

Waterways Ireland



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2014-15

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

www.waterwaysireland.org

Signature:



This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2014 and March 2015

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1** In 2014-15, please provide examples of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

EQUALITY SCHEME

Waterways Ireland continued to implement its Equality Scheme which was approved by the Equality Commission Northern Ireland on 24 April 2013. This demonstrated our ongoing commitment to promoting equality of opportunity and good relations for all of the Section 75 groups in the services and facilities provided by the organisation.

SPONSORSHIP PROGRAMME

The Waterways Ireland Sponsorship Programme provided the opportunity for all of the equality groups to avail of support from Waterways Ireland in recreational events along the waterways. The application process includes a focus on accessibility to ensure that the equality groups have access to events taking place. Waterways Ireland sponsored a total of 105 events in 2014. Events which took place in Northern Ireland and which were specifically for the Equality Groups included the 'May Fly Challenge', 'Row The Erne Come Try It Weekend' and the 'Share Canoe Rally'. The events promoted equality of opportunity to the Section 75 groups by ensuring access and enjoyment of the waterways environment on Lough Erne.

TRAINING

Training and development in Equality awareness was ongoing to improve equality of opportunity and good relations. New staff receive Equality and Disability training as part of their induction into the organisation. Refresher Equality and Disability training was delivered to 172 members of staff during this reporting period.

Equality Screening of policies, publications and procedures for their impact on the Equality Groups continued to ensure that equality of opportunity is built into the decision making process.

Specialist training on Policy Screening was delivered to 26 members of staff during September and December 2014 to ensure that the impact of decisions made by the organisation were fully considered for each of the equality groups.

AFFIRMATIVE ACTION

Good relations was promoted by the Waterways Ireland's Affirmative Action Plan which has been in place for 7 years. The aim of this plan is to address an identified imbalance in the applicant pool for job opportunities and improve the profile of Waterways Ireland within the Protestant community. During this reporting period we continued to proactively build links and engage with the Protestant community through interaction and dialogue with appropriate schools, colleges, community groups and community political representatives.

All recruitment exercises for positions in Northern Ireland were highlighted to representatives of the Protestant community in the locality of the vacancy, and they were asked to communicate the employment opportunities within their areas.

An Equal Opportunities statement to all equality groups is included in job advertisements, with particular reference to the Protestant Community which is currently underrepresented in our workforce.

DISABILITY ACTION PLAN

The new Disability Action Plan 2015-2017 was developed and was released for public consultation. Feedback from external organisations was received and considered for the preparation of the final version of the document before being implemented.

WEBSITE

Equality information continued to be made available on the Waterways Ireland website to promote good relations and equality of opportunity for all the Equality Groups.

SAFEGUARDING VULNERABLE CHILDREN

The Safeguarding Vulnerable Groups Policy continued to be implemented and refresher training to update all staff on the Safeguarding Vulnerable Groups policy was delivered.

IMPROVEMENTS TO SERVICES AND FACILITIES

Improvements to services and facilities was ongoing throughout this reporting period. For example, repairs to towpaths and walkways allowed better access for people with mobility issues. Improved signage along the waterways helps to inform our customers who may not have English as their first language. These improved equality of opportunity for all our customers.

COMMUNICATIONS

Waterways Ireland published equality related articles in the staff e-zine as well as on the

website to promote equality issues among both staff and our customers.

LOCAL BUSINESSES / EMPLOYMENT

Waterways Ireland worked with the 'Business in the Community' programme and the local Enniskillen Leadership Network to promote the organisation as an equal employer. Waterways Ireland also hosted a Jobs Fair to introduce a wide range of employers to a significant number of potential employees from all community backgrounds. Waterways Ireland also took the lead in developing and hosting a Careers fair for all local second level schools, bringing them together to meet prospective employers and providing opportunities to develop skills in presenting themselves on a CV, and at interview. Waterways Ireland also hosted Engineers Week at 5 locations across Northern Ireland and Ireland, providing 455 students from 16 primary schools with the opportunity to take part in both on-site and classroom based learning opportunities. Twelve students from secondary schools and 8 students from post secondary schools were provided with work placements.

VENUE

Waterways Ireland opened its Headquarters building to external organisations to avail of the meeting rooms and conference rooms for their own use. This promotes equality of opportunity for the Equality groups as the rooms and facilities are accessible and include hearing loops and in doing so, also enables them to discover what we do and how they can enjoy and participate in our waterway environments. It also promotes good relations as it welcomes all types of organisations into the building, particularly community groups and charities.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2014-15 (or append the plan with progress/examples identified).

The screening of Waterways Ireland new and revised policies was ongoing and ensured that the needs of all of the Equality Groups was considered in the decision-making process, policies included;

1. Records Management Policy Statement and Retention & Disposal Schedule and
2. Disability Action Plan 2015-2017.

Equality and Good Relations were mainstreamed across all divisions and were incorporated into the Corporate and Business Plans for this reporting period.

