

Equality Scheme

***Drawn up in accordance with Section 75 and Schedule 9 of
the Northern Ireland Act 1998***

***This document is available in a range of formats on request.
Please contact us with your requirements (see page 8 for
contact details).***

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Telephone: 028 9032 1230 for Text Relay prefix with 18002
Email: info.pcc@hscni.net
Website: www.patientclientcouncil.hscni.net

Approved by the Equality Commission for Northern Ireland on _____

Foreword

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 Act¹.

In our equality scheme we set out how the Patient and Client Council proposes to fulfill the Section 75 statutory duties.

We will commit the necessary resources in terms of people, time and money to make sure that the Section 75 statutory 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 statutory duties and for monitoring and reviewing our progress.

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 statutory duties and our commitments in our equality scheme.

We, the Chair and Chief Executive of the Patient and Client Council, are fully committed to effectively fulfilling our Section 75 statutory duties across all our functions (including service provision, employment and procurement) through the effective implementation of our equality scheme.

We realise the important role that the community and voluntary sector and the general public have to play to ensure the Section 75 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 statutory duties. It also offers the means whereby persons directly

¹ See section 1.1 of our Equality Scheme.

affected by what they consider to be a failure, on our part, to comply with our equality scheme, can make complaints.

On behalf of the Patient and Client Council and our staff we are pleased to support and endorse this equality scheme which has been drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998 and Equality Commission guidelines.

*Maureen Edmondson
Chair*

*Maeve Hully
Chief Executive*

Date 6 April 2011

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Chapter 1 Introduction

Section 75 of the Northern Ireland Act 1998

1.1 Section 75 of the Northern Ireland Act 1998 (the Act) requires the Patient and Client Council 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.

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.

“Functions” include the “powers and duties” of a public authority². This includes our employment and procurement functions. Please see below under “Who we are and what we do” for a detailed explanation of our functions.

How we propose to fulfil the Section 75 duties in relation to the relevant functions of the Patient and Client Council

1.2 Schedule 9 4. (1) of the Act requires the Patient and Client Council 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. This equality scheme is intended to fulfil that statutory requirement. It is both a statement of our arrangements for fulfilling the Section 75 statutory duties and our plan for their implementation.

² Section 98 (1) of the Northern Ireland Act 1998.

1.3 The Patient and Client Council is committed to the discharge of its Section 75 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 the Section 75 statutory duties are complied with and that our equality scheme can be implemented effectively.

Who we are and what we do

The Patient and Client Council (PCC) was established on the 1st April 2009, as a powerful, independent voice for people.

The Patient and Client Council has a Board made up of a Chair and sixteen non-executive directors, recruited from across Northern Ireland under the Public Appointments Process. The Board is responsible for setting the policy and direction for the Patient and Client Council and for monitoring progress and performance.

The Patient and Client Council has the following functions in relation to health and social care in Northern Ireland:

- (a) representing the interests of the public;**
- (b) promoting involvement of the public;**
- (c) providing assistance (by way of representation or otherwise) to individuals making or intending to make a complaint relating to health and social care for which a body to which this section applies is responsible;**
- (d) promoting the provision by bodies to which this section applies of advice and information to the public about the design, commissioning and delivery of health and social care;**

(e) such other functions as may be prescribed.

Our Values

Our mission and our work are underpinned by core values which guide everything we do.

We will:

- Put the patient and client at the centre of all we do
- Be independent, determined and trustworthy
- Work in partnership with colleagues
- Serve all people whatever their background and needs
- Be honest
- Be innovative
- Base our work on evidence and research
- Be open and transparent.

As a small agency within Health and Social Care, the Patient and Client Council receives its recruitment and procurement resource through the Business Services Organisation.

Chapter 2 Our arrangements for assessing our compliance with the section 75 duties (Schedule 9 4. (2) (a))

2.1 Some of our planned arrangements for assessing our compliance with the Section 75 statutory duties are outlined in other relevant parts of this equality scheme including our monitoring arrangements, assessment of impact of policies arrangements, consultation, publication and complaints.

In addition we have the following arrangements in place for assessing our compliance:

Responsibilities and reporting

2.2 We are committed to the fulfilment of our Section 75 obligations in all parts of our work.

2.3 Responsibility for the effective implementation of our equality scheme lies with the Head of Development and Corporate Services. The Chief Executive is accountable to the Patient and Client Council 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.

2.4 If you have any questions or comments regarding our equality scheme, please contact in the first instance the Head of Development and Corporate Services at the address given below and we will respond to you as soon as possible:

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230 for Text Relay prefix with 18002
Email: info.pcc@hscni.net
Website: www.patientclientcouncil.hscni.net

2.5 Objectives and targets relating to the statutory duties will be integrated into our strategic and operational business plans³.

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

2.7 The Patient and Client Council prepares an annual report on the progress we have made on implementing the arrangements set out in this equality scheme to discharge our Section 75 statutory duties (Section 75 annual progress report).

The Section 75 annual 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 statutory duties will also be included in our (organisational) annual report.

