

# Equality scheme and Action Plan 2012-2017

*Drawn up in accordance with Section 75 and Schedule 9 of  
the Northern Ireland Act 1998 and Section 49 a and b of the  
Disability Discrimination Act 1995*

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Approved by the Equality Commission for Northern Ireland on [insert date].

## Foreword

On behalf of the Charity Commission for Northern Ireland and our staff we are pleased to present this equality scheme which has been drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998, Section 49A of the Disability Discrimination Act 1995 (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), Equality Commission guidelines and the Charities Act (Northern Ireland) 2008.

Section 75 of the Northern Ireland Act 1998 (the Act) requires public authorities, in carrying out their functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity and regard to the desirability of promoting good relations across a range of categories outlined in the Act<sup>1</sup>.

Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (Northern Ireland) Order 2006), requires us to have due regard to the need to promote positive attitudes towards disabled people and encourage participation by disabled people in public life ('the disability duties').

In our equality scheme we set out how the Charity Commission for Northern Ireland proposes to fulfil the Section 75 statutory duties and the disability duties.

We will commit the necessary resources in terms of people, time and money to make sure that the Section 75 statutory duties and our disability duties are complied with and that the equality scheme is implemented effectively, and on time.

We commit to having effective internal arrangements in place for ensuring our effective compliance with the Section 75 and Section 49A statutory duties and for monitoring and reviewing our progress. These arrangements will be integrated across all business areas and look at actions, outcomes and accountability.

We will develop and deliver a programme of communication and training with the aim of ensuring that all our staff and board members are made fully aware of our equality scheme and understand the commitments and obligations within it. We will develop a programme of awareness raising for our consultees on the Section 75 and Section 49A statutory duties and our commitments in our equality scheme and ensure that all necessary resources are made available.

The Chief Executive and Board of the Charity Commission for Northern Ireland are fully committed to effectively fulfilling our Section 75 and Section 49A statutory duties across all our functions (including charity registration, regulation and other service provision, employment and

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<sup>1</sup> See section 1.1 of our Equality Scheme.

procurement) through the effective implementation of our equality scheme.

We realise the important role that the charitable sector and the general public have to play to ensure the Section 75 and Section 49A statutory duties are effectively implemented. Our equality scheme demonstrates how determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 and Section 49A statutory duties. It also offers the means whereby persons directly affected by what they consider to be a failure, on our part, to comply with our equality scheme, can make complaints.

The leadership and commitment of Commissioners and senior staff is essential to ensure successful implementation of our scheme and associated action plans. We are personally committed to embedding equality of opportunity and the promotion of good relations into all that we do.



Thomas McGrath  
Chief Commissioner



Frances McCandless  
Chief Executive

11 June 2012

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# 1 Introduction

## 1.1 Section 75 of the Northern Ireland Act 1998

Section 75 of the Northern Ireland Act 1998 (the Act) requires the Charity Commission for Northern Ireland to comply with two statutory duties;

Section 75 (1)

In carrying out our functions relating to Northern Ireland we are required to have due regard to the need to promote equality of opportunity between

- persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation
- men and women generally
- persons with a disability and persons without
- persons with dependants and persons without.

This is the *Equality of Opportunity* duty.

Section 75 (2)

In addition, without prejudice to the obligations above, in carrying out our functions in relation to Northern Ireland we are required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group. This is the *Good Relations* duty.

“Functions” include the “powers and duties” of a public authority<sup>2</sup>. This includes our employment and procurement functions. Please see below under for a detailed explanation of our functions.

## 1.2 Section 49A of the Disability Discrimination Act 1995

Section 49A of the DDA 1995 introduces a ‘General duty’ which has two elements, referred to as ‘the disability duties’. From 1 January 2007, under the DDA 1995, public authorities have been required when carrying out their functions to have due regard to the need to:

- Promote positive attitudes towards disabled people; and
- Encourage the participation of disabled people in public life.

These duties apply to all public authorities subject to Section 75 of the Northern Ireland Act 1998 and are known as ‘the disability duties’

Section 49B of the DDA 1995 also requires the Charity Commission for Northern Ireland to submit to the Equality Commission a Disability Action Plan showing how we propose to fulfil these duties. These actions are contained within our Action Plan in Appendix 6.

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<sup>2</sup> Section 98 (1) of the Northern Ireland Act 1998.

### **1.3 Fulfilling our duties**

The Section 75 statutory duties require that a public authority must have due regard to promotion of equality of opportunity and also regard to the desirability of promoting good relations.

Schedule 9.4 (1) of the Northern Ireland Act requires the Charity Commission for Northern Ireland as a designated public authority to set out in an equality scheme how it proposes to fulfil the duties imposed by Section 75 in relation to its relevant functions.

Section 49B of the Disability Discrimination Act 1995 requires public authorities to submit a disability action plan to the Equality Commission showing how they propose to fulfil the disability duties in relation to their functions. This equality scheme is intended to fulfil that statutory requirement. It is both a statement of our arrangements for fulfilling the statutory duties and our plan for their implementation.

We are committed to the discharge of our Section 75 and Section 49A obligations in all parts of our organisation and we will commit the necessary available resources in terms of people, time and money to ensure that our statutory duties are complied with and that our equality scheme can be implemented effectively.

It is our intention that this scheme is of practical and meaningful use, and it has been drafted with the goal of integrating and mainstreaming equality into all of our business processes and through the knowledge and responsibilities of all staff. We have established a robust assurance system and mechanisms to identify and mitigate against any existing or potential issues affecting equality and / or good relations.

### **1.4 The Charity Commission for Northern Ireland**

The Charity Commission for Northern Ireland (CCNI) is the independent regulator of charities in Northern Ireland. The Commission is a non-departmental public body, established by Royal Assent in March 2009, to deliver the legislative requirements of the Charities Act (Northern Ireland) 2008, the "Act". The Commission is sponsored by the Department for Social Development (DSD).

The main objectives of the Charities Act (Northern Ireland) 2008 are to provide:

- an integrated system of registration and regulation; and
- supervision and support of registered charities.

The establishment of the Charity Commission for Northern Ireland in June 2009 as the vehicle for charity regulation aims to provide the structure and process through which:

- charities can demonstrate their contribution to society;
- the public can be assured regarding how charities are spending any donations; and
- Government can assist in the better governance of the charity sector.

The Commission has a crucial role to play in the development of charities, enabling them to meet modern expectations and obligations. It is essential that the Commission enables charities to operate in a climate of trust and respect by providing firm but fair regulation in which the public can have confidence. The Commission therefore aims to develop a regulatory framework which is not only about intervention and strong governance but which, over the longer term, establishes standards and promotes good practice across the sector.

### **Our vision**

*'A dynamic and well governed charities sector in which the public has confidence, underpinned by the Charity Commission for Northern Ireland's effective delivery of its regulatory and advisory role.'*

### **Our Aims**

The Commission's objectives are set out in the Charities Act (Northern Ireland) 2008 and the Management Statement and Financial Memorandum (MSFM) with DSD, under which the Commission operates.

1. **Public confidence objective** is to increase public trust and confidence in charities.
2. **Public benefit objective** is to promote awareness and understanding of the operation of the public benefit requirement.
3. **Compliance objective** is to promote compliance by charity trustees with their legal obligations in exercising control and management of the administration of their charities.
4. **Charitable resources objective** is to promote the effective use of charitable resources.
5. **Accountability objective** is to enhance the accountability of charities to donors, beneficiaries and the public.

6. **Delivery objective** is to manage CCNI as an effective and efficient non-departmental public body.

## **Our Values**

The Commission aspires to be respected and valued in the execution of its functions and will ensure that in the performance of our role as the Charity Regulator for Northern Ireland we will be:

1. **Independent:** we will maintain our operational independence, acting without fear or favour, in the public interest.
2. **Accountable:** we will be proactive in accounting to all our stakeholders, which will include involving others on a continuous and appropriate basis.
3. **Proportionate:** our actions, procedures and culture will be proportionate to the burden of regulation on charities of different sizes, to the degree of risk involved and to the potential impact.
4. **Fair:** we will exercise our powers and discretion in a way which is consistent, impartial and even-handed.
5. **Transparent:** we will adopt a Freedom of Information culture from the outset.
6. **Consistent:** we will act consistently in our decision making and will also aim to act as an exemplar, observing best practice.

## **Functional Remit**

Our Board has responsibility for our overall strategy, policy-making and strategic direction. The statutory powers of the Commission are vested in the Commissioners.

The Senior Management Team makes decisions involving our day-to-day operation. This team is led by the Chief Executive and includes the Head of Corporate Services and Compliance and Head of Charity Services. Our Senior Management Team implement the programmes and policies arising from our Board's decisions to ensure we deliver effective services.

The structure of the Charity Commission for Northern Ireland is divided into two branches; Charity Services and Corporate Services and Compliance.

The core role of Charity Services is to provide registration, advisory and legal consent services to charities, their trustees and to members of the public. This covers a broad range of work and expertise; from assessing

and responding to queries, to managing in-depth and legally complex case work.

Corporate Services and Compliance comprises functions to support the business such as human resources, finance and information services. It also leads on equality and diversity. The compliance function deals with investigations and compliance cases and issues of serious concern within charities. It also plays a key role in managing our relationships with other regulators, government departments and law enforcement agencies and promotes key compliance messages to the sector and the general public. Further information is available in our Management Statement and Financial Memorandum which can be downloaded from our website.

The functions, duties and powers of CCNI are set out in Part 2 clauses 6 – 10 of the Charities Act (NI) 2008 as below: -

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

- (1) There shall be a body corporate to be known as the Charity Commission for Northern Ireland (in this Act referred to as “the Commission”).*
- (2) The Commission shall consist of a chair, a deputy chair and at least 3, but no more than 5, other members.*
- (3) The members shall be appointed by the Department.*
- (4) The Department shall exercise the power in subsection(3) so as to secure that*
  - (a) the knowledge and experience of the members of the Commission (taken together) includes knowledge and experience of the matters mentioned in subsection (5), and*
  - (b) at least 1 member is legally qualified*
- (5) The matters mentioned in this subsection are*
  - (a) the law relating to charities,*
  - (b) charity accounts and the financing of charities, and*
  - (c) the operation and regulation of charities of different sizes and descriptions.*
- (6) A person is not legally qualified for the purposes of subsection (4)(b) unless the person is a barrister or solicitor of not less than 7 years’ standing.*
- (7) Schedule 1 makes further provision with respect to the Commission.*
- (8) Subject to Schedule 1, section 19 of the Interpretation Act (Northern Ireland) 1954 (c. 33) applies to the Commission.*

It is important to note CCNI’s statutory powers and functions under the Charities Act (NI) 2008 encompass cy-près, statutory investigations and prosecution of offences (including criminal matters), statutory schemes relating to charity affairs, and our quasi-judicial role in the exercise of powers where the Commission has equivalent standing to the High Court. The Commission will adhere to good practice and its equality scheme commitments in the exercise of all its functions. There may be

circumstances where the operation of equality scheme commitments (e.g. consultation) will not be appropriate in the exercise of the Commission's powers. For example, this might include making a scheme to secure charitable assets at risk. Where such occasions occur the Commission will monitor the impact and report such matters in its annual report to the Equality Commission. In addition if there is a disagreement with a Charity Commission decision, any relevant complaint should be progressed through CCNI's decision review process so the Commission can make a final decision, or through appeal to the Charity Tribunal.

