace Charter Platinum Award on domestic violence at ONUS's 9th annual awards ceremony held in November hosted by Lisburn and Castlereagh Borough Council.

ONUS was established in 2007 by Women's Aid. It is a social enterprise which supports Women's Aid to fulfil its strategic aims and contributes to its social and economic sustainability. The Award's ceremony highlighted the importance of tackling domestic violence and abuse in our society, communities, churches, schools as well as in the workplace.

Probation has won the Gold Award for a number of years now with the focus being on how the organisation assists and supports Probation staff in situations of domestic violence.

This year Joanne Wilson (HR) and Kate Tyrell (ISU Programmes Manager) were delighted to attend the event to receive the Platinum Award. This was also for Probation's overall strategy in tackling domestic abuse in the wider societal context and partnerships with other agencies in developing programmes to challenge perpetrator behaviour whilst safeguarding partners and family members.

In the assessment by Onus, best practice of PBNI was recognised in terms of our core functions and organisational ethos being a zero-tolerance approach to domestic violence and abuse, the core focus on early intervention and prevention where possible and the organisational policy and procedures reflecting our desire to tackle the complicated issues within this field.

**Ethnic Minorities, Disabled, LGBT, Catholic/Protestant (Hate Crime)**

The Accepting Differences programme is a suite of interventions available to staff to challenge Offenders motivated by hate to receive an intervention designed to challenge their motivation & examine the impact of their offences. The requirement to make appropriate referrals to Accepting Differences has been incorporated into standards and therefore has become mainstreamed into the everyday work of the PBNI.

**Ethnic Minorities, Older people, Women, LGBT, Disabled and Faith Communities – Victims of Crime**

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PBNI has identified an objective to increase the number of victims from minority groups that use the PBNI Victim Information Scheme. This scheme provides ongoing support to victims through the provision of relevant information about the supervision of the victim's offender. PBNI is now proactive in approaching all victims offering the opportunity to register with the Victim Information Scheme.

Everything Probation does is about preventing victims of crime. Probation's work challenges offending behaviour including often for the first time, confronting the impact the crime has had on the victim. Through community service, victims can have a say in what type of work an individual completes and we have developed a partnership with Victim Support Northern Ireland specifically in relation to Enhanced Combination Orders.

PBNI is working to enhance rehabilitation through the establishment of service user forums which enable service users to give feedback about the services that probation provides. One forum is for victims who are registered with Probation's Victim Information Scheme. This forum enables victims of crime to have a say in how services are being delivered. It is absolutely essential that victims' voices are heard and that we want victims to be able to tell us how services can be improved.

### **Men and Women & Marital Status**

PBNI staff were encouraged to participate in Community Relations Week to build greater awareness of cultural difference and the importance of promoting good relations between the communities in Northern Ireland. This year's event focused on Domestic Violence held in L&D.

### **Multi-Identity – Young, Men**

Aspire is a Probation led project, that works with marginalised young men aged 16-30, who are at risk of becoming involved or further involved in criminality and supports them to resist negative influences. Under Aspire, Probation works in partnership with the Community and Voluntary sector to prevent and reduce offending and enable young men to develop their capacity. The project is aimed at ending the harm caused within local communities, includes specific interventions regarding substance misuse, personal development and promotion of lawfulness. The Aspire project has three constituent parts: -

- I. A dedicated Probation Team for young men under PBNI supervision.
- II. A mentoring programme for young men, under PBNI supervision, leaving prison or those in the early stages of their community sentence. The service is provided by NIACRO.
- III. For young men who are not in the formal criminal justice system, a range of community based interventions, including restorative justice approaches. NIACRO also deliver this service, working closely with accredited restorative justice organisations – Community Restorative Justice Ireland and NI Alternatives.

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**3** Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? *(tick one box only)*

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

Please provide any details and examples:

- During the 2018-19 substantial progress has been made in the purchase and design of a new Electronic Case Management System. This system will have a specification that will enable the capture of equality monitoring data that can be collected and analysed to inform policy and practice in the future.
- PBNI continue to partner with NIACRO who have been successful in their European Regional Development Fund application for funding to provide the 'GET REAL' project until 2020.

The Get Real Project is a restorative intervention which will be offered to individuals involved in offending motivated by hate and prejudice, their victims and those vulnerable of committing these actions to acknowledge the hurt and damage caused and to move forward with greater understanding and hope.

