

# EQUALITY COMMISSION FOR NORTHERN IRELAND

## Public Authority 2013 – 2014 Annual Progress Report on:

- **Section 75 of the NI Act 1998 and**
- **Section 49A of the Disability Discrimination Order (DDO) 2006**

This report template includes a number of self assessment questions regarding implementation of the **Section 75 statutory duties** from *1 April 2013 to 31 March 2014 (Part A)*.

This template also includes a number of questions regarding implementation of **Section 49A of the DDO** from the *1 April 2013 to 31 March 2014 (Part B)*.

Please enter information at the relevant part of each section and ensure that it is **submitted** electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his / her absence, the Deputy Chief Executive to the Commission **by 31 August 2014**.

In completing this template it is essential to focus on the application of Section 75 and Section 49. This involves progressing the commitments in your equality scheme or disability action plan which should lead to outcomes and impacts in terms of measurable improvement for individuals from the equality categories. Such outcomes and impacts may include changes in public policy, in service provision and/or in any of the areas within your functional remit.

### **Name of public authority**

The Charity Commission for Northern Ireland
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### **Equality Officer**

Policy and research officer Charity Commission for Northern Ireland 257 Lough Road Lurgan, Craigavon BT66 6NQ
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# **Part A: Section 75 Annual Progress Report 2013 - 2014**

## **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?

*The year 2013/14 was one of significant progress for the Charity Commission for Northern Ireland (the Commission) with the launch of compulsory charity registration in December 2013, the preceding registration pilot with representative test groups, and implementation of the results of the full public consultation on our public benefit guidance and registration guidance. We also consulted on an interim reporting programme for registered charities and launched the associated programme guidance. Finally, this was also a year of growth for the Commission as new posts were created, recruited for, and appointed.*

*All associated policy developments involved a written analysis of the policy's effects on equality of opportunity, good relations and the disability duties. Prior to launching compulsory charity registration, the Commission undertook a pilot exercise with 20 representative organisations including those working with individuals with a disability, older people, younger people, and religious groups. We have taken learning from these organisations on board in reviewing our processes. We have also invested considerable thought and resources into making our new procedures as accessible as possible, providing information in a range of formats and recruiting representative helper groups to provide additional support. We have held a range of events across this period, and at every one, we have made sure accessibility needs were considered and invited feedback from participants.*

*To ensure the mainstreaming of equality into the work of the Commission all staff received internal training on the equality and disability duties. Each team also held a follow up session to identify how these would be incorporated into the work of that team. Equality was also incorporated by each team into the risk assessments which they conduct. The Commission incorporated an introduction to equality, the disability duties and the equality scheme and action plan into the induction process for new staff. Understanding of equality and disability duties was also added to the training needs analysis which is undertaken annually by staff.*

*An internal system was developed to enable the Commission to monitor the implementation of the equality scheme and action plan and to monitor our*

*response to charities and members of the public. This consists of a monthly review of equality being undertaken by all programme and project teams and a quarterly report on equality sent to the Senior Management Team (SMT). The quarterly report includes a list of policies developed in the quarter, screening decisions and information on any screening that has been undertaken, with rationale posted on the website. These posts include a statement that further information is available on request.*

*A dedicated equality page was added to the Commission's website and equality continues to be integrated across the work of the Commission with the full endorsement of the SMT and Board of Commissioners. For example, built into the Commission's corporate plan as a key objective is the delivery of the integrated equality scheme and action plan, and a commitment to equality and good relations in the work place and in service delivery.*

*Finally, the work of the Commission in promoting public trust and confidence in charities, through the creation of an accessible and transparent register of charities, is a very positive step in helping to promote equality of opportunity and good relations more broadly. The online register of charities will be populated by organisations working with specific S75 groups as well as those generally promoting equality and human rights. When producing a summary report on applications to register as a charity in Northern Ireland, the Commission includes a section on equality considerations, noting both positive and potentially negative issues, either making best practice recommendations or highlighting organisations established to improve equality of opportunity and good relations.*

## **Outcomes**

*The outcome of these developments has been strongly positive, however, the Commission is still a relatively new organisation and much of what we do now will have impact in years to come.*

*Tangibly, we can point to overwhelmingly positive feedback from events and training held as endorsing our efforts to be an open and accessible organisation. We have received no complaints in line with our equality scheme in this period. Our internal training for staff attracted 100% positive feedback in terms of empowering staff to understand more about equality of opportunity and good relations.*

*Through the regular equality assurance undertaken at project and programme teams we have ensured that all decision making has been evidence based and resulted in no negative impacts on individuals or organisations with specific S75 characteristics.*

- 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?

