

Public Document Pack

**Democratic Services Section
Legal and Civic Services Department
Belfast City Council
City Hall
Belfast
BT1 5GS**

18th February, 2021

MEETING OF STRATEGIC POLICY AND RESOURCES COMMITTEE

Dear Alderman/Councillor,

In addition to those matters previously notified to you, the following items will also be considered at the meeting to be held remotely at 9.30 a.m. on Friday, 19th February, 2021.

Yours faithfully,

SUZANNE WYLIE

Chief Executive

AGENDA:

3. Matters referred back from Council/Motions

- (e) Motion - Funding for Palliative and End-of-Life Care - Response from Minister of Health (Pages 1 - 6)

7. Equality and Good Relations

- (d) Equality and Diversity - Quarter 3 Equality Screening and Rural Needs Outcome Report (Pages 7 - 14)
- (e) Equality and Diversity - Audit of Inequalities and Equality Action Plan 2021-24 (Pages 15 - 62)

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Subject:	Motion: Funding for Palliative and End-of-Life Care – Response from Minister of Health
Date:	19th February, 2021
Reporting Officer:	John Walsh, City Solicitor/Director of Legal and Civic Services
Contact Officer:	Jim Hanna, Senior Democratic Services Officer

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report/Summary of Main Issues
1.1	To consider a response from the Minister of Health to a motion on Funding for Palliative and End-of-Life Care which was passed by the Council at its meeting on 7th December.
2.0	Recommendation
2.1	The Committee is requested to consider the response and to take such action thereon as may be determined.
3.0	Main Report
3.1	<p>At the Council meeting on 7th December, the following motion, which was proposed by Councillor Whyte and seconded by Councillor Lyons, was passed:</p> <p>“This Council recognises that hospice care is a vitally important part of our care system; considers it necessary that people approaching the end of life, their families and carers get the right care and support where and when they need it; notes that hospice staff deserve recognition for the world-class medical care and emotional support they provide, not just to patients but also to their families; and looks forward to the hospice movement going from strength to strength in years to come.</p>

	Accordingly, the Council agrees to write to the Minister of Health, Robin Swann MLA, calling upon him to ensure fair and transparent funding in line with demand, and continued high quality palliative and end-of-life care.”
3.2	A response has been received from the Minister of Health, a copy of which is attached.
3.3	The Minister highlights the valued service which hospices in Northern Ireland provide in caring for and supporting people living with palliative and end-of-life care and those who are important to them. Department of Health officials and their colleagues in the Health and Social Care Board work closely with hospices and are aware of the both the contribution which they make and the challenges they face.
3.4	The Minister, in recognising the financial pressures which hospices are facing, points out that Covid-19 has had an impact across the community and voluntary sector and refers to similar issues across other areas and organisations, where there are also increasing demands for services and associated financial pressures.
3.5	He explains that the Health and Social Care Board has Service Level Agreements in place with each of the hospice providers in Northern Ireland for both inpatient and community based services. Separate arrangements are also in place with Health and Social Care Trusts for hospice night services, as required. The Marie Curie charity also provides a regional out-of-hours service.
3.6	In terms of funding, the Minister states that guidance which was put in place by the Department of Health in 2004 introduced 50/50 funding for agreed adult inpatient hospice services, with effect from 2004/05, and 50% funding for agreed adult community services, with effect from 2005/06. Those arrangements provide for the funding of agreed commissioned services, not a hospice’s total running costs.
3.8	He points out that children’s hospice services are funded differently to adult services, with separate commissioning and funding arrangements in place for children’s palliative care and hospice services. In addition to core funding for children’s services, the Department of Health agreed, following the closure of the Horizon West children’s hospice, to fund on a 50/50 basis an additional bed in the NI Children’s Hospice at Horizon House for three years from 2018/19.
3.9	Since 2018, a Paediatric and Life Limited Service has also been commissioned from the NI Children’s Hospice. That service provides a specialist nursing role to support children, families and clinicians in recognising and managing end-of-life needs, as well as access to a dedicated bed in the NI Children’s Hospice or in the child’s home. Funding of £186,000 for the service was made initially through Confidence and Supply transformation funding. The Department of Health has extended that funding for a further year to ensure the continued delivery of the service by the NI Children’s Hospice.
3.10	The Minister goes on to state that, in recognition of the challenges being faced by hospices during the current pandemic, the Health and Social Care Board, with the agreement of his Department, has put in place arrangements to support hospices’ cash flow. Those arrangements apply also to contracts between hospices and Health and Social Care Trusts.

	<p>The Health and Social Care Board has also worked closely with hospices around the availability of Personal Protection Equipment, fit testing and access to sanitising equipment and to keep them informed of the broader system approach to responding to Covid-19.</p>
3.11	<p>The Minister welcomes also the additional funding which has been made available to hospices in recognition of the restrictions on fundraising opportunities and retail, as a result of Covid-19, and refers to £6.75m and £7.3m which was allocated to local hospices and the Cancer Fund for Children in May and October, 2020 respectively.</p>
3.12	<p>He explains that the Health and Social Care Board has recently completed a review of adult hospice funding, which identified a total funding shortfall of £867,360 between the 2019/20 funding provided to hospices, when compared against benchmarked costs assessed as part of the review process. That additional funding has been made available to hospices and has been backdated to April, 2019. In October, 2020, the Health and Social Care Board also approved a 4% uplift for 2020/21 to the value of its core contract Service Level Agreements held with hospices in Northern Ireland. The Minister believes that, given that the current funding arrangements date back to 2004, it would be appropriate to review those arrangements in light of the changing context and demographics for palliative care and trusts that hospices engage in this process.</p>
3.13	<p>The Minister concludes by stating that the New Decade New Approach deal includes a commitment to increase investment on palliative and end-of-life care to fully implement service improvements, including enhancing the contribution of hospices, and to increase support for palliative perinatal care. Investment to meet the New Decade New Approach commitment has been captured within his Department's bids for additional funding in the Department of Finance Budget 2021-22 exercise.</p> <p><u>Financial and Resource Implications</u></p> <p>None associated with this report.</p> <p><u>Equality or Good Relations Implications/Rural Needs Assessment</u></p> <p>None</p>
4.0	Document Attached
	Response from Minister of Health

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Ms Carolyn Donnelly
Democratic Services Officer
Belfast City Council

DonnellyCarolyn@BelfastCity.gov.uk

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Tel: 028 9052 2556
Email: private.office@health-ni.gov.uk

Your Ref: CD 07.12.2020

Our Ref: COR/0041/2021

Date: 20th January 2021

Dear *Carolyn*,

Thank you for your correspondence of 29 December 2020 in which you advised of the motion passed by Belfast City Council in relation to the care provided by hospices and hospice staff and the Council's call for fair and transparent funding in line with demand and continued high quality palliative and end of life care.

Hospices in Northern Ireland provide a valued service in caring for and supporting people living with palliative and end of life care needs and those who are important to them. Department of Health officials and their colleagues in the Health and Social Care Board (HSCB) work closely with hospices and are aware of both the contribution they make and the challenges they face.

I recognise the financial pressure facing hospices. Unfortunately COVID-19 has impacted across the voluntary and community sector and there are similar issues across other areas and organisations also where there are increasing demands for services and financial pressures arising from this.

The Health and Social Care Board has Service Level Agreements in place with each of the hospice providers in Northern Ireland for both inpatient and community based services. Separate arrangements are also in place with HSC Trusts for hospice nurse night sitting services as required. In addition, Marie Curie also provides a regional out of hours Rapid Response Service.

Funding guidance put in place by the Department in 2004 introduced 50/50 funding for agreed adult inpatient hospice services with effect from 2004/05 and 50% funding for agreed adult community services with effect from 2005/06. These arrangements provide for funding of agreed commissioned services, not a hospice's total running costs.

