

Insert Name of Public Authority and add Logo in Picture Box


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Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report

Contact details:

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<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> Name: Click or tap here to enter text. Telephone: Click or tap here to enter text. Email: Click or tap here to enter text.
Documents published relating to our Equality Scheme can be found at:	n/a Click or tap here to enter text.
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 2024 and March 2025

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 2024-25, 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.

The Local Government Staff Commission (the Commission) has a dual role in relation to the statutory duties:

- Mainstreaming Equality of Opportunities and Good Relations into our own functions.
- A boarder influencing role to the 11 Councils and Northern Ireland Housing Executive (NIHE).

The Commission operates a hybrid working model.

Diversity Ambassador Programme

The Diversity Ambassadors Programme comprises Elected Members and Officers from the 11 Councils and NILGA.

Led by the Commission, the Diversity Ambassadors have played a key role in driving forward an ambitious programme of work, resulting in notable improvements in Equality, Diversity and Inclusion (EDI) and collaborative working.

As part of the ongoing work from the last Annual Progress Report April 2023 to March 2024, the Commission has hosted the following events from April 2024 to March 2025:

Event 3 – June 2024

Title: *Equality, Diversity and Inclusion: Employability and Talent Management in Councils and the Community*

Focus:

This event explored approaches to improving employability and talent management through the lens of EDI within both Councils and the wider community.

Event 4 – October 2024

Title: *Best Practice Event*

Focus:

Each Council was invited to showcase excellence in EDI, with particular emphasis on the following areas:

- Sharing Information.
- Networking.

- Securing Internal Support.
- Engaging a Wider Audience.

Event 5 – November 2024

Title: *Next Steps*

Focus:

This event served as a reflection on all previous sessions and initiated discussions on the future direction of the Diversity Ambassadors Group.

Via these events, the Diversity Ambassadors are encouraged and equipped to actively promote the equality and diversity agenda across local government as attempts are made to emulate best practice from across the sector and to integrate the priorities of the Equality and Diversity Group throughout the organisation. Looking ahead, this work will continue into 2025 with a number of workshops already arranged.

The Commission is committed to arranging sign language interpreters at Diversity Ambassadors events, if requested.

Equality and Diversity Working Group

The Commission continues to facilitate the Local Government Equality and Diversity Working Group. The purpose of this group is to prioritise and influence equality, good relations and diversity initiatives across local government.

The Equality and Diversity Working Group is chaired by Sharon McNicholl, Deputy Chief Executive, Belfast City Council, and membership is drawn from stakeholders across the local government sector and external organisations.

The group revised the previous EDI Strategy. This revised Strategy builds on what we have learnt. It also takes account of internal and external changes and constraints and outlines our EDI priorities up to March 2027. The refresh has been informed by consultation with stakeholders. Findings have been considered and addressed. The outcome includes a continued focus on supporting and assisting Councils to ensure EDI as a Civic Leader, an Employer, and Service Provider.

Gender Budgeting Reporting

Gender budgeting is a way of analysing the budget for its effect on gender equality. The Equality & Diversity Working Group, through the Commission, has been involved in this agenda as a member of the Advisory Group on Gender Budgeting facilitated by Ulster University (UU). The UU received funding to investigate the potential of gender budgeting as a mechanism for addressing gender inequalities in Northern Ireland and to develop a framework for implementation.

The Commission's Vice Chair and Director re engaged with UU and members of the NI Women's Budget Group to explore opportunities for collaboration. As an outcome the Commission assisted with facilitating a session on Apprenticeships with UU. Future engagement with the Diversity Ambassadors is being considered.

Local Government Awards

The Commission supported the NI Local Government Awards 2025 hosted by NILGA by sponsoring an organisation EDI award.

This award was open to all 11 Councils, with the criteria enabling Councils to demonstrate excellence in EDI with particular reference to:

- Organisational Commitment.
- Organisational Goal Setting.
- Implementation and Monitoring.
- Challenges Encountered and how these were overcome.
- Engaging a Wider Audience.
- Evaluation and Review.