*In accordance with the integrated equality scheme approved in April 2013, the Commission will continue to take forward the action plan which sets out the main initiatives designed to promote equality of opportunity, good relations, positive attitudes towards people with disabilities, and the participation of people with disabilities in public life.*

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

- *undertaking a consultation on our participation strategy which will seek input from across the S75 categories and includes efforts to identify/contact those who are seldom heard from; individuals as well as organisations.*
- *developing an equality questionnaire to enable us to undertake statistical analysis to identify underrepresented groups in terms of charity trusteeship and/or registration. We intend to use this tool to improve outcomes in terms of equality of opportunity and good relations and also to encourage the participation of people with a disability in public life.*
- *developing equality guidance for charity trustees. This guidance will alert charity trustees to where equality law and charity law intersect and also encourage them to attempt to improve outcomes in terms of both the good relations duty and the promotion of opportunities for those with disabilities to engage in public life.*
- *continuing to provide a written analysis, for all new policies, of the policy's effects on equality of opportunity, good relations and the disability duties.*
- *continuing to provide training for staff and Commissioners on the equality and disability duties including promoting the participation of people with a disability in public life.*
- *further developing the equality training plan for all staff, elements of which are already in place, for example at induction and on the training needs analysis.*

- *reviewing our communications, customer charter, website and other materials to include positive and non-stereotyped images, for example, not always representing disability as a person using a wheelchair.*

*In the coming year, we will continue to seek advice and guidance from the Equality Commission for Northern Ireland.*

### **New / Revised Equality Schemes**

- Please indicate whether this reporting period applies to a new or revised scheme and (if appropriate) when the scheme was approved?

*This reporting period applies to a new scheme which was approved on 24 April 2013.*

### **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 2013-14.

*We have set out progress against the key actions in the approved equality scheme action plan. These are attached as a table at Appendix 1. These actions have been used to inform key objectives in the Commission's corporate and business plans. For example, the 2013-16 Corporate Plan specific aim 6.2b is to "deliver the Equality Scheme and Action Plan commitment to equality and good relations in the workplace and in service delivery."*

*A number of performance indicators in the action plan were predicated on compulsory charity registration launching in Spring 2013 however registration did not actually begin until December 2013. Further, the Commission did not have a full complement of staff until late 2013.*

***The table attached at Appendix 1 sets out the Commission's intended actions, performance indicators and progress against them.***

## **Section 2: Examples of Section 75 Outcomes / Impacts**

Given the renewed focus of Section 75 aiming to achieve more tangible impacts and outcomes and addressing key inequalities; please report in this section how the authority's work has impacted on individuals across the Section 75 categories. Consider narrative in the following structure:

- **Describe the action measure /section 75 process undertaken.**
  - **Who was affected across the Section 75 categories?**
  - **What impact it achieved?**
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- Please give examples of changes to policies or practices using **screening or EQIA**, which have resulted in **outcomes or impacts for individuals**. If the change was a result of an EQIA please indicate this and also reference the title of the relevant EQIA.
  - Please give examples of **outcomes or impacts on individuals** as a result of any **action measures** undertaken as part of your Section 75 action plan:
  - Please give examples of **outcomes or impacts on individuals** as a result of any **other Section 75 processes** e.g. consultation or monitoring:

*The Commission uses the screening framework provided by ECNI to equality assure all our work. Each project/programme team considers equality assurance on a monthly basis. Follow up activities are recorded and, where appropriate, solutions implemented and assessed. An equality report is submitted to SMT on a quarterly basis. Through these mechanisms we can identify and address issues in a timely manner and ensure any potential inequalities are addressed. For example, the Commission identified through equality assurance that the online application system for charities applying to register would only accept trustee details for trustees aged 18 and over. Under company law, directors of companies, including charitable companies, can be aged 16. This potential inequality was identified and addressed prior to the launch of registration.*

*The Commission deals primarily with organisations rather than individuals, however where we do deal with individuals the Commission ensures all*

*materials, information and events are accessible. In our communications we also ask to be informed of any special circumstances and a process is in place to deal with requests for information in alternative formats.*

*Compulsory charity registration commenced in December 2013. Applications for registration are completed and submitted using an online form. We undertook an extensive equality assurance of the online system itself, and the decision to make the process purely electronic. In doing so, we developed a process whereby individuals with specific accessibility requirements can request a paper application form and a copy of all associated guidance notes from the online system to ensure that the same information can be accessed.*

