

Lisburn & Castlereagh City Council



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2017-18**

Contact:

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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 type="checkbox"/> (double click to open) Name: Telephone: Email:

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

www.lisburncastlereagh.gov.uk

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 2017 and March 2018

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 2017-18, 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 Section 75 statutory duties continue to be promoted and implemented through a broad range of processes and activities within Council. These include:

Equality Officer (EO)/Other Officer Meetings

The EO continues to meet, both on a planned and ad-hoc basis, with officers from across all departments of Council. This allows for the provision of advice and guidance regarding the statutory duties as well as opportunities for departmental officers to address matters pertinent to their areas, particularly in respect of policy development and review. Good practice continues to be identified and as appropriate implemented across Council.

The outcome of such activity is that the statutory duties are further embedded in the policy development and implementation activities of Council and, importantly, the “continuing duty” is likewise further underlined for all relevant officers.

Officer Training

After undertaking a substantial training programme for Heads of Service and Middle Managers in the previous period this present period had as a focus the identification of further training needs and the delivery of this training in order that all officers may have the relevant “equality” training they require in order to deliver their service to all groups.

For example, the need for both “refresher” training in respect of disability awareness as well as training in respect of “specific” conditions (identified through the delivery of the service and meetings with relevant officers, see above) is planned for all relevant officers. This training will start with customer facing officers and then progress to other officers. In some instances this will cover several hundred officers across the whole of Council. This training will be undertaken in the 2018-2019 period.

The outcome of this training will be that all relevant officers will have the required information, skills and confidence to deal with all service users in an appropriate manner.

Diversity Champion Initiative

This initiative, originally developed through the Local Government Staff Commission, continues to be supported by Council. By so doing “diversity” across all groups continues to be emphasised.

The EO participated in the “Champions of Change” programme facilitated by the LGSC which highlighted the need to remain focussed within the organisation on diversity at a time of change. The EO also attended a number of LGSC Diversity Champion workshops and the Diversity Group Conference which covered a number of relevant diversity matters.

Also, the EO and the Good Relations Officer (GRO) attended the Equality Coalition/Unison/CAJ/QUB “Incitement to Hatred” conference which not only looked at these issues but also at the role of local government in dealing with same.

Needless to say the knowledge and information obtained at such events is fed back into the relevant processes of Council.

The outcome of the above is that diversity (in a broad context) is kept to the fore in the various activities of Council and that the direct role of Council in ensuring the fair and equitable provision of services to all groups is made explicit.

Statutory Duty Network (SDN)

Council actively participates in the SDN which comprises relevant officers from all 11 Councils. The SDN both discusses and acts as necessary in relation to equality matters that impact the local government sector.

With Council now having responsibility for a range of “new functions” the SDN in the recent period has spent considerable time looking at the potential equality implications of these as well as any actions Councils may have to undertake in due course.

The outcome from the SDN is that all Councils are aware of a broad range of matters and issues with potential equality implications and necessary actions they may have to consider in due course. Additionally, where possible an agreed or standardised approach is taken to equality matters across all Councils.

Networking/Conferences & Seminars etc. Attended

Networking with relevant organisations and groups, locally and regionally, continues to be viewed as a positive tool to aid Council in meeting its statutory obligations. This can assist with positive communication, establishing an on-going interface and helping to create the environment where any activity of Council is transparent and delivered as appropriate for the benefit of all groups.

Attending conferences etc. which cover areas such as “Providing Accessible Services”, “Participation in Public Life”, “Incitement to Hatred” and “Disability Rights” provides a

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broad backdrop to very many equality areas and allows for regional and national data and practice to be considered at the local level.

Indeed a number of data specific conferences/seminars were attended including data available through NISRA/NINIS and survey data available through ARK. Both of which will provide valuable local data to Council in respect of equality matters generally and the Section 75 groups specifically.

The outcome of the above is that information, knowledge, data from the “external environment” across all sectors can be internalised within local government and potentially positively impact on policy development and consequently service delivery.