- The project consists of 3 strands:  
Strand 1: "Get Real about Justice", Trained practitioners (Certificate in Restorative Practices) will work individually with offenders & victims to prepare for a facilitated restorative meeting.  
Strand 2: "Get Real about Identity", this is a 8 week group programme for those at risk of perpetuating hate crimes. Clients are eligible to complete strand two without undergoing strand one. This is also a cross border initiative.  
Strand 3 'Get real about Society' training to challenge criminal justice agencies across Ireland to promote diversity and equip staff to model appropriate behaviour
- Please also note sections 1 & 2.

**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:

If the case management system is delivered in accordance with the specification, this will enable PBNI to collect equality data on equality categories not previously captured to analyse outcomes for our service users and this in turn will inform policy and practice.

**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):*
  
- 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):*

PBNI has been seeking to extend routine equality monitoring of offenders since it was first introduced in manual format in June 2010. An electronic solution using our new electronic case management system will mainstream the collection of this information and give PBNI the ability to analyse outcomes as needed.

## 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 2018-19 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:

PBNI's Equality Managers job description specifically reflects responsibility for the delivery of section 75 targets for each year.

Role profiles within PBNI were revised to include 'Respect for Diversity' as a key competency for many roles across the organisation. This competency includes the

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following commitments that are scaled according to a person's role within the organisation: -

Example: - *'Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural, and racial differences.'*

Another key requirement for staff is to *'promote equality and diversity and human rights in working practices.'*

5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 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:

Compliance with section 75 is part of the performance plan for the Deputy Head of HR (Equality Manager) for 2018-19. This included ensuring that PBNI's Section 75 Annual Progress Report is written & submitted on time, equality screening are quality assured and equality screening reports are issued to consultees.

6 In the 2018-19 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, 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 2018-19 report
- Not applicable

Please provide any details and examples:

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**Equality action plans/measures**

7 Within the 2018-19 reporting period, please indicate the number of:

Actions completed:  Actions ongoing:  Actions to commence:

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

Please see the attached Equality Plan Update that is supplied along with this report for an update against all Equality Plan actions.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Not Applicable

9 In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 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:

PBNI has maintained contact with its equality consultees throughout 2018-19 and has provided regular equality screening reports to consultees via email and also placed on [PBNI's website](#). In response to our GDPR obligations, PBNI contacted all our equality consultees to ask for their consent for PBNI to contact them in relation to PBNI's equality

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issues. We had a good response however it has reduced our list of consultees to are around 40 people and organisations. However, PBNi has now set in place service user consultation groups to provide qualitative feedback in relation to policy development and equality and diversity issues.

**12** In the 2018-19 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:

During the reporting period 2018-19 there were fewer policy reviews and therefore there was a much reduced need to consult externally.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

- Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2018-19 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)**

<https://www.pbni.org.uk/guide-information/priorities/equality-screening-reports/>

<https://www.pbni.org.uk/guide-information/priorities/equality-impact-screenings/>

<https://www.pbni.org.uk/guide-information/priorities/equality-diversity/>

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

9
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**16** Please provide the number of assessments that were consulted upon during 2018-19:

9	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:

Screening impact assessments were conducted on 9 policies, all of which were revised policies that had previously been equality screened. All policies concerned internal HR, Finance and Health and Safety policies that have been fully consulted with internal and external stakeholders.

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

Yes       No concerns were raised       No       Not applicable

Please provide any details and examples:

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

**19** Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? (*tick one box only*)



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PBNI introduced the ability for our staff to view and update a limited range of their equality monitoring information via HR's ESS system. This has led to an improvement in the quality of monitoring information held for staff.

### 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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

- A summary of the Equality Scheme is available to all staff and hosted on PBNI's Intranet.
- A full version of the scheme was placed on the Equality & Diversity Pages on PBNI's Intranet.
- All staff are given e-learning training on section 75 as part of their induction into the organisation.
- Bespoke desk training is given to all staff involved in conducting section 75 equality screenings.

PBNI developed its own bespoke 'Equality at Work' e-learning course. This is a mandatory course for all staff that seeks raise awareness of the Probation Board's Equal Opportunity & Dignity at Work policies by giving practical information to assist understanding about how these policies affect individual staff.

**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:

- PBNI's bespoke Equality at Work e-learning course has been completed as a mandatory course by all staff. The course requires a minimum pass mark of 80% to demonstrate understanding of the materials presented in order to complete.

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

**26** Please list any examples of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation to access to information and services:

PBNI's new Changing Lives App was officially launched in October 2016 and has continued to be developed in 2018-19. This app is a new solution to an equality issue identified in the Equality Action plan to ensure that easy read materials are accessible to service users. The app provides information on a wide range of information that is useful to offenders as well as information about PBNI's victim information scheme.