*During this time we received 9 requests for paper application forms. No paper forms were issued as the rationale for the request arose from a preference rather than an inability to use the online system. A network of helper groups, which have received training from the Commission, are also available to assist people in these circumstances.*

*Between January and March 2014, we received 54 responses to an online questionnaire which was available to be completed voluntarily by those who had submitted an online registration application. Of those 54, 20% were aged 66 years and over, with a further 26% being in the 56-65 years age bracket. More men than women had completed the survey, 56% compared with 42%. One individual indicated that English was not their first language. 57% of those respondents found the online registration system 'very easy' or 'fairly easy' to use compared to 26% who found it 'very difficult' or 'fairly difficult'. With still relatively small numbers, we will continue to monitor this information closely as more is gathered, and identify where we can take feedback on board to improve the ease with which the online system can be accessed and used.*

*During this same period we received 1 request concerning our Irish Language Code of Courtesy. The correspondence was successfully conducted in both English and Irish. No request for translated materials was received.*

*We also received a comment from a wheelchair user concerning difficulty with independent movement in our building due to the lack of touch pads at the doors. The Commission office is not a public building in that visitors do not 'drop-in' but are invited here for meetings and /or training. The front doors of the building are automatic and there is a lift to the first floor. All visitors must ring the bell to gain entry and this bell can be reached by a wheelchair user. Once in the office, visitors are in either the interview room, board room or the corridor where the doors are not automatic. The staff member greeting a visitor can assist with these doors. The door to the*

*accessible toilet, while not automated, is accessible, in that it opens outwards.*

*The individual concerned left positive feedback on their experience of a training workshop with the Commission, however we took the decision to pass this information to Accommodation services at the Department for Social Development (the Commission's sponsor department) and received confirmation that current arrangements are appropriate. We will, however, continue to monitor the physical accessibility of our services.*



### **Section 3: Screening**

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

<b>Title of policy subject to screening</b>	<b>What was the screening decision? E.g. screened in, screened out, mitigation, EQIA...</b>	<b>Were any concerns raised about screening by consultees; including the Commission?</b>	<b>Is policy being subject to EQIA? Yes/No If yes indicate timeline for assessment.</b>
12 supporting documents on the 12 descriptions of charitable purpose	Out	No	No
Annual Monitoring return regulations	Out	No	No
Guidance for unincorporated charities	Out	No	No
Guidance on consents for charitable companies	Out	No	No
Interim reporting programme guidance for charities	Out	No	No
Interim reporting programme: internal processes	Out	No	No
Legal programme and manuals	Out	No	No
Public benefit requirement statutory guidance	Out	No	No
Purposes and public benefit toolkit	Out	No	No
Registering as a charity guidance	Out	No	No
Registration programme: internal processes	Out	No	No
Running your charity guidance	Out	No	No

**Section 4: Equality Impact Assessment (EQIA)**

Please provide an update of policies subject to EQIA during 2013-14, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2014-15.

- EQIA Timetable: April 2013 - March 2014

Title of Policy EQIA	EQIA Stage at end March 2014 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals and the relevant Section 75 categories due to be affected.
N/A	N/A	N/A

Where the EQIA timetable for 2013-14 (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.

*No policy was screened in for an EQIA during April 2013 - March 2014.*

- Ongoing EQIA Monitoring Activities: April 2013- March 2014

*There are no ongoing EQIA Monitoring Activities April 2013 – March 2014*

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
N/A	N/A	N/A

Please outline any proposals, arising from the authority’s monitoring for adverse impacts, for revision of the policy to achieve better outcomes for the relevant equality groups:

**(Enter text below)**

N/A

## 2014-15 EQIA Timetable

*There are no ongoing EQIAs due to be commenced between April 2014 – March 2015.*

<b>Title of EQIAs due to be commenced during April 2014 – March 2015</b>	<b>Revised or New policy?</b>	<b>Please indicate expected timescale of Decision Making stage i.e. Stage 6</b>
N/A	N/A	N/A

### **Section 5: 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.

*In October 2013 100% of staff attended an annual internal training session outlining the S75 duties of the Commission and the disability duties. Follow up sessions were held with each team to highlight their commitments in the equality scheme and action plan. Teams fed back that the training helped them to understand how to integrate equality considerations into their day to day work.*

*One of the Commission's legal advisers attended external training on equality with the Department for Social Development. The legal adviser fed back that the training supported the Commission's approach.*