Employers for Disability NI Membership

Council became a member of Efd NI on a trial basis. The membership proved very useful to Council (through available advice, training opportunities, online services and so on) and it has been agreed by Council to renew membership for the coming period (and annually thereafter).

In the 2017-2018 period meetings were held with Efd NI in respect of training needs etc. and many useful insights gained as to how best to cover disability within our training programme. As noted elsewhere this training is due to be delivered in the current period 2018 – 2019.

The outcome in this instance is that Council has access to a range of advice and information sources as well as potential training resources which may be utilised throughout the Council as required.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).

The equality action plan is viewed as a “living and flexible document” as it’s taken that not only will certain actions be completed on time and/or over time but that other additional actions may in all likelihood be required to be added as activities/services would develop.

Information & Accessible Services

Many measures relate to the provision of information to help ensure that each service is accessible to all groups both presently and in the future. Council maintains contact with providers of alternative formats and continues to have access to BigWord the telephone interpretation system (it is hoped that this system will be further rolled out throughout L&CCC during the 2018 – 2019 period).

Networking/Engagement

Both existing and the development of new networks facilitates engagement with groups and organisations that in turn allows for feedback to be built into the policy development and policy review activities of Council. This would include statutory sector organisations, voluntary sector (local, regional, national) organisations as well as local community and other groups.

L&CCC Officer Meetings

It is imperative that officers within Council meet to review services and identify areas for potential development and approach same with a view to maintaining the equitable and proportionate approach to service delivery as at present. This too can highlight the value of cross-departmental working generally and specifically support the statutory duties implementation across Council.

This can lead to presentations to Heads of Service, Departmental Management Teams and so on which in turn continues to underline the importance of undertaking the statutory duties and monitoring same over time.

Conferences & Seminars etc.

It is important that the external environment is acknowledged as it may impact upon the work of Council. Likewise, “face to face” meetings with a range of groups at such events can also help inform the deliberations of Council. Indeed, if new or further actions were to be identified then consideration can be given as to how best to progress these internally within any given timeline.

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As exemplified elsewhere the range of events attended is broad and the utilisation of information etc. gained at such events within Council can enhance all such policy and service review/development discussions.

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- 3** Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The “convergence” of policies continues across Council in order that one set of policies will (eventually) apply to L&CCC. As policies are reviewed and newly developed they will be subject to due process. Consequently, it is anticipated that such policies upon implementation will ensure “equitable” delivery of all services for all local residents.

- 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:

Given the response to 3 above it is considered that all Council services will be accessible to all groups and that such access will be proactively supported by the application of the statutory duties to policy development and implementation within Council.

- 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 noted at 3 and 3a above as policies are reviewed or new policies developed and due process followed this it is considered will result in relevant policies applicable across the Section 75 groups.

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*):

As noted at 3 above policies continue to be reviewed/developed in order that they are fit for purpose for L&CCC. Such policies will be screened and by so doing it is anticipated that this will continue to ensure the provision of appropriate services to all groups.

In line with the guidance, as may be necessary, mitigating measures will be considered as necessary and likewise consideration given to the potential undertaking of an EQIA.

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 2017-18 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:

- 5** Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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

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Please provide any details and examples:

In the 2017-18 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
- No, the organisation's planning cycle does not coincide with this 2017-18 report
- Not applicable

Please provide any details and examples:

The present Corporate Plan of Council makes direct reference to Equality and by so doing this links through to Departmental Plans to help ensure that the statutory duties are central to all activities of Council.

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

A number of core actions will be ongoing given their focus eg. information provision. Information continues to be provided through a range of mechanisms/formats from provision on the website of Council, social media etc. to "customer clinics" focussed directly on users of a specific service.

Services continue to ensure that each service is delivered in an accessible, equitable, proportionate and responsive manner.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period *(points not identified in an appended plan)*:

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None. However it is anticipated that the action plan will be reviewed during the present 2018 – 2019 period.