## **Management Structure**

Our Board has responsibility for our overall strategy, policy making and strategic direction. Operational management of CCNI is carried out by a senior management team led by the Chief Executive. The Chief Executive is supported by the Head of Charity Services and Head of Corporate Services and Compliance.

The Commission has a Board comprising a Chief Commissioner, a Deputy Chief Commissioner and up to five Charity Commissioners. At least one Commissioner must be a barrister or solicitor of at least 7 years standing. The Board is supported by two standing committees; Audit and Risk Committee and the Human Resources and Remuneration Committee.

The Commission currently employs fourteen full time equivalent staff. An organisational chart for the Commission is available at Appendix 1.

## **Employment**

The Charity Commission for Northern Ireland's recruitment and selection policies promote fair and open competition. All appointments are made on merit, and our appointment process is fully compliant with all legislation.

We have a number of policies which provide for equality regarding employment including a Recruitment Policy, Equal Opportunities Policy, and an Employee Handbook. Each of these policies are included in our internal assurance framework and are also externally audited.

## **Procurement**

The Charity Commission for Northern Ireland has developed a Procurement Policy within our Financial Procedures which are, along with other policies, externally and internally audited.

While the Department of Finance and Personnel (DFP) has overall responsibility for procurement policies for Northern Ireland departments, the procurement arrangements for the Charity Commission for Northern Ireland are under the auspices of a Service level Agreement with the Procurement Service of DFP. Under the service level agreement, the Procurement Service has undertaken to comply with all relevant

legislation, including the requirements of Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Act 1995.

## 2 Assessing our compliance

### Schedule 9.4 (2) (a)

Some of our arrangements for assessing our compliance with our statutory duties are outlined in other relevant parts of this equality scheme (section on consultation, complaint and review). In addition we have the following arrangements in place for assessing our compliance:

### 2.1 Responsibilities and reporting

We are committed to the fulfilment of our Section 75 and 49A obligations in all parts of our work; internal and external.

Responsibility for the effective implementation of our equality scheme lies with the Chief Executive. The Chief Executive is accountable to the Chief Commissioner and Board of Commissioners for the development, implementation, maintenance and review of the equality scheme in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998, including any good practice or guidance that has been or may be issued by the Equality Commission.

Objectives and targets relating to the Section 75 and Section 49A statutory duties have been, and will continue to be, integrated into our corporate and annual business plans<sup>3</sup>. A copy of our most recent business plan can be downloaded from our website and the relevant objective is Statutory Objective 6.2 (b). Equality of opportunity and the promotion of good relations will also be integrated into our annual business plan.

Employees' job descriptions and performance plans reflect their contributions to the discharge of the Section 75 and Section 49A statutory duties and implementation of the equality scheme. The personal performance plans are subject to appraisal in the annual performance review.

Compliance will be monitored on an individual basis and for the organisation as a whole. All staff are obliged to meet the Commission's overall business plan obligations, which include a commitment to equality.

### Progress reporting and contact point

This is the first Equality Scheme prepared by the Charity Commission for Northern Ireland. We will also prepare an annual report on the progress we have made on implementing the arrangements set out in this equality scheme to discharge our Section 75 and Section 49A statutory duties.

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<sup>3</sup> See Appendix 4 'Timetable for measures proposed'.

This progress report will be sent to the Equality Commission by 31 August each year and will follow any guidance on annual reporting issued by the Equality Commission. Progress on the delivery of Section 75 and Section 49A statutory duties will also be included in our annual report and published on our website. To request a copy or to raise any questions or concerns about our scheme contact:

Head of Corporate Services and Compliance  
Charity Commission for Northern Ireland  
257 Lough Road  
Lurgan  
BT66 6NQ

Telephone: 028 3832 0220  
TextPhone: 028 3834 7639

[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

[www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

The Charity Commission for Northern Ireland will liaise closely with the Equality Commission to ensure that progress on the implementation of our equality scheme is maintained.

### **Charity register, investigations, monitoring and compliance**

Once a register of charities in Northern Ireland has been fully established, we will monitor the operation of the process in line with the Section 75 and Section 49A duties. We will also review our monitoring and compliance work, investigations, casework and advice giving to ensure compliance. The main method will be the use of customer and client surveys to gauge satisfaction. Additionally, we can monitor and analyse statistics captured via the online register and the provision of information through our website.

Once registration has commenced we intend to develop monitoring of, for example:

- The range of beneficiaries charities are established to benefit;
- Whether organisations with certain charitable purposes / certain intended beneficiaries are more or less likely to be the subject of a statutory investigation;
- Whether organisations with particular charitable purposes are more or less likely to pass the registration test.

### **Equality Assurance**

Equality assurance mechanisms are built into the work of each project / programme team (e.g. investigations project team, registration project team) within the Commission. A log is kept and updated monthly with any issues that have arisen relating to our statutory duties including

equality. Follow up activities can be recorded and, where appropriate, solutions implemented and assessed. Through these mechanisms we can identify and address compliance issues in a timely manner.

## **Policy development**

Each policy that is developed will be screened for equality implications as part of our policy assurance framework. Equality principles will be incorporated throughout the policy development process.

We commit to making a summary of our policy and programme screenings available for view on our website on a quarterly basis with links to individual policy screening templates. This will make clear our rationale for proceeding or not with an Equality Impact Assessment or other monitoring arrangements.

## **2.2 Action plan**

The Charity Commission for Northern Ireland has developed an action plan to promote equality of opportunity and good relations. This action plan is set out in Appendix 6 to this equality scheme.

The action measures that make up our action plan are relevant to our functions. They have been developed and prioritised on the basis of an audit of inequalities. The audit of inequalities gathered and analysed information across the Section 75 categories<sup>4</sup> to identify the inequalities that exist for our service users and those affected by our policies<sup>5</sup>. The audit of inequalities looks in depth at various Charity Commission functions, in particular the key service delivery areas (compliance, registration) to identify equality issues and any positive actions to be incorporated into an action plan.

Action measures will be SMART - specific, measurable, achievable, realistic and time bound. Action measures include performance indicators and timescales for their achievement.

The action plan accompanying this scheme has been developed for the three years 2012-15, to align with our corporate and business planning cycles. We will develop all future action plans for three year periods to align them with our corporate and business planning cycles.

We will seek input from our stakeholders and consult on our action plan before we send it to the Equality Commission and thereafter when reviewing the plan.

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<sup>4</sup> See section 1.1 of this equality scheme for a list of these categories.

<sup>5</sup> See section 4.1 of this equality scheme for a definition of policies.

We will monitor progress on the delivery of our action measures annually and update the action plan as necessary to ensure that it remains effective and relevant to our functions and work.

The Charity Commission for Northern Ireland will inform the Equality Commission of any changes or amendments to our action plan and will also include this information in our Section 75 and Section 49A annual progress report to the Commission. Our Section 75 and Section 49A annual progress report will incorporate information on progress we have made in implementing our action plan.

Once finalised, our action plan will be available to download from our website: [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk).

If you require it in an alternative format please contact us on the details provided.

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### 3 Our arrangements for consulting and engaging

Schedule 9 4. (2) (a)<sup>6</sup>

Schedule 9 4. (2) (b)<sup>7</sup>

Information collection and management are key tools in developing strategy, policy and procedures that accurately reflect stakeholder needs. Consultation and engagement with our stakeholders is a vital method to gather information, views and ideas.

The Charity Commission for Northern Ireland recognises the importance of consultation in all aspects of the implementation of our statutory equality duties in particular. We will consult on our equality scheme, action measures, equality impact assessments and other matters relevant to the Section 75 and Section 49A statutory duties.

We are committed to carrying out consultation in accordance with the principles set out here and as contained in the Equality Commission's guidance '*Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)*'.

It is our intention that this scheme should not apply only to formal consultation exercises, but also to informal and on-going stakeholder engagement and relationship-building.

#### 3.1 Consultation and engagement principles

The Charity Commission for Northern Ireland will at all times promote consultation and engagement based on the following three guiding principles. Consultation and engagement must be:

- Timely;
- Open; and
- Inclusive.

All consultations will seek the views of those directly affected by the matter/policy, the Equality Commission, representative groups of Section 75 categories, other public authorities, voluntary and community groups, our staff and their trades unions and such other groups who have a legitimate interest in the matter, whether or not they have a direct economic or personal interest.

Initially all consultees (see Appendix 3), as a matter of course, will be notified (by email or post) of the matter/policy being consulted upon to ensure they are aware of all consultations. Thereafter, to ensure the most effective use of our and our consultees' resources, we will take a

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<sup>6</sup> On matters to which a duty (S75 (1) or (2)) is likely to be relevant (including details of the persons to be consulted)

<sup>7</sup> On the likely impact of policies adopted or proposed to be adopted by us on the promotion of equality of opportunity

targeted approach to consultation for those consultees that may have a particular interest in the matter/policy being consulted upon and to whom the matter/policy is of particular relevance. This may include for example regional or local consultations, sectoral or thematic consultation etc. Further advertising will be placed in regional and local media outlets, and announced on our website.

The Commission holds a stakeholder database which is regularly updated. It is likely that even during a consultation exercise or through stakeholder engagement, additional consultees will be identified.

Consultation with all stakeholders will begin as early as possible. We will engage with affected individuals and representative groups to identify how best to consult or engage with them. We will ask our consultees what their preferred consultation methods are and will give consideration to these. Methods of consultation could include:

- Public meetings / roadshows / exhibitions
- Face-to-face meetings
- Focus groups / seminars
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/opt out of the consultation
- Telephone consultations
- New technology, e.g. internet discussions, social networking and social media sites
- The press / media

This list is not exhaustive and we may develop other additional methods of consultation more appropriate to key stakeholders and the matter being consulted upon.