*The statutory equality, good relations and disability duties form part of the induction training for new staff.*

### **Section 6: 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.

*The Commission communicated progress on delivery of the S75 duties during the year by setting up a dedicated equality page on the website and commencing the publication of quarterly screening reports. The website received 40,694 unique visitors between April 2013 and March 2014.*

*Communication and engagement with a range of stakeholders was also achieved through the delivery of presentations, seminars and workshops. Feedback has been extremely positive, for example, 87% of registration workshop attendees rated the accessibility of events as excellent or good, with a further 10% rating them as average.*

*Additionally, we have engaged with representative stakeholders on a 1 to 1 basis, for example during the registration pilot phase, to communicate our intentions regarding service delivery and obtain feedback, specifically relating to our S75 and disability duties.*

## **Section 7: 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, including the needs and experiences of people with multiple identities.

*During this period, the Commission commenced development of an equality questionnaire intended to gather information from charities at the point of registration. Development will continue during the next reporting period. In the interim, a voluntary feedback questionnaire was used to obtain information including on the equality characteristics of individuals using the online registration system.*

*Additionally, procedures were established to log and monitor all requests for special circumstances, including those from individuals seeking a paper application form for registration, or requesting information in alternative formats.*

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

*Between April 2013 and March 2014 the Commission recruited 18 staff. The ECNI S75 Monitoring Guide was used to monitor these recruitment exercises. Categories from the guide have also been used in the design of the Commission's feedback questionnaires.*

## **Section 8: 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 Charity Commission conducts its business primarily through email and, in keeping with government policy, the compulsory charity registration application process is an online system. The Commission has a process through which paper applications can be requested and criteria against which these requests are assessed. Of 9 requests for paper applications, all have been resolved without issuing a paper application. Clients also have access to telephone and textphone.*

*The Commission also runs workshops for charities that have been called forward to apply to register. All invitations to training ask participants to inform the Commission of any special circumstances, so that reasonable adjustments can be made. The Commission only uses venues which are physically accessible and, as far as possible, that have a built in loop system. A3 copies of materials are taken to each training session. The timing and location of workshops are planned to take into account those with caring commitments, accessibility needs and other S75 considerations.*

*The Commission follows the Department for Social Development Code of Courtesy for Irish and Ulster Scots.*

*Finally, the Commission continued to maintain the accessibility of the website and built equality considerations into the specifications when beginning the process of developing a new website.*

## **Section 9: Complaints**

- Please identify the number of Section 75 related complaints:
  - received and resolved by the authority (including how this was achieved);
  - which were not resolved to the satisfaction of the complainant;
  - which were referred to the Equality Commission.

*The Charity Commission did not receive any S75 related complaints between April 2013 and March 2014.*

## **Section 10: Consultation and Engagement**

- Please provide details of the measures taken to enhance the level of engagement with *individuals* and representative groups during the year.
- Please outline any use of the Commission's guidance on consulting with and involving children and young people.

*The Commission recognises the importance of effective consultation with all stakeholders in the development or review of policies, processes and guidance. During this reporting period, the Commission undertook a pilot registration exercise, a full public consultation on interim reporting requirements for registered charities, launched an initiative to attract and train helper groups, and involved representative critical friends in the review of draft external guidance.*

### **Registration pilot phase**

*Representative groups were recruited to pilot the Commission's online registration system. Feedback was gathered using questionnaires and a group feedback session. Groups represented included those working with older people, younger people, people with disabilities, ethnic minority communities and religious groups.*

### **Consultation**

*The Commission held five consultation events in the Autumn of 2013. The consultation was open for 12 weeks. Participants had a range of options to provide feedback including an online survey, attending events, sending comments by post, and individual meetings. We considered the accessibility and format of every method of consultation in order to remove any barriers to engagement. Following the close of the consultation, we sent a consultation report document to all respondents, to identify to them where their feedback had been taken on board and acknowledge their input. We continually update our consultation database and seek permission from individuals to retain their details.*

### **Helper groups and critical friends**

*The Commission worked with representative helper groups and critical friends to disseminate information through wider networks and gather feedback. Groups are targeted to ensure a network covering the full range of S75 characteristics. We are aware that individuals with particular S75 characteristics may find it more challenging than others to engage directly with the Commission and we hope to use our networks to communicate*

effectively and receive feedback in ways suited to the needs of our stakeholders.

