

Lisburn & Castlereagh City Council

Equality Action Plan

2015-2020

October 2015

Introduction

Public authorities in carrying out their functions relating to N Ireland are required by the Section 75 statutory duties to have due regard to the need to promote equality of opportunity between the nine equality categories and have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

In order to fulfil the above all public authorities are required to develop an Equality Scheme and submit this for approval to the Equality Commission NI.

An equality scheme is a statement of the public authorities commitment to fulfilling its Section 75 statutory duties. The Commission recommends that a public authority should develop action measures to promote equality of opportunity and good relations.

Action measures will be tailored to the specific functions, duties, objectives, and policies of the organisation and certain functions may be more relevant than others to the Section 75 statutory duties. Consequently, the Commission indicates that it may be helpful to develop an action plan, which details the action measures, in order to help ensure compliance with the statutory duties.

This action plan covers the period 2015-2020 in order to mirror the Equality Scheme and the measures contained at present are those noted within a developmental period for Council, as officially established on 01 April 2015. It's acknowledged that at this time most measures will be relevant for the medium to long term and some may be viewed as "on-going". As Council goes forward further consideration will be given to the above.

Lisburn & Castlereagh City Council Action Plan

Department/Unit: Development & Planning - Building Control Service

Inequality (Identified/Potential)	Objective (Goals/Intended Impact)	Action (Steps to achieve objective)	Measurement & time-scales
Application of the building regulations	<p>Ensure the consistent & uniform application of the building regulations to:</p> <p>Ensure a minimum standard of health & safety in and around buildings;</p> <p>Ensure a minimum standard of fire safety and energy conservation; and,</p> <p>Universal accessibility for all in meeting the standard as set in the regulations.</p>	<p>Hold regular technical review meetings to promote consistency of application of the regulations</p> <p>Carry out plan check audits to ensure consistency & correctness of application</p> <p>Provide regular training & continuous professional development for operations staff</p> <p>Identify rights of appeal to applicants who disagree with service decisions</p>	<p>Operational managers to carry out monthly audits of surveyor plan checking service</p> <p>Note, discuss and agree outcomes of technical review meeting items (bi-monthly) or as required.</p> <p>Circulate responses/outcomes from DFP building control unit appeals throughout the service</p>
Assessment of fees for building control regulations applications	Ensure a fair & equitable assessment of fees for building control applications	<p>Assess fees for building control applications against BCNI fee schedules and RICS BCIS cost indicators</p> <p>Confirm fee exemptions for applications accompanied by OT or GP reports stating the works are for</p>	<p>No. of applications and schedule breakdown received on monthly report to SMT meetings</p> <p>Confirmation of no. of fee exempt applications on monthly report to SMT meetings</p>

		the benefit of a person with a disability	
Street naming & numbering	Ensure that the criterion of new street names take into account any request to have the street name expressed in a secondary language	<p>Apply Council policy to take into account language considerations in conjunction with current legislation and occupier petitions etc.</p> <p>Utilise QUB language dept. to ensure correct translation</p>	<p>No. of applications and review each application as requested under Sec 75 and Council's legal requirement</p> <p>Ensure equality screening of Council policy</p> <p>Table dual language applications to Development Committee for their consideration and decision</p>
Provision & maintenance of street nameplates	Ensure effective identification of street nameplates for occupiers, emergency services, service providers and visitors to the City	<p>Provide nameplates to newly created street names on a timely basis in accordance with the service policy</p> <p>Maintain & renew existing street nameplates for each of the electoral wards in accordance with service policy and budgetary constraints</p> <p>Provide secondary language and townland identification where approved for street nameplates in accordance with service policy</p>	<p>Review and collate street nameplate orders on a monthly basis</p> <p>Develop an effective SLA with Operational Services. For the timely erection of new/replacement nameplates</p> <p>Assess apportionment of service budget for replacement of street nameplates to each electoral ward</p>

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Inequality (Identified/Potential)	Objective (Goals/Intended Impact)	Action (Steps to achieve objective)	Measurement & time-scales
Building control service customer awareness clinics	Provide accessible awareness clinics across the City to all relevant groups	Ensure that neutral, accessible venues for the public are chosen to host customer awareness clinics that consider ward, locality, venue, customer groupings, and rural/urban mix. Etc.	Awareness clinics are provided bi-annually throughout the city area. Collate customer satisfaction responses for the provision of information to segmented customer groups
EPB enforcement	Ensure EPB regulations are applied consistently and effectively throughout the LCC area	Educate those marketing new homes and rental offers as well as public buildings Ensure compliance of the regulations across the city area using building control team inspection and check Lobby for inclusion of EPC reference on property certificate applications	Monthly collation of EPC/DEC compliance from estate agents, rental agents and public building properties with air conditioning plant relevant to the regulations Quarterly report to DFP
Provision of customer information	Ensure that service information and technical assistance is available to all relevant customer groupings	Provide information in plain English, maintain Big Word (telephone interpretation service), and offer to	Review number of alternative format requests

		help fill out application forms for customers	<p>Review customer satisfaction feedback for provision of information</p> <p>Review provision of information against CSE criteria and against Communication Action Plan</p>
Information provision to Land & Property Services	To ensure that the equity of rates is maximised within the Council's remit	Co-ordinate timely inspections and data transfer of completion notice ready and vacancy measures as well as timely DRD reports	<p>Provision of management reports from management information system to monthly service SMT meetings</p> <p>Transfer management report to LPS on a monthly basis</p>

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Department/Unit: Operational & Technical Services

Inequality (Identified/Potential)	Objective (Goals/Intended Impact)	Action (Steps to achieve objective)	Measurement & time-scales
Location of civic amenity and bring sites	To ensure that new sites are located (as far as is practicable) to ensure accessibility to, in particular, the two main communities	Use all relevant data, including mapping of same, to take account of Sec 75 groups within any future decision making process	No. of complaints No. of requests for new sites by type Time-scale: annual review
Access to waste collection services	To ensure that identified groups e.g. elderly, those with health problems/disabilities have access to services	Continue to provide assisted lifts as appropriate; Continue to provide assistance at civic amenity sites	No. of assisted lifts requested No. of assisted lifts granted No. of complaints received relating to assistance requirements at civic amenity sites Time-scale: annual review
Information provision	To ensure that appropriate information is accessible to relevant groups e.g. those with a disability, ethnic groups	Continue to provide alternative formats as appropriate; Continue to provide "signage" at civic amenity sites	No. of requests for information (by type) in alternative formats (by type)

			Time-scale: annual review
Cemetery service provision	To provide a cemetery service to meet the needs of the local population, including cultural diversity	Continue to provide service taking account of cultural diversity	No. of cultural diversity burials Time-scale: annual review

Lisburn & Castlereagh City Council - Action Plan

Department/Unit: Leisure Services (Sports Services)

Inequality (Identified/Potential)	Objective (Goals/Intended Impact)	Action (Steps to achieve objective)	Measurement & time-scales
Location/scope of leisure facilities	Facilities and services are located to ensure accessibility as far as is practical to all potential users	Review of capital programme GIS mapping Demographic study Political feedback	No. of users No. of companies Annual review
Charging policy	To ensure price is not a barrier to participation irrespective of socio-economic circumstances	GIS mapping Non user feedback Target marketing Comparison with public and private competitors	No. of users including concessions Annual review Level of income
Access to grants	To ensure equitable access to grants and grant aid	Use all feasible communications mediums Publicise grant finder	No. of grant applications Comparison with other LA's Annual review Monitor applications from both extant Council areas

Information provision	To ensure appropriate information is accessible to relevant groups	Continue to provide alternative formats and appropriate signage	No. of complaints Review of users Annual review C.S.E.
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Lisburn & Castlereagh City Council - Action Plan

Department/Unit: Environmental Health

Inequality (Identified/Potential)	Objective (Goals/Intended Impact)	Action (Steps to achieve objective)	Measurement & time-scales
Information provision	To ensure appropriate information is accessible to all service users	Continue to provide alternative formats and language (where possible). Information on web-site, adverts in local press and elected representatives and community groups fully briefed	Review of users Annual review of available information.
Customer service clinics	Provide timetabled clinics at LVI, to ensure accessible of information and services to customers.	Secure suitable accommodation and facilities. Communicate operating hours in local press and website.	Collate customer satisfaction/dissatisfaction to interim arrangements.
Access to Service	To ensure equitable access to the EHSU	Use all feasible communications mediums, promote online and web based services.	Collate customer satisfaction/dissatisfaction.

Application of the Service	Ensure the consistent & uniform delivery of service across the city, in line with operational guideline and corporate policies.	<p>Hold regular consistency exercises.</p> <p>Carry out planned audits to ensure consistency of approach and application.</p> <p>Provide regular training & continuous professional development for operations staff</p>	<p>Managers to carry out annual consistency exercises.</p> <p>Peers review and internal audits conducted to valid statistical returns.</p> <p>PDP's to continue to build capacity.</p>
Dundonald Air Quality	Comply with statutory obligation	Review action plan, investigate ways of reducing levels specific identified pollutants.	Annual review of Plan