The criterion for this award looks at those Councils that have made EDI a strategic imperative, not just a tick box exercise and have shown innovative ways to deliver successful initiatives with proven progress and results.

Equality Scheme via the Statutory Duty Network

The Commission continues to support Councils and the NIHE in promoting best practices in equality and diversity. This includes facilitating the Statutory Duty Network (SDN), which plays a key role in advancing the implementation of Equality Schemes. Through the SDN, the Commission supports ongoing engagement by hosting quarterly meetings each year. These sessions have featured a range of informative presentations, including:

- Dr. Livingston Thompson, Living Cultural Solutions, who delivered training on cultural sensitivity, helping participants identify personal biases, understand the distinction between diversity and inclusion, and manage challenging behaviours.
- The Department for Communities, which presented an overview of the draft Sign Language Bill, including detailed discussions on each of its 15 clauses.
- The Executive Office, which provided an update on the Government's Wellbeing Framework.

The Equality Commission NI also regularly provides comprehensive updates to the group to ensure continued awareness and compliance with equality duties.

Through the Statutory Duty Network the Commission continues to encourage initiatives such as Every Customer Counts.

Equality Initiatives and Events

The Commission continues to support Councils and the NIHE in promoting best practice in health and wellbeing. This includes facilitating the Health and Wellbeing Group and encouraging ongoing collaboration through biannual meetings. As part of this work, the Commission has supported the following equality initiatives:

- Cancer Focus.
- Menopause Awareness Training.

- Mental Health Awareness Training.
- Parents Emotional Health Training.
- Substance Misuse Training.
- Taster Sessions – Kayaking.

The Commission manages an online portal called Staywell on behalf of 10 Councils and the NIHE, providing employees with instant access to health and wellbeing support and resources.

Health and wellbeing news and updates are regularly shared throughout the reporting year.

Career Progression in Local Government

In 2024, academic research commenced on talent management and involved the Commission working alongside the University of Sunderland. This work aimed at identifying key findings and providing recommendations on talent development, succession planning, and potential barriers to progression into senior roles within the local government sector. An online survey and a series of focus groups were conducted across all 11 Councils and the NIHE. Data analysis is currently underway, which will inform the development of toolkits, policies, and supporting materials to be piloted and subsequently rolled out across all organisations.

Led by the Commission, work is ongoing to review job evaluation processes across all 11 Councils and the NIHE. A workshop was held in August 2024 to develop a draft job evaluation policy, which is now currently under review to determine the next steps for implementation.

The Commission hosted a HR Rising Star and One to Watch programme in October 2024. These are talent development initiatives designed to identify and nurture emerging HR and Organisation Development (OD) professionals. These programmes aim to enhance participants' confidence, resilience, and leadership potential through a series of activities and assessments. The HR Rising Star programme targets individuals with at least five years experience in HR and OD, preparing them for senior roles, while the One to Watch programme focuses on early-career professionals. The programme had 8 participants.

The Commission facilitated a 'Boost II Mentoring Programme' within all 11 Councils and the NIHE. The programme created 21 mentoring relationships.

Led by the Commission, academic research has commenced with Ulster University on recruitment and retention to identify:

- Recruitment difficulties across work areas.
- Schemes to improve recruitment.
- Levels of retention.
- Interventions to support retention.
- Economic factors that may impact on recruitment and selection.
- Skill shortages in NI.

Led by the Commission, a review of the Chief Executive Performance Appraisal process was completed. Focus groups were held with Elected Members, Chief Executives, and Heads of HR to gather feedback and suggestions. As a result, the 'Local Government Chief Executive Appraisal Best Practice Guidelines 2024' were developed and shared with all 11 Councils. In the next reporting period, a training module will be created to be added to the Councils' e-learning portal (Skillsgate).

The Commission supported 6 Councils in undertaking a pilot programme for Mental Toughness for senior management teams, work to continue into 2025 on this.