## **Section 11: 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.

*As the new independent charity regulator in Northern Ireland, we recognise that the charity sector plays a very important role in the transition to a more equitable society where good relations are firmly embedded. The charitable purposes set out in the Charities Act (Northern Ireland) 2008 include the advancement of equality and human rights, the relief of those in need by reason of age, youth, disability, and the advancement of religion. We are aware of the specific role we have to encourage work that is intended to promote good relations and better achieve equality of opportunity for individuals from different backgrounds.*

*The Equality Commission's Good Relations Guidance was used to inform the development of the Commission's participation strategy, preparations and planning for the launch of compulsory charity registration and the consultation in interim reporting requirements. Going forward, in the development of equality guidance for the charity sector, the Good Relations Guide will be a key tool.*

## **Section 12: Additional Comments**

- Please provide any additional information/comments.  
**(Enter text below)**

## **Part B: 'Disability Duties'** **Annual Report 1 April 2013 / 31 March 2014**

*The Commission has an integrated equality scheme and action plan which means that we have reported on our S75 obligations and disability duties above, and in the table at Appendix 1. This approach was discussed with and approved by the Equality Commission in advance (9 June 2014).*

*We intend to encourage the participation of people with disabilities in public life through collecting and disseminating information about the involvement of people with disabilities as charity trustees across the charity sector. Currently, some relevant information is being captured in the post registration survey. This will be extended once the equality questionnaire can be rolled out, gathering information from charities as they register, both on their beneficiaries and their trustees.*



## Appendix 1: 2013-14 progress against planned actions

	Actions	Performance indicator	Progress
1	<p><b>Policy development</b> at all levels will involve a written analysis of the policy's effects on equality of opportunity. Where a detrimental effect is identified the analysis will include consideration as to whether this can be mitigated.</p>	<p>Written analysis of impact of policies will be made available on request</p> <p>100% of emerging and adopted policies will be equality screened and a screening template published on our website</p>	<ul style="list-style-type: none"> <li>• 100% of new and revised policies equality screened</li> <li>• monthly review at project/programme meetings</li> <li>• quarterly screening reports on website. More information available on request</li> </ul>
2	<p>Develop an <b>equality information management and collection system</b>. Need to encourage and promote completion of equality monitoring data.</p>	<p>Research information on clients and stakeholders in place</p> <p>Results of equality information / monitoring published</p> <p>Timescale 18 months after commencement of registration</p>	<ul style="list-style-type: none"> <li>• equality questionnaire drafted and going through approval process</li> <li>• post registration questionnaire available in the interim</li> <li>• registration commenced in December 2013</li> </ul>
3	<p>Hold an annual <b>internal equality workshop</b> to discuss equality issues in order to further develop our approach.</p>	<p>Action points resulting from equality focus group</p>	<ul style="list-style-type: none"> <li>• general workshop on equality duties held for all staff on 29 October 2013</li> <li>• followed up by each team holding discussions on action points relevant to that team</li> </ul>

	Actions	Performance indicator	Progress
4	SMT will monitor implementation of this strategy and champion equality at a team level.	SMT minutes	<ul style="list-style-type: none"> <li>quarterly equality reports reviewed by SMT</li> <li>on regular SMT meeting agenda for consideration</li> </ul>
5	Incorporate equality into <b>risk assessment of investigations</b> to ensure the issue is considered, recorded and evidenced.	Quarterly assurance check of investigations programme	<ul style="list-style-type: none"> <li>assurance checks carried out monthly</li> <li>equality section has been completed for 100% of investigation risk assessments</li> </ul>
6	Incorporate equality into <b>risk assessment of casework</b> to ensure that all decisions are considered, recorded and evidenced	Quarterly assurance check of casework programme	<ul style="list-style-type: none"> <li>assurance checks carried out monthly and recorded on a tab of the action plan</li> <li>equality considered at point of risk assessment</li> <li>equality section is completed in all registration summary reports</li> </ul>
7	Develop and maintain <b>links with ECNI</b> to ensure that the Commission is kept up to date with developments in the law and policy on equality and diversity We will include a statement on equality in our Annual Report which will be approved by the Board of Commissioners.	Results of our Section 75 annual progress report sent to ECNI	<ul style="list-style-type: none"> <li>annual report to ECNI September 2013</li> <li>meeting with ECNI liaison officer, J Lenaghan, 21.02.14</li> <li>equality referenced in annual report, key sections in corporate and business plans, statement on website and commitment in all published guidance</li> </ul>