Children's hospice services are funded differently to adult services and separate commissioning and funding arrangements are in place for children's palliative care and hospice services.

In addition to core funding for children's services, following the closure of the Horizon West children's hospice, my Department agreed to fund an additional bed at the NI Children's Hospice at Horizon House for 3 years from 2018/19 on a 50:50 basis.

Since 2018, a Paediatric and Life Limited Service (PALLs) has also been commissioned from the NI Children's Hospice. The service provides a specialist nursing role to support children, families and clinicians in recognising and managing end of life needs as well as access to a dedicated bed in the NI Children's Hospice or in the child's own home. The funding of £186,000 for the PALLS service was made available initially through Confidence and Supply transformation funding. My Department has made this funding available for a further year in 2020/21 to ensure the continued delivery of the service by the NI Children's hospice.

In recognition of challenges faced by hospices during the ongoing pandemic, with the agreement of my Department, the HSCB put arrangements in place to support hospices' cash flow. These arrangements also apply to contracts between the hospices and Health and Social Care Trusts. The Health and Social Care Board has also worked closely with hospices to support the availability of PPE, fit testing and access to sanitising equipment and to keep hospices informed about the broader system approach to responding to COVID-19.

I also welcome the additional funding that has been made available to hospices in recognition of the restrictions on fundraising opportunities and retail as a result of COVID-19. In May 2020, £6.75 million was allocated to local hospices and the Cancer Fund for Children (CFC). On 29 October, further additional funding of £7.3million for hospices and the Cancer Fund for Children was announced and has since been allocated to hospices.

The HSCB has recently completed a review of adult hospice funding, as a result of which a total funding shortfall of £867,360 was identified between the 2019/20 funding provided to hospices when compared against benchmarked costs assessed as part of the review process. This additional funding has been made available to hospices backdated to April 2019.

In October 2020, the Health and Social Care Board approved a 4% uplift for 2020/21 to the value of its core contract Service Level Agreements held with hospices in Northern Ireland.

The current funding arrangements for adult hospices date back to 2004. I believe it is appropriate therefore that consideration be given to reviewing these in light of the changing context and demographics for palliative care and I hope that hospices would engage with this.

New Decade New Approach (NDNA) included a commitment to increase investment in palliative and end of life care to fully implement service improvements for palliative and end of life care including enhancing the contribution of hospices; and to increase support for palliative perinatal care. Investment to meet the NDNA palliative care commitment has been captured in my Department's bids for additional funding in the Department of Finance Budget 2021-22 Exercise.

I trust this information is helpful.

Yours sincerely



Robin Swann MLA
Minister of Health



Subject:	Equality and Diversity: Quarter 3 Equality Screening and Rural Needs Outcome Report
Date:	19th February, 2021
Reporting Officer:	John Walsh, City Solicitor / Director Legal and Civic Services
Contact Officers:	Sarah Williams, Governance & Compliance Manager

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of Main Issues
1.1	The purpose of this report is to set out the Quarterly Screening Outcome Report of equality screenings and rural needs impact assessments for Quarter 3 2020-21
2.0	Recommendation
2.1	The Committee is recommended to note the Quarterly Screening Outcome Report which will be published on the Council's website
3.0	Main report
	<u>Background</u>
3.1	As Members will be aware, the Council has a duty to have, under section 75 of the Northern Ireland Act 1998: <ul style="list-style-type: none"> Due regard to the need to promote equality of opportunity in relation to the nine equality categories; and

3.2	<ul style="list-style-type: none"> • Regard to the desirability of promotion good relations <p>In addition, under section 1 of the Rural Needs Act (Northern Ireland) 2016:</p> <ul style="list-style-type: none"> • Due regard to rural needs when developing, adopting, implementing or revising policies, strategies and plans, and when designing and delivering public services
3.3	<p>To this end, the Council has a process to carry out equality screening and rural needs assessment of new and revised policies. This allows any impacts related to equality of opportunity, good relations or rural needs to be identified and addressed.</p>
	<p><u>Key Issues</u></p>
3.4	<p>Quarterly Screening Outcome Report</p> <p>The Quarter 3 Screening Outcome Report for October to December 2020 is attached. As usual, the Quarterly Screening Outcome Report and Rural Needs Impact Assessment is being brought to the Strategic Policy and Resources Committee meeting for notation and will be published on the Council website.</p>
3.5	<p><u>Financial and Resource Implications</u></p> <p>None.</p>
3.6	<p><u>Equality or Good Relations Implications/Rural Needs Assessment</u></p> <p>This report contributes to the Council's compliance with section 75 of the Northern Ireland Act 1998 and Rural Needs Act 2016.</p>
4.0	<p>Documents Attached</p>
	<p>Screening Outcome Report for October to December, 2020 - Quarter 3</p>



Belfast
City Council

**Equality Screening Outcome Report and Rural Needs Impact
Assessment**

October to December 2020

Introduction

Legislation – An Overview

Section 75 Statutory Equality Duties

Section 75 of the Northern Ireland Act 1998 requires the Council, when carrying out its functions in relation to Northern Ireland, to have due regards to the need to promote equality of opportunity between nine categories of persons, namely:

- between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- between men and women generally;
- between persons with a disability and persons without; and
- between persons with dependants and persons without.

Without prejudice to its obligations above, the council must also have regards to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The Council's Revised Equality Scheme was formally approved by the Equality Commission in March 2015. The revised Scheme outlines how we propose to fulfil our statutory duties under Section 75. Within the Scheme, the council gave a commitment to apply the screening methodology below to all new and revised policies and where necessary and appropriate to subject new policies to further equality impact assessment.

- What is the likely impact of equality of opportunity for those affected by this policy/proposal, for each of the Section 75 equality categories?
- Are there opportunities to better promote equality of opportunity for people within Section 75 equality categories?
- To what extent is the policy/proposal likely to impact on good relations between people of different religious belief, political opinion or racial group?

- Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

In keeping with the Council's commitments in its Equality Scheme, the Council has applied the above screening criteria to new policies and proposals. Screening identifies policies that are likely to have an impact on equality of opportunity and/or good relations.

Screening identifies the impact of the policy/proposal as major, minor or none.

- If major – an Equality Impact Assessment may be carried out.
- If minor – consider mitigation or alternative policy and screen out.
- If none – screen out and give reasons.
- Ongoing screening – for strategies/policies that are to be put in place through a series of stages – screen at various stages during implementation.

The council also committed within its Revised Equality Scheme to prepare and publish for information regular reports on its screening exercises. This is screening report providing details on all screenings undertaken from the period October to December 2020.

Rural Needs Impact Assessments

The Council also has a statutory duty under the Rural Needs (Northern Ireland) Act 2016 to consider rural needs in the development of new policies, plans or strategies or in any service design/delivery decisions. The Council must therefore engage with rural stakeholders in relation to policy development when it is relevant and appropriate. The Equality and Diversity Unit is responsible for reporting to the Strategic, Policy and Resources Committee and for ensuring that annual reporting returns are submitted to DAERA.

To further promote openness and transparency, there is a link to each completed screening and rural needs impact assessment template on the Council's website.
www.belfastcity.gov.uk

The templates details all policies screened over this period and includes decisions reached.

Consultation

The development of new policies and proposals will be supported by effective engagement processes to ensure that staff, service users and all interested parties are fully involved.

Planning for, and delivering safe and cost effective services requires close collaboration at many levels.

If you have any queries about this document, and its availability in alternative formats (including Braille, disk and audio cassette, and in other languages to meet the needs of those who are not fluent in English) then please contact:

Bridgeen O'Neill
Equality and Diversity Unit
Belfast City Council
Room 117
City Hall
Belfast
BT1 5GS

Direct Line (028) 9027 0511
or (028) 9032 0202 Ext 6315
email: equality@belfastcity.gov.uk or oneillbridgeen@belfastcity.gov.uk

Screening Outcome

The screening outcomes are outlined in the table below. Three possible outcomes are recorded:

If **Major** – an Equality Impact Assessment may be carried out. **EQIA** - subject to further scrutiny under Section 75 of the NI Act 1998 to determine the impact upon those

directly affected, which in turn will require informal and formal consultation with a wide range of stakeholders.