The Commission hosted a session with Commission Members and Geraldine McGahey, Chief Commissioner of the Equality Commission Northern Ireland (ECNI) to discuss the ECNI's strategic plan and explore ways the Commission can offer support.

The Commission continues to facilitate discussions with Heads of HR and dedicated HR Managers on issues faced within all 11 Councils and the NIHE on a range of topics.

Complaints Handling Procedures

The Commission fully complies with the Northern Ireland Public Service Ombudsman's Local Government Complaints Handling Procedure. This procedure ensures that all complaints are dealt with fairly, consistently and effectively.

Website Accessible

The Commission has reviewed and launched a new website designed to be more accessible and user-friendly, making it easier to navigate and find required information.

During this reporting period, work has been undertaken to develop a draft Disciplinary Policy and Procedure for Local Government Employees, as well as guidance on Neurodiversity in the Workplace. Further progress on both documents will continue into 2025.

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2024-25 (*or append the plan with progress/examples identified*).

The Commission conducted two consultations: one on the draft Disciplinary Policy and Procedure for Local Government Employees, and another on the Neurodiversity in the Workplace guidance. Following a request to extend the consultation period, work on both initiatives will continue into 2025. After the consultation responses have been analysed and the necessary amendments made, the final versions will be submitted for Commission approval in 2025.

The Commission operates a culture of open communication and participation where staff and Commission Members feel valued and involved. Training is regularly provided to staff and Commission Members.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2024-25 reporting period? *(tick one box only)*

☐ Yes

☒ No (go to Q.4)

☐ Not applicable (go to Q.4)

Please provide any details and examples:

Click or tap here to enter text.

- 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:

Click or tap here to enter text.

- 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):*

Click or tap here to enter text.

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

Click or tap here to enter text.

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

Click or tap here to enter text.

PART A

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

Click or tap here to enter text.

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

Click or tap here to enter text.

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2024-25 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:

Included as standard in all job descriptions is a commitment to promote Equality of Opportunities.

5 Were the Section 75 statutory duties integrated within performance plans during the 2024-25 reporting period? (*tick one box only*)

☒ Yes, organisation wide

☐ Yes, some departments/jobs

PART A

- ☐ 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:

Consideration to Section 75 duties in a key consideration in the development of our strategic and business plan.

- 6** In the 2024-25 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 corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2024-25 report
- ☐ Not applicable

Please provide any details and examples:

Equality of opportunity and the promotion of good relations are embedded throughout the Commission's business plan.

Equality action plans/measures

- 7** Within the 2024-25 reporting period, please indicate the **number** of:

Actions completed: 2

Click or tap here to enter text.

Actions ongoing: 2

PART A

Click or tap here to enter text.

Actions to commence:

Click or tap here to enter text.

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

Click or tap here to enter text.

- 8** Please give details of changes or amendments made to the equality action plan/measures during the 2024-25 reporting period (*points not identified in an appended plan*):

The Commission complies fully with the Local Government Complaints Handling Procedure; no other further changes have been made in 2024/25.

- 9** In reviewing progress on the equality action plan/action measures during the 2024-25 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 2024-25 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:

The Commission facilitates the Local Government Statutory Duty Network, comprising of Equality Officers from all 11 Councils and the NIHE. The group meet quarterly and have developed a close support network ensuring collaboration and assistance on all equality related issues.

The Commission also facilitates the Local Government Equality and Diversity Working Group, comprising of internal and external stakeholders.

The Commission also facilitates the Diversity Ambassador Network, comprising Elected Members and Officers from all 11 Councils and the NIHE.

A consultation period for a Neurodiversity in the Workplace guidance was published with the final document to be issued out in the progress period 2025/2026.

- 12** In the 2024-25 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 by email with an opportunity to opt in/out of the consultation

☐ Internet discussions

☐ Telephone consultations

☐ Other *(please specify)*: Click or tap here to enter text.

