

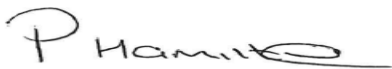
Local Government Staff Commission



Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report

Contact details:

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Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above ☒ 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:	https://lgsc.org.uk/what-we-do/equality-diversity-and-inclusion
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 2025 and March 2026

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 2025-26, 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 continues to operate a hybrid working model.

Equality Scheme and Equality Action Plan

The Commission continues to implement its Equality Scheme which directly influences policies, practices, and service delivery. During the reporting period 4 Screening Exercises were completed.

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 of Belfast City Council, and vice-chaired by Bernie Kelly, Vice-Chair of the Commission.

In 2025, the membership of the group was refreshed to ensure it remained aligned with the changing needs of local government.

Throughout the year, the group supported the work of the Diversity Ambassador Network and collaborated with Councils on the Ending Violence Against Women and Girls Campaign. This followed a workshop facilitated by the Commission delivered to the group by representatives from the Department for Communities.

The Equality Commission, in partnership with SOLACE NI, commissioned Ulster University to undertake research on recruitment and retention within local government. A workshop was delivered to the group to present the findings of the report, with a particular focus on recruitment challenges and attracting a more diverse workforce.

The group continues to implement the Equality, Diversity and Inclusion (EDI) Strategy and Action Plan up.

The Commission developed and consulted on a Neurodiversity in the Workplace guidance, which was issued to all Councils and the NIHE. Following consultation feedback, an e-learning module was developed and published across all learning platforms to support awareness and application of the guidance.

Diversity Ambassador Programme

The Diversity Ambassadors Programme comprises elected members and officers from the Councils and Northern Ireland Local Government Association (NILGA).

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

As part of the ongoing work arising from the previous 2 Annual Progress Reports, 5 events have been held. In addition, the Commission hosted 1 event during the 2025/26 reporting period, bringing the total number of events to 6.

Workshop 6 – February 2026

Title: Cultural Awareness and Neurodiversity Awareness

Focus: The full-day event began with an interactive session delivered by Together CIC, providing a safe space for Diversity Ambassadors to learn about the lived experiences of people from around the world. Employers for Disability NI also delivered a Neurodiversity Awareness workshop, helping participants to develop a greater understanding of neurodiversity in the workplace.

Planning is underway to ensure the continuation of this programme following the dissolution of the Commission on 31 March 2027.

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

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:

- A representative from Accessoloo to discuss the development of a Northern Ireland consortium and the creation of a dedicated Changing Places map and guidance for Northern Ireland.
- The Equality Commission provided an update on the legal papers and guidance published in response to the Supreme Court ruling on gender.
- The Equality Commission worked in partnership with Network members to develop and produce a harassment guidance.

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

The Commission, in partnership with the Local Government Training Group (LGTG) and members of the Network, developed EDI e-learning programmes for use on Council learning platforms.

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.

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.

The Commission provided funding to the NIHE to deliver a Neurodiversity in the Workplace training session for line managers. It also funded a pilot programme with Insula Wellbeing to provide mental health support.

Health and wellbeing news and updates are regularly shared throughout the 2025/26 reporting period.

Career Progression in Local Government

The Commission, in partnership with SOLACE NI, commissioned research with Ulster University on Recruitment and Retention in Local Government in Northern Ireland. The study included an online survey and a series of focus groups involving participants from

a number of Councils. The final report identified key challenges and opportunities and made a number of recommendations to support the attraction and retention of talent within the local government.

The Commission is working with stakeholders to progress the recommendations from the research. To facilitate discussion of the findings, face-to-face briefing sessions were offered to all Councils, SOLACE NI and the Public Services People Managers Association (PPMA) (Heads of HR) group.

The Commission facilitated the BOOST II Mentoring Programme, which supported 20 mentoring partnerships at Director level. In addition, the Commission supported the development of a further 5 mentoring arrangements for officers across the sector. The final wrap-up session was held in January 2026.