If **Minor** – consider mitigation or alternative policy and screen out.

If **None** – screen out and give reasons.

Screening Outcome Options

Major= In

Minor= Out with mitigation

None= Out without mitigation

Rural Needs Impact Assessment Options

Does the policy, plan, strategy or service design/delivery impact on the social and economic needs of people in rural areas?

Belfast City Council Equality Screening Outcome Report and Rural Needs Impact Assessment

This report includes published screenings and Rural Needs Impact Assessments for the period October to December 2020. Copies can be found at:

<http://www.belfastcity.gov.uk/council/equality/eqia.aspx>

Description of Policy/Proposal	Rural Needs Impact Assessment	ECNI Screening Decision and Contact
Response to Covid-19 Pandemic		Screened Out – mitigating actions (minor impact). Contact: Lorraine Dennis, Equality & Diversity officer

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Subject:	Equality and Diversity: Audit of Inequalities and Equality Action Plan 2021-24
Date:	19th February, 2021
Reporting Officer:	John Walsh, City Solicitor / Director of Legal and Civic Services
Contact Officer:	Sarah Williams, Governance and Compliance Manager; Lorraine Dennis, Equality and Diversity Officer

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
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Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of report or Summary of main issues
1.1	The purpose of this report is to submit for approval a draft version of the Audit of Inequalities and Equality Action Plan 2021-24.
2.0	Recommendations
2.1	The Committee is asked to approve the draft documents and note the timeline for next steps.
3.0	Main Report
3.1	<u>Background</u> In addition to the requirements under section 75 of the Northern Ireland Act 1998 which requires public authorities to:

	<ol style="list-style-type: none"> 1. report annually to the ECNI on the progress of the implementation of its Equality Scheme (revised Scheme ratified by Council in January 2021 and submitted to the Equality Commission for Northern Ireland (ECNI) for legislative approval) 2. carry out a review of their Equality Scheme every five years and make any relevant updates (also approved by Council in January 2021) <p>ECNI's revised Section 75 Guide for Public Authorities recommends that public authorities:</p> <ol style="list-style-type: none"> 3. undertake an Audit of Inequalities to identify inequalities across the nine Section 75 categories, relevant to a public authority's functions and 4. use the audit information to develop and implement an Action Plan to address inequalities relative to its functions which is recommended to align with the public authority's corporate planning cycle.
3.2	<p><u>Key Issues</u></p> <p>Audit of Inequalities</p> <p>An Audit of Inequalities is to identify inequalities, across the nine Section 75 categories (religious belief, political opinion, race, age, gender, disability, marital status, sexual orientation, people with dependants or without), relevant to a public authority's functions in order to inform the development of an action plan to promote equality of opportunity and good relations.</p> <p>The Audit of Inequalities is intended to produce a more strategic picture of inequalities that a public authority may be in a position to influence, rather than examining inequalities on a policy-by-policy basis, undertaken as part of any screening and equality impact assessment (EQIA) processes.</p>
3.3	<p><u>Equality Action Plan</u></p> <p>Having carried out an Audit of Inequalities, public authorities should then consider addressing these inequalities in light of what they are already doing and decide whether new actions are required to address the inequalities identified and / or whether building upon or amending existing organisational actions is required. These actions or amended actions should be listed in the authority's Equality Action Plan.</p> <p>The ECNI recommends that these documents align with the public authority's organisational planning cycle. The Equality Action Plan is now designed to make the process of collecting the updates for the Annual Report to the ECNI easier for both EDU and the departments.</p>

3.4	A draft Audit of Inequalities (Appendix 1) and Equality Action Plan (Appendix 2) have been developed in collaboration with departments over the last six months. They reflect the themes and are aligned to the timescale of the current Corporate Plan 2020-2024. These were approved by the Equality and Diversity Network – Strategic (EDNS) on 3 February 2021.
3.5	<p><u>Next steps</u></p> <p>These documents are required to be submitted to ECNI within six months of the approval of the Equality Scheme therefore the following timetable is proposed:</p> <ul style="list-style-type: none"> • March – May: carry out 12-week public consultation • May – June: update documents based on consideration of consultation responses and prepare consultation report • June: submit final documents to SP&R • July: submit approved documents to ECNI •
3.6	<p><u>Financial and Resource Implications</u></p> <p>This work is covered by existing budgets. Whilst the EDU will lead on this work, officer input from across Departments will be required.</p>
3.7	<p><u>Equality or Good Relations Implications/Rural Needs Assessment</u></p> <p>The actions outlined contribute to our legal compliance regarding the promotion of equality and good relations.</p>
4.0	Documents Attached
	<p>Appendix 1: Audit of Inequalities</p> <p>Appendix 2: Equality Action Plan 2021-24</p>

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**Belfast
City Council**

Audit of Inequalities 2021 - DRAFT FOR CONSULTATION

We are committed to making sure that our services and information are available to all parts of the community. If you need this information in an alternative format or language, please contact us at:

Equality & Diversity Unit

Legal & Civic Services

Belfast City Council

City Hall

Belfast

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Text phone: 028 90270405

Email: equality@belfastcity.gov.uk

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Section 1: Background

1.1 The Legislative Background

Section 75 of the Northern Ireland Act 1998 provides that:

- (1) A public authority shall in carrying out its functions relating to Northern Ireland have due regard to the need to promote equality of opportunity-
 - (a) between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
 - (b) between men and women generally;
 - (c) between persons with a disability and persons without; and
 - (d) between persons with dependants and persons without
- (2) Without prejudice to its obligations under subsection (1), a public authority shall in carrying out its functions relating to Northern Ireland have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

While much good work has been achieved in promoting equality of opportunity and good relations, there remains persistent inequalities within our society. Within its guide Section 75 of the Northern Ireland Act 1998: A Guide for Public Authorities, the Equality Commission for Northern Ireland (ECNI) recommends that public authorities should undertake an audit of inequalities by systematically reviewing and analysing its services and how these relate to the promotion of equality and good relations. Having identified any inequalities it is recommended that public authorities should set out specific actions to address these in an action plan attached to the public authority's Equality Scheme.

ECNI defines an audit of inequalities as a "systematic review and analysis of inequalities which exist for service users and those affected by a public authority's policies". The purpose of this report is to detail how the Council conducted its audit of inequalities, and to identify some of the key inequalities, which emerged.

1.2 The Strategic Context

The Belfast Agenda

Community planning is a process led by councils working with community planning partners, including other statutory agencies, businesses and local communities, to develop and implement a shared vision and plan for the council area.

Belfast City Council took on responsibility for community planning as part of local government reform in 2015, and Belfast's first community plan, the Belfast Agenda, was launched in 2017. Its long-term aspirations or intended outcomes for the city are:

- Everyone in Belfast benefits from a thriving and prosperous economy
- Belfast is a welcoming, safe, fair and inclusive city for all
- Everyone in Belfast fulfils their potential
- Everyone in Belfast experiences good health and wellbeing
- Belfast is a vibrant, attractive, connected and environmentally sustainable city

The Belfast Agenda is underpinned by values including “A focus on outcomes for people”, “Equality and good relations” and “Inclusiveness, care and compassion”. It recognises the need to “deliver services differently, in a more integrated way that is focused on the needs of people and helps them participate fully in the life of the city.”