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:

Since the pandemic, there has been more focus on engagement by virtual meetings, although there was a return to face to face meetings in 2024/25, for example, meetings of the Equality and Diversity Working Group are now offered on a hybrid

basis and the SDN have agreed to have 1 face to face meeting per year with the rest being virtual.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2024-25 reporting period? *(tick one box only)*

☐ Yes

☒ No

☐ Not applicable

Please provide any details and examples:

Click or tap here to enter text.

- 14** Was the consultation list reviewed during the 2024-25 reporting period? *(tick one box only)*

☐ Yes

☒ No

☐ Not applicable – no commitment to review

There is a commitment to review this list in 2025/26.

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

[N/A]

Click or tap here to enter text.

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

2

- 16** Please provide the **number of assessments** that were consulted upon during 2024-25:
- 2 Policy consultations conducted with **screening** assessment presented.
- 0 Policy consultations conducted **with an equality impact assessment** (EQIA) presented.
- 0 Consultations for an **EQIA** alone.

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

- 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:

Click or tap here to enter text.

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 2024-25 reporting period? *(tick one box only)*

☐ Yes

☐ No

☒ Not applicable

Please provide any details and examples:

Click or tap here to enter text.

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 2024-25 reporting period? *(tick one box only)*

- ☐ Yes
- ☐ No, already taken place
- ☒ No, scheduled to take place at a later date
- ☐ Not applicable

Please provide any details:

Click or tap here to enter text.

- 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:

Complaints Handling Policy in line with NISPO's new complaints procedure.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2024-25 reporting period, has shown changes to differential/adverse impacts previously assessed:

Not applicable

- 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:

Following NIPSO's complaints procedure whilst this is legal, the Commission now ensures that all complaints are handled uniformly, promoting fairness and transparency.

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 2024-25, and the extent to which they met the training objectives in the Equality Scheme.

All staff have access to the Commission's Equality Scheme and through an e-learning system.

- 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:

Training provided by the Commission has received positive feedback. The Vice Chair of the Commission has undertaken training via APSE.

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

- 26** Please list **any examples** of where monitoring during 2024-25, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The Commission has introduced a new Complaints handling process. This process improves the effective management of complaints received by the Commission.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2024-25?

Insert number here: 0

Please provide any details of each complaint raised and outcome:

Click or tap here to enter text.

Section 3: Looking Forward

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

If legislation is in place the Commission is due to be wound up on 31 March 2027. It is not anticipated that a review will be completed before then.

- 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)*

The Commission will promote the role of the Diversity Ambassador programme.

The Commission is due to be wound up on 31 March 2027 but will be screening the Code of Procedure on Recruitment and Selection.

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

- ☒ Employment
- ☒ Goods, facilities and services
- ☐ Legislative changes
- ☒ Organisational changes/ new functions
- ☐ Nothing specific, more of the same

PART A

☐ Other (please state):

Click or tap here to enter text.

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:

Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Fully achieved	Partially achieved	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	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Regional ^{iv}	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Local ^v	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	Diversity Ambassador Training Programme	Offered to all Members of the Diversity Ambassador Network – Elected Members and Officers	Diversity Ambassadors will promote equality, good relations and diversity as well as act as points of contacts for advice, guidance and support
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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

	Encourage others Action Measures	Outputs	Outcome / Impact

PART B

1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

PART B

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

	Action Measures not met	Reasons
1	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.
	Click or tap here to enter text.	Click or tap here to enter text.

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

Click or tap here to enter text.

(b) Quantitative

Click or tap here to enter text.

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?

PART B

Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
4	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
5	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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?

Click or tap here to enter text.

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.

The Commission fully complies with the Northern Ireland Public Service Ombudsman – Complaints Handling Procedures (CHP).

The CHP requires LG Sector public bodies to report on the following complaints information on an annually basis.

April 2024 – March 2025

1. Complaints Performance Statistics
 - Complaints Received - 0
2. Performance Agreed Timescale
 - N/A
3. Average Respond Time
 - N/A
4. Complaints resolved, upheld, partially upheld and not upheld
 - N/A
5. Number of complaints where an extension was authorised
 - N/A
6. Lessons learned from complaints
 - N/A