Consultation will be meaningful and encourage active participation and engagement. It is not a 'tick box' exercise but is firmly embedded in the culture of the Commission.

### **3.2 Accessibility considerations**

We will consider the accessibility and format of every method of consultation we use in order to remove barriers to the consultation process and engage with typically 'hard to reach' groups. Specific consideration will be given as to how best to communicate with children and young people, older people, people with disabilities (in particular people with learning disabilities) and minority ethnic communities. We take account of existing and developing good practice, including the Equality Commission's guidance *Let's Talk Let's Listen – Guidance for public authorities on consulting and involving children and young people (2008)*.

As far as possible, we will seek to engage with individuals, as well as umbrella and representative bodies, to ensure that all views and perspectives are taken into consideration.

We will undertake a stakeholder analysis to firstly identify our key stakeholders, and secondly to plan and inform our methodology to ensure meaningful and target engagement. Stakeholders will be analysed in terms of their power, their influence and their interest in the policy / guidance. Our methodology will necessitate specific considerations for certain groups.

Our specific considerations will extend beyond eliminating barriers to consultation and engagement, to actively encouraging and facilitating participation from those hard to reach groups and Section 75 groups specified. For example, in engaging with minority ethnic communities or with young people we will consider recruiting people from within those groups to facilitate focus groups. Every effort will be made to reach out to people on a level and in a format that is relevant to them. 'Participation Network' is a valuable tool for recruiting young people to participate in consultation exercises, and provides advice and guidance on facilitation.

Communication with and feedback from our stakeholders will be used to inform, review and enhance our consultation and engagement strategies. Particular care will be taken to ensure that we take account of the specific communication needs of people with disabilities, older people and children and young people.

Information will be made available, on request, in alternative formats<sup>8</sup>, in a timely manner, usually within 20 working days of receiving the request. We will ensure that such consultees have equal time to respond.

Specific training is provided to those facilitating consultations to ensure that they have the necessary skills to communicate effectively with consultees.

We are conscious of the fact that affected individuals and representative groups may have different needs. We will take appropriate measures to ensure full participation in any meetings that are held. We will consider for example:

- the time of day
- the appropriateness of the venue, in particular whether it can be accessed by those with disabilities
- making particular effort to target members of Section 75 groups
- how the meeting is to be conducted
- the use of appropriate language, whether a signer and/or interpreter is necessary
- whether the provision of childcare and support for other carers is required

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<sup>8</sup> See Chapter 6 of our equality scheme for further information on alternative formats of information we provide.

- whether there are any cultural, social or other sensitivities
- making particular effort to target people living in rural areas.

We will make all relevant information available to consultees in appropriate formats to ensure meaningful consultation. This includes detailed information on the policy proposal being consulted upon and any relevant quantitative and qualitative data.

### **3.3 Awareness raising**

To ensure effective consultation with consultees<sup>9</sup> on Section 75 and Section 49A matters, we will develop a programme of awareness raising on the Section 75 and Section 49A statutory duties and the commitments in our equality scheme by undertaking the following:

- Pre-consultation stakeholder engagement involving the section 75 groups will be used to discuss specific policy issues and requirements;
- A press release will be issued when our Equality Scheme has been approved by the Equality Commission;
- All consultees will be notified of the outcomes of the consultation via email / post of more appropriate means identified;
- A copy of the approved Equality Scheme and Action Plan will be published on our website;
- Awareness will be raised within the Commission (all staff and Board members) through training
- Where appropriate, support may be provided to certain groups to develop their capacity to engage in the process and to respond to consultation in a meaningful way.

### **3.4 Timescale for consultation**

The consultation period lasts for a minimum of twelve weeks to allow adequate time for groups to consult amongst themselves as part of the process of forming a view. However, in very exceptional circumstances when this timescale is not feasible (for example implementing EU Directives or UK wide legislation, meeting Health and Safety requirements, addressing urgent public health matters or complying with Court judgements), we may shorten timescales to eight weeks or less before the policy is implemented. We may continue consultation thereafter and will review the policy as part of our monitoring commitments<sup>10</sup>.

Where, under these exceptional circumstances, we must implement a policy immediately, as it is beyond our authority's control, we may consult after implementation of the policy, in order to ensure that any impacts of the policy are considered.

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<sup>9</sup> Please see Appendix 3 for a list of our consultees.

<sup>10</sup> Please see below at 4.27 to 4.31 for details on monitoring.

If a consultation exercise is to take place over a period when consultees are less able to respond, for example, over the summer or Christmas break, or if the policy under consideration is particularly complex, we will give consideration to the feasibility of allowing a longer period for the consultation.

The Charity Commission for Northern Ireland will use the Diversition Diversity Calendar to identify Holy days, special events, festivals and bank holidays.

### **3.5 Responsiveness**

In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy. Information gathered will be analysed, incorporated into the policy / guidance that is being consulted on, and finally fed back to all consultees.

We will provide feedback to consultees in a timely manner. A feedback report is prepared which includes summary information on the policy consulted upon, a summary of consultees' comments and a summary of our consideration of and response to consultees' input. The feedback is provided in formats suitable to consultees.

A list of our consultees will be included in this equality scheme at Appendix 3. It can also be obtained from our website at:

[www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

or by contacting the Commission at the address below.

Head of Corporate Services and Compliance  
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Telephone: 028 3832 0220  
TextPhone: 028 3834 7639

[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

Our consultation list is not exhaustive and is reviewed on an annual basis to ensure it remains relevant to our functions and policies.

We welcome enquiries from any person(s) or organisation(s) wishing to be added to the list of consultees. Please contact the Commission's Policy Officer to provide your contact details and have your areas of interest noted or have your name/details removed or amended. Please also inform

us at this stage if you would like information sent to you in a particular format or language.

## 4 Assessing, monitoring and publishing the impact of policies

(Schedule 9 4. (2) (b); Schedule 9 4. (2) (c); Schedule 9 4. (2) (d); Schedule 9 9. (1); Schedule 9 9.(2))

There has recently been an important shift in focus within public authorities regarding their Section 75 and Section 49A statutory duties. Increasingly, authorities are concentrating on **achieving outcomes** within the Section 75 and Section 49A frameworks, whereas previously they concentrated primarily on the **implementation process**. Demonstrating outcomes is essential; we are keen to use our equality scheme as a mechanism for providing evidence of impacts and outcomes. The Charity Commission for Northern Ireland is fully committed to carrying out systematic reviews of our existing policies and screening proposed policies in the development phase.

### 4.1 Assessing the impact of policies on the promotion of equality of opportunity

Schedule 9 4. (2) (b)

In the context of Section 75, 'policy' is very broadly defined and it covers all the ways in which we carry out or propose to carry out our functions in relation to Northern Ireland. In respect of this equality scheme, the term policy is used for any (proposed/amended/existing) strategy, policy initiative or practice and/or decision, whether written or unwritten and irrespective of the label given to it, e.g., 'draft', 'pilot', 'high level' or 'sectoral'.

In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy, as required by Schedule 9 9. (2) of the Northern Ireland Act 1998.

The Charity Commission for Northern Ireland uses the tools of **screening** and **equality impact assessment** to assess the likely impact of a policy on the promotion of equality of opportunity and good relations. In carrying out these assessments we will relate them to the intended outcomes of the policy in question and will also follow Equality Commission guidance:

- the guidance on screening, including the screening template, as detailed in the Commission's guidance '*Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)*' and
- on undertaking an equality impact assessment as detailed in the Commission's guidance '*Practical guidance on equality impact assessment (February 2005)*'.

## 4.2 Screening

The purpose of screening is to identify those policies that are likely to have an impact on equality of opportunity and/or good relations.

Screening is completed at the earliest opportunity in the policy development/review process. Policies which we propose to adopt will be subject to screening prior to implementation. For more detailed strategies or policies that are to be put in place through a series of stages, we will screen at various stages during implementation.

The lead role in the screening of a policy is taken by the policy decision maker who has the authority to make changes to that policy. However, screening will also involve other relevant team members, for example, equality specialists, those who implement the policy and staff members from other relevant work areas. Where possible we will include key stakeholders in the screening process.

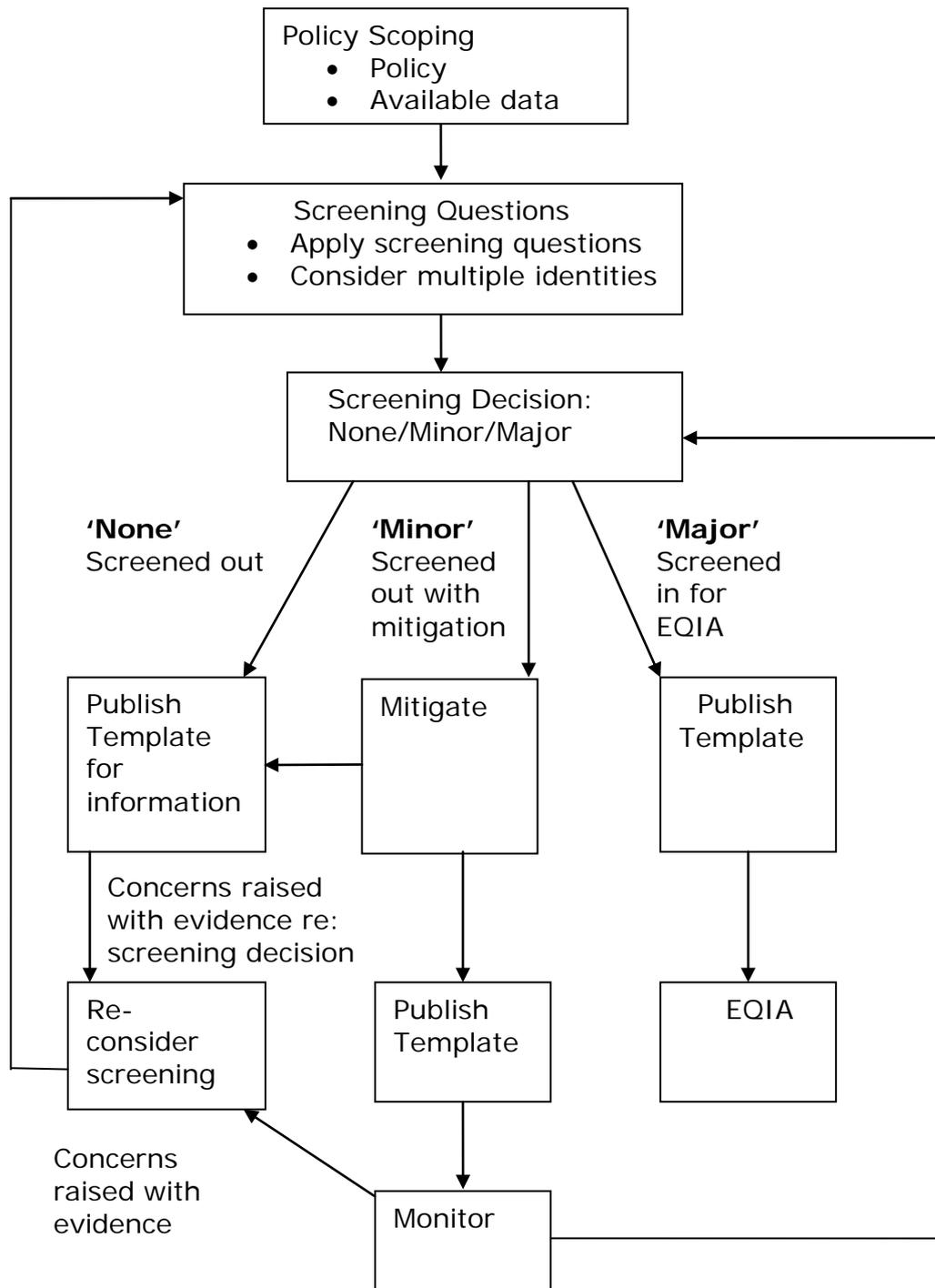
The following questions are applied to all our policies as part of the screening process:

- What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? (minor/major/none)
- Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?
- To what extent is the policy likely to impact on good relations between people of a different religious belief, political opinion or racial group? (minor/major/none)
- Are there opportunities to better promote good relations between people of a different religious belief, political opinion or racial group?

In order to answer the screening questions, we gather all relevant information and data: qualitative and quantitative, and internally and externally gathered. In taking this evidence into account we consider the different needs, experiences and priorities for each of the Section 75 equality categories. For example, is there higher / lower uptake of services by particular groups? Any screening decision will be informed by this evidence.

The following screening flowchart is a useful template provided by the Equality Commission and used by the Charity Commission for Northern Ireland in the screening process.

## Screening flowchart



Completion of screening, taking into account our consideration of the answers to all four screening questions set out in 4.2 above, will lead to one of the following three outcomes:

1. The policy has been **'screened in'** for equality impact assessment;

2. The policy has been **'screened out' with mitigation**<sup>11</sup> or an alternative policy proposed to be adopted;
3. The policy has been **'screened out' without mitigation** or an alternative policy proposed to be adopted.

If our screening concludes that the likely impact of a policy is 'minor' in respect of one, or more, of the equality of opportunity and/or good relations categories, we may on occasion decide to proceed with an equality impact assessment, depending on the policy. If an EQIA is not to be conducted we will nonetheless consider measures that might mitigate the policy impact as well as alternative policies that might better achieve the promotion of equality of opportunity and/or good relations.

Where we mitigate we will outline in our screening template the reasons to support this decision together with the proposed changes, amendments or alternative policy. This screening decision will be 'signed off' by the appropriate policy lead within the Charity Commission for Northern Ireland.

If our screening concludes that the likely impact of a policy is 'major' in respect of one, or more, of the equality of opportunity and/or good relations categories, we will normally subject the policy to an equality impact assessment. This screening decision will be 'signed off' by the appropriate policy lead within the Charity Commission for Northern Ireland.

If our screening concludes that the likely impact of a policy is 'none', in respect of all of the equality of opportunity and/or good relations categories, we may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity or good relations, we will give details of the reasons for the decision taken. This screening decision will be 'signed off' by the appropriate policy lead within the Charity Commission for Northern Ireland.

As soon as possible following the completion of the screening process, the screening template, signed off and approved by the senior manager responsible for the policy, will be made available on our website: [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk) or by contacting us (details on page 13).

If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, the approving manager will review the screening decision in conjunction with the Policy and Research Officer.

Our screening reports are published quarterly [see below at 4.4 - 4.5 and for details].

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<sup>11</sup> Mitigation – Where an assessment (screening in this case) reveals that a particular policy has an adverse impact on equality of opportunity and / or good relations, a public authority must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories.

### **4.3 Equality impact assessment**

An equality impact assessment (EQIA) is a thorough and systematic analysis of a policy, whether that policy is formal or informal, and irrespective of the scope of that policy. The primary function of an EQIA is to determine the extent of any impact of a policy upon the Section 75 categories and to determine if the impact is an adverse one. It is also an opportunity to demonstrate the likely positive outcomes of a policy and to seek ways to more effectively promote equality of opportunity and good relations. It is a process that enables us to consult on particular issues to assess their potential or real impact on our customers.

Once a policy is screened and screening has identified that an equality impact assessment is necessary, we will carry out the EQIA in accordance with Equality Commission guidance. The equality impact assessment will be carried out as part of the policy development process, before the policy is implemented. Any EQIAs will be prioritised and timetabled according to need, likely impact and significance in terms of expenditure and strategic importance.

Any equality impact assessment will be subject to consultation at the appropriate stage(s). (For details see above Chapter 3 “Our Arrangements for Consulting”).

An EQIA consultation period will last for a minimum of 12 weeks (except in exceptional circumstances). At the end of any consultation period we will publish a summary of the comments received. The feedback will be used to inform how the Charity Commission for Northern Ireland proceeds with the proposed policy.

We anticipate that an EQIA will be required for the issuing of guidance on public benefit and charity registration.

### **4.4 Publishing the results of assessments**

Schedule 9 4. (2) (d); Schedule 9 9. (1)

We make publicly available the results of our assessments (screening and EQIA) of the likely impact of our policies on the promotion of equality of opportunity and good relations.

### **4.5 What we publish**

#### **Screening reports**

These are published quarterly. Screening reports detail:

- All policies screened by the Charity Commission for Northern Ireland over the three month period
- A statement of the aim(s) of the policy/policies to which the assessment relates

- Consideration given to measures which might mitigate any adverse impact
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Screening decisions, i.e:
  - whether the policy has been 'screened in' for equality impact assessment.
  - whether the policy has been 'screened out' with mitigation or an alternative policy proposed to be adopted.
  - whether the policy has been 'screened out' without mitigation or an alternative policy proposed to be adopted.
- Where applicable, a timetable for conducting equality impact assessments
- A link to the completed screening template(s) on our website

### **Screening templates**

A screening template will be made available on our website for each policy.

### **Equality impact assessments**

EQIA reports are published once the impact assessment has been completed. These reports include:

- A statement of the aim of the policy assessed
- Information and data collected
- Details of the assessment of impact(s)
- Consideration given to measures which might mitigate any adverse impact
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity
- Consultation responses
- The decision taken
- Future monitoring plans.

## **4.6 How we publish the information**

All information we publish is accessible and can be made available in alternative formats on request.

## **4.7 Where we publish the information**

The results of our assessments (screening reports and completed templates, the results of equality impact assessments) are available on our website: [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

or by contacting the Commission at the address shown on page 13 of this scheme.

Screening reports will be made available on our website quarterly and will be sent via emailed electronic link to email subscribers. Consultees will be informed as soon as possible of outcomes. A hard copy is available on request only where a recipient is unable to access electronic media. This is in order to maximise efficiency, sustainably and effective use of resources.

We will inform the general public about the availability of this material through communications such as press releases where appropriate and regular email bulletins to stakeholders and consultees.

#### **4.8 Monitoring any adverse impact of policies on equality of opportunity**

Schedule 9 4. (2) (c)

A system has been established to monitor the impact of policies on Section 75 groups and access to services across all functions.

Monitoring can assist us to deliver better public services and continuous improvements. Monitoring Section 75 information involves the processing of sensitive personal data (data relating to the racial or ethnic origin of individuals, sexual orientation, political opinion, religious belief, etc). In order to carry out monitoring in a confidential and effective manner, the Charity Commission for Northern Ireland follows guidance from the Office of the Information Commissioner and the Equality Commission.

We monitor any adverse impact on the promotion of equality of opportunity of policies we have adopted. We are also committed to monitoring more broadly to identify opportunities to better promote equality of opportunity and good relations in line with Equality Commission guidance.

The systems we have established to monitor the impact of policies and identify opportunities to better promote equality of opportunity and good relations are:

- The collection, collation and analysis of existing relevant primary quantitative and qualitative data across all nine equality categories on an ongoing basis, e.g.
  - Using information gather as part of the charity registration process;
  - Monitoring the demographics of the concerns and queries raised;
  - Surveys and questionnaires;
- The collection, collation and analysis of existing relevant secondary sources of quantitative and qualitative data across all nine equality categories on an ongoing basis, e.g.
  - Information held by NISRA;
- An audit of existing information systems within one year of approval of this equality scheme, to identify the extent of current

- monitoring and take action to address any gaps in order to have the necessary information on which to base decisions;
- Undertaking or commissioning new data if necessary.

If over a two year period monitoring and evaluation show that a policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, we will ensure that the policy is revised to achieve better outcomes for relevant equality groups.

We review our EQIA monitoring information on an annual basis.

### **Regulatory functions**

The Charity Commission for Northern Ireland has a number of regulatory functions including the power to investigate and monitor charities. It is essential that the investigations procedures and policies are inclusive and incorporate equality principles into all areas including risk assessment and public communication. We intend to monitor public awareness regarding the mechanisms for raising a concern about a charity and whether our methods of communication during an investigation are sufficiently clear.

## **4.9 Our arrangements for publishing the results of our monitoring**

Schedule 9 4. (2) (d)

Schedule 9 4. (2) (d) requires us to publish the results of the monitoring of adverse impacts of policies we have adopted. However, we are committed to monitoring more broadly and the results of our policy monitoring will be published as follows:

- EQIA monitoring information will be published as part of our Section 75 and Section 49A annual progress report and published on the Commission's website;
- All new policies developed will be screened and the results published as part of our Section 75 and Section 49A annual progress report and published on the Commission's website.

All information published is accessible and can be made available in alternative formats on request. Please see below in Section 6 for details.

Information is published in accordance with the Charity Commission for Northern Ireland's Publication Scheme.

## **5 Commissioner, Committee Member and Staff training**

Schedule 9 4.(2) (e)

### **5.1 Commitment to training**

We recognise that awareness raising and training play a crucial role in the effective implementation of our Section 75 and 49A duties.

Our Chief Commissioner and Chief Executive wish to positively communicate the commitment of the Charity Commission for Northern Ireland to the Section 75 and 49A statutory duties, both internally and externally.

To this end we have introduced an effective communication and training programme for all Commissioners, committee members and staff and will ensure that our commitment to the Section 75 and 49A statutory duties is made clear in all relevant publications.