The Belfast Agenda’s immediate priority (2017 to 2021) is inclusive growth. Inclusive growth aims to improve the wider outcomes for people in Belfast, regardless of where they were born or where they live, by addressing issues of poverty, economic inactivity, unemployment and underemployment. This will be supported by four pillars or areas of work:

- Growing the economy: a competitive city region economy that creates opportunities for all
- Living here: Great place to live, good houses, excellent local facilities and open spaces, healthy and safe neighbourhoods
- City development: Connected, well planned with the right infrastructure to succeed
- Working and learning: Making sure people have the right skills for the future

1.3 The Corporate Context

The Corporate Plan (2020 to 2024) supports the Belfast Agenda through its themes of:

- Growing the economy
- Living here
- Working and learning
- City development
- Resilience and sustainability
- Cross-cutting priorities, including implementing the Good Relations Strategy and developing and implementing the city’s cultural strategy ‘A City Imagining’

It also introduces a number of organisational capabilities required to deliver excellent service and city leadership. Priorities under organisational capabilities include data development, people development, customer focus, continuous improvement and equality, diversity and inclusion.

Section 2: About Belfast City Council

Belfast City Council is led by 60 elected representatives supported by approximately 2,300 full and part-time staff.

The council is made up of 10 District Electoral Areas and has a budget of c.£160 million. Its role can be divided into three main areas:

- direct service provision
- a representative role
- a consultative role

It does this by:

- the direct provision of a number of services and facilities
- the promotion of the arts, tourism, community and economic development
- the regulation and licensing of certain activities relating to environmental health, consumer protection and public safety
- carrying out a representative role on a number of bodies and boards including the Education Authority and Health and Social Care Board
- carrying out a consultative role in relation to functions conducted by other government bodies and agencies on issues such as regional planning, water, roads and housing
- carrying out an advocacy role for the people of the district

On 1 April 2015, the council took on new or enhanced powers including local planning, community planning and off-street parking. As part of local government reform, a reorganisation of government aimed at modernising and improving services.

To carry out its role and functions, the council performs the following activities (not an exhaustive list):

- the provision and maintenance of facilities for recreational, social and cultural activities including leisure centres, community centres, parks, open spaces, sports and playgrounds and places of entertainment
- street cleansing
- waste collection and disposal
- the provision of burial grounds
- the provision of grants to support arts, community development, good relations, sports development and so on
- the administration and regulation of certain matters relating to the environment, public health and public safety including building control, food safety, statutory nuisance, dangerous buildings, air pollution, noise pollution, dog control, consumer protection and health and safety
- the licensing and regulation of street trading, places of entertainment, amusement centres, sex shops, society lotteries, cinemas and petrol stations
- the making of bye-laws and regulation of same

- a wide range of powers and duties placed on the council by statute.

The council also has a General Power of Competence under Section 79 of the Local Government Act (Northern Ireland) 2014. This power enables the council, in broad terms, to act with similar freedom to an individual unless there is a law to prevent it from doing so. It provides the council with the ability to act in its own interest and to develop innovative approaches to addressing issues in its area.

Section 3: Methodology

A four-stage approach was taken to developing this Audit of Inequalities and Equality Action Plan as follows:

- 1) Review of the Equality Scheme. The council's Equality Scheme was approved by ECNI in March 2015. A new scheme will be reviewed, revised and submitted to ECNI for approval.
- 2) Review of evidence including:
 - a) statistical baseline data for Section 75 groups in the Belfast City Council district area
 - b) Belfast City Council strategies, plans, programmes, policies, complaints, surveys, consultations and a range of completed Section 75 screening templates and any Equality Impact Assessments (EQIA)
- 3) Review of previous audits and action plans produced by Belfast City Council, other local authorities and other statutory bodies
- 4) Audit of service areas and functions through consultation with council departments and units. This included a series of workshops and meetings on preparation and design; auditing; prioritisation; and action planning.

Regular progress reports were provided to the City Solicitor and the Governance and Compliance Manager who have responsibility for equality matters across the council.

Key findings of the research are summarised in the next section 'Key Findings'. Through this research, a range of issues were identified. These are outlined in the Profile of Belfast City Council, Audit of Inequalities and Equality Action Plan in the appendices.

The Audit of Inequalities and Equality Action Plan will be reviewed on an annual basis.

The results of this monitoring will be included in the council's Annual Equality Progress Report, which is forwarded to ECNI. Responsibility for monitoring and review of the Equality Action Plan will rest with the relevant officers within council.

Section 4: Key findings

Findings from the Policy Review

The policy review included:

- a desktop review of various Belfast City Council policies, strategies, and plans
- the Council's Equality Scheme
- consultation with departments and units responsible for the design and delivery of those policies, strategies and plans

The Belfast Agenda has at its core the aim of improving the wellbeing of all Belfast citizens. It has the potential to promote equality of opportunity and good relations, tackle and address issues of exclusion and marginalisation and have a positive impact on all Section 75 groups.

The ability to achieve its ambitions, however, will be dependent on greater understanding of inequalities at both programme and operational level. Respondents to consultation on the Belfast Agenda EQIA highlighted the importance of screening at strategic, programme and project-level. This will ensure that all activity has the desired positive impact and does not negatively impact on others.

Respondents to the Belfast Agenda EQIA also suggested that relevant population indicators should not only be tracked in aggregate (for example economic inactivity), but also by Section 75 group (for example economic activity by age and gender). This feedback has informed the format of this audit.

Data development is also an ongoing priority of the Belfast Agenda and Corporate Plan. While using data to identify and address key inequalities is essential, it is not straightforward: there are gaps in evidence or, in some cases, a myriad of information of variable quality that can conflict or compete. Rather, data development is an ongoing process and further work will be required to ensure quality data is available at the most appropriate level. The format of the Audit of Inequalities and its accompanying Equality Action Plan allows for this ongoing development and consideration of new evidence, impacts and developments.

Section 5: Profile of Belfast City Council

According to NISRA Population Estimates **mid-year population estimates for 2018, the population of Belfast local government district is 341,877**, accounting for 18.2 per cent of the population of NI. 99 per cent of those people live in the urban environment, with 4,600 (1.3 per cent) living in rural or mixed urban/rural areas.

The population has increased by 8,006 or 2.4 percent since the 2011 Census (when the usually resident population of Belfast was 333,871).

The Northern Ireland Research and Statistics Agency (NISRA) projects that by 2041, the population of Belfast will be 353,280, an increase of 11,403 people or 3.3 per cent.

The following demographic information is arranged under the nine Section 75 equality categories and provides basic information on the make-up of the Belfast City Council (as extended in 2015 as a result of local government reform).

5.1 Religion

On Census day 2011, 48.8 per cent of the population of Belfast identified as Catholic and 42.5 per cent identified as Protestant. Belfast had **a slightly higher percentage of people identifying as “Other” or “None” religion than the NI average.**

	Religion or religion brought up in: Catholic (%)	Religion or religion brought up in: Protestant and Other Christian (including Christian related) (%)	Religion or religion brought up in: Other religions (%)	Religion or religion brought up in: None (%)
Belfast	48.8	42.5	1.6	7.1
<u>NI</u>	<u>45.1</u>	<u>48.4</u>	<u>0.9</u>	<u>5.6</u>

5.2 Political opinion

After the May 2019 Belfast City Council election, the following parties were elected to the council.

Party	No. of councillors
Sinn Féin	18
Democratic Unionist Party	15
Alliance Party	10
Social, Democratic and Labour Party Green Party	6
Green Party	4
People Before Profit	3
Ulster Unionist Party	2
Progressive Unionist Party	1

5.3 Ethnicity

According to the 2011 Census, **96.7 per cent of the population of Belfast are White**. The main minority ethnic groups were Chinese, Indian and Mixed ethnic group.

	% Belfast	% NI
White	96.7	98.2
Irish Traveller	0.1	0.1
Mixed	0.5	0.3
Indian	0.7	0.3
Pakistani	0.1	0.1
Bangladeshi	0.1	0.03
Other Asian	0.6	0.3
Black Caribbean	0.03	0.02
Black African	0.3	0.1
Other Black	0.1	0.1
Chinese	0.7	0.4
Other ethnic group	0.2	0.1

In addition, migrant workers from the A2 and A8 European Union (EU) Accession countries (Bulgaria, Romania, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) represented 1.9 per cent of population, with a further 0.7 per cent from other EU countries.