Following the review of the Chief Executive Performance Appraisal process and the publication of the Local Government Chief Executive Best Practice Guidelines during the 2024/25 annual progress reporting period, the Commission developed an e-learning module to support implementation of the guidance. The module was issued to Councils e-learning portals and for use in the training of elected members serving on Chief Executive appraisal panels.

The Commission also established a framework of Independent Persons to facilitate the Chief Executive appraisal process.

The Commission continues to support 6 Councils in delivering a pilot mental toughness programme for senior management teams. During the 2026/27 reporting period, a further 2 Councils will also be supported in participating in the pilot.

The Commission hosted a legal session with Cleaver Fulton Rankin called Good Jobs Bill: Considerations for Public Bodies. The session offered to all Councils and the NIHE provided participants with legal insight into the Bill.

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

The Commission established 2 further frameworks to assist councils and the NIHE on:

- Independent Persons for Investigations and Disputes
- Independent Persons for Mediation Services

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.

Other

Initial work has begun to review and consult on the Code of Conduct for Local Government Employees and the Local Government Employee and Councillor Working Relationship Protocol.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2025-26 (*or append the plan with progress/examples identified*).

Click or tap here to enter text.

During 2025/26 reporting period, the Commission continued to implement measures within its EDI Strategy and Action Plan which is aimed at promoting equality of opportunity.

The Commission developed an EDI e-learning modules in partnership with key stakeholders. The modules were made available to local government employees and provided practical guidance on equality legislation and inclusive practices. As a result, staff awareness and understanding of equality responsibilities increased and supported service delivery by Councils.

The Commission consulted on an updated Code of Procedures on Recruitment and Selection to ensure it reflected current equality and good practice requirements. This will help promote fair and inclusive recruitment processes and provide up-to-date advice on reducing barriers to employment. Following this consultation it has been agreed that the Code will be released closer to the dissolution of the Commission on 31 March 2027.

The Commission consulted on a Disciplinary Policy and Procedure for Local Government Employees. Consultation helped ensure that the policy considered the needs of individuals across the Section 75 categories and promoted equality of opportunity in its application.

The launch of Neurodiversity Guidance and e-learning modules increased awareness and understanding of neurodiversity for Councils and the NIHE. The resources provided managers and employees with practical tools to support neurodivergent colleagues and identify workplace adjustments that can reduce barriers to participation. As a result, Councils and the NIHE are better equipped to create inclusive working environments, support employee wellbeing and promote equality of opportunity for neurodivergent staff and job applicants.

Work has started on review the Code of Conduct for Local Government Employees and the Local Government Employees and Councillors Working Relationship Protocol and will consult on these documents in 2026/27 reporting period.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2025-26 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.

☐ 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 2025-26 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:

No recruitment exercises took place during the 2025/26 reporting period; therefore, no new job descriptions were developed or reviewed.

5 Were the Section 75 statutory duties integrated within performance plans during the 2025-26 reporting period? (*tick one box only*)

☒ Yes, organisation wide

☐ Yes, some departments/jobs

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- ☐ 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:

Section 75 duties are a key consideration in the development of the Commission's Strategic plans.

- 6** In the 2025-26 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 2025-26 report
- ☐ Not applicable

Please provide any details and examples:

Equality of Opportunity and Good Relations are integrated into the Commission's Business Plan and form part of its planning and performance framework.

Equality action plans/measures

- 7** Within the 2025-26 reporting period, please indicate the **number** of:

Actions completed: 2

The EDI and Neurodiversity training modules have been completed.

Actions ongoing: 3

PART A

Work continues on the review of the Code of Procedures, Code of Conduct, and Protocol.

Actions to commence: 0

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 2025-26 reporting period (*points not identified in an appended plan*):

No changes or amendments made in 2025/26.

- 9 In reviewing progress on the equality action plan/action measures during the 2025-26 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 2025-26 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 several networks/groups as listed above and involved them in consultation throughout the 2025/26 reporting period.