No equality strategy will be effective unless staff are adequately trained to implement it. Staff need an understanding of all types of equality issues to be able to deliver an effective and efficient service to everyone.

### **5.2 Training objectives**

The Charity Commission for Northern Ireland has drawn up a detailed training plan for its Commissioners, committee members and staff which will aim to achieve the following objectives:

- to raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our equality scheme commitments and the particular issues likely to affect people across the range of Section 75 categories;
- to raise awareness of the provisions of Section 49A of the Disability Discrimination Act 1995;
- to ensure that our staff fully understand their role in implementing the scheme as per the actions agreed in our Action Plan;
- to provide those staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively;
- to provide those staff who deal with complaints in relation to compliance with our equality scheme with the necessary skills and knowledge to investigate and monitor complaints effectively, eg understanding of the relevant legislation and customer care;

- to provide those staff involved in consultation processes with the necessary skills and knowledge to do this work effectively;
- to provide those staff involved in the implementation and monitoring of the Charity Commission for Northern Ireland equality scheme with the necessary skills and knowledge to do this work effectively.

### **5.3 Awareness raising and training arrangements**

The following arrangements are in place to ensure all our staff, committee members and Commissioners are aware of and understand our equality obligations.

- We will develop a summary of this equality scheme and make it available to all staff.
- We will provide access to copies of the full equality scheme for all staff; ensure that any queries or questions of clarification from staff are addressed effectively.
- Staff in the Charity Commission for Northern Ireland will receive a briefing on this equality scheme as soon as possible once the scheme is published, and no later than 20 working days after publication.
- The Section 75 and Section 49A statutory duties form part of induction training for new staff.
- Focused training is provided for key staff within the Charity Commission for Northern Ireland who are directly engaged in taking forward the implementation of our equality scheme commitments (for example those involved in research and data collection, policy development, service design, conducting equality impact assessments, consultation, monitoring and evaluation).
  - Training has been accessed through the Centre for Applied Learning (CAL) and the Equality Commission itself.
- Where appropriate, training will be provided to ensure staff are aware of the issues experienced by the range of Section 75 groups.
- When appropriate and on an ongoing basis, arrangements will be made to ensure staff are kept up to date with Section 75 and Section 49A developments.

It will be mandatory for all staff to attend annual in-house training and briefing sessions to refresh knowledge and update on any changes to the scheme or legislation; additionally, staff briefing sessions and specific training on a demand or issue-led basis may be scheduled such as

information rights. We will also, where possible, access training provided through our sponsor department, the Department for Social Development.

Training and awareness raising programmes will, where relevant, be developed in association with the appropriate Section 75 groups – whilst maintaining our impartiality as a regulator - and our staff.

In order to share resources and expertise, the Charity Commission for Northern Ireland will, where possible, work closely with our sponsor department, other bodies and agencies in the development and delivery of training and research where appropriate.

#### **5.4 Monitoring and evaluation**

Our training programme is subject to the following monitoring and evaluation arrangements:

We evaluate the extent to which all participants in this training programme have acquired the necessary skills and knowledge to achieve each of the above objectives.

Following training, all staff are required to complete a 'training assessment form' which gives them an opportunity to provide feedback on the course. Where appropriate, staff who have attended training may roll out what they have learned to other staff members.

All staff are required to have regular 1:1s with their line manager where training needs can be discussed and personal objectives set.

The extent to which training objectives have been met will be reported on as part of the Section 75 and Section 49A annual progress report, which will be sent to the Equality Commission.

## **6 Ensuring and assessing public access to information and services**

(Schedule 9 4. (2) (f))

The Charity Commission for Northern Ireland is committed to ensuring that the information we disseminate and the services we provide are fully accessible to all parts of the community in Northern Ireland. We keep our arrangements under review to ensure that this remains the case.

We are aware that some groups will not have the same access to information as others. In particular:

- People with sensory, learning, communication and mobility disabilities may require printed information in other formats.
- Members of ethnic minority groups, whose first language is not English, may have difficulties with information provided only in English.
- Children and young people may not be able to fully access or understand information.
- Older people who may have accessibility or communication issues.

### **6.1 Access to information**

To ensure equality of opportunity in accessing information, we provide information in alternative formats on request, where reasonably practicable. Where the exact request cannot be met we will ensure a reasonable alternative is provided.

Alternative formats may include:

- Easy Read
- Braille
- Audio formats (CD, mp3 or DAISY)
- Large print
- Other languages to meet the needs of those for whom English is not their first language.

The Charity Commission for Northern Ireland liaises with representatives of young people and disability and minority ethnic organisations and takes account of existing and developing good practice.

We will respond to requests for information in alternative formats in a timely manner, usually within 20 working days. If we envisage any delay in meeting a request within this timescale, we will advise of the reason and provide a new timescale.

The Charity Commission for Northern Ireland have identified the following people as having particular communication needs:

- Children and young people;
- People who are blind or have a sight impairment;
- People who are deaf or hard of hearing;
- People who are deaf and blind;
- People with learning disabilities;
- Older people;
- People from ethnic groups whose first language is not English.

Where appropriate, consideration will be given to having documents translated into other languages or Braille, and produced in plain English format. Through consultation with children, young people, older people, minority groups and all Section 75 groups we will ensure that information is disseminated in appropriate and accessible ways.

In disseminating information through the media we will seek to advertise in the press where appropriate. We will use our website to publicise information and in addition we will consider using alternative formats such as Public Notices and other such bulletins.

## **6.2 Access to services**

The Charity Commission for Northern Ireland are committed to ensuring that all of our services are fully accessible to everyone in the community across the Section 75 categories. We also adhere to the relevant provisions of current anti-discrimination legislation.

We are fully committed to achieving effective communication with the public. Recognising the growing range of communications channels and the differing needs and preferences of different groups, CCNI will ensure the evidence-based evaluation and use of a range of communication channels to enable wide access to information, including advertising in the local press where appropriate, to mitigate the risk that some sections of the public might not enjoy equality of opportunity in accessing information provided by ourselves or any public authority.

To ensure that all information issued by the Charity Commission for Northern Ireland is accessible, all public documents will be produced in accordance with our Corporate Guidelines and Style Guide which include the following:

- Avoid jargon and use plain English where appropriate;
- The style of language used in all communication should be straightforward and simple. It should get straight to the point;
- All our documents are aligned left with a ragged right hand margin;
- Do not split words at the end of lines – do not use hyphens for this;
- Keep bulleted lists short;
- Avoid using abbreviations and acronyms where possible in documents for external use;

- Font should be verdana and minimum size 12. Where appropriate, consideration should be given to using a larger font size;
- Do not capitalise whole words because it makes them harder to read, particularly when used in continuous text.

All communication and accessibility requirements will be taken into consideration when planning external events or inviting members of the public into our offices:

- Invitations and notices will include a section requesting details of any special requirements;
- Use of an interpreter / translator will be considered;
- A portable loop system is in place in our Lurgan offices;
- Visual aids and presentations are prepared with accessibility in mind;
- Our website is accessible to a high standard having been reviewed independently by the Shaws Trust;
- There are a variety of ways for members of the public to get in touch with the Commission including telephone, textphone, email, via the website or arranged appointment.

We will continue to liaise with our website providers on accessibility and improving standards.

### **6.3 Assessing public access to information and services**

We monitor annually across all our functions, in relation to access to information and services, to ensure equality of opportunity and good relations are promoted.

We will, within a year of approval of this scheme, review its arrangements for providing information in a variety of formats and consult with our stakeholders on how they accessed our information and services. This may involve on-going gathering of feedback and / or completion of a short user questionnaire.

## **7 Timetable for measures we propose in this equality scheme**

Schedule 9 4. (3) (b)

Appendix 4 outlines our timetable for all measures proposed within this equality scheme. The measures outlined in this timetable will be incorporated into our business planning processes.

This timetable is different from and in addition to our commitment to developing action plans/action measures to specifically address inequalities and further promote equality of opportunity and good relations. We have included in our equality scheme a commitment to develop, deliver and implement an action plan.

Accordingly, this commitment is listed in the timetable of measures at Appendix 4.

## 8 Our complaints procedure

Schedule 9 10.

The Charity Commission for Northern Ireland are responsive to the views of members of the public. We will endeavour to resolve all complaints made to us regarding the implementation of this scheme. We are committed to delivering a quality, inclusive and accessible service at all times. However, we recognise that sometimes things can go wrong, our processes could be improved or our guidance and information could be clearer. Any one should feel able to raise any aspect of our service with us if they are unhappy about it.

Schedule 9 paragraph 10 of the Act refers to complaints. A person can make a complaint to a public authority if the complainant believes he or she may have been directly affected by an alleged failure of the authority to comply with its approved equality scheme.

If the complaint has not been resolved within a reasonable timescale, the complaint can be brought to the Equality Commission.

A person wishing to make a complaint that the Charity Commission for Northern Ireland has failed to comply with its approved equality scheme should contact:

Head of Corporate Services and Compliance  
Charity Commission for Northern Ireland  
257 Lough Road  
Lurgan  
BT66 6NQ

Telephone: 028 3832 0220

TextPhone: 028 3834 7639

[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

We will in the first instance acknowledge receipt of each complaint within 5 working days.

We aim to respond fully to all complaints within 20 working days. If we are unable to respond within the 20 working day deadline, we must contact the customer to inform them of when we expect to be able to respond in full.

When considering and dealing with complaints staff are expected to:

- treat customers with respect
- be considerate of the views of our customers
- be accessible
- be honest, open and accountable for our actions
- provide clear and appropriate information, guidance and feedback

- share and learn from best practice in order to continually improve the service we offer
- keep all information in relation to the complaint confidential

We also expect individuals and organisations making complaints to treat our staff with respect and to recognise the need to balance resourcing of ongoing service provision and complaint handling.

During this process the complainant will be kept fully informed of the progress of the investigation into the complaint and of any outcomes.

An applicant should tell us if there is anything we need to know about how to contact them or if they are unable to make the complaint in writing (for example, if they would like us to reply by textphone or on audio tape).

CCNI will, for instance, consider the receipt of complaints by audio tape or CD and will make every effort to accommodate accessibility.

Access to information on the complaints procedure will be fully accessible on request and proactively disseminated to representative groups.

In any subsequent investigation by the Equality Commission, the Charity Commission for Northern Ireland will co-operate fully, providing access in a timely manner to any relevant documentation that the Equality Commission may require and can legally provide.