	Actions	Performance indicator	Progress
8	<p>Explore and develop routes of <b>engagement</b> and other possible sources of information that could provide an <b>evidential base for our decision-making</b>.</p> <p>Input sought from a range of charities from across the diversity strands in all engagement activity and stakeholder consultations.</p>	<p>Input to research high level strategy</p> <p>Collation of baseline data; annual review</p>	<ul style="list-style-type: none"> <li>• research strategy in development</li> <li>• work with critical friends and helper groups ongoing</li> <li>• expanding consultation database</li> <li>• have a participation strategy that will be consulted on in next reporting period</li> <li>• positive event feedback</li> <li>• programme evaluations and lessons learned undertaken</li> </ul>
9	<p>Promote and ensure charity Board and employee diversity – (within our remit).</p>	<p>Evidence of charity best practice through networks and umbrella bodies</p>	<ul style="list-style-type: none"> <li>• post-registration questionnaire implemented, collection of data ongoing</li> <li>• representative groups recruited for registration pilot exercise</li> </ul>
10	<p>Equality is owned throughout the organisation and all staff know the Commission's equality duties. Develop equality training plan for all staff.</p>	<p>100% of staff trained in equality and diversity (in-house training)</p> <p>Results of staff satisfaction survey</p>	<ul style="list-style-type: none"> <li>• staff training delivered on 29 October 2013</li> <li>• 100% attendance</li> </ul>
11	<p>Ensure accessibility of information for all individuals (with particular regard to</p>	<p>Customer survey feedback</p>	<ul style="list-style-type: none"> <li>• materials and information accessible online and through a hard copy on</li> </ul>

	Actions	Performance indicator	Progress
	Section 75 groups).		<ul style="list-style-type: none"> <li>request and consideration of special circumstances</li> <li>special circumstances requested and a process in place to deal with requests for information in alternative formats</li> <li>feedback forms available at all events / training</li> <li>positive feedback received</li> </ul>
12	Our customers / clients are treated fairly and with respect.	Customer feedback surveys with a target of 95% satisfaction	<ul style="list-style-type: none"> <li>of the responses to the post-registration survey to end March 2014, 93% found their contact with the Commission to be very or fairly helpful</li> <li>we will aim to further improve on this figure in the coming year</li> </ul>
13	Provide translations and transcriptions of publications on request.	Number of requests for translation responded to	<ul style="list-style-type: none"> <li>no requests for translation</li> <li>one request for sight of our Irish language code of courtesy policy which was given</li> </ul>
14	Staff & Commissioner training on disability equality.	Annual review of training	<ul style="list-style-type: none"> <li>annual equality training delivered to 100% of staff</li> <li>equality on training needs analysis for all staff and Commissioners</li> </ul>

	Actions	Performance indicator	Progress
15	Website review re images and further promotion of disabled people. Monitor accessibility of website for those with disabilities.	Customer feedback surveys with a target of 95% satisfaction	<ul style="list-style-type: none"> <li>communications reviews equality assurance monthly as part of the corporate services team</li> <li>new website currently under development to improve on accessibility and ease of navigation</li> </ul>
16	Develop future arrangements for reporting on public opinion surveys to identify awareness amongst people with disabilities.	Survey conducted Timescale: following registration	<ul style="list-style-type: none"> <li>registration opened in December 2013</li> <li>post registration survey in place</li> <li>research strategy currently in development</li> </ul>
17	Include information on programme of work in Annual Report and publish on website in line with publication scheme.	Annual report	<ul style="list-style-type: none"> <li>2012/13 annual report published on website in line with publications scheme, as are corporate and business plans</li> <li>2012/13 annual report noted key development of integrated equality scheme</li> </ul>
18	Internal round table workshop on relevance of disability duties to charity legislation and development of outcome measures and monitoring arrangements.	Action points from round table workshop Following approval of Equality Scheme by Equality Commission for Northern Ireland	<ul style="list-style-type: none"> <li>undertaken October 2013</li> <li>monthly equality assurance within each team</li> <li>monitoring programme developed and in place</li> </ul>
19	Review of the Charity Commission for Northern	Publication of updated Audit of Inequalities annually	<ul style="list-style-type: none"> <li>equality scheme and action plan approved in Quarter 1</li> </ul>

	Actions	Performance indicator	Progress
	Ireland's Action Plan and Audit of Inequalities.	Quarter 3 as part of business planning process Publication of updated Action Plan annually Annually in Quarter 1	and scheme and plan published on website <ul style="list-style-type: none"> <li>• regular audit undertaken</li> <li>• monthly equality assurance at programme and project teams</li> </ul>