2.8 The latest Section 75 annual progress report is available on our website:

www.patientclientcouncil.hscni.net

or by contacting:

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1st Floor, Lesley House
25-27 Wellington Place
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2.9 The Patient and Client Council liaise closely with the Equality Commission to ensure that progress on the implementation of our equality scheme is maintained.

³ See Appendix 4 'Timetable for measures proposed' and section 2.11 of this equality scheme.

2.10 The Patient and Client Council's Corporate Plan is a powerful tool in driving forward implementation of its equality scheme. Also the Membership Scheme, which is currently being established, will be a strong mechanism for driving forward implementation of the equality statutory duties as it aims to recruit individuals representative of all nine equality groups. The PCCs website in itself is a powerful tool to impart information and drive forward implementation of the equality scheme. The Patient and Client Council has established an Equality Forum to drive forward the Equality agenda for the organisation.

Action plan/action measures

2.11 The Patient and Client Council has developed an action plan to promote equality of opportunity and good relations. This action plan does not form part of the approved equality scheme.

2.12 The action measures that will make up our action plan will be relevant to our functions. They will be developed and prioritised on the basis of an audit of inequalities. The audit of inequalities will gather and analyse information across the Section 75 categories⁴ to identify the inequalities that exist for our service users and those affected by our policies⁵.

2.13 Action measures will be specific, measurable, linked to achievable outcomes, realistic and time bound. Action measures will include performance indicators and timescales for their achievement.

2.14 We will develop any action plans for a period of two years in order to align them with our corporate and business planning cycles. Implementation of the action measures will be incorporated into our business planning process.

2.15 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 as per 2.16 below.

⁴ See section 1.1 of this equality scheme for a list of these categories.

⁵ See section 4.1 of this equality scheme for a definition of policies.

2.16 We will monitor our 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.

2.17 The Patient and Client Council will inform the Commission of any changes or amendments to our action plan and will also include this information in our Section 75 annual progress report to the Commission. Our Section 75 annual progress report will incorporate information on progress we have made in implementing our action plans/action measures.

2.18 Once finalised, our action plan will be available from:

Head of Development and Corporate Services
Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230 for Text Relay prefix with 18002
Email: info.pcc@hscni.net
Website: www.patientclientcouncil.hscni.net

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

Chapter 3 Our arrangements for consulting

(Schedule 9 4. (2) (a)) - on matters to which a duty (S75 (1) or (2)) is likely to be relevant (including details of the persons to be consulted).

(Schedule 9 4. (2) (b)) on the likely impact of policies adopted or proposed to be adopted by us on the promotion of equality of opportunity.

3.1 We recognise the importance of consultation in all aspects of the implementation of our statutory equality duties. We will consult on our equality scheme, action measures, equality impact assessments and other matters relevant to the Section 75 statutory duties.

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

3.2.1 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 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.

3.2.2 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:

- Face-to-face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/opt out of the consultation
- Internet discussions or
- Telephone consultations.

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.

3.2.3 We will consider the accessibility and format of every method of consultation we use in order to remove barriers to the consultation process. Specific consideration will be given as to how best to communicate with children and young 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)*.

Consultation will be specific to the target audience needs. As consultations are undertaken, we will develop and refine our systems and consultation methods.

Information will be made available, on request, in alternative formats⁶, in a timely manner, usually within 20 working days (unless third party timescales dictate otherwise, eg translation providers). We will ensure that such consultees have equal time to respond.

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

⁶ See Chapter 6 of our equality scheme for further information on alternative formats of information we provide.

3.2.5 To ensure effective consultation with consultees⁷ on Section 75 matters, we will develop a programme of awareness raising on the Section 75 statutory duties and the commitments in our equality scheme by undertaking the following:

- Mail-outs
- Advertisements in newspapers if appropriate
- E-mail
- PCC Local offices
- Placing our Equality Scheme on our website
- Developing an annual equality operations plan
- Integrating our Section 75 statutory duties and the commitments into our Personal and Public Involvement strategy
- Developing an annual equality training programme for the organisation
- We will include a comprehensive explanation of our statutory duties including commitments made in our Equality Scheme in the consultation documentation, or, where appropriate, alternative steps will be taken to raise such awareness, e.g. public consultation meetings.
- If screening of a particular policy or decision identifies any external stakeholders who may not have the ability to respond to consultation effectively we will engage with the individual(s) in the first instance to find out how to best facilitate their input to the consultation, and where this is not effective or appropriate we will make contact with relevant Section 75 representative groups to find out how best we can encourage their input.

3.2.6 The consultation period will last 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 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 commitments⁸.

⁷ Please see Appendix 3 for a list of our consultees.

⁸ Please see below at 4.27 to 4.31 for details on monitoring.

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.

3.2.7 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.

3.2.8 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, how the meeting is to be conducted, the use of appropriate language, whether a signer and/or interpreter is necessary, and whether the provision of childcare and support for other carers is required.

3.2.9 We 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.

3.2.10 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.

3.2.11 We 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. (Please see also 6.3)

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

www.patientclientcouncil.hscni.net

or by contacting

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
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Email: info.pcc@hscni.net

3.4 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 organisations wishing to be added to the list of consultees. Please contact the Patient and Client Council (contact details as above) 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.