Changing lives is the first app developed specifically to help offenders in Northern Ireland to desist from crime and become rehabilitated. Available on both Android and iOS it enables offenders who have problems with their mental health or addictions to identify

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their problems and find support. It offers advice on how to overcome problems with addictions and signposts people to appropriate services. People who believe they are at risk can also directly ring the Samaritans or Lifeline from the app. Over 70% of people on probation supervision have an addiction to alcohol or drugs. Over 30% have a mental health issue. Therefore we hope this app is a useful tool in assisting their rehabilitation.

The app also features a journal so that those on probation can keep track of any issues in their lives and share their progress or any challenges they face with their probation officer. A contacts section of the app enables people to ring directly through to probation staff as well as out of hours GP services and others. This app will also be of benefit to those who want more information about the services provided by PBNI. We know that engaging with service users is extremely important; we hope that this app will assist our engagement with this group.

**Complaints (Model Equality Scheme Chapter 8)**

27 How many complaints in relation to the Equality Scheme have been received during 2018-19?

Insert number here:

0
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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:

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)*

There will be a major consultation exercise to identify the priorities for PBNI from 2020 onwards. There will also be a focus on implementing our new equality monitoring arrangements.

30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2018-19) reporting period? *(please tick any that apply)*



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- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

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**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

0  
Partially achieved

0  
Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

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

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	We will actively seek engagement with disabled people as part of service user feedback.  PBNI will request that during the recruitment of new Board members that the Department of Justice will encourage people with disabilities to apply.	Service User Survey in 2015 was equality monitored to identify if disabled service users had any significant differences in their experience of PBNI.  PBNI requested that the Department include specific welcoming statement ref Disabled applicants	The Service user survey did not identify any specific significant issues for disabled service users.  New Board appointed, however PBNI does not have access to DoJ appointed board members equality data.
Regional <sup>iv</sup>	PBNI will review its Recruitment Policy with a view to ensuring that no barrier exists to prevent people with disabilities from successfully applying.	New recruitment policy was published with expanded detail on disability.	Disabled people will have better opportunity to apply and be successful in recruitment competitions.

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Local <sup>v</sup>		
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2(b) What training action measures were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	All managers were required to attend mandatory sickness absence management training delivered by PBNI's Human Resources Department March and April 2018.	All managers made aware of programmes designed to assist people with disabilities to remain in work through schemes such as the Workable Scheme.	Managers are now aware of the assistance available to their staff to help in managing both mental health and physical disabilities.
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	PBNI has developed and published an award winning smartphone app that is designed for service users specifically.	Service users have ready access to easy read information about PBNI along with emergency contact details and a range of emergency medical contact information.	The app is designed to be a support to all service users and especially those who are vulnerable. The app also allows service users to journal their thoughts using emoji's to discuss with their probation officer or health care professionals.
2			

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	PBNI will request that during the recruitment of new Board members that the Department of Justice will encourage people with disabilities to apply.	PBNI encouraged DoJ to use a welcoming statement in the selection process for new Board members in 2015.	As equality monitoring data is not held by PBNI we cannot fully assess if this action has been successful.
2			

**2 (e) Please outline any additional action measures that were fully achieved other than those listed in the tables above:**

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	N/A		

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2			

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	N/A			
2				

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

	Action Measures not met	Reasons
1	N/A	
2		

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**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**

In 2018 PBNI organised several service user groups to gather information from those who have experienced PBNI services first hand.

**(b) Quantitative**

The following disability profile information was gathered as part of PBNI's Service User's Survey 2015. PBNI's new Case Management system will be able to provide up to date information from 2020 onwards.

<b>Disability</b>	<b>None</b>	<b>314</b>	<b>52%</b>
<b>(n=608)</b>	<b>Physical Impairment</b>	<b>51</b>	<b>8%</b>
	<b>Mental Health Condition</b>	<b>210</b>	<b>35%</b>
	<b>Learning Disability / Difficulty</b>	<b>74</b>	<b>12%</b>
	<b>Sensory Impairment</b>	<b>9</b>	<b>1%</b>
	<b>Long Term Illness</b>	<b>68</b>	<b>11%</b>
	<b>Other</b>	<b>22</b>	<b>4%</b>

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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?

N/A

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
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?**

No – PBNI will develop a new Disability Action Plan in 2020.

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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.