The Census also identified that 4.3 per cent of the Belfast population aged 3 and over did not have English as their main language, which was higher than the NI average of 3.1 per cent. In 2018, the Department for Education identified 3,510 “newcomer” pupils (a newcomer pupil is one who has enrolled in a school but who does not have the satisfactory language skills to participate fully in the school curriculum, and the wider environment, and does not have a language in common with the teacher, whether that is English or Irish) across NI.

While the Census data is the most accurate dataset available on ethnic minorities in NI, in 2021 it is likely to be an under estimation of the ethnic minority population.

5.4 Age

According to NISRA 2018 mid-year population estimates, **Belfast has a relatively young population with 55.7 per cent of the population aged under 40** compared to 51.6 per cent of the NI population.

	% of population			
	0-15 years	16-39 years	40-64 years	65+ years
Belfast	19.9	35.8	29.6	14.6
NI	20.9	30.7	31.9	16.3

NISRA projects that by 2041, people under 40 will make up 51.3 per cent of the population, but that the 65+ age bracket will be the fastest growing, comprising 72,245 people or 20.4 per cent of the Belfast population.

5.5 Marital status

On Census day 2011, **a higher proportion of Belfast residents aged 16 and over were single, separated, divorced or widowed than the NI resident population.** 22.2 per cent of people also lived alone, which was the highest rate across NI where the average was 16.8 per cent.

0.1 per cent or 353 residents were in civil partnerships, almost a third of all such partnerships in NI at that time. This is likely to be higher in 2021

	% of population	
	Belfast	NI
Marital status		
Single	45.3	36.1
Married	35.6	47.6
Civil partnership	0.13	0.09
Separated	5.4	4.0
Divorced/civil partnership dissolved	6.2	5.5
Widowed/Surviving civil partner	7.5	6.8

5.6 Sexual orientation

There are currently no or limited statistics that monitor the sexual orientation of the population in NI. The 2018 NI Life and Times found that 94 per cent of respondents identified as “heterosexual or ‘straight’”; 1 per cent as “‘gay’ or ‘lesbian’ (homosexual)”; 1 per cent as “bisexual” and 1 per cent as “Other” (3 per cent declined to answer). **A commonly used estimate of LGBTQ+ people in the UK, accepted by Stonewall UK, is 5 to 7 per cent of the population.**

5.7 Gender

According to NISRA 2018 mid-year population estimates, **the population of Belfast by gender is broadly even**, although there is a higher proportion of older females (59.3 per cent of the over 65 population are female).

	% of population				
	All ages	0-15 years	16-39 years	40-64 years	65+ years
Male	48.5	10.2	17.7	14.3	6.3
Female	51.5	9.7	18.1	15.3	8.4

5.8 Disability

The 2011 Census asked people to what extent a long-term health problem or disability (that is, which has lasted or is expected to last for at least 12 months) limits their day-to-day activities. At 25.9 per cent, **Belfast has a higher proportion of people with a limiting health condition or disability than the general NI population** (20.7 per cent).

	% Belfast population	% NI population
Day-to-day activities limited a lot	14.4	11.9
Day-to-day activities limited a little	11.5	8.8
Day-to-day activities not limited	76.5	79.3

5.9 Dependants

The 2011 Census defines a “dependent child” is defined as a person aged under 16 or young person aged 16 to 18 who is a full-time student and living in a family with a parent or grandparent.

The 2011 Census showed that **28.6 per cent of households in Belfast included a dependent child compared to 33.9 per cent of households across NI**. Historical Census data shows that the proportion of households with dependent children in both NI and Belfast has been in decline since 1981.

The Belfast City Council 2014 Residents Survey reported that **32.3 per cent of the population have dependents or caring responsibilities**.

In Belfast in 2018, 15,550 people or 4.5 per cent of the population claimed Carer’s Allowance. (Carer’s Allowance is a non-contributory benefit for people who look after a severely disabled person for at least 35 hours a week.) This was higher than the NI average of 3.9 per cent. Most claimants were female: 62.9 per cent compared to 37.9 per cent male.

5.10 Belfast City Council Staff

As at February 2021 the council’s workforce comprised (as far as staff disclosed their identities):

- 50.2 per cent were from a Protestant community background and 45.4 per cent from a Catholic community background
- 99.1 per cent were from a White ethnic group and 0.9 percent from another ethnic group
- 0.5 per cent were aged 16 to 24; 11.2 aged 25 to 34; 26.8 aged 35 to 44; 29.6 aged 45 to 54; 29.6 aged 55 to 65; and 2.3 per cent aged over 65
- 52.2 per cent were married; 34.3 per cent single; and 6.6 per cent co-habiting. The remainder were civil partner, divorced, partner, separated and widowed
- 96.9 per cent identified as heterosexual and 3.1 per cent as gay/lesbian/bisexual/other
- 62.2 per cent were male and 37.8 per cent female
- 5.3 per cent were disabled and 94.7 per cent non-disabled
- 40.5 per cent had dependants or caring responsibilities

Section 6 Auditing Inequalities Data

6.1 Access to council services

Evidence from recent Belfast City Council surveys suggests that **younger people tend to be less involved in council consultation** and engagement. For example, 2 per cent of respondents to a 2019 council survey were under 24 compared to 61 per cent who were aged 25 to 59.

There have also been difficulties securing sufficient **responses from people from ethnic minority communities** to ensure the data is statistically reliable.

According to the council's Consultative Forum, **people with caring responsibilities may find it difficult to take part in engagement opportunities**, and the council's draft Putting You First strategy notes that people with dependants may prefer to carry out business digitally due to demands on their time.

However, digital solutions do not work for everyone: Age-friendly Belfast found that **51 per cent of people aged 65 and over in Belfast have never accessed the internet**.

Putting You First also notes increasing challenges due to **language barriers and cultural differences** as the council's customer base becomes more diverse.

6.2 Education

Our population is highly qualified. According to the Labour Force Survey, in 2018, 38.9 per cent of Belfast's working age population (that is, people aged 16 to 64 inclusive) had a higher-level qualification (degree-level and above) compared to 34.9 per cent of the NI population.

However, **there are also more people of working-age with no qualifications** – 16.9 per cent in Belfast compared to the NI average of 14.7 per cent.

There are a number of inequalities within these statistics. In 2017, ECNI's Education Inequalities report found that:

- **Some equality groups experience bullying** (including minority ethnic students, trans pupils, students with same sex attraction; disabled pupils with a disability; and students with a Statement of Educational Need (SEN))
- **Males have lower levels of attainment than females**
- There is **persistent underachievement of school leavers entitled to free school meals, particularly Protestants males**
- **Underachievement of working class Protestants, particularly males**
- **Students with a disability or SEN have lower attainment levels**
- **Roma and Traveller pupils have the lowest levels of attainment**

According to the Labour Force Survey Religion Report, in 2017, 37 per cent of working-age economically active Protestants and 39 per cent of working-age economically active Catholics had a higher-level qualification. This is an increase from 2015 for both groups when the respective figures were 32 per cent and 37 per cent.

The proportion of economically active Protestants with no formal qualifications was 12 per cent and 11 per cent for Catholics in 2017.

The Department of Education's Qualifications and Destinations of Northern Ireland School Leavers 2017/18 identified that while 71.4 per cent of Catholics and 69.7 per cent of Protestants leave school with at least five GCSEs A* to C including English and Maths, at 56.3 per cent, Catholic school-leavers are considerably more likely to attain three A levels (grades A* to E) than Protestant (50.3). However, female pupils consistently out-perform male, with Protestant males least likely to attain A levels (41.8) or GCSEs (64.2) to the same standard.