Chapter 4 **Our arrangements for 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))

Our arrangements for assessing the likely impact of policies adopted or proposed to be adopted on the promotion of equality of opportunity (Schedule 9 4. (2) (b))

4.1 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, eg, ‘draft’, ‘pilot’, ‘high level’ or ‘sectoral’.

4.2 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.

4.3 The Patient and Client Council 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. **The Patient and Client Council receives guidance and assistance on equality assessments and impacts from the Business Services Organisation.** 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)*’.

Screening

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

4.5 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.

4.6 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.

4.7 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?

4.8 In order to answer the screening questions, we will gather all relevant information and data, both qualitative and quantitative. In taking this evidence into account we will consider the different

needs, experiences and priorities for each of the Section 75 equality categories. Any screening decision will be informed by this evidence.

4.9 Completion of screening, taking into account our consideration of the answers to all four screening questions set out in 4.7 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 mitigation⁹ 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.

4.10 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 Patient and Client Council.

4.11 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 Patient and Client Council.

⁹ 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.

4.12 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 Patient and Client Council.

4.13 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, can be accessed from our website:

www.patientclientcouncil.hscni.net

and on request by contacting:

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230 for Text Relay prefix with 18002
Email: info.pcc@hscni.net

4.14 If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, we will review the screening decision.

4.15 Our screening reports are published quarterly [see below at 4.20 - 4.22 and 4.23 for details].

Equality impact assessment

4.16 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.

4.17 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.

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

Our arrangements for publishing the results of the assessments of the likely impact of policies we have adopted or propose to adopt on the promotion of equality of opportunity

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

4.19 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.

What we publish

4.20 Screening reports

These are published quarterly. Screening reports detail:

- All policies screened by the Patient and Client Council 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

4.21 Screening templates

For details on the availability of our screening templates please refer to 4.13.

4.22 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.

How we publish the information

4.23 All information we publish is accessible and can be made available in alternative formats on request. Please see 6.3 below.

Where we publish the information

4.24 The results of any assessments (screening reports and completed templates, the results of equality impact assessments) can be accessed from our website:

www.patientclientcouncil.hscni.net

and by contacting:

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 02890 321230,
Email: info.pcc@hscni.net

4.25 In addition to the above, screening reports (electronic link or hard copy on request if more suitable for recipients) which include all policies screened over a 3 month period are also sent directly to all consultees on a quarterly basis.

4.26 We will inform the general public about the availability of this material through communications such as press releases where appropriate.

Our arrangements for monitoring any adverse impact of policies we have adopted on equality of opportunity
(Schedule 9 4. (2) (c))

4.27 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 Patient and Client Council follows guidance from the Office of the Information Commissioner and the Equality Commission.

4.28 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.

4.29 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
- The collection, collation and analysis of existing relevant secondary sources of quantitative and qualitative data across all nine equality categories on an ongoing basis
- 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.

4.30 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.

4.31 We review our EQIA monitoring information on an annual basis. Other monitoring information is reviewed generally on an annual basis also, unless specified otherwise (for example, if a project has a duration of two years, monitoring information may be reviewed as part of the evaluation after the completion of the project).

Our arrangements for publishing the results of our monitoring (Schedule 9 4. (2) (d))

4.32 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 are published as follows:

4.33 EQIA monitoring information is published as part of our Section 75 annual progress report [see 2.7]

4.34 Other monitoring information will be made available on our website www.patientclientcouncil.hscni.net with the exception of quantitative monitoring information that may otherwise compromise the identity of individuals (for example if only small numbers of people are involved).

4.35 All information published is accessible and can be made available in alternative formats on request. Please see below at 6.3 for details.

Chapter 5 Staff training

(Schedule 9 4.(2) (e))

Commitment to staff training

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

5.2 Our Chief Executive wishes to positively communicate the commitment of the Patient and Client Council to the Section 75 statutory duties, both internally and externally.

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

Training objectives

5.3 The Patient and Client Council will draw up a detailed training plan for its 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 ensure that our staff fully understand their role in implementing the scheme
- 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
- 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 effective implementation of the Patient and Client Council equality scheme with the necessary skills and knowledge to do this work effectively.

Awareness raising and training arrangements

5.4 The following arrangements will be put in place to ensure all our staff, Board members and those working in a role with the Patient and Client Council 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 Patient and Client Council will receive a briefing on this equality scheme within 6 months of scheme approval.
- The Section 75 statutory duties form part of induction training for new staff.
- Focused training is provided for key staff within the Patient and Client Council 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).
- 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 developments.
- Board members and members of Patient and Client Council committees will receive annual equality training. All staff (31), Board members (17) and Committee members (34) have received equality awareness training (figures valid at time of approval of equality scheme).

5.5 Training and awareness raising programmes will, where relevant, be developed in association with the appropriate Section 75 groups and our staff.

In order to share resources and expertise, the Patient and Client Council will, where possible, work closely with other bodies and agencies in the development and delivery of training. In particular the Patient and Client Council receives advice and expertise for

the Business Services Organisation on its Equality function and duties.