Similarly, the Charity Commission for Northern Ireland will co-operate fully with any investigation by the Equality Commission under subparagraph 11 (1) (b) of Schedule 9 to the Northern Ireland Act 1998.

The Charity Commission for Northern Ireland will make all efforts to implement promptly and in full any recommendations arising out of any Equality Commission investigation.

## 9 Publication of our equality scheme

Schedule 9 4. (3) (c)

The Charity Commission for Northern Ireland's equality scheme is available free of charge in print form and alternative formats from:

Charity Commission for Northern Ireland  
257 Lough Road  
Lurgan  
BT66 6NQ

Telephone: 028 3832 0220

TextPhone: 028 3834 7639

[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

[www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)

The following arrangements are in place for the publication in a timely manner of our equality scheme to ensure equality of access:

- We will make every effort to communicate widely the existence and content of our equality scheme. This may include press releases, prominent advertisements, the internet and direct mail shots to groups representing the various categories in Section 75.
- We will email a link to our approved equality scheme to our consultees on our consultation lists. Other consultees without e-mail will be notified by letter that the scheme is available on request. We will respond to requests for the equality scheme in alternative formats in a timely manner, usually within 3 working days.

Our equality scheme is available on request in alternative formats.

Alternative formats may include:

- Braille, easy read, CD, mp3 or DAISY
- Audio formats, Large print
- Other languages to meet the needs of those for whom English is not their first language.

A plain English summary our Equality Scheme will be prepared and circulated to groups and representatives of children and young people, older people, people with disabilities and minority ethnic groups.

For a list of our stakeholders and consultees please see Appendix 3 of the equality scheme, visit our website at [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk) or contact the Charity Commission at the address set out on page 13 of this scheme.

## 10 Review of our equality scheme

### Schedule 9 8. (3)

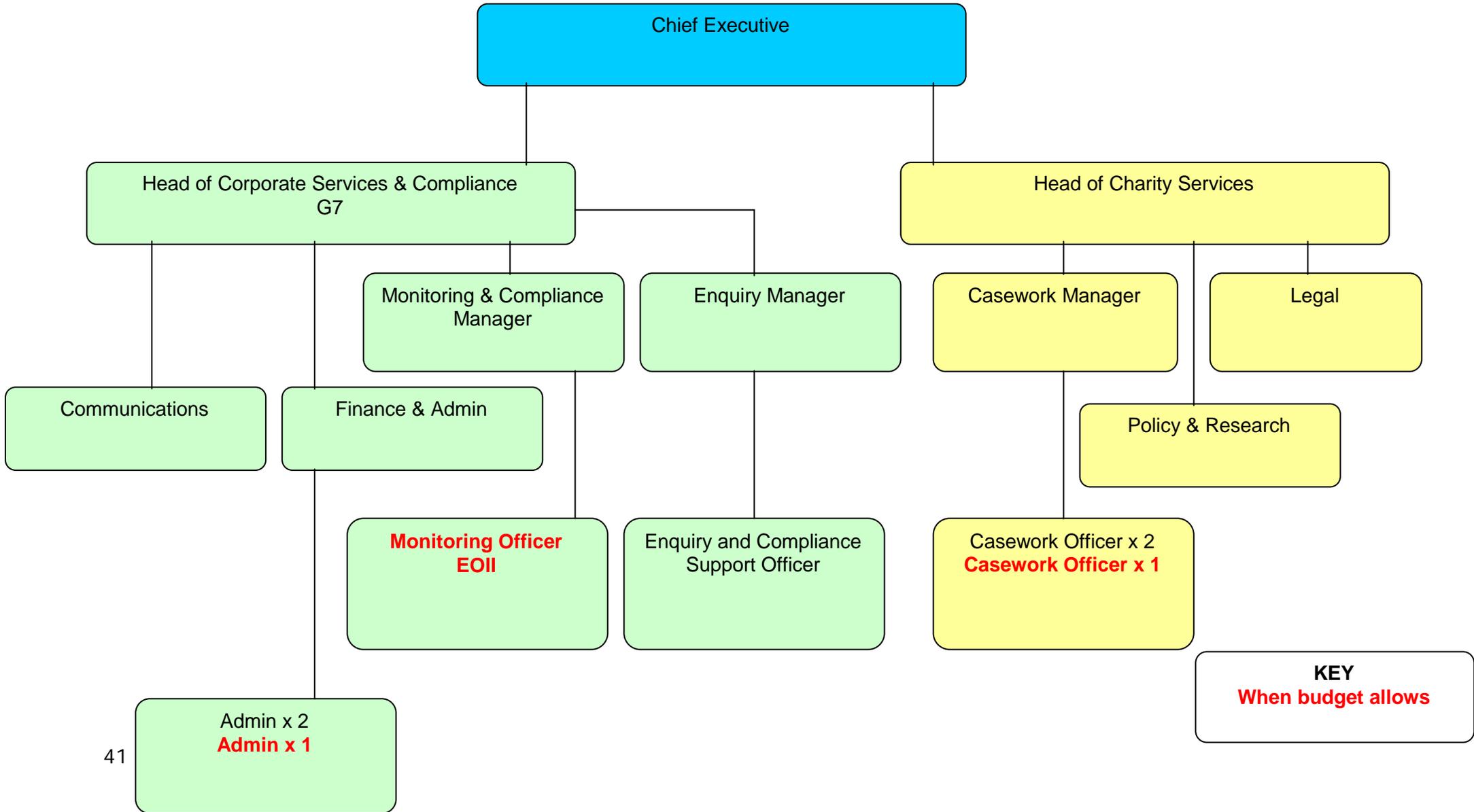
As required by Schedule 9 paragraph 8 (3) of the Northern Ireland Act 1998 we will conduct a thorough review of this equality scheme. This review will take place either within five years of submission of this equality scheme to the Equality Commission or within a shorter timescale to allow alignment with the review of other planning cycles.

The review will evaluate the effectiveness of our scheme in relation to the implementation of the Section 75 and Section 49A statutory duties relevant to our functions in Northern Ireland.

In undertaking this review we will follow any guidance issued by the Equality Commission. A report of this review will be made public on the Charity Commission for Northern Ireland's website with consultees notified by e-mail and a copy sent to the Equality Commission.

The Commission intends to provide an annual report to the Board on the operation of the strategy. Additionally, equality assurance will be reviewed at least quarterly within each project and programme team.

# Appendix 1 Organisational chart



## Appendix 2 Example groups relevant to the Section 75 categories for Northern Ireland purposes

Please note, this list is for illustration purposes only, it is not exhaustive.

Category	Example groups
Religious belief	<p>Buddhist; Catholic; Hindu; Jewish; Muslims, people of no religious belief; Protestants; Sikh; other faiths.</p> <p>For the purposes of Section 75, the term "religious belief" is the same definition as that used in the <i>Fair Employment &amp; Treatment (NI) Order</i><sup>12</sup>. Therefore, "religious belief" also includes any <i>perceived</i> religious belief (or perceived lack of belief) and, in employment situations only, it also covers any "<i>similar philosophical belief</i>".</p>
Political opinion <sup>13</sup>	Nationalist generally; Unionists generally; members/supporters of other political parties.
Racial group	Black people; Chinese; Indians; Pakistanis; people of mixed ethnic background; Polish; Roma; Travellers; White people.
Men and women generally	Men (including boys); Trans-gendered people; Transsexual people; women (including girls).
Marital status	Civil partners or people in civil partnerships; divorced people; married people; separated people; single people; widowed people.
Age	Children and young people; older people.
Persons with a disability	Persons with disabilities as defined by the Disability Discrimination Act 1995.
Persons with dependants	Persons with personal responsibility for the care of a child; for the care of a person with a disability; or the care of a dependant older person.
Sexual orientation	Bisexual people; heterosexual people; gay or lesbian people.

<sup>12</sup> See Section 98 of the Northern Ireland Act 1998, which states: "In this Act..."political opinion" and "religious belief" shall be construed in accordance with Article 2(3) and (4) of the Fair Employment & Treatment (NI) Order 1998."

<sup>13</sup> *ibid*

## **Appendix 3 List of consultees**

(Schedule 9 4. (2) (a))

NILGA  
Foras na Gaeilge  
Ulster-Scots Agency  
PSNI  
Companies Registry  
Arts Council  
Community Relations Council  
Consumer Council  
NI Policing Board  
Northern Ireland Museums Council  
Labour Relations Agency  
Northern Ireland Social Care Council  
Rural Development Council  
Sports Northern Ireland  
Youth Council  
Big Lottery Fund Northern Ireland  
Heritage Lottery Fund Northern Ireland  
NI Federation of Housing Associations  
Northern Ireland Human Rights Commission  
Information Commissioner  
Older People's Commissioner  
The Regulation and Quality Improvement Authority  
Northern Ireland Ombudsmans Office  
Police Ombudsman for Northern Ireland Office  
NI Judicial Appointments Ombudsman  
The Office of the Attorney General for Northern Ireland  
The Law Society for Northern Ireland  
Northern Ireland Courts and Tribunals Service  
NI Council for the Homeless  
NI Commissioner for Children & Young People  
OSCR  
CCEW  
Department of Justice  
Churches' Community Work Alliance (NI)  
Church of Ireland Diocesan Office (Down and Dromore)  
Presbyterian Church in Ireland  
Methodist Church in Ireland  
Irish Catholic Bishops' Conference  
NI Inter-Faith Forum  
The Baha'i Community

Belfast Hebrew Congregation  
Belfast Islamic Centre  
Advice NI  
CO3 - Chief Officers 3rd Sector  
Early Years the Organisation for Young Children HQ  
Citizens Advice Regional Office  
NICVA  
NIMEA  
Northern Ireland Rural Womens Network  
Pobal  
Rural Community Network NI  
Volunteer Now  
Womens Resource & Development Agency  
Action Cancer  
Age NI  
Al-Nisa Association NI  
Alzheimer's Society  
Aware Defeat Depression  
Remap NI  
Barnardos  
Girls Brigade NI  
Bryson House  
Carers Northern Ireland  
Childline NI  
Chinese Welfare Association  
Coalition on Sexual Orientation  
Committee for the Administration of Justice  
Disability Action NI  
Down's Syndrome Association  
Gay & Lesbian Youth NI  
Gingerbread NI  
Girl Guiding Ulster  
Guru Nanak Dev Ji Sikh Association  
HIV Support Centre  
Indian Community Centre  
Men's Advisory Project  
MENCAP  
NI Council for Ethnic Minorities  
North West Community Network  
Peace & Reconciliation Group  
Northern Ireland Community of Refugees and Asylum Seekers  
Action on Hearing Loss, NI  
Royal National Institute for the Blind NI  
Scouting Association NI  
Traveller Movement NI  
Voice of Young People in Care