This Annual Report provides an opportunity for Waterways Ireland to annually review its progress in relation to Equality and Good Relations, and identify any amendments to the equality action plan if necessary. The completion of this report also helps us to identify further opportunities to enhance our Equality and Good Relations outputs.

Good relations were improved when Waterways Ireland facilitated a cross community musical event at our Headquarters building on the banks of Lough Erne in Enniskillen on 22 October 2014. Students from local secondary and grammar schools from both Protestant and Catholic religious backgrounds took part in the event which was called 'Sailing To A Different Drum'. The event encouraged participation for students to practice different drumming techniques which link back to rowing to the beat of the drum during Viking times.

Consultation with stakeholders and Equality Groups continued during the reporting period. Consultees were notified of any policies which were being issued for Public Consultation and invited to give feedback to Waterways Ireland. Policies which were released for Public Consultation were posted on our website with the option of obtaining in hard copy and alternative formats on requests. Information on Screening Reports were also posted on the website. Our list of Consultees was updated following each consultation.

A programme commenced in late 2014 to identify customer profiles, trends and customer needs. This is being supported by a separate programme of secondary research that will enable Waterways Ireland further develop and promote its waterway environment to a more inclusive customer base.

PART A

- 3** Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2014-15 reporting period? *(tick one box only)*

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

Please provide any details and examples:

- 3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

- 3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

☐ As a result of the organisation's screening of a policy *(please give details):*

☐ As a result of what was identified through the EQIA and consultation exercise *(please give details):*

☐ As a result of analysis from monitoring the impact *(please give details):*

☐ As a result of changes to access to information and services *(please specify and give details):*

☐ Other *(please specify and give details):*

Section 2: Progress on Equality Scheme commitments and action plans/measures

PART A

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2014-15 reporting period? *(tick one box only)*

- ☐ Yes, organisation wide
- ☒ Yes, some departments/jobs
- ☐ No, this is not an Equality Scheme commitment
- ☐ No, this is scheduled for later in the Equality Scheme, or has already been done
- ☐ Not applicable

Please provide any details and examples:

Employee job descriptions reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the Equality Scheme where relevant.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2014-15 reporting period? *(tick one box only)*

- ☐ Yes, organisation wide
- ☐ Yes, some departments/jobs
- ☐ No, this is not an Equality Scheme commitment
- ☐ No, this is scheduled for later in the Equality Scheme, or has already been done
- ☒ Not applicable

Please provide any details and examples:

Performance Plans were not used in this reporting period.

- 6 In the 2014-15 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- ☐ Yes, through the work to prepare or develop the new corporate plan
- ☒ Yes, through organisation wide annual business planning
- ☐ Yes, in some departments/jobs
- ☒ No, these are already mainstreamed through the organisation's ongoing corporate plan

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- ☐ No, the organisation's planning cycle does not coincide with this 2013-14 report
- ☐ Not applicable

Please provide any details and examples:

The main objective in our Corporate Plan and Business Plan is to encourage more people to participate in recreational activities along the navigations. We recognise that some barriers to facilities and services do exist and the objectives in our Business Plan 2014 are targeted at reducing or overcoming them so that everyone can enjoy the services and facilities provided by Waterways Ireland.

Equality action plans/measures

7 Within the 2014-15 reporting period, please indicate the number of:

Actions
completed:

1

Actions ongoing:

2

Actions to
commence:

1

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

Action Completed - 'Undertake research on low participation among some groups'.

Secondary research into recreation patterns was carried out during this reporting period. This research identified up to date statistics on recreational trends across a wide range of users, and informed Waterways Ireland of potential opportunities to develop and improve services and facilities to all the Equality Groups.

Actions Ongoing - 'Review consultation and engagement systems across all services'

Consultation gaps are monitored and updated regularly and a report is completed at the end of each Public Consultation exercise to compile all feedback received.

Action Ongoing - 'Review monitoring system across all services / divisions'

Monitoring of staff profiles continued throughout the reporting period. Figures from a staff survey in 2011 formed the baseline for information, which is amended with each new start and leaver.

Action to Commence - 'Conduct staff survey'

The action which did not commence during this reporting period was 'conduct a staff survey' to promote good relations. It is anticipated that this survey will be progressed in early 2016.

PART A

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period (*points not identified in an appended plan*):

N/A

- 9 In reviewing progress on the equality action plan/action measures during the 2014-15 reporting period, the following have been identified: (*tick all that apply*)

- ☒ Continuing action(s), to progress the next stage addressing the known inequality
- ☐ Action(s) to address the known inequality in a different way
- ☐ Action(s) to address newly identified inequalities/recently prioritised inequalities
- ☐ Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

- ☐ All the time ☒ Sometimes ☐ Never

- 11 Please provide any details and examples of good practice in consultation during the 2014-15 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

Waterways Ireland followed the arrangements for consultation as per our Equality Scheme for example the public consultation on the new Disability Action Plan.