Monitoring and evaluation

5.6 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.
- The extent to which training objectives have been met will be reported on as part of the Section 75 annual progress report, which will be sent to the Equality Commission.
- We will also monitor the number of staff trained, the equality profile of staff trained as well as the job roles of staff trained.

Chapter 6 Our arrangements for ensuring and assessing public access to information and services we provide

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

6.1 The Patient and Client Council 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.

6.2 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.

Access to information

6.3 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 or minority languages to meet the needs of those for whom English is not their first language.

The Patient and Client Council 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 usually (unless third party timescales dictate otherwise, eg translation providers).

For those not fluent in English, we have arrangements in place for accessing a regional contract for translation and interpreting services. This includes access to the regional Interpreting Service for all Health and Social Care Organisations throughout Northern Ireland.

For children and young people we aim to produce information in a language and in a format that meet their needs. In such cases, we also seek to draw on the support of relevant organisations including Participation Network.

For people with learning disabilities we aim to produce information in Easy Read format.

6.4 In disseminating information through the media we will seek to advertise in the press where appropriate.

6.5 The Patient and Client Council has already taken the following actions to ensure public access to information

- A website
- Corporate plan in audio format,
- Leaflets on the work of function of the Patient and Client Council in audio format and translated into 17 languages.

Public access to information can be made via the website at www.patientclientcouncil.hscni.net

or by contacting us at:

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230 for Text Relay prefix with 18002
Email: info.pcc@hscni.net

Access to services

6.6 The Patient and Client Council is committed to ensuring that all of our services are fully accessible to everyone in the community across the Section 75 categories.

The Patient and Client Council also adheres to the relevant provisions of current anti-discrimination legislation.

6.7 The Patient and Client Council has already taken the following actions to ensure public access to its services

- An interactive website
- Four local offices established across Northern Ireland
- Clinics in local areas
- A freefone number for landline calls (0800 917 0222)
- A programme of engagement to raise awareness of the Patient and Client Council

Assessing public access to information and services

6.8 In line with our general arrangements for monitoring (see 4.31) we will also monitor across all our functions, in relation to access to information and services, to ensure equality of opportunity and good relations are promoted.

6.9 This includes monitoring and reviewing complaints information and obtaining feedback from users (such as through surveys, user fora and the membership scheme).

Chapter 7 Timetable for measures we propose in this equality scheme

(Schedule 9 4. (3) (b))

- 7.1 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.
- 7.2 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 an action plan. Accordingly, this commitment it is listed in the timetable of measures at Appendix 4. For information on these action measures please see above at 2.11 – 2.18.

Chapter 8 Our complaints procedure

(Schedule 9 10.)

8.1 The Patient and Client Council is responsive to the views of members of the public. We will endeavour to resolve all complaints made to us.

8.2 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.

8.3 A person wishing to make a complaint that the Patient and Client Council has failed to comply with its approved equality scheme should contact:

The Chief Executive
Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230
Email: info.pcc@hscni.net

Section 75 complaints will be dealt with in accordance with the Patient and Client Council's general complaints procedure.

8.4 We will in the first instance acknowledge receipt of each complaint within 2 working days.

8.5 The Patient and Client Council will carry out an internal investigation of the complaint and will respond substantively to the complainant within 20 working days of the date of receiving the letter of complaint. Under certain circumstances, if the complexity of the matter requires a longer period, the period for response to

the complainant may be extended to two (2) months. In those circumstances, the complainant will be advised of the extended period within one month of making the complaint.

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

8.7 In any subsequent investigation by the Equality Commission, the Patient and Client Council will co-operate fully, providing access in a timely manner to any relevant documentation that the Equality Commission may require.

Similarly, the Patient and Client Council will co-operate fully with any investigation by the Equality Commission under sub-paragraph 11 (1) (b) of Schedule 9 to the Northern Ireland Act 1998.

8.8 The Patient and Client Council will make all efforts to implement promptly and in full any recommendations arising out of any Commission investigation.

Chapter 9 Publication of our equality scheme

(Schedule 9 4. (3) (c))

9.1 The Patient and Client Council's equality scheme is available free of charge in print form and alternative formats from:

Patient and Client Council
1st Floor, Lesley House
25-27 Wellington Place
BELFAST
BT1 6GD

Tel: 028 9032 1230
Email: info.pcc@hscni.net

9.2 Our equality scheme is also available on our website at:

www.patientclientcouncil.hscni.net

9.3 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 in the press, 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 20 working days (unless third party timescales dictate otherwise, eg translation providers).
- Our equality scheme is available on request in alternative formats such as Easy Read, Braille, large print, audio formats (CD, mp3, DAISY) to meet the needs of people with a disability and in minority languages to meet the needs of

those not fluent in English and in a format and language that is accessible to children and young people.