The SDN brings together Equality Officers from all Councils and the NIHE. It meets quarterly and supports collaboration, shared learning, and advice on equality issues.

The Commission also facilitates the Local Government Equality and Diversity Working Group, which includes both internal and external stakeholders. This helps make sure a wide range of views are considered during consultation on policies and initiatives.

In addition, the Diversity Ambassador Network, made up of elected members and officers from all Councils and NILGA.

The Health and Wellbeing Group meets biannually and also feeds into consultation on staff wellbeing and related initiatives, helping to support inclusion and employee wellbeing.

Across all of these groups, consultation is carried out in a collaborative way. Feedback is used to improve policies, including those that are screened in under equality legislation. This helps ensure that a wide range of views are taken into account in decision-making.

- 12** In the 2025-26 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

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☐ 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:

A range of consultation methods were made during the 2025/26 reporting period, with different Section 75 groups taking part depending on what was most accessible and suitable for them.

In general, the mix of methods helped ensure that people from all Section 75 categories could take part in a way that suited them.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2025-26 reporting period? (*tick one box only*)

☐ Yes

☒ No

☐ Not applicable

Please provide any details and examples:

No specific awareness-raising activities on the commitments in the Equality Scheme were undertaken during the 2025/26 reporting period.

14 Was the consultation list reviewed during the 2025-26 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)

A commitment was made in 2024/25 reporting period to review the Commission's consultation list. This was to ensure it was up to date and aligned with our current requirements and priorities. This has been carried out.

- 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 2025-26:

2 Policy consultations conducted with **screening** assessment presented.

Click or tap here to enter text. Policy consultations conducted **with an equality impact assessment** (EQIA) presented.

Click or tap here to enter text.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:

As discussed above in the consultation section.

- 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:

Following feedback received during the consultation, the screening decision was reviewed to make sure all potential equality impacts had been properly considered. The review found that the screening had been carried out correctly and the original decision remained unchanged.

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 2025-26 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 2025-26 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:

Click or tap here to enter text.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2025-26 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:

N/A

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 2025-26, and the extent to which they met the training objectives in the Equality Scheme.

Commission officers attended a number of training programmes during the 2025/26 reporting period, including Accountability and Governance Training, AI in Action, and Navigating Complex Environments. These training programmes supported the development of staff knowledge and skills, helping to strengthen governance and service delivery.

- 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:

N/A

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

- 26** Please list **any examples** of where monitoring during 2025-26, across all functions, has resulted in action and improvement in relation **to access to information and services**:

No issues were identified through monitoring during 2025/26 reporting period that required changes to how people access information or services. The Commission will continue to monitor this area and make improvements where needed.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2025-26?

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:

The Commission's Equality Scheme runs until 31 March 2027, which is also the date the Commission is due to be dissolved. As a result, no further reviews will be carried out.

- 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)*

N/A

- 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
- ☐ Other (please state):

Click or tap here to enter text.

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.
2	3	0

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	DfC consultations	Submitted a response to DfC's consultations	Submitting responses to DfC consultations has enabled the Commission to contribute to the development of policy and legislation. This engagement has helped to ensure that the Commission's views are reflected in final policy outcomes where appropriate.
Regional ^{iv}	Commission officers and Members are encouraged to participate in external advisory groups where	Commission officers are members of the Employers for Disability NI network	Membership of Employers for Disability NI has helped strengthen the Commission's

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	appropriate, to support collaboration and contribute to wider policy and service development		approach to disability inclusion in employment practices and provides access to shared learning, practical guidance, and good practice examples, which have informed internal policies and supported improvements in recruitment and workplace accessibility for disabled people
Local ^v	Organised and delivered a Diversity Ambassador event on Cultural awareness and Neurodiversity	Organised and delivered a Diversity Ambassador event on cultural awareness and neurodiversity awareness for Council officers and elected Members	This event improved awareness of cultural issues and neurodiversity with Council's equality and human resources staff. It encouraged participants to reflect on and review their own policies and procedures to ensure they are more inclusive
Local	Facilitated the Equality and Diversity working group with internal and external stakeholders	Provided input into the development and delivery of the Commission's action plan and Commission provided secretariat	This group enabled collaborative discussion and shared expertise, which informed and strengthened the Commission's action plan
Local	Facilitated a number of information-sharing sessions with the Statutory Duty Network, comprising equality officers	Provided secretariat and coordination support to the Statutory Duty Network group	These sessions supported knowledge sharing between equality officers, improved understanding of statutory duties, and helped promote consistency in the application of equality and good relations responsibilities across Councils

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

	Training Action Measures	Outputs	Outcome / Impact
1	N/A	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(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	N/A	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:

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	Encourage others Action Measures	Outputs	Outcome / Impact
1	Employment Training – A session on the Good Jobs Bill was offered to Human Resources staff	A legal session was delivered by Cleaver Fulton Rankin to prepare officers for upcoming changes to Human Resources responsibilities due to the Good Jobs Bill	Better awareness of the Good Jobs Bill requirements
2	Organised and delivered a Diversity Ambassador event on Cultural awareness and Neurodiversity for Council officers and elected members	Organised and delivered a Diversity Ambassador event on cultural awareness and neurodiversity awareness for Council officers and elected members	Raised awareness of cultural issues and neurodiversity with Councils' equality and human resources staff.
3	Facilitated the Equality and Diversity working group with internal and external stakeholders	Provided input into the development and delivery of the Commission's action plan and Commission provided secretariat	This group enabled collaborative discussion and shared expertise, which informed and strengthened the Commission's action plan
4	Facilitated a number of information-sharing sessions with the Statutory Duty Network, comprising equality officers	Provided secretariat and coordination support to the Statutory Duty Network group	These sessions supported knowledge sharing between equality officers, improved understanding of statutory duties, and helped promote consistency in the application of equality and good relations responsibilities across Councils

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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	N/A	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	Issuing of the revised Code of Procedure on Recruitment and Selection	The completion of the consultation process, with responses reviewed and amendments made to the Code of Procedure on Recruitment and Selection where necessary	The Code will provide clear guidance on good practice on recruitment and selection processes	Issuing of the Code is pending agreement with DfC on an appropriate date, taking account of the Commission's dissolution of 31 March 2027
2	Code of Conduct for Local Government Employees	Agreement to review the Code	The updated Code of Conduct will promote consistent standards of behaviour across local government	Initial review only begun towards the end of the 2024/25 reporting period

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3	Local Government Employees and Councillors Working Relationship Protocol	Agreement to review the Protocol	The review of the Protocol will help ensure clearer understanding of roles and responsibilities, supporting improved working relationships and more effective governance within Councils	Initial review only begun towards the end of the 2024/25 reporting period
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	N/A	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?

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(a) Qualitative

Annual Progress Report

Reports provided to the Commission Members

(b) Quantitative

Attendance figures at meetings and events

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?

N/A

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.

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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?

N/A

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) ensuring that the Commission:

- Complies with the statutory requirements established by the Public Services Ombudsman Act (NI) 2016
- Follows a standard approach to managing complaints across the public sector and that the Commission promotes a culture of learning from complaints
- Makes it easier for members of the public to complain
- Encourages staff to make the best use of lessons learned from complaints

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

April 2025 – March 2026

Complaints Performance Statistics

1. Complaints Received – 2
2. Performance Agreed Timescale – Both complaints required an extension and was responded to within the revised timescale, achieving 100% compliance with the Complaints Handling Procedure
3. Average Respond Time - During the reporting period, 2 Stage 2 complaints required an extension. All responses were issued within the revised timescale agreed with the complainants. The average response time was 33 working days
4. Complaints resolved, upheld, partially upheld and not upheld – Both Complaint not upheld
5. Number of complaints where an extension was authorised - 2
6. Lessons learned from complaints – No lessons learned were identified from these complaints