- 12 In the 2014-15 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (*tick all that apply*)

- ☒ Face to face meetings
- ☐ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☒ Information/notification by email with an opportunity to opt in/out of the

consultation

- ☐ Internet discussions
- ☐ Telephone consultations
- ☐ Other (*please specify*):

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

Consultees were notified by email or letter that the policy was available on line for them to submit feedback. Information was also offered in hard copy and other accessible formats if desired. Consultees were provided with the opportunity to opt out of the consultation list or to amend their contact details. Questionnaires were also made available via Survey Monkey to assist consultees in providing feedback. Face to face meetings with relevant stakeholders were made available if requested. In order to accommodate consultees that did not have access to the web, hard copies of all consultation documents were made available to review at a number of regional offices during the consultation period.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2014-15 reporting period? (*tick one box only*)

☒ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

All consultees across the Equality Groups were personally emailed or written to informing them of the consultations being undertaken by Waterways Ireland.

- 14** Was the consultation list reviewed during the 2014-15 reporting period? (*tick one box only*)

☒ Yes ☐ No ☐ Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

[insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]

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

2

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- 16 Please provide the number of assessments that were consulted upon during 2014-15:

0	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
	Consultations for an EQIA alone.

- 17 Please provide details of the main consultations conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

N/A

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

☐ Yes ☐ No concerns were raised ☒ No ☐ Not applicable

Please provide any details and examples:

N/A

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

- 19 Following decisions on a policy, were the results of any EQIAs published during the 2014-15 reporting period? *(tick one box only)*

☐ Yes ☐ No ☒ Not applicable

Please provide any details and examples:

N/A

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

- 20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2014-15 reporting period? *(tick one box only)*

☐ Yes ☐ No, already taken place

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☒ No, scheduled to take place at a later date

☐ Not applicable

Please provide any details:

- 21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

☐ Yes

☐ No

☒ Not applicable

Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2014-15 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

Monitoring of Business Plan and Corporate Plan delivery outputs ensures that equality and good relations obligations are addressed and programmed into subsequent business plans.

Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

TRAINING (As per Part 1 Section1)

Training and development in Equality awareness was ongoing to improve equality of opportunity and good relations. New staff receive equality and disability training as part of their induction into the organisation. Refresher equality and disability training was delivered to 172 members of staff during this reporting period.

Equality Screening of policies, publications and procedures for their impact on the Equality Groups continued to ensure that equality of opportunity is built into the decision

PART A

making process.

Specialist training on Policy Screening was delivered to 26 members of staff during September and December 2014 to ensure that the impact of decisions made by the organisation were fully considered for each of the equality groups.

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

Policy Screening Training - Staff who received specialist training in equality screening are more confident in carrying out the screening process to be assured due consideration is given to equality requirements.

Equality Awareness Training - a number of staff who received the Equality Awareness training gave positive feedback as it improved their knowledge and understanding of their roles and responsibilities in relation to the Section 75 groups.

Safeguarding Vulnerable Groups Training - a number of staff who received the Safeguarding Vulnerable Groups training gave positive feedback as it improved their awareness, knowledge and skills in dealing with vulnerable people.

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

- 26** Please list any examples of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation to access to information and services:

Monitoring of the Policy section on our website identified that some information on Equality Issues e.g. screening reports and an easy read version of the Equality Scheme were not up to date. The information gaps were addressed thereafter.

The Waterways Ireland website is regularly updated to provide the latest information on our services and facilities for all groups.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints in relation to the Equality Scheme have been received during 2014-15?

Insert number here:

0

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Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

28 Please indicate when the Equality Scheme is due for review:

The Equality Scheme is due for review in 2018.

29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

Waterways Ireland will focus on improving its monitoring in the next reporting period.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2015-16) reporting period? *(please tick any that apply)*

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

PART B

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

1. Number of action measures for this reporting period that have been:

12

Fully achieved

1

Partially achieved

0

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	All capital and maintenance projects to be designed in accordance with best practice standards in line with Access for All Programme.	All capital and maintenance projects included best practice accessibility designs.	All new services and facilities were designed and provided to the highest accessibility standards. This has enabled improved access for our customers along the waterway corridors
	When providing new or enhanced facilities each year, disability issues will be considered.	Disability issues were considered in the provision of all new or enhanced facilities.	New and existing services and facilities were designed and provided to the highest accessibility standards, thereby improving our services to people with disabilities.