75.2 per cent of Catholic school leavers and 77.9 per cent of Protestant went on to further or higher education, although again there is a marked difference according to gender (83.3 per cent of female school leavers compared to 70.3 per cent of males).

Attainment of A levels by ethnicity is relatively consistent at 52.4 per cent for ethnic minority¹ school leavers and 53.4 for White school leavers. However, there is a more pronounced difference at GCSE at 65.4 and 70.8 per cent respectively.

The main exception is Traveller children: ECNI's 2018 briefing on Travellers states that between just over half and 8 out of 10 Traveller children leave school with no GCSEs.

83.7 per cent of school leavers from ethnic minority communities went on to further or higher education compared to 76.4 per cent of White school leavers.

The Labour Force Survey for October to December 2019 found that disabled people are less likely to be qualified above GCSE and more likely to have no qualifications than the general population.

Highest level of qualification	Without a disability (%)	With a disability (%)
Degree or equivalent	30.3	14.6
Other higher	10.5	9.0
A Level or equivalent	24.7	18.4
GCSE or equivalent	20.9	22.2
Other	4.3	6.9
No qualification	9.3	28.8

¹ Including Travellers

6.3 The Economy

Enterprise

According to the Inter-department Business Register, there were 10,705 businesses in Belfast in 2018, accounting for 14.0 per cent of businesses in NI.

According to the Global Enterprise Monitor, **female entrepreneurship in NI is considerably lower than male entrepreneurship** and the UK average (7 per cent). In 2017, 7.9 per cent of NI males reported that they were intending to start a business in the next three years compared to 2.3 per cent of females.

The latest Labour Force Survey reports that for the period October to December 2019, 15.3 per cent or 134,000 of those aged over 16 in employment were self-employed. More males (22.4 per cent) than females (7.6) were self-employed. **People aged 45 to 59 were more likely to be self-employed** (41.2), while those aged 16 to 29 (9.5 per cent) and 60 and over (15 per cent) were least likely. 32.8 per cent of self-employed people had a higher-level qualification, while 11.9 per cent had no qualification.

It may be that men with a higher-level qualification aged 45 to 54 are more likely to benefit from enterprise programmes. However, more data is required to determine whether and how different Section 75 groups are being affected in relation to enterprise.

Employment

The latest Labour Force Survey estimates that between October and December 2019, the **NI unemployment rate was 2.4 per cent – one of the lowest on record**, below the UK average of 3.8 per cent and ROI average of 4.8 per cent. The employment rate was 72.4 per cent and the economic inactivity rate,² 25.8 per cent (above the UK average of 20.5, but significantly reduced from 27.2 per cent in 2018).

Labour Force Survey figures are available for Belfast between January and December 2018. Accordingly, **Belfast has lower employment at 64.7 per cent and higher economic inactivity at 32.7 per cent** (second only to Derry and Strabane at 34.1).

In its 2018 report on Key Inequalities in Employment, ECNI identified persistent inequalities in employment spanning 2007 and 2016:

- There is a **persistent employment gap between people with and without disabilities**
- **Women experience a lower employment rate and a higher economic inactivity rate when they have dependants**
- **Lone parents with dependants and carers experience barriers to employment**
- **Irish Travellers are less likely to be in employment** than all other ethnic groups
- **Those aged 18 to 24 years have higher unemployment rates** than those aged 25 years and older

² Including students, who, according to the Labour Force Survey, made up 22.7 per cent of this group between October and December 2019.

- **Those aged 50 to 64 years are less likely to be in employment and more likely to be economically inactive** than those aged 25 to 49
- **Women, lone parents with dependants and carers** providing less than 49 hours of care **are more likely to be in part-time work**
- **Women experience industrial segregation** (under-represented in industries associated with Science, Technology, Engineering and Mathematics)
- **Women and lone parents experience occupational segregation** (underrepresented in higher-status occupations and overrepresented in lower status occupations)
- **Migrant workers, particularly those from Eastern European countries, are subject to industrial and occupational segregation**
- **Migrant workers and refugees face multiple barriers to employment** such as lack of recognition for qualifications, language proficiency and uncertainty among employers about migrant workers' "right to work"
- **Migrant workers are vulnerable to exploitation**
- **Prejudicial attitudes** are experienced by disabled people, women, Trans people, LGBTQ+ people, people from minority ethnic groups, migrant workers and those of different religious belief

Religion

The Labour Force Survey Religion Report 2017 considers data relating to the Belfast socio-economic territory (Nomenclature of Territorial Units for Statistics or NUTS 3).³ It shows that 42 per cent of the working-age population of Belfast NUTS 3 was Protestant and 58 per cent, Catholic. **69 per cent of working-age Protestants and 66 per cent of Catholics were economically active.** While there were relatively small decreases in working-age Protestant economic activity since 1995, working-age Catholic economic activity increased from 53 per cent.

Among Protestants of working age in Belfast NUTS 3, the employment rate in 2017 was 67 per cent, and among Catholics, 62 per cent. This is a slight increase for Protestants since 1995, and a considerable increase from 44 per cent in 1995 for Catholics.⁴

Race

The 2011 Census showed that **59 per cent of people aged 16 to 74 from an ethnic minority background were employed, which was slightly higher than the whole population** (57.6 per cent) at that time. 69 per cent of people from the Traveller community were economically inactive.

In 2015, the Northern Ireland Council for Ethnic Minorities identified a number of **barriers to employment for people from ethnic minority groups**, including:

- Recognition of qualifications

³ In 2018, the Executive Office published analysis of 2016 statistics at local government district level. This report is available at www.executiveoffice-ni.gov.uk/publications/labour-force-survey-religion-report-2016-local-government-district-bulletin.

⁴ There has also been a change in the percentage of the community who report as being Protestant (-14 per cent) and Catholic (+3 per cent) over the same period.

- Work experience and voluntary work overseas being discounted
- The importance placed on references from NI employers
- Language proficiency
- The reliance on job application forms (something that many people are unused to)
- Employment agencies have no capacity to translate documentation needed to support applications

Gender

According to the Labour Force Survey statistics for January to December 2018, **63.7 per cent of females and 65.8 per cent of men were in employment**. Over the same period, 34.7 per cent of females were economically inactive compared to 30.7 per cent of males.

Going against the trend in England, Scotland and Wales, hourly earnings (excluding overtime) from the (provisional) 2019 Annual Survey of Hours and Earnings (ASHE) show the **gender pay gap for full-time employees in NI at 2.9 per cent in favour of females** – that is 37p more per hour for full-time females than full-time males (£13.13 compared to £12.76). 2019 was the tenth year where full-time females in NI earned at least as much as full-time males on average.

However, considering all employees, **regardless of working pattern, female hourly pay is below male pay on average** – £12.30 for males and £11.06 for females. **This is due to the higher proportion of females working part-time** – 30.1 per cent of females compared to 22.8 per cent of men according to Labour Force Survey statistics for January to March 2019.

ASHE data also show that **earnings are also differently impacted by age and gender**. Female earnings increase with age up to the 40 to 49 age group, while earnings for males increase with age until the 50 to 59 age group.

There are a number of frequently cited explanations for the gender differential in employment including:

- disproportionate responsibility for childcare and unpaid caring
- sectors predominated by female employees, such as retail and care, tend to be low paid
- part-time jobs are more likely to be low paid and on a casual or atypical contract
- choice. According to NISRA's Women in Northern Ireland 2018, almost three quarters (74 per cent) of female employees working part-time stated that the reason was because they "Didn't want full-time work". However, the reasons for not wanting a full-time job may be due to particular barriers to participation in the labour market that women face.
- perception that when female-generated income is being spent on childcare, paid work may not be seen as worthwhile

There is currently limited data in relation to employment among the transgender community. However, research points to prejudice and hostility in the workplace and trans people are less likely to be open about their gender identity, which may affect how people participate in and sustain employment.