- 9 In reviewing progress on the equality action plan/action measures during the 2017-18 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 2017-18 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:

- 12 In the 2017-18 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*):

Through networking (formal and informal) opportunities arise for a broad range of groups to provide feedback to and have an impact on the work of Council. For example, links with local statutory, voluntary and community groups provides an environment in which individuals who may not otherwise make a contribution feel secure enough to do so. Indeed at seminars and workshops etc. it is often possible to meet and speak with, for example, senior officers across many organisations, including Council, and this too serves to illustrate that we are ready to listen to all groups.

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:

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2017-18 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]

A review of the equality section on the website of Council was begun in late 2017. This has now been completed and agreed by CMT and will be implemented in the 2018-2019 period in order to include all relevant Section 75 documentation, inclusive of the Equality Scheme and the Disability Action Plan of Council.

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It is considered therefore that all equality documentation will be made available in a timely manner to all groups thus continuing to support transparency and openness throughout all activities of Council.

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

10

16 Please provide the **number of assessments** that were consulted upon during 2017-18:

10	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:

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 2017-18 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

In the 2017-2018 period no policy was screened in for an EQIA.

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 2017-18 reporting period? *(tick one box only)*

- | | |
|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, already taken place |
| <input type="checkbox"/> No, scheduled to take place at a later date | <input checked="" type="checkbox"/> Not applicable |

Please provide any details:

While there was no such audit undertaken in this time period the emphasis on policy development and screening in recent times has indicated that information and data is a priority in respect of screening outcome decisions.

Consequently, it would be anticipated that as soon as was practicable such an audit would be undertaken within any parameters that may be set by Council. This could be, for example, undertaken on a Department by Department basis and/or those service areas with (larger) direct service user contact to initially progress with the other remaining service areas to follow as appropriate.

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

- | | | |
|------------------------------|--|---|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Not applicable |
|------------------------------|--|---|

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

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:

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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

Training, awareness raising and information provision in respect of equality matters has in this period included the following:

Reports and updates in respect of a number of equality related matters provided to the Corporate Management Team of Council. This has, for example, included matters pertaining to flags, Travellers as well as reviewing the equality section on the website of Council.

Review sessions, in respect of the equality duties, held with a number of Departmental Management Teams which encompass Directors and those senior staff who have responsibility for the implementation of services. This continues to reinforce to senior staff the importance of Council meeting its statutory duty responsibilities.

Training in respect of corporate induction includes input to cover Section 75. This provides an overview of the two statutory duties as well as good practice examples of service delivery. Consequently, the statutory duties are presented as a positive tool to ensure all service users receive the necessary service. As noted elsewhere such induction training helps lay a foundation for all staff in respect of Section 75 that can be built upon as required within future training delivery.

The Equality Officer completed the LGSC “Champions of Change” programme which covered a range of equality and diversity topics and how best to progress in a time of change within Councils.

As noted in a previous report Equality Champions have been established within each Council Department. Training for these individuals was undertaken to ensure they had the relevant knowledge to fulfil this role within their respective department. As this initiative has been running for a period of time it has been agreed that it be reviewed in order to potentially allocate additional EC’s to each department (and/or potentially each departmental unit) so as (overall) all departmental activity is covered. This review will be undertaken in the present 2018 – 2019 period and also hopefully outcomes agreed and implemented within the same period.

- 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:

Input to Departmental Management Team meetings was very positively received as this served to underline the importance of the screening decision (and being evidence based) and an opportunity to discuss potential service areas that, following Commission guidance, may be required to be considered for an EQIA.

In particular departments with responsibility for the “new functions” of Council are acutely aware of their statutory duty obligations, including the continuing duty element of

these and contact with these departments in respect of all such new functions will be ongoing.

Corporate induction allows an opportunity to provide an introductory “baseline” for staff in relation to the statutory duties and thus provide a platform for future awareness raising and training specific to their role and service area.

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

- 26** Please list **any examples** of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2017-18?

Insert number here:

1

Please provide any details of each complaint raised and outcome:

A “prolonged” complaint, initially made through the Customer Care system, was dealt with by Council. However, the complainant then asked the Equality Commission to investigate. After being provided with all relevant information by Council regarding this complaint the Equality Commission decided not to investigate. The complainant subsequently asked the Equality Commission to reconsider its decision. The Equality Commission did so but upheld its initial decision not to investigate.

Section 3: Looking Forward

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

The present Equality Scheme of Council was submitted on the 26 November 2014 and approved by the Equality Commission on 25 March 2015. Consequently, given the five year timeline from the date of submission, it will be due for review before 26 November 2019.

- 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*)

It is anticipated that a number of areas would be focussed upon in the coming period. These include:

Policy development and policy screening to continue to be emphasised and supported throughout Council. A particular emphasis here will be the new functions of Council and the application of policy development and screening to same. For example, “capital projects” will generally be implemented over a prolonged period of time and it will be essential (working with the Equality Commission with respect to this) to ensure that screening is “timely” throughout the lifetime of any project.

Equality Action Plan/Measures to be reviewed to ensure relevance to the functions and activities of Council.

Both “equality training” and related training (eg. disability awareness) will be undertaken as need for same is identified be it within individual Departments/Units or across Council as a whole. For example, the need for dementia and autism training has been identified by staff and this will be included in the training programme for 2018 – 2019.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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):

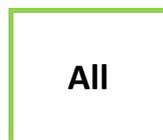
As noted in our last (2016-2017) annual report it would be useful if the Equality Commission were to provide advice and guidance in relation to the “new” functions that were transferred to Council in April 2015.

Given that we are now 3 years post the April 2015 date and that we are not aware of any such specific advice or guidance being made available at this time the provision of same should now be treated as a priority by the Equality Commission.

Indeed Council initiated contact with the Equality Commission concerning the “new” functions of Council etc.in late 2017. A number of meetings have taken place, most recently regarding the Commission delivering relevant training (in respect of the above) for Elected Members, senior and other officers (eg. planners) and it’s anticipated that this should take place in Autumn 2018.

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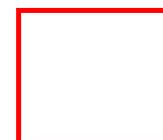
1. Number of action measures for this reporting period that have been:



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	Maintain existing and develop new contacts/networks with a view to positively impacting upon policy at the highest level.	Increase the number of such contacts. Emphasise the importance of ensuring the national cascades down to the regional and local levels.	Information, learning, good practice developed and applied as appropriate.
Regional ^{iv}	Maintain existing and develop new contacts/networks with a view to positively impacting upon policy at a regional level.	Increase the number of such contacts. Emphasise the importance of vertically linking the regional to the national and the local.	Information, learning, good practice developed and applied as appropriate.

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Local ^v	Maintain existing and develop new contacts/networks with a view to positively impacting upon policy at a local level.	<p>Increase the number of such contacts. Emphasise the importance of vertically linking the local to the regional and the national.</p> <p>Where engagement may take place with local groups that this facilitates the assessment of local needs and how best to meet these.</p>	<p>Information, learning, good practice developed and applied as appropriate.</p> <p>Feedback from any engagement taken into consideration in respect of policy/service development.</p>
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Both generic and specific training is undertaken as required	<p>Generic training provides a baseline of information for officers and in this context serves to place disability centrally within the work of Council and consequently facilitates the Sec 49 duties.</p> <p>If there is a requirement for more specific training this will be delivered as effectively as possible with the aim of providing officers with the knowledge</p>	<p>Training can involve all officers at different points in time. Customer facing officers require training to enable them to deliver a good practice service to all and have their training updated as any service may develop etc.</p> <p>All other officers are trained as required and as need is identified within service units/departments.</p> <p>Training may be delivered therefore as a one-off session or as part of a broader training</p>

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		and skills required to enable them to provide their service to all and indeed enhance that service as practicable.	programme across departments/Council as a whole. This approach serves to ensure that all officers wherever they are located receive the training needed and therefore that overall Council officers are best placed to support the disability duties.
2			

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	Communication channels are maintained and reviewed to ensure effectiveness at all levels.	Alternative format requests noted and reviewed. The corporate approach to communication supported. As any other matter may arise this would be given the appropriate consideration.	Alternative formats provided on request. Potential impact of new technologies on the relevant statutory groups noted. Communication linked directly to implementation of Sec 75 duties etc. Positive attitudes promoted to alternative communication formats for all groups.
2	Contacts/networks maintained across relevant sectors at the necessary level.	Contacts/networks maintained. Where new contacts initiated these progressed as appropriate.	Inputs from such contacts/networks given consideration and progressed internally as necessary.

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			Ensure communication with all groups is effective and delivered within a “good practice service”.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	A social model approach is supported and promoted across Council.	<p>Positively promote disability to all.</p> <p>Provide information in the appropriate format.</p> <p>Sign-post as necessary to other groups/organisations.</p> <p>Maintain contact with the local H&SC Trust and convene meetings as required.</p>	<p>Continue to ensure that all officers have a positive approach and attitude to disability.</p> <p>Continue to ensure that services are accessible to all.</p> <p>Support the contribution of those with disability across all areas.</p>
2	Continue to promote/support the removal of any barrier (physical or other) relating to disability across Council.	<p>Highlight the positives of removing all such barriers.</p> <p>Promote activities undertaken by Council regarding disability at all opportunities.</p> <p>Meet with other groups/organisations as required to facilitate the above.</p>	<p>Good practice within Council promoted.</p> <p>Inclusion supported through inter-departmental working as too working with relevant outside groups/organisations.</p> <p>The broad spectrum of disability actively promoted/individuals supported and relevant approaches to same given the necessary consideration.</p>

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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			
2			

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				
2				

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

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	Action Measures not met	Reasons
1		
2		

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

By maintaining contact with individuals and representative groups much useful information can be generated. Often the personal history of an individual far out weights any set of numerical data by directly illustrating the impact of a disability on an individual. The information contained in such stories is readily taken on board by officers and often their skills and confidence are supported. Consequently, meeting the needs of those with a disability through service provision becomes more proactive. Also, such contact allows for concerns to be raised and potential solutions to be discussed/consideration given as to how best to progress.

(b) Quantitative

Data is only appropriate if it is the right data collected in the right way for the right reason. By “targeting” data it is anticipated that the relevant data can be compiled in relation to any group or service area etc. While noting that data gaps still persist in a number of areas (and that due to various reasons data still very often does not link together) including sexual orientation, hidden disabilities and so on it is hoped that through strategic direction from the appropriate bodies that this situation will be remedied over time.

Areas such as Community Planning serve to emphasise the requirement for local data to help meet local needs across a wide range of statutory organisations. Data, over and above that which is produced regionally and then sub-divided down to the local level, will continue to take time to develop and feed directly into the provision of local services. The Section 75 groups, inclusive of those with a disability, require to

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be a core part of any such developments. Through time therefore local needs for all groups will be met in an efficient and effective manner and in turn this will ensure that the statutory duties are fully met.

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?

No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
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?

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It has been recognised within Council that further quantification of the outcomes would be a positive contribution to ensuring the DAP is delivered as required. It is thought that this would support disability across Council and allow departments to readily gauge if targets have been met. In turn the statutory and disability duties will be promoted and the DAP will better fit with Corporate/Departmental Plans etc.

In light of the above it is anticipated that the DAP will be reviewed, will be consulted upon and relevant stakeholders invited to feed into the revised DAP prior to implementation. This will meet the requirements of Sec 49A and continue to ensure that delivering an effective DAP is central to all activities of Council.

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.