9.4 For a list of our stakeholders and consultees please see Appendix 3 of the equality scheme, visit our website at:

www.patientclientcouncil.hscni.net

or contact

The Equality Unit
Business Services Organisation
2 Franklin Street,
Belfast,
BT2 8DQ

Tel: 028 9053 5531 for Text Relay prefix with 18002

Fax: 028 9053 5641

Email: Equality.Unit@hscni.net

Website: www.hscbusiness.hscni.net

Chapter 10 Review of our equality scheme

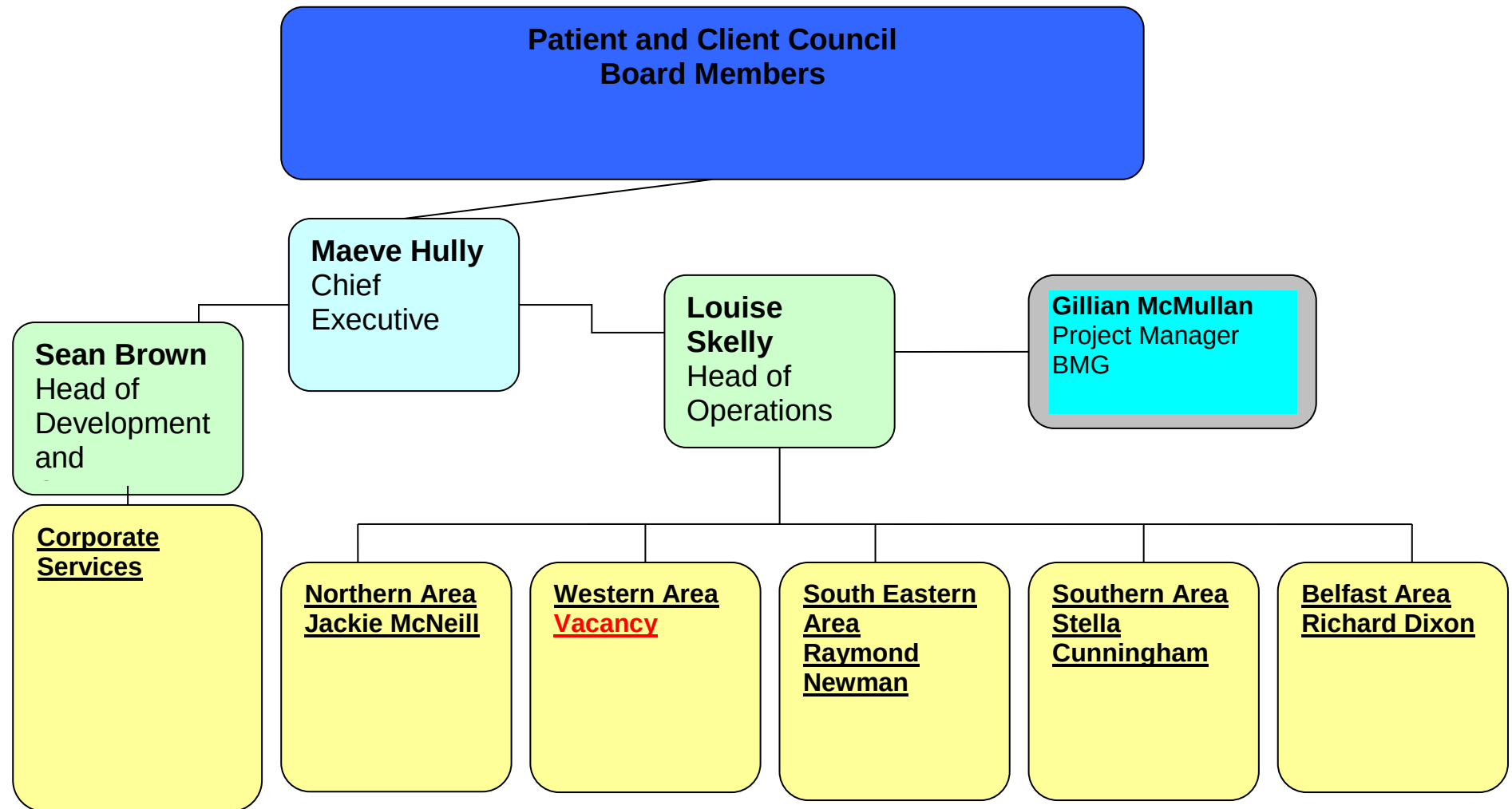
(Schedule 9 8. (3))

10.1 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 statutory duties relevant to our functions in Northern Ireland.

10.2 In undertaking this review we will follow any guidance issued by the Equality Commission. A report of this review will be made public by placing it on our website and by informing our consultees via email or post of its availability. It will also be sent to the Equality Commission.

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	Buddhist; Catholic; Hindu; Jewish; Muslims, people of no religious belief; Protestants; Sikh; other faiths. For the purposes of Section 75, the term “religious belief” is the same definition as that used in the <i>Fair Employment & Treatment (NI) Order</i>¹⁰. 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>”.
Political opinion ¹¹	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.

¹⁰ 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*.”

¹¹ *ibid*

Appendix 3 List of consultees

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

Consultation list
Organisation
Action Cancer
Action Mental Health
Action MS
ADOPT
Advice NI
Advocate for Older People
Afro-Community Support Organisation
Age Concern Help the Aged NI
Age Sector Platform
AIDs Helpline (NI)
Alliance Party of Northern Ireland
Al-Nisa Womens Group
Al-Nure Craigavon Asian Women's & Childrens
Alzheimer's Disease Society NI
An Munia Tober
Antrim Borough Council
ARC (NI)
Ards Borough Council
Armagh City and District Council
Armagh Phillipine Association
Armagh Travellers Support Group
Arthritis Care
Aspergers Network
Association
Association of Chief Officers of Voluntary Associations
Autism Initiatives NI
Autism NI
Aware Defeat Depression
Ballymena Borough Council
Ballymena Community Forum
Ballymoney Borough Council
Banbridge District Council
Banbridge Youth Arts & Information Centre
Bangladesh Welfare Association
Barnardos
Belfast Carers Centre
Belfast City Council
Belfast Hebrew Congregation
Belfast HSC Trust

Consultation list	
Organisation	
Belfast Islamic Centre	
Belfast Jewish Community	
Black Youth Network	
BMER Family Support Service Barnardos	
Britain's General Union (GMB)	
British Association of Occupational Therapists	
British Association of Social Workers (NI Office)	
British Deaf Association (NI)	
British Dental Association (NI) Branch	
British Dietetic Association	
British Dietetic Association	
British Medical Association	
British Orthodontic Society	
British Psychological Society	
British Red Cross	
Brook Northern Ireland Advisory Centre	
Bryson Group	
Bytes Project	
CAP (Changing Ageing Project)	
Cara-friend	
Carers Northern Ireland	
Carrickfergus Borough Council	
Castlereagh Borough Council	
CAUSE	
Centre for Voluntary Action Studies	
CFNI (Community Foundation NI)	
Chartered Society of Physiotherapy	
Chest, Heart and Stroke Association	
Chief Officers 3rd Sector	
Childline NI	
Children in Northern Ireland	
Children's Law Centre NI	
Chinese Lay Health Project Barnardos	
Chinese Welfare Association	
Church of Ireland	
Citizens Advice Regional Office	
Coleraine Borough Council	
Colin Glen Trust	
Committee on the Administration of Justice	
Community Development and Health Network	
Community NI	
Community Practitioners & Health Visitors Association	
Community Relations Council	
Community Work Education & Training Network	

Consultation list
Organisation
Contact A Family
Cookstown District Council
Council for Ethnic Equality
Craigavon Area Talking Newspaper
Craigavon Asian Women's & Children's Association
Craigavon Borough Council
Craigavon Ehtnic Minorities Support Group
Craigavon Travellers' Support Committee
Craigavon Vietnamese Group
Crossroads Caring For Carers
CRUSE
Cystic Fibrosis Trust
DARD (Department of Agriculture and Rural Development) Equality Branch
Deaf Talkabout (Belfast Telegraph)
Department for Regional Development
Department of Culture, Arts and Leisure
Department of Education - Strategy and Equality Unit
Department of Employment and Learning
Department of Enterprise, Trade and Investment
Department of Finance and Personnel
Department of Social Development
Department of the Environment
Derry City Council
Derry Travellers' Support Group
Derry Well Woman
DHSSPS (Department of health, social services and public safety)
Diabetes UK Northern Ireland
Disability Action
Down & Connor Family Ministry
Down District Council
Down's Syndrome Association
Dungannon & South Tyrone Borough Council
Dungannon Visually Impaired Club
DUP
Eagle Project
Early Years Organisation
East Belfast Community Development Agency
Education and Skills Authority Implementation Team
EGSA (Educational Guidance Service for Adults)
Employers' Forum on Disability
Enable NI
Epilepsy Action
Equality Coalition
Equality Commission for Northern Ireland

Consultation list	
Organisation	
Extern	
Extra Care	
FACE - Inclusion Matters	
Falls Community Council	
Family Planning Association NI	
Federation of Clinical Scientists	
Federation of Experts by Experience	
Fermanagh District Council	
Fermanagh Women's Network	
First Key	
Forum For Action On Substance Abuse	
Foyle Down's Syndrome Trust	
Foyle Friend	
Foyle Multi Cultural Forum	
Gay and Lesbian Youth Northern Ireland	
Gingerbread NI	
Glen Road Heights Women's Group	
Glencraig Camphill Community	
Green Party	
Guru Nanak Ji Sikh Community	
Headway	
Helm Housing	
Homeless Support Unit	
HSC Board	
ICO NI	
Include Youth	
Independent Health Care Providers	
Indian Community Centre	
Institute of Governance, QUB	
Integrated Services for Children and Young People	
Japan Society of NI	
Karen Mortlock Trust	
La Societa Italiana Irlanda Del Nord	
Larne Borough Council	
Latinoamerica Unida	
Law Society NI	
Lesbian Advocacy Services Initiative	
Lesbian Line	
Limavady Borough Council	
Lisburn City Council	
Macmillan Cancer Relief	
Magherafelt District Council	
Magherafelt Women's Group	
Mandarin Speakers Association	