Regional ^{iv}	Ensure the needs of people with disabilities are addressed in the Waterways Ireland Business Plan and Corporate Plan.	Ensure a mainstreaming approach to disability issues is adopted throughout the organisation.	A mainstreaming approach to disability issues was adopted throughout the organisation by staff training and management reporting structures. All new waterway infrastructure facilities are designed to meet the needs of people with disabilities.
Local ^v	Continue to sponsor events through the Sponsorship Programme on an annual basis which are designed to attract people with disabilities either to participate in or attend the event.	To qualify for sponsorship, accessibility and inclusiveness must be demonstrated.	Waterways Ireland sponsored 105 events in accordance with our accessibility requirements. These included the Mayfly Challenge, Row the Erne Come Try It Weekend, and Share Canoe Rally.

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

	Training Action Measures	Outputs	Outcome / Impact
1	Provide Disability Awareness training to all new staff members and periodic refresher training to existing staff.	Disability Awareness training was provided to all new employees. It was also provided to 172 permanent and temporary staff during this reporting period.	All new staff were trained in Disability Awareness to improve their understanding of disability issues and our shared responsibilities.
2	Provide specialist training as required e.g. to members of the Equality Unit, members of R&S Panels.	Specialist training on policy screening was provided to 26 members of staff.	The Equality Team as well as other key members of staff received policy screening training to improve their understanding of how our decisions impact on the equality groups.

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	Ensure all technical staff are aware of relevant developments in legislation in relation to access to and use of buildings and services.	Staff in our Technical Services section receive regular legislative updates to ensure public access to our buildings, waterway infrastructure and services.	All facilities and services are designed in compliance with legislative requirements to ensure Access for All.
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2(c) What Positive attitudes action measures in the area of Communications were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	Publish bi annual articles on disability issues in staff newsletter Water Matters.	Waterways Ireland continues to publish articles on disability through its staff electronic magazine.	Increased staff knowledge and awareness of disability issues and related events.
2	Promote use of positive images of persons with disabilities using WI services and facilities in corporate publications.	Pictures of people with disabilities were included in corporate publications where appropriate.	The inclusion of positive images of people with disabilities enjoying the waterway environment demonstrates Waterways Ireland commitment to enabling Access for All and promotes our accessible facilities and services.
	Continue and complete the roll out of the signage and interpretive panels project.	A signage investment programme continues to be implemented.	Improved customer understanding of our facilities and services. This investment is integral to the engagement, inclusiveness and increased accessibility of our waterways and associated services.

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

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	Encourage others Action Measures	Outputs	Outcome / Impact
1	Continue to sponsor events through the Sponsorship Programme on an annual basis which are designed to attract people with disabilities either to participate in or attend the event.	To qualify for sponsorship, accessibility and inclusiveness must be demonstrated.	Waterways Ireland sponsored 105 events in accordance with our accessibility requirements. These included the Mayfly Challenge, Row the Erne Come Try It Weekend, and Share Canoe Rally.
2	Provide Work Experience Placements for disabled persons throughout the organisation.	Waterways Ireland provided one work experience placement for a person with disabilities.	The placement of a person with disabilities in the workplace promotes positive attitudes towards disability in the work environment.

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Develop a 5 yr Audit Plan for assessing all facilities and services provided by WI in relation to accessibility. Commence audit plan and complete all target audits.	Three pilot access audits have been completed at Headquarters, Visitors Centre Dublin and at the Ballinasloe service block.	These audits collated comprehensive details about access issues at each location and made recommendations to improve where necessary.
2			

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Develop the role of the Disability Champion and promote this throughout the organisation.	The appointment of a Disability Champion.	Raise awareness of the role of Disability Champion to all staff. Communicate information regarding disability issues through the Disability Champion.	A 'Disability Champion' was not formally appointed, however the Equality Officer fulfils this role.
2				

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

	Action Measures not met	Reasons
1	N/A	
2		

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5. What monitoring tools have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

The Equality Unit continues to review progress and to report to the Senior Management Team. Waterways Ireland is committed to carrying out its Disability Duties and is reviewing how we can do more with less resources.

(b) Quantitative

Waterways Ireland continued to gather feedback from staff at equality awareness and disability awareness training.

The Human Resources section continued to use Monitoring Forms to gather information on job applicants with disabilities.

6. As a result of monitoring progress against actions has your organisation either:

- made any revisions to your plan during the reporting period or
- taken any additional steps to meet the disability duties which were not outlined in your original disability action plan / any other changes?

Yes

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Make Headquarters building more accessible for community groups and charities.	Waterways Ireland facilitated meetings for a number of charities and disability organisations free of charge at the Headquarters building in Enniskillen.	2015

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2			
3			
4			
5			

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

Waterways Ireland has a new Disability Action Plan 2015-2017 which has a new set of Action Measures to achieve.

- ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.
- ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.
- ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments
- ^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level
- ^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.
- ^{vi} **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.