Womens Aid Federation Northern Ireland  
Youth Action NI  
Youthnet  
U3A Foyle  
Groundwork NI  
Supporting Communities  
Drumellan Community Association  
St Vincent de Paul  
Prospect  
Unison

## Appendix 4 Timetable for proposed scheme measures

<b>Measure</b>	<b>Responsibility</b>	<b>Timetable</b>
Draft equality scheme and action plan approved by Board	Head of Corporate Services and Compliance	February 2012
Consultation on draft action plan	Policy and Research Officer	March – June 2012
Board approval of Equality Scheme and Action Plan	Head of Corporate Services and Compliance	11 June 2012
Final scheme approved by Board sent to Equality Commission	Head of Corporate Services and Compliance	1 August 2012
Finalised equality scheme published	Head of Corporate Services and Compliance	Following approval from ECNI
Section 75 Annual Progress Report	Head of Corporate Services and Compliance	31 August (annually)
Audit of Inequalities reviewed	Head of Corporate Services and Compliance	Quarter 3 as part of business planning process
Action Plan reviewed	Head of Corporate Services and Compliance	Annually in Quarter 1
EQIA timetable	Head of Corporate Services and Compliance	Annually as part of S75 annual report
Review of monitoring information	Head of Corporate Services and Compliance	Annually as part of S75 annual report
Publication of quarterly policy screening reports	Policy and Research Officer	Quarterly in January, April, July, October

Training needs analysis	Finance Officer	Annually in June
Communication of equality scheme and notification of consultees	Communications Officer	As and when necessary, either to communicate new scheme, or revisions to scheme
Review of Equality Scheme	Policy and Research Officer	Every 5 years or earlier if requested / deemed necessary

## **Appendix 5 Glossary of terms**

### **Action Plan**

A plan which sets out actions a public authority will take to implement its Section 75 statutory duties. It is a mechanism for the realisation of measures to achieve equality outcomes for the Section 75 equality and good relations categories.

### **Adverse Impact**

Where a Section 75 category has been affected differently by a policy and the effect is less favourable, it is known as adverse impact. If a policy has an adverse impact on Section 75 category, a public authority must consider whether or not the adverse impact is unlawfully discriminatory. In either case a public authority must take measures to redress the adverse impact, by considering mitigating measures and/or alternative ways of delivering the policy.

### **Audit of inequalities**

An audit of inequalities is a systematic review and analysis of inequalities which exist for service users and those affected by a public authority's policies. An audit can be used by a public authority to inform its work in relation to the Section 75 equality and good relations duties. It can also enable public authorities to assess progress on the implementation of the Section 75 statutory duties, as it provides baseline information on existing inequalities relevant to a public authority's functions.

### **Consultation**

In the context of Section 75, consultation is the process of asking those affected by a policy, i.e. service users, staff, the general public for their views on how the policy could be implemented more effectively to promote equality of opportunity across the 9 categories. Different circumstances will call for different types of consultation. Consultations could, for example, include meetings, focus groups, surveys and questionnaires.

### **Equality impact assessment**

This is the mechanism underpinning Section 75, where existing and proposed policies are assessed in order to determine whether they have an adverse impact on equality of opportunity for the relevant Section 75 categories. Equality impact assessments require the analysis of both quantitative and qualitative data.

### **Equality of opportunity**

The prevention, elimination or regulation of discrimination between people on grounds of characteristics including sex, marital status, age, disability, religious belief, political opinion, dependants, race and sexual orientation. The promotion of equality of opportunity entails more than the elimination of discrimination. It requires proactive measures to be taken to secure equality of opportunity between the categories identified under Section 75.

**Equality Scheme**

A document which outlines a public authority's arrangement for complying with its Section 75 obligations. An Equality Scheme must include an outline of the public authority's arrangements for carrying out consultations, screening, and equality impact assessments, monitoring, training and arrangements for ensuring access to information and services.

**Evaluation**

Analysis of completed or ongoing activities that determine / support accountability, effectiveness and efficiency.

**Measures and Outcomes**

Specific measures to promote equality and good relations for the relevant Section 75 and good relations categories, linked to achievable outcomes, which should be realistic and timely.

**Mitigation of adverse impact**

Where an equality impact assessment reveals that a particular policy has an adverse impact on equality of opportunity, a public authority must consider ways of delivering the policy outcomes which have a less adverse affect on the relevant Section 75 categories; this is known as mitigating adverse impact.

**Monitoring**

Monitoring consists of continuously scrutinising and evaluating a policy to assess its impact on the Section 75 categories. Monitoring must be sensitive to the issues associated with human rights and privacy. Public authorities should seek advice from consultees and Section 75 representative groups when setting up monitoring systems.

**Northern Ireland Act**

The Northern Ireland Act, implementing the Good Friday Agreement, received Royal Assent on 19 November 1998. Section 75 of the Act created the statutory equality duties.

**Public Authority**

A national, state or local government agency. Some public authorities' responsibilities are covered under the Human Rights Act 1998.

**Schedule 9**

Schedule 9 of the Northern Ireland Act 1998 sets out detailed provisions for the enforcement of the Section 75 statutory duties, including an outline of what should be included in an Equality Scheme.

**Screening**

Screening is a process used to assess the likely impact of a policy on the promotion of equality of opportunity and good relations. This takes place at the earliest opportunity and the lead role is taken by the policy decision maker. Screening questions, for example, in relation to the impact on equality of opportunity on Section 75 groups, are considered taking into

account qualitative and quantitative data. Based on this information the screening outcome decision will be made.

### **Section 75**

Section 75 of the Northern Ireland Act provides that each public authority is required, in carrying out its functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity between:

- Persons of different religious belief, political opinion, racial group, age, marital status and sexual orientation;
- Men and women generally;
- Persons with a disability and persons without;
- Persons with dependants and persons without.

Without prejudice to these obligations, each public authority in carrying out its functions relating to Northern Ireland must also have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

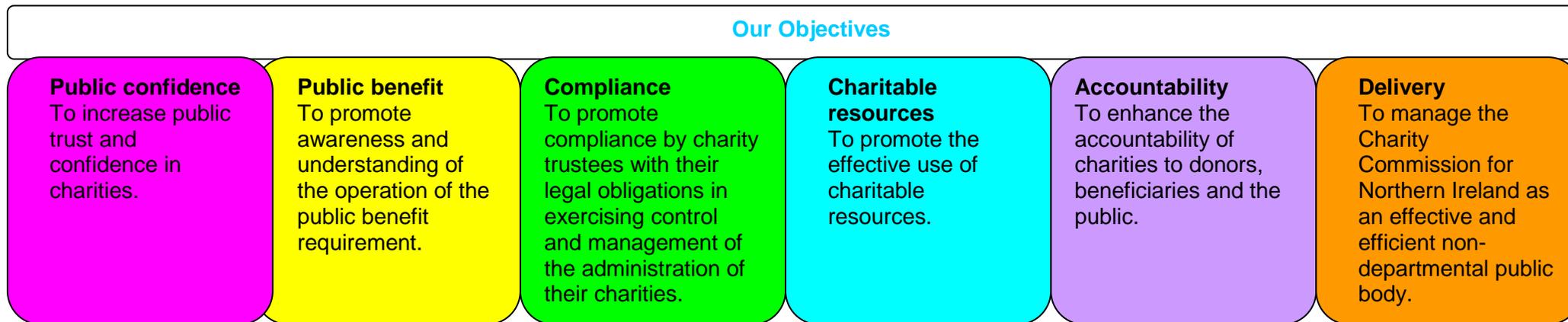
## Appendix 6 Action plan/action measures

The Action Plan is not considered by the Equality Commission for Northern Ireland as part of the approval process for equality schemes, however we have attached it to our Equality Scheme for ease of reference for our stakeholders.

The Action Plan should be a tool not only to avoid discrimination, but also to actively seek to encourage greater equality of opportunity and promote good relations through policy development.

The Action Plan is a living document that will be added to and extended if and where other inequalities are identified.

Actions are linked to each of the core functions or objectives of the Charity Commission for Northern Ireland which are:



Note that references in **BLUE** in the Action Point column are to specific paragraphs in the Commission's Audit of Inequalities.

	Action Point	Intended Outcome	Performance Indicator	By when	Audit of inequalities reference	CCNI objectives
<b>Over-arching goal: Mainstream equality and diversity within CCNI core business</b>						
<b>1</b>	<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	All policies developed will promote equality of opportunity and good relations. No individual will feel that they have been discriminated against on account of their belonging to a Section 75 category	Written analysis of impact of policies will be made available on request  100% of emerging and adopted policies will be equality screened and a screening template published on our website	Review of compliance in 12 months  Annually	paragraph (1.2)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
<b>2</b>	Develop an <b>equality information management and collection system</b> . Need to encourage and promote completion of equality monitoring data	A system for collecting useful and relevant equality information will be in place e.g. type of charity, nature of	Research information on clients and stakeholders in place  Results of equality information / monitoring relating to investigations and	18 months after registration has commenced	paragraph (1.3)  paragraph (1.4)  paragraph (3.2)	<ul style="list-style-type: none"> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> </ul>

		activities, intended beneficiaries	enquiries published			
3	Hold an annual <b>internal equality workshop</b> to discuss equality issues in order to further develop our approach	All staff co-create a unified approach which incorporates diverse experiences and backgrounds	Action points resulting from equality focus group	Annually		<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
4	Staff equality and good relations training; accessed through DSD	Staff fully aware of equality obligations	Number of staff and Commissioners who have attended training (100%)	Reviewed annually		<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
5	SMT will monitor implementation of this strategy and champion equality at a team level	Equality will be monitored on an on-going basis to ensure mainstreamed integration	SMT minutes	Quarterly		<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
6	Incorporate equality into <b>risk assessment of investigations</b> to ensure the issue is considered, recorded and evidenced	No investigation proceeds without equality considerations being factored in	Quarterly assurance check of investigations programme	Quarterly	<p>paragraph (3.1)</p> <p>paragraph (3.2)</p> <p>paragraph</p>	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Compliance objective</li> <li>• Charitable resources</li> </ul>

					(3.3)	<ul style="list-style-type: none"> <li>objective</li> <li>Accountability objective</li> <li>Delivery objective</li> </ul>
	Incorporate equality into <b>risk assessment of casework</b> to ensure that all decisions are considered, recorded and evidenced	No piece of casework proceeds without equality considerations being factored in	Quarterly assurance check of casework programme	Quarterly	paragraph (1.3)	<ul style="list-style-type: none"> <li>Public confidence objective</li> <li>Charitable resources objective</li> <li>Accountability objective</li> <li>Delivery objective</li> </ul>
	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	CCNI's Equality Scheme and Action Plan are up-to-date and reflect all relevant good practice	Results of our Section 75 annual progress report sent to ECNI	Annually		<ul style="list-style-type: none"> <li>Delivery objective</li> </ul>
	We will include a statement on equality in our Annual Report which will be approved by the Board of Commissioners	Equality and diversity are prioritised across the Commission	Annual Report published on website	Annually		<ul style="list-style-type: none"> <li>Delivery objective</li> </ul>

	<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>All work and programmes grounded firmly by a strong evidence base</p>	<p>Input to research high level strategy</p> <p>Collation of baseline data; annual review</p>	<p>Initial assessment by November 2012</p>	<p>paragraph (1.1)</p> <p>paragraph (1.3)</p> <p>paragraph (1.3)</p> <p>paragraph (2.1)</p> <p>paragraph (3.3)</p>	<ul style="list-style-type: none"> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
	<p>Communications and customer charter – positive images and commitments enshrined in publications</p>	<p>Recognition of efforts by Commission to be seen as an organisation committed to equality of opportunity</p>	<p>Public and user perception: annual feedback surveys</p>	<p>2012-15</p>		<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
	<p>Clear equality commitment on website and enshrined in corporate plan</p>	<p>Public statement of accountability</p>	<p>Hits per web page and new visitors to site page</p>	<p>Monitored annually</p>		<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>

**Over-arching goal: Address inequalities and promote good relations within the Northern Ireland charity sector, within CCNI's remit**

	Undertake statistical analysis to identify underrepresented groups in terms of charity trusteeship and/or registration	Underrepresentation identified and opportunities to address considered	Analysis of charity register  Annual equality monitoring report  Charity annual returns	Registration likely to commence Spring 2013	paragraph (1.2)  paragraph (1.3)  paragraph (1.3)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> </ul>
	The charitable purposes specified in the Charities Act 2008 (Northern Ireland) are enhanced through a strong and vibrant charitable sector	Strong and vibrant charitable sector where equality of opportunity, promotion of good relations and diversity are supported	Analysis of charity register  Annual equality monitoring report  Charity annual returns	Registration likely to commence Spring 2013	paragraph (1.5)  paragraph (2.3)  paragraph (5.3)  paragraph (5.4)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Accountability objective</li> </ul>
	Produce guidance for charities on their equality obligations / good practice as	Charities are aware of good practice regarding equality of	Number of hits on website and feedback from charities	Following registration	paragraph (1.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit</li> </ul>

	employers and as service providers – sign-posting to ECNI	opportunity for service users, staff, beneficiaries and volunteers.				<ul style="list-style-type: none"> <li>objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> </ul>
	Promote and ensure Board and employee diversity – (within our remit): through umbrella organisations	<p>Underrepresentation on identified and opportunities to address considered</p> <p>Distribution of key messages and charity sector good practice on diversity</p>	Evidence of charity best practice through networks and umbrella bodies	2013-14	paragraph (1.2)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> </ul>
<p><b>Over-arching goal: All staff and Board members have equal opportunity in all areas of their employment and are treated fairly and with respect</b></p>						
	Equality is owned throughout the organisation and all staff know the Commission's equality duties. Develop	<p>All staff aware of and committed to CCNI's Equality Scheme</p> <p>All staff feel that</p>	<p>100% of staff trained in equality and diversity (in-house training)</p> <p>Results of staff</p>	Annually	paragraph (6.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance</li> </ul>

	equality training plan for all staff.	they are treated fairly and equally regarding training opportunities, access to information and within the general work environment.	satisfaction survey			<ul style="list-style-type: none"> <li>objective</li> <li>Charitable resources objective</li> <li>Accountability objective</li> </ul>
<b>Over-arching goal: Equality of opportunity and promotion of good relations for and between all clients / stakeholders</b>						
	Ensure accessibility of information for all individuals (with particular regard to Section 75 groups).	Access to information is improved for people with a disability or those whose first language is not English	Customer survey feedback	Annually	<ul style="list-style-type: none"> <li>paragraph (1.1)</li> <li>paragraph (1.3)</li> <li>paragraph (2.3)</li> <li>paragraph (3.3)</li> <li>paragraph (4.1)</li> </ul>	<ul style="list-style-type: none"> <li>Public confidence objective</li> <li>Delivery objective</li> </ul>
	Identify most effective methods of	Hard to reach groups identified	Customer survey feedback	Annually	paragraph (1.1)	<ul style="list-style-type: none"> <li>Public confidence</li> </ul>

	communication aimed particularly at hard to reach groups	and appropriate methods of communication in place			paragraph (1.3)	objective <ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
	Our services, buildings, publications, documents and web publishing are accessible to all	CCNI's office, resources and guidance are available and accessible to all	Customer survey feedback	Annually	paragraph (1.1) paragraph (1.3) paragraph (1.4) paragraph (2.1) paragraph (4.1) paragraph (5.1) paragraph (5.2)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Delivery objective</li> </ul>
	Our customers / clients are treated fairly and with respect	All clients / customers feel valued and	Customer feedback surveys with a target of 95% satisfaction	Annually	paragraph (1.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> </ul>

		respected			paragraph (1.3) paragraph (5.2)	<ul style="list-style-type: none"> <li>• Delivery objective</li> </ul>
	Provide translations and transcriptions of publications on request	CCNI's office, resources and guidance are available and accessible to all	Number of requests for translation responded to	Annually	paragraph (1.1) paragraph (1.3) paragraph (2.3) paragraph (4.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Delivery objective</li> </ul>
<b>Over-arching goal: To promote positive attitudes towards people with a disability</b>						
	Staff & Commissioner training on disability equality	Commissioners and staff have an improved awareness of the disability duties and our disability action plan, helping to promote positive	Annual review of training	Ongoing		<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Delivery objective</li> </ul>

		attitudes towards disabled people				
	Website review re images and further promotion of disabled people. Monitor accessibility of website for those with disabilities	People with a disability have equal opportunity to access information on our website and feel that a positive image is promoted	Customer feedback surveys with a target of 95% satisfaction	Annually	paragraph (1.3) paragraph (4.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
	Develop future arrangements for reporting on public opinion surveys to identify awareness amongst people with disabilities.	This will inform future strategies and action to be taken	Survey conducted	Following registration	paragraph (1.1)	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>

	Further consider auxiliary aids re accessibility needs in relation to forthcoming powers	CCNI's office, resources and guidance are available and accessible to all	Customer feedback surveys	Ongoing	<p>paragraph (1.1)</p> <p>paragraph (1.3)</p> <p>paragraph (2.3)</p>	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
	Ensure appropriate methods used for public meetings	CCNI's office, resources and guidance are available and accessible to all	Customer feedback surveys	Ongoing	<p>paragraph (1.1)</p> <p>paragraph (1.4)</p> <p>paragraph (2.1)</p>	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Delivery objective</li> </ul>
	Include information on programme of work in Annual Report and publish on website in line with publication scheme	Equality and diversity are prioritised across the Commission	Annual report	Annually		<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> </ul>

						<ul style="list-style-type: none"> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
<b>Over-arching goal: To promote participation in public life for people with a disability</b>						
	<p>Scope potential to impact on encouraging participation in public life e.g. volunteers sitting on a board of trustees</p>	<p>Underrepresentation on identified and opportunities to address considered</p> <p>Work with umbrella bodies</p>	<p>Analysis of charity register</p> <p>Annual equality monitoring report</p> <p>Charity annual returns</p>	<p>Registration likely to commence Spring 2013</p>	<p>paragraph (1.2)</p>	<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance objective</li> <li>• Charitable resources objective</li> <li>• Accountability objective</li> <li>• Delivery objective</li> </ul>
	<p>Internal round table workshop on relevance of disability duties to charity legislation and development of outcome measures and</p>	<p>Commissioners and staff have an improved awareness of the disability duties and our disability</p>	<p>Action points from round table workshop</p>	<p>Following approval of Equality Scheme by Equality Commission</p>		<ul style="list-style-type: none"> <li>• Public confidence objective</li> <li>• Public benefit objective</li> <li>• Compliance</li> </ul>

	monitoring arrangements	action plan, helping to promote participation in public life for people with a disability		for Northern Ireland		<ul style="list-style-type: none"> <li>objective</li> <li>Charitable resources objective</li> <li>Accountability objective</li> <li>Delivery objective</li> </ul>
<b>Over-arching goal: Effective implementation of Equality Scheme and Action Plan</b>						
	Review of the Charity Commission for Northern Ireland's Audit of Inequalities	All potential and realised inequalities are identified	Publication of updated Audit of Inequalities annually	Quarter 3 as part of business planning process		<ul style="list-style-type: none"> <li>Public confidence objective</li> <li>Public benefit objective</li> <li>Compliance objective</li> <li>Charitable resources objective</li> <li>Accountability objective</li> <li>Delivery objective</li> </ul>
	Review of the Charity Commission for Northern Ireland's Action Plan	Equality Scheme and Action Plan are kept relevant and updated in line with new	Publication of updated Action Plan annually	Annually in Quarter 1		<ul style="list-style-type: none"> <li>Public confidence objective</li> <li>Public benefit objective</li> </ul>

		evidence or newly identified inequalities as per the Audit of Inequalities				<ul style="list-style-type: none"><li>• Compliance objective</li><li>• Charitable resources objective</li><li>• Accountability objective</li><li>• Delivery objective</li></ul>
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## Appendix 7 Legal Obligations

- The Charities Act (Northern Ireland) 2008
- Section 75 of the Northern Ireland Act 1998
- The Equal Pay Act (Northern Ireland) 1970 (as amended)
- The Sex Discrimination (Northern Ireland) Order 1976 (as amended)
- Race Relations (Northern Ireland) Order 1997 (as amended)
- Fair Employment and Treatment (Northern Ireland) Order 1998 (as amended)
- Section 49A and B of the Disability Discrimination Act 1995 (as amended)
- The Fair Employment (Monitoring) Regulations 1999
- Equality (Disability, etc) (Northern Ireland) Order 2000
- The Employment Equality (Sexual Orientation) Regulations (Northern Ireland) 2003
- The Sex Discrimination Order 1976 (Amendment) Regulations (Northern Ireland) 2008
- The Employment Equality (Age) Regulations (Northern Ireland) 2006
- Data Protection Act 1998
- Freedom of Information Act 2000
  - (particular reference to Lord Chancellor's Code of Practice issued at Section 46)