Consultation list
Organisation
Marie Curie Cancer Care
MENCAP
Men's Advisory Project
Men's Health Forum
Mental Health Review Tribunal
Methodist Church in Ireland
Migrant Support Area
Mind Yourself
Mindwise
Mindwise New Vision
Mir Galleries Persian Cultural Centre
Moyle District Council
Multicultural Forum (Coleraine)
Multi-Cultural Resource Centre
Multiple Sclerosis Society
Muscular Dystrophy Group
National Autistic Society NI
National Deaf Children's Society
Nederlandse Vereniging in Noord Ireland
Newry & Mourne District Council
Newry & Mourne Senior Citizens' Forum
Newry & Mourne Women
Newry and Mourne Deaf Club
Newry Interagency Consortium for Travellers
Newtownabbey Borough Council
NHS Confederation on Learning Disability
NI Association For Mental Health
NI Blood Transfusion Service
NI Commissioner for Children and Young People
NI Committee of Irish Congress of Trade Unions
NI Council for the Homeless
NI Federation of Housing Associations
NI Fire & Rescue Service
NI Guardian ad Litem Services Agency
NI Health and Social Services Interpreting Service
NI Hospice
NI Housing Executive
NI Human Rights Commission
NI Local Government Association
NI Medical and Dental Training Agency
NI Practice & Education Council for Nursing and Midwifery
NI Social Care Council
NI Statistics and Research Agency
NI Women's European Platform

Consultation list	
Organisation	
NI Youth Forum	
NIACRO (Northern Ireland Association for the Care and Resettlement of Offenders)	
NIAPN (Northern Ireland Anti-Poverty Network)	
NIPSA	
North Down Borough Council	
North West Community Network	
North West Ethnic Communities Association	
North West Forum of People with Disabilities	
Northern Area Children and Young People's Committee	
Northern HSC Trust	
Northern Ireland Ambulance Service Trust	
Northern Ireland Council for Ethnic Minorities	
Northern Ireland Council for Voluntary Action	
Northern Ireland Deaf Youth Association	
Northern Ireland Filipino Community in Action	
Northern Ireland Gay Rights Association	
Northern Ireland ME Association	
Northern Ireland Muslim Family Association	
Northern Ireland Office	
Northern Ireland Office - Human Rights And Equality Unit	
Northern Ireland Pakistani Cultural Association	
Northern Ireland Volunteer Development Agency	
NSPCC	
NUS-USI Northern Ireland Student Centre	
OFMDFM (Office of the First minister and Deputy minister)	
Oi-Kwan Chinese Women's Group	
Oi-Yin Bangor Women's Group	
Older Peoples Advocate NI	
Omagh District Council	
Omagh Ethnic Minority Group	
Omagh Women's Area Network	
Orchardville Society	
Pakistani Community Welfare Association	
Parents Advice Centre	
Parents and Professionals and Autism	
Parents Education as Autism Therapists (PEAT)	
Parkinson's Disease Society	
Patient Client Council	
Pharmaceutical Society of NI	
Playboard	
Police Service of Northern Ireland	
Polish Association NI	
Positive Futures	
Praxis	

Consultation list
Organisation
Presbyterian Church in Ireland
Press for Change
Princes Trust
Probation Board NI
Progressive Unionist Party
Prospects
Public Health Agency
Queen's University Belfast- Equal Opportunities Unit
Queer Space
Rainbow Project
RCN
Regulation & Quality Improvement Authority
Relatives & Residents Associations
RNIB
RNID
Royal College of GPs
Royal College of Midwives
Rural Development Council
Sai Pak Community Group
Salvation Army
Samaritans Belfast
SARN
Save the Children
Scouting Association NI
SDLP
SENSE NI
Shelter
Sikh Community Project
Sikh Women and Childrens Association
Simon Community
Sinn Fein
Socialist Party
South Eastern Education & Library Board (SEELB)
South Eastern HSC Trust
South West Belfast Community Forum
Southern HSC Trust
Special EU Programs Body (SEUPB)
Sperrin Lakeland Senior Citizens' Consortium
Staff Commission for Education and Library Boards
STEP (South Tyrone Empowerment Prog.)
Strabane District Council
Stroke Association
Sustainable Northern Ireland Programme
The Baha'I Council for Northern Ireland

Consultation list	
Organisation	
The Cedar Foundation	
The Commission for Victims and Survivors	
The Egyptian Society of Northern Ireland	
The Guide Dogs for the Blind Association	
The HIV Support Centre	
The Northern Ireland Prison Service	
The Omnibus Partnership	
The Orchard Social Club for Visually Impaired People	
The Society of Chiropractors & Podiatrists	
The Society of Radiographers	
The Women's Centre	
Threshold	
Tiny Life	
Training for Women Network	
Trauma Advisory Panel	
Traveller and Gay	
Triangle Housing Association Ltd	
Ulster Cancer Foundation	
Ulster Chemists Association	
Ulster Quaker Service Committee	
Ulster Scots Agency	
Ulster Unionist Party	
Ulster-Scots Heritage Council	
Unison	
UNITE	
University of the 3rd Age	
University of Ulster	
Victim Support	
Vietnamese Association	
Voice of Young People in Care	
Voluntary Service Bureau	
Wah Hep Chinese Community Association	
WAVE Trauma Centre	
West Belfast Partnership	
Western Equality & Human Rights Office	
Women Of The World	
Women's Aid Federation NI	
Women's Forum NI	
Women's Information Group	
Women's Resource and Development Agency	
Women's Support Network	
Workers Educational Association	
Young Carers' Project	
Youth Action NI	

Consultation list	
Organisation	
Youth Council for Northern Ireland	
Youthnet	

Appendix 4 Timetable for measures proposed (Schedule 9 4.(3) (b))

Measure	Lead responsibility	Timetable
<i>Section 75 Annual Progress Report [2.7]</i>	<i>Chief Executive and Head of Development and Corporate Services</i>	<i>31 August (annually)</i>
<i>Action plan</i>		
<i>Consultation on draft action plan [2.15]</i>	<i>Head of Development and Corporate Services</i>	<i>December 2010 to March 2011</i>
<i>Finalised action plan published [2.18]</i>	<i>Chief Executive/Head of Development and Corporate Services</i>	<i>May 2011</i>
<i>Arrangements for monitoring progress in place [2.16]</i>	<i>Head of Development and Corporate Services</i>	<i>May 2011</i>
<i>Implementation of Actions</i>	<i>Head of Development and Corporate Services</i>	<i>May 2011 – March 2013</i>
<i>Consultation list reviewed and updated [3.4]</i>	<i>Head of Development and Corporate Services</i>	<i>November 2010 and ongoing</i>
<i>Screening timetable [4.4]</i>	<i>Head of Development and Corporate Services</i>	<i>Ongoing</i>
<i>Screening Reports [4.15]</i>	<i>Head of Development and Corporate Services</i>	<i>Quarterly from May 2011</i>
<i>EQIA timetable [4.16]</i>	<i>Head of Development and Corporate Services</i>	
<i>Monitoring</i>		
<i>Review of monitoring information [4.31]</i>	<i>Head of Development and Corporate Services</i>	<i>Annually</i>
<i>Publication of monitoring information</i>	<i>Head of Development and Corporate Services</i>	<i>Annually</i>

<i>[4.33;4.34]</i>		
<i>Training</i>		
<i>Development of summary scheme [5.4]</i>	<i>Head of Development and Corporate Services</i>	<i>Within 6 months of scheme approval</i>
<i>Development of overall training programme [5.5]</i>	<i>Head of Development and Corporate Services</i>	<i>Annually</i>
<i>Focussed training [5.4]</i>	<i>Head of Development and Corporate Services</i>	<i>Annually</i>
<i>Update training [5.4]</i>	<i>Head of Development and Corporate Services</i>	<i>Ongoing</i>
<i>Evaluation of training [5.6]</i>	<i>Head of Development and Corporate Services</i>	<i>Ongoing</i>
<i>Assessing access to information and services [6.9]</i>	<i>Head of Development and Corporate Services</i>	<i>Annually</i>
<i>Communication of equality scheme [9.3]</i>	<i>Chief Executive</i>	<i>Within 6 months of scheme approval</i>
<i>Notification of consultees [9.3]</i>	<i>Chief Executive</i>	<i>Within 6 months of scheme approval</i>
<i>Review of equality scheme [10.1]</i>	<i>Chief Executive</i>	<i>Within 5 years after approval</i>

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.

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 (ie, 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

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 arrangements 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, equality impact assessments, monitoring, training and arrangements for ensuring access to information and services.

Good relations

Although not defined in the legislation, the Equality Commission has agreed the following working definition of good relations: 'the growth of relations and structures for Northern Ireland that acknowledge the religious, political and racial context of this society, and that seek to promote respect, equity and trust, and embrace diversity in all its forms'.

Inequality

Where something an organisation does has a differential or unfair impact on anyone in any of the groups listed in **Section 75** definition below.

Mainstreaming equality

The integration of equal opportunities principles, strategies and practices into the every day work of public authorities from the outset. In other words, mainstreaming is the process of ensuring that equality considerations are built into the policy development process from the beginning, rather than being bolted on at the end. Mainstreaming can help improve methods of working by increasing a public authority's accountability, responsiveness to need and relations with the public. It can bring added value at many levels.

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.

Monitoring consists of the collection of relevant information and evaluation of policies. It is not solely about the collection of data, it can also take the form of regular meetings and reporting of research undertaken. Monitoring is not an end in itself but provides the data for the next cycle of policy screening.

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.

Policy

The formal and informal decisions a public authority makes in relation to carrying out its duties. Defined in the New Oxford English Dictionary as 'a course or principle of action adopted or proposed by a government party, business or individual'. In the context of Section 75, the term **policies** covers all the ways in which a public authority carries out or proposes to carry out its functions relating to Northern Ireland. Policies include unwritten as well as written policies.

Screening

The procedure for identifying which policies will be subject to equality impact assessment, and how these equality impact assessments will be prioritised. The purpose of screening is to identify the policies which are likely to have a minor/major impact on equality of opportunity so that greatest resources can be devoted to improving these policies. Screening requires a systematic review of existing and proposed policies.

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; and
- 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.