Age

ECNI's analysis of historical Labour Force Survey in its Key Inequalities in Employment publication found that at nearly all time points, **young people aged 18 to 24 had the highest rates of unemployment**. Young men in particular experience higher unemployment. Youth unemployment can be associated with lifelong problems such as worklessness, poverty, lower average life satisfaction and ill health.

Older people aged 50 to 64 also experience age-related inequalities in relation to participation in employment. This age group is less likely to be in employment and more likely to be economically inactive than those aged 25 to 49. Economic inactivity may be linked to the rising retirement age, long-term sickness or the provision of unpaid care.

According to the latest Labour Force survey, between October and December 2018, 55.7 per cent of young people aged 16 to 24 and 64.2 per cent of people aged 50 to 64 were in employment compared to 72.4 per cent across the whole NI population.

Disability

Disabled people are much less likely to be employed. According to the Labour Force Survey, between October and December 2019, 37.7 per cent of disabled people in NI were in employment and 60.9 per cent were economically inactive compared to 81.7 and 16.4 per cent of the non-disabled population.

Belfast's disability-related benefit claimant level has historically been above the NI average, and while changes to welfare reform make trend analysis more difficult, this is likely to continue. According to Department for Communities (DfC) experimental statistics, at November 2019, there were 32,000 Personal Independence Payment claims, accounting for 23 per cent of claims across NI.

Employment among disabled people is strikingly lower in Belfast and NI than in other parts of the UK. According to the Joseph Rowntree Foundation (JRF) in 2018, 42 per cent of disabled people in Scotland, 47 per cent in Wales and 50 per cent in England were in employment. Furthermore, JRF reported that **27 per cent of disabled people in NI are in poverty compared to 19 per cent of non-disabled people**.

In 2016 Disability Action identified key challenges facing disabled people participating in and sustaining work including access to reasonable adjustments; fears over sickness absence; pressure to work beyond their capacity; poor communication with employers; and stress in the workplace.

Dependants

According to the Labour Force Survey for July to September 2018, **economic activity for women with and without dependent children varies with age**.

Age of female	Economic activity %	
	Dependent children	No dependent children
16-24	-	79.6
25-34	73.1	93.1
35-49	80.1	76.2
50-64	71.8	59.1
Total	76.1	67.5

According to the 2011 Census, in just over half (50.7 per cent) of lone parent households, the parent is not in employment; in 32.9 per cent, the parent works part-time; and in 16.3 per cent, full-time. **Lone parent households are considered at greater risk of economic disadvantage**, and affordable childcare is an important consideration to support women and lone parents' participation in employment.

Inclusive growth

The Inclusive Growth Strategy identifies four cohorts that will be targeted to benefit from inclusive growth activity. These are:

- Workless residents
- Residents with low skills levels
- In work, low earning individuals
- Young people not in education, employment and training

Many Section 75 groups are likely to be reflected in these cohorts. For example, women are more likely to be in part-time and lower-paid jobs than men, and disabled people are more likely to be economically inactive than the general population.

6.3 Health and wellbeing

According to NISRA's Life Expectancy at birth 2015–17 statistics, **Belfast has the lowest life expectancy in NI** for both males (75.6 years) and females (81.0 years). (The NI life expectancy for the same period is 78.5 for males and 82.3 for females.) The gap between male and female life expectancy is also largest in Belfast – 5.2 years in favour of females compared to 3.9 in favour of females across NI.

While, in general, **the population is living longer, this is often with long-term health conditions**. Health and Wellbeing 2026: Delivering Together estimates that by 2026, for the first time in NI there will be more over 65s than under 16s. NISRA projects that by 2041 in Belfast, 20.4 per cent of the population will be aged 65+, including 3.3 per cent “very elderly” aged 85+, an increase of 4,229 people or 58.2 per cent.

Not surprisingly, **older people are more likely to experience long-term health problems**. In Belfast on Census day 2011, 13.3 per cent of people aged 85 and over reported that no limiting health problems or disabilities compared to 92.7 per cent of young people aged 15 to 24.

	0-14 years	15-24	25-44	45-64	65-84	85+
Day-to-day activities limited a lot	2.1%	3.3%	7.5%	22.5 %	37.0 %	62.5 %
Day-to-day activities limited a little	3.7%	4.0%	6.3%	12.0 %	23.9 %	24.1 %
Day-to-day activities not limited	93.1%	92.7 %	86.2 %	65.5 %	39.0 %	13.3 %

Women are also more likely to experience long-term health problems. On Census day 2011, almost a quarter of women in Belfast, compared to 1 in 5 men, reported a disability or a long-term health problem that affects their day-to-day activities.

Across NI, **ethnic minority groups** including Asian (90 per cent), Black (90.4 per cent) or Mixed (92.6 per cent) **reported considerably higher rates of good or very good health** than the White population (79.3 per cent). The only exception was the Traveller ethnic group: only 66.3 per cent reported that they were in good or very good health.

It is generally expected that factors causing certain diseases and ill health are more prevalent among certain ethnic groups. The Census also identified, for example, that diabetes is more prevalent in Asian and Black ethnic groups compared to the general NI population.

According to the Rainbow Project, **young LGBTQ+ people are 5 times more likely to be medicated for depression, 2.5 times more likely to self-harm and 3 times more likely to attempt suicide** than their heterosexual counterparts.

Loneliness

Belfast also has the second highest rate (after Ards and North Down) of older people aged 65+ living in alone: 12.0 per cent compared to 11.1 across NI. **Lone person households, in particular lone pensioner and lone parent households, are more likely to experience poverty.**

According to the Age-friendly Belfast Plan 2018–21, one in five older people in Belfast do not have any close friends. This is higher for men (22 per cent compared to 16 per cent for women) and for those in the oldest age group. **Loneliness is a high risk factor for poor physical and mental health.**

Arts engagement

According to DfC, **87 per cent of adults and 96 per cent of children (aged 4 to 15) engaged with arts** in 2018/19. Overall, **engagement declines with age**, reducing to 72 per cent of those aged 65 and over engaging.

Women were slightly more likely to engage than men (90 per cent compared to 84 per cent).

People from no religious background (93 per cent) were more likely to engage than people from a Catholic (86 per cent) or Protestant (87 per cent) background.

Widowed people (68 per cent), disabled people (76 per cent) and people without dependants were all less likely to engage than the general population.

However, engagement varies substantially according to the type of activity. For example, literature and visual arts tend to attract an older audience while film and outdoor events attract younger audiences.

4.8 per cent of activity funded by the Arts Council of Northern Ireland targeted people from the LGBTQ+ community, although there is little data to demonstrate actual engagement.

Sports participation

According to DfC, **56 per cent of adults participated in sport in 2018/19. 87 per cent of children also participated in sport outside of school.**

Females aged 16 and over were less likely to have taken part in sport at least once within the last year (49 per cent) than males (62 per cent).

Disabled people are also less likely to participate in sport with 65 per cent of those aged 16 and over taking part at least once in the last year (35 per cent) compared to 64 per cent of non-disabled adults.

During the development of the Leisure Transformation Programme, Belfast City Council consulted with disabled people, who identified challenges including transport, cost, class structure, fear of taking part, lack of physical adaptations, staffing and staff awareness and lack of information.

Sport participation also declines with age among adults. Those aged 45 and over were less likely to have participated in any sport within the last year (41 per cent) than younger adults aged 16 to 44 years (71 per cent). Consultation with older people during the Leisure Transformation Programme identified challenges including lack of age-appropriate activity; staff training; facilities include private changing areas; cost; and marketing.

6.4 Positive relations

Between July and June 2019, the PSNI recorded **1,292 hate crimes and incidents** in NI comprising:

- 281 sectarian incidents and 190 sectarian crimes, an increase of 14 and 32 respectively on the previous 12 months
- 128 homophobic incidents and 83 homophobic crimes, an increase of 9 and 11 respectively on the previous 12 months
- 468 racist incidents, an increase of 2 on the previous 12 months
- 261 racist crimes, which was 13 fewer than the previous 12 months

The 2014 Belfast City Council residents' survey showed that **people aged over 60 felt more unsafe after dark in their local area** (15.7 per cent) than the general population (10.6 per cent). 22.7 per cent of residents over 60 also felt unsafe in the city centre after dark compared to 18.1 per cent of all residents.⁵

⁵ Cited in the Belfast Agenda EQIA

According to the 2018 NI Life and Times:

- 83 per cent of men and 86 per cent of women never felt threatened or harassed
- 85 per cent of Catholics, 88 per cent of Protestants and 75 per cent of people with no religion never felt threatened or harassed.
- Young people aged 18 to 24 were the least likely never to feel threatened or harassed (69 per cent), and older people aged 65 and over, the most likely (94 per cent).

During the Belfast Conversation – engagement with citizens to design the Belfast Agenda – **good relations, including removal of interfaces, concerns around symbols and expressing cultural identity and more shared space, emerged as a top priority.**

According to the Belfast Interface Project, there are **97 interfaces in Belfast**, the highest in any NI local government district. Consultation with Belfast residents on the Good Relations Strategy and Belfast PEACE IV Plan indicated that residents living near interfaces should be a key target group for good relations and peace-building activities.

As Belfast has become more diverse, there are opportunities and challenges to ensuring that new communities are included and participate in economic, civic, social and cultural life.

According to the 2018 NI Life and Times, 82 per cent of adults aged 18 and over “always” **“respect others no matter what their sexual orientation”**; 13 per cent respect others “most of the time”; 3 per cent “sometimes”; and 1 per cent “none of the time”.

According to Age-friendly Belfast, **a quarter of older people in Belfast feel that they are not treated with respect and dignity.**

6.6 Key emerging issues for Belfast City Council

This Audit of Inequalities has identified a range of emerging inequalities and issues. The Equality Action Plan identifies how we as a council will address these issues through our various departments, services and programmes. Some of these issues are addressed as a collaborative approach with other key city stakeholders. In utilising the data available we also acknowledge the data gaps in some areas of Council functions and we will also take action to address these gaps.

The Equality Action Plan is an approach to addressing the key inequalities identified. Covid 19 has impacted on our work considerably, due regard to the promotion of equality has been embedded in the initial response phase and this will continue through rebuild in to recovery. We have highlighted a number of inequalities we wish to address in this four year Equality Action plan. Please refer to the separate document *Equality Action Plan 2021-24* for our complete actions to address inequalities identified.

- Women with dependents, people with disabilities, people who may face multiple barriers (lack of childcare, qualifications, access to training, employment support) and are more likely to be unemployed and/or need new skills to remain or enter the workforce than the general working age population.
- Disabled people are much less likely to be employed
- Disabled people face barriers to communication and engagement processes

- Disabled people continue to face barriers to cultural activities
- Not all people value diversity
- Older people live in a safer environment that encourages walkability and active ageing, supports services and transport and provides for housing needs
- Older people are more socially, culturally and technologically isolated
- Older people face barriers to access a range of recreational services required to sustain their physical and mental health
- Older people are more financially insecure
- Older long term unemployed, NEETs and people with disabilities, lack qualifications and are more likely to be unemployed and need additional support to enter the workforce than the general working age population.
- To increase our understanding of the end user and outcome based on a geospatial data and ensure the council targets programme support at those most in need.
- Formulation of policy recommendations in programme delivery, which will have a positive impact on equality.
- To support young people most at risk of dropping out of school or not in education, employment and/or training.
- Address educational underachievement and reduce the attainment gap for young people in our schools.
- Individuals and groups such as females and the economically inactive have the lowest levels of engagement in business start-up activities.
- To tackle economic inactivity in the city's deprived geographical areas and for disadvantaged groups, by providing access to opportunities via enterprise routes.
- More effective partnership working between public, private and voluntary sectors to plan to develop an age-friendly city
- Older people live in a safer environment that encourages walkability and active ageing, supports services and transport and provides for housing needs
- Older people have barriers to access to a range of recreational services required to sustain their physical and mental health
- Older people are more financially insecure
- Many across our community provision do not have the technology or the skills to access our services online.

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Appendix 2

Belfast
City Council

Equality Action Plan 2021-24
DRAFT FOR CONSULTATION

We are committed to making sure that our services and information are available to all parts of the community. If you need this information in an alternative format or language, please contact us at:

Equality & Diversity Unit Legal & Civic Services Belfast City Council City Hall Belfast BT1 5GS

Telephone: 028 90270511

Freephone: 0800 0855 412

Text phone: 028 90270405

Email: equality@belfastcity.gov.uk

What is the Equality Action Plan?

This Equality Action Plan runs from 2021 until 2024, it is a corporate level document which outlines how we will promote equality and diversity in our ambitions to create a city in which people love to live, learn, invest, work and visit. It also contributes to our compliance with Section 75 of the Northern Ireland Act 1998.

What other documents is the Equality Action Plan linked to?

1. The Equality Action Plan is developed from some of the information in the **Audit of Inequalities**, which is a systematic approach to identify inequalities, across the nine Section 75 categories (religious belief, political opinion, race, age, gender, disability, marital status, sexual orientation, people with dependants or without), which are relevant to a public authority's functions.
2. The Equality Action Plan contains some of the key priorities from our Corporate Plan, which will have the biggest impact on inequalities. Our Corporate Plan is a reflection of what people in Belfast have told us they want and the type of leadership they feel the city needs. It takes the priorities of the Belfast Agenda, the Community Plan, and sets out the ways in which the council will deliver these to grow a sustainable, inclusive economy and equitable society. To fulfil our responsibilities, our Corporate Plan not only ensures we deliver the day to day services which the people of Belfast rely upon; we stretch ourselves through a series of strategic priorities to ensure we positively affect the lives of everyone in Belfast

How are the actions in the Equality Action Plan categorised?

Actions are categorised according to the Corporate Plan priority they contribute to. Each action includes a timescale for delivery, a performance indicator and the name of the department responsible for delivery. We will report on these actions annually.

1. Growing an inclusive economy

We will work to create an inclusive, resilient economy through creating good, sustainable jobs.

A thriving urban economy is a key foundation to achieving many of the outcomes in the Belfast Agenda. Not only can a successful economy generate the wealth required to grow local businesses, generate jobs and offer routes out of poverty for struggling families, it is also the main source of revenue for the city's public services, programmes and interventions.

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
1.1	Access to Employment work package - Deliver employment academies in sectors focused on workforce demand (Logistics, Social Care, Child Care, Public Sector), removing barriers to people furthest removed from the labour market to enter into or return to employment and/or advance in employment. (Annual programme)	2021-24	Percentage participating in Employment Academies. / Percentage into employment (NB reviewed at key checkpoints within the year as the state of play within the labour market becomes clearer)	Place & Economy
1.2	Support five training and skills development projects via the European Social Fund (in partnership with TEO), targeting those who are long-term unemployed, younger people not in education, employment or training and people with disabilities.	2021-24	No. of participants achieving positive outcomes	Place & Economy
1.3	Develop a GIS monitoring approach to systematically assist programme development to continue to tackle inequalities in access to the labour market.	2021-24	Effective monitoring mechanism established to better understand inequalities, and the needs of S75 groupings. / Improve quality and quantity of monitoring information to support policy making on Employability and Skills (retrospective measure)	Place & Economy

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
1.4	Working with partners and stakeholders across the city to put in place an (enterprise framework) action plan which supports long term ambitions to increase the number of business start-ups, including targeting workless residents, females and young people - and any under-represented groups	2021-24	Increase in % participants from under-represented groups on enