

# Lisburn & Castlereagh City Council



## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report

### Contact:

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

[Equality/Section 75 \(lisburncastlereagh.gov.uk\)](http://lisburncastlereagh.gov.uk/Equality/Section%2075)

### 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 2020 and March 2021**

## **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 2020-21, 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.*

At the outset, it is important to note that the 2020-2021 year was significantly impacted by the Covid-19 pandemic. Like many other public sector organisations, Lisburn & Castlereagh City Council faced unprecedented disruption to service delivery and ways of working. Council had to not just adapt planned delivery to changing circumstances but to develop and deliver new services/projects in response to the pandemic. A number of planned projects had to be put on hold or deferred to a future planning period as a result of Covid-19. Many front line services, for example, sports and arts facilities, were closed with staff on furlough for most of the reporting period.

A key achievement for the year was the completion of the five year review of LCCC's Equality Scheme and initial work on a new Draft Disability Action Plan and Equality Action Plan for 2021-2025. The review was limited by the Covid pandemic in some ways, for example, in terms of the scope and format of consultation that was possible and the capacity for staff to be involved. The outcome of the review was that the scheme did not require amendment (other than updating the consultation database which needs to be reviewed regularly). However, action to promote the scheme for the next five years had to be deferred to 2021-2022 and the new action plans were still in development at year end.

A positive impact/outcome of the pandemic has been a stronger focus on some equality groups as evidence emerged that certain groups were being disproportionately impacted by Covid-19. This has meant that groups such as older and disabled people were prioritised for services and initiatives. Similarly, there was a focus on enhanced risk assessment for staff who were clinically vulnerable due to a health conditions or disability and on enhanced support for staff to support good mental health and wellbeing, etc.

The equality impact assessment approach that is inherent in the S75 duties actually came to the fore in decision making in response to Covid-19. The response was an interesting example of the application of S75 principles in practice. Staff found they were naturally applying the equality impact assessment approach to identify and mitigate negative impact, sometimes without even realising it.

The pandemic meant challenges for the Council's equality actions, including training and implementation of agreed improvements to administrative arrangements for promotion and reporting. Staff were either not available for training, training providers were not available to deliver as normal, or training had to be deprioritised to ensure essential

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

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

services were maintained. With many front line staff on furlough, staff working remotely and other competing demands, it also proved difficult to progress actions such as the equality officer attending departmental management meetings and developing mechanisms for quarterly reporting to raise the profile of equality across the council's functions.

Fewer new policies were developed and formally reviewed due to the pandemic which means fewer equality screening exercises were undertaken compared to the previous year. However, as indicated above, this does not mean that there was a lesser focus on equality considerations.

Examples of equality screenings include:

- Lisburn & Castlereagh 10 Year Investment Plan
- Building Illumination Policy
- LCCC Programme of Events to mark the Centenary of Northern Ireland in 2021
- Corporate Business Continuity Plan
- Corporate Risk Policy
- Policy for the granting of temporary free licenses for Pavement Cafés in response to Covid-19
- Establishment of Community Co-ordination Hub in response to Covid-19.

Work began on other policies and reviews which will continue into the 2021-22 business year.

Key initiatives involving the community such as the annual programme of Good Relations activity, the Youth Forum and Age Friendly work had to be redesigned and delivered remotely where possible, due to the Covid-19 pandemic. Some Good Relations projects had to be postponed but, where projects proceeded online, participation and feedback were not impacted negatively.

#### **Improvements to administrative arrangements for equality function**

- Commitment to a quarterly focus on equality in senior team meetings was confirmed and this is being implemented in the 2021-22 year.
- Commitment to regular attendance by the equality officer at Corporate Services Committee meetings is also being implemented in the 2021-22 year.
- The cover sheet for Council Committee papers was updated to include a requirement to confirm whether an equality screening had been undertaken on the project, plan or policy being brought to Committee.

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

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

- A start was made on compiling a register of council policies and decisions to ensure that all had been equality screened as appropriate – this work is being further developed in 2021-22.

#### **Service development/improvements**

- Following a Council Motion, a decision was taken to develop a formal policy on the provision of Changing Places facilities. A public consultation was being planned at year end.
- Following feedback from a member of the public on the need for more inclusive play equipment in council parks, a commitment was made to ensure additional provision for children with a range of disabilities in all plans for new play parks or refurbishments and in other amenities projects. During the year, new inclusive play equipment was installed at the refurbished Dungoyne Play Park (near Ballybeen Sports & Wellbeing Hub) but the official reopening was postponed because of the pandemic (officially reopened June 2021).
- Similarly, feedback from previous projects highlighted both a need and the potential to include additional provision for visitors with disabilities in other amenity enhancement projects, with plans underway at year end for such improvements at Hillsborough Forest Park.
- The closure of leisure and arts facilities due to Covid-19 required a move to delivery of activities online. While online participation does not suit everyone, initial feedback suggested that it can enhance opportunities for some groups who were able to benefit from participation from the comfort of their own home. Learning from 2020-21 will continue to inform service delivery next year.
- In a direct response to the pandemic, council established a Community Coordination Hub which enabled staff across departments to work with the community and voluntary sector and other public sector partners to deliver a range of initiatives to support to those most adversely affected by Covid-19 lockdown measures and the suspension of some public and community services.
- The Communities team developed and publicised a community services support directory to help residents to access essential services and support during lockdown. Significant efforts were made to ensure that residents were aware of support available, with information provided in different formats and promoted directly as well as online.

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

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

- As part of LCCC's work towards becoming an Age Friendly council and following an earlier Pensioner's Parliament, a survey of older citizens was carried out in September/October 2020. Key findings included the issue of inadequate toilet provision and rest facilities to enable older people to fully engage in activity outside their home. As a direct result of feedback, LCCC introduced a pilot community toilet scheme in the early part of 2021. The pilot was disrupted by the pandemic but at year end, a further roll out of the scheme was being planned.
- Various equality days were marked with publicity and/or the illumination of Council civic buildings, for example, International Women's Day, International Men's Day, International Day of Persons with Disabilities. A number of World campaign or Awareness Days were marked, for example, World Stroke Day, World Pancreatic Cancer Day, World Mental Health Day.
- Covid-19 meant that there was no face-to-face consultation or engagement during 2020-21. Consultations were primarily promoted online on the council website and via social media channels. However, provision was made for those who would not be able to engage online, with, for example, an option to complete a survey via telephone.
- As a public authority, since September 2020, LCCC has had to comply with new website accessibility standards. An introductory Guide to creating user accessible web content was produced for staff and further work is planned to improve accessibility of council communications in the coming year.
- As well as a move to more online delivery of services to residents and stakeholders, learning and development for staff had to be delivered online and recruitment interviews were conducted via Zoom.
- While many staff would prefer in person engagement, online provision has had the unanticipated benefit of enabling greater and more flexible participation in some cases, for example, for staff who work part-time.
- There was a specific focus on supporting staff's mental health and wellbeing throughout the Covid-19 pandemic and to support remote working. Additional Mental Health Champions were appointed; there are 28 Mental Health First Aiders; National Campaign Days such as World Mental Health Day were marked and briefings were issued to staff; wellbeing activities were provided online; and a Mental Health and Wellbeing Strategy was developed.

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

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

- Many of the ten planned projects in the LCCC Good Relations Programme for 2020-21 were delivered, with significant changes required to accommodate Covid-19 restrictions. However some had to be put on hold. Projects delivered included:
  - Youth Engagement Council which aims to increase the number of participants who are more favourable towards people from a minority ethnic background. There was an increase in positivity ratings for all elements of the project.
  - Community Relations and Cultural Diversity Week 2020 – 6 teams participated in the annual Diversity Quiz. This year’s event was delivered online and 50% of participants were new to the programme. There was a positivity rating of 71%, with 72% of participants reporting that they feel their area is welcoming to all.
  - Holocaust Memorial Day 2020 was marked with a virtual event.
  - An initial project planned for International Children’s Day was changed to ‘Support work with BAME children during lockdown’ and a working group was established to co-ordinate activity.
  - Covid-19 and our shared community project – there was a 16% positive increase in the number of participants who feel comfortable socialising in a shared space or space they would not traditionally visit. This increase was higher for participants in a virtual programme delivered by the Irish Linen Centre and Museum.

**2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (*or append the plan with progress/examples identified*).

- A complaint from a member of the public about the lack of equipment in Council run play parks that is fully accessible for children with multiple disabilities led to improved awareness of the issue and further consultation with Playboard and families. There is now a commitment to consider including specific equipment in any new parks or refurbishment projects. Example: Hillsborough Forest enhancement project 2021; refurbishment of Dungoyne play park at Ballybeen (reopened June 2021).
- A new Inclusive Play Policy was drafted and an initial screening done, but progress to finalise was hampered by Covid-19 which meant the usual consultation could not take place and new guidelines from PlayBoard have been delayed. It is hoped that the policy and screening will be progressed in 2021-22.
- Preparation for a Kerbside recycling consultation started in 2020-21. In response to previous feedback about the particular needs of some residents, there will be an emphasis on inclusive consultation with assistance offered to those who are unable to complete an online survey.
- Virtual arts and sports services were targeted at a range of equality groups. For example, there was an arts programme for International Women's Day and for International Men's Day; virtual workshops for children and families; and the Arts Service worked with the Youth Forum and Stepping Stones on a virtual programme to support young people with a learning disability. The Move More exercise programme for people living with cancer was also delivered online.
- New equipment to improve accessibility was purchased for arts venues and museums service but the benefits will not be seen until facilities are fully reopened to the public.
- For example, Sports Services developed a sensory room at Indianaland; purchased new skating aids which will benefit a range of older children with certain disabilities; purchased new soft play equipment for a Buggy boot camp which will allow adults to train while children play in the same area.

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2020-21 reporting period? *(tick one box only)*

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

Please provide any details and examples:

- Consultation with older people through the Age Friendly initiative identified a need for more public toilet provision and led to a pilot scheme being run in early 2021. Although the pilot was impacted by Covid-19 restrictions, a decision was made to further develop a Community Toilet Scheme in 2021-22.
- Previous engagement with AutismNI who provided training for staff which resulted in our Island Arts Centre attaining the Autism Impact Award continues to inform delivery of arts services. Staff who were trained as autism champions are now considering on an ongoing basis how they can make services more accessible for children and adults with particular needs or are considering autism friendly sessions. Disruption to arts services during the pandemic has meant that ideas have not progressed as planned during 2020-21 but will be implemented as soon as restrictions allow.
- Engagement with young people through facilitation of the LCCC Youth Forum continues to inform Council activity. The Forum has had a focus on Safe Places for Young People and Mental Health, with a new resource in development at year end to support young people through the ongoing pandemic.
- Equality screening continues to highlight the needs of specific groups and areas where adjustments need to be made to how policies or services are implemented.
- The equality screening of the Community Co-ordination hub identified the groups most in need of support and they were specifically targeted. Council worked in partnership with a number of other statutory bodies and local community organisations to deliver to vulnerable groups, including older people, children, and those with underlying health conditions and disabilities, including learning disability.
- Sports Services progressed various projects to improve provision for users with a disability, including enhanced physical accessibility, provision of aids, and plans to extend disability-friendly and family-friendly provision when facilities re-open. For example, soft play equipment will allow adults/carers to exercise while children play in the same area and a dedicated space for breast feeding is planned.

**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:

- Play parks – greater inclusion of children with multiple disabilities (and indirect benefits for parents/families).
- Online delivery or more hybrid delivery – greater accessibility for people who would normally experience difficulty in participating in events/activities in person due to disability, age, etc.
- Proposal to implement further Changing Places toilet provision – will benefit those with multiple or profound disabilities and their carers/families.
- Proposal to implement Community Toilet Scheme – will potentially benefit families/children, people with health conditions or disability that mean they need to access toilets more often or with greater urgency, older people, etc.
- Following feedback from RNIB and Guide Dogs, environmental health staff ensured that guidance to applicants for temporary licences for pavement cafés explicitly refer to accessibility requirements. Staff also regularly check for compliance.

**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):*

For all the above, equality screening helped to identify particular needs, eg, accessibility for those with a disability, older people, etc, and mitigation measures that could be put in place to address these.

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

The learning from the EQIA on public realm continues to inform thinking, planning and actions across council services

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):*

The website accessibility regulations which came into force in 2020 increased staff awareness of the need to ensure accessibility for different groups.

Other *(please specify and give details):*

- Feedback from a parent about the needs of children with particular disabilities raised staff awareness of key issues to consider and continues to inform the development of plans for play facilities and park amenities. Specifically, the provision of play equipment suitable for children with severe disabilities is now considered routinely in new and refurbishment projects.
- Targeted consultation with PlayBoard NI has ensured that provision for children/people with disabilities has also been considered in the development of new public park facilities (project ongoing at year end).
- Feedback from consultation with disability groups and the British Toilet Association prompted the development of a policy on provision of Changing Places toilet facilities (a public consultation is planned for 2021-22).
- The learning from the S75 complaint against the former Lisburn City Council in relation to the city's public realm work continues to influence other projects.
- Feedback from groups such as RNIB has led to the inclusion of accessibility requirements for trader applications to Environmental Health for pavement café licences. Environmental Health and Economic Development staff regularly check for compliance with good practice and the conditions of the licence.
- Training for staff has improved awareness of the need for disability-friendly and family-friendly provision and has led to an increased focus on who uses and doesn't use services and the need to identify and address potential barriers.

## **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 2020-21 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

PART A

Please provide any details and examples:

All job descriptions include the following duty:

Promote equality of opportunity and access in service delivery and in the employment of staff through the mainstreaming of equality within the Council.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2020-21 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:

Compliance with equality duties is an integral part of departmental work plans.

- 6 In the 2020-21 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 2020-21 report
- Not applicable

Please provide any details and examples:

Equality is an underpinning theme of LCCC's corporate plan.

**Equality action plans/measures**

- 7 Within the 2020-21 reporting period, please indicate the **number** of:

PART A

Actions completed:  Actions ongoing:  Actions to commence:

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

All actions in the 2015-2020 Equality Action Plan have either been addressed or are ongoing/continuing actions, for example, around the provision of accessible information.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2020-21 reporting period (*points not identified in an appended plan*):

No changes made during 2020-21. Work began in the latter part of the 2020-21 year to develop a new equality action plan for 2021-2025 (ongoing at year end).

- 9 In reviewing progress on the equality action plan/action measures during the 2020-21 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 2020-21 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:

- As indicated above, Parks & Amenities have been consulting with Playboard on plans to ensure more inclusive play equipment in Council owned/run facilities and to inform a new inclusive play strategy. Children from a local school and their parents and teachers were also consulted.

PART A

- A cross-party Working Group of Elected Members and staff was established to plan for marking the centenary of Northern Ireland to ensure that the wide range of views was taken into account.
- The survey of Older People in September/October 2020.
- The establishment of a temporary Community Coordination Hub to consult and work with local community groups to respond to the Covid-19 pandemic.
- Ongoing consultation with young people via the Youth Forum.

**12** In the 2020-21 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
- X Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- X Telephone consultations
- Other (*please specify*):

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

Limited consultation carried out in 2020-21 and most communication with stakeholders was online due to the pandemic. Examples included: Survey of older people; continued work with the Youth Council; liaison with community groups; and work coordinated through the Community Co-ordination Hub.

A number of consultations were being planned at year end and will be progressed in 2021-22 – eg, consultation on new draft Disability Action Plan, new Equality Action Plan, proposals for Kerbside Recycling, proposal re Changing Places toilet provision, new interim corporate plan.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 reporting period? (*tick one box only*)

PART A

Yes

X No

Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2020-21 reporting period? (*tick one box only*)

Yes

X 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 webpages where equality screening templates and/or other reports associated with Equality Scheme commitments are published]

[Equality/Section 75](#)

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

17
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16 Please provide the **number of assessments** that were consulted upon during 2020-21:

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

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

N/A

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



- 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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

As outlined above, training was significantly impacted due to Covid-19. Refresher training was provided for senior staff (directors and managers) in February 2020 with 12 participating.

Staff were trained in Recruitment and Selection (which includes equality) – 22 participants

Staff were trained in stress/resilience/mental health – 30 participants

There was also ongoing advice and support provided to staff via the intranet in relation to managing their health and wellbeing throughout the Covid-19 pandemic and while working remotely.

- 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:

As above, equality-specific training in 2020-2021 was limited to refresher training for senior staff. The impact of this training will not be apparent until later but will hopefully result in more equality screening exercises and better quality exercises being undertaken in the following year. Feedback from evaluations confirmed the training was very useful.

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

- 26** Please list **any examples** of where monitoring during 2020-21, across all functions, has resulted in action and improvement in relation **to access to information and services**:

As a result of new EU website accessibility regulations, website accessibility for all council sites was audited and issues identified. Staff are now much more alert to accessibility needs. Initial guidance was produced for staff on website accessible content and staff training will be implemented in 2021-22.

On an ongoing basis, staff respond to requests for different formats and provide information to the local Talking newspaper for residents who are blind or partially sighted.

### Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2020-21?

Insert number here:

0
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Please provide any details of each complaint raised and outcome:

### Section 3: Looking Forward

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

The Equality Scheme was reviewed during 2020-2021 – see [report](#). It will next be due for review by 2025 at the latest.

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*)

Yes.

- Improved quality of screening
- Informal briefings and equality awareness raising to meet staff needs as well as more formal training
- More targeted consultation to inform screening
- Increased focus on monitoring
- Improvements to systems for publicising and reporting equality related work (internal and external).

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
- X Nothing specific, more of the same

X Other (please state):

The Commission needs to be proactive in encouraging public authorities which have been the subject of Commission investigations or discrimination complaints to seek their advice. There can be a reluctance to engage with the Commission where it is better known as an enforcement body.

Commission advice on equality monitoring is dated 2007 and could perhaps be updated or augmented with additional guidance that reflects the fact that S75 has now been implemented for approximately 20 years.

Commission training is very well received but, where possible, trainers need to ensure they use practical examples that public authorities can identify with and not concentrate on the theory of S75. More opportunities to discuss sectoral issues would be useful perhaps, eg, good practice workshops or seminars

**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:**

**11**

Fully achieved

**4**

Partially achieved

**2**

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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	N/A		
Regional <sup>iv</sup>	N/A		
Local <sup>v</sup>	Promotion of the removal of barriers to participation (action 6)	Ongoing in advice to officers and in council communications	Increased awareness of issues experienced by disabled people and how to address needs identified
	Continue to mainstream Disability duties (and S75 in relation to disability) (action 9)	Disability considered in all equality screening and service reviews	Staff aware of need to consider needs of disabled people. Increased evidence of mitigation measures.
	Continue to ensure access to facilities (action 10)	Accessible buildings and services where these were available during Covid-19.	More accessible facilities but access inhibited in 2021-22 due to Covid-19.

PART B

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
		Planning for enhanced accessibility progressed.	
	Maintain contact with disability organisations and disabled people (action 11)	Ongoing – particularly through co-ordination hub throughout Covid pandemic and through communications	Disabled people aware Council is interested in their needs and accommodating adjustments. Individuals and groups supported during pandemic.

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

	Training Action Measures	Outputs	Outcome / Impact
Action 4	Continue to provide training in relation to disability inclusive of the disability duties to staff and, as appropriate, Elected Members	Limited training delivered 2020-21 due to Covid-19. Disability focus in the following training:  Refresher Section 75/Equality training for senior managers – 12 participants  Recruitment & Selection – 22	All participants reported increased awareness and that the training was useful
Action 5	Continue to provide “specialist” training as necessary for senior managers and other staff eg. recruitment and selection panels, front line staff	Stress/resilience/mental health – 30	

PART B

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
Action 14	Promote positive images/messaging around disability	Disability Awareness and campaign days marked with press releases and other publicity, including building illuminations	Staff and public more aware
Action 15	Website accessibility and communications generally	Website review to ensure compliance with new accessibility regulations Guidance for staff on producing accessible web content produced	Staff more aware of issues and responsive to accessibility needs

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

	Encourage others Action Measures	Outputs	Outcome / Impact
Action 8	Encourage others to promote participation	No real opportunity to perform in past year	
Action 17	Continue to work with other organisations to promote positive attitudes		

PART B

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
Action 1	Disability included in equality screening	Disability focus in all screening	Additional needs identified and mitigations implemented
Action 2	Annual progress report to ECNI	Report submitted	
Action 3	Continue to work with service areas to ensure inclusion of disability	Advice to teams ongoing	Awareness reflected in equality screening, in adjustments made and in service provision
Action 12	Continue to implement the DDA for both employees and applicants for employment who have been identified with a disability	Reasonable adjustments offered routinely and provided when needed. Additional support provided to staff during Covid-19.	More vulnerable staff supported and facilitated to continue to work from home etc as appropriate
Action 16	Continue to work with disabled individuals and their representative groups.	Communities team in particular worked with local community groups to identify needs of those most vulnerable during the Covid-19 pandemic. This included those with disabilities and significant health conditions, older people, children and young people.	Practical support provided where it was needed most.  Disabled people supported by council initiatives which tried to fill gaps left when other services were suspended.

PART B

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
Action 4	Continue to provide training on disability issued	Limited training delivered	Positive feedback from participants; awareness raised	Limited delivery due to Covid-19 – many relevant staff were redeployed or on furlough during 2020-21
Action 7	Provision of appropriate training and support	Advice and support provided as required		No new provision in 2020-21 due to Covid-19
Action 13	Continue to progress the inclusion of disability in working groups	Ongoing in relation to existing work - no new initiatives		Limited new activity due to Covid-19
Action 17	Continue to work with other organisations to promote positive attitudes	Ongoing in relation to existing work – no new initiatives		Limited new activity due to Covid-19

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

	Action Measures not met	Reasons
5	Specialist training	No opportunity to perform

PART B

	Action Measures not met	Reasons
8	Encouraging others to promote (the disability duties)	No opportunity to perform

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

Oversight by equality officer – review of progress/achievements at year end. Recognise this area needs further attention. For example, integrating the Disability duties into the equality screening template should ensure that departments are more aware of how they can contribute to the actions in the DAP. The new DAP will require promotion and new monitoring arrangements will be established.

(b) Quantitative

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 revisions were made to the plan but a new Disability Action Plan was being developed at year end.

If yes please outline below:

PART B

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	N/A		
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?

A new Disability Action plan for 2021-2025 is being developed at year end. A pre-consultation draft was submitted to the Commission at the end of March.

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<sup>i</sup> **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.

<sup>ii</sup> **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.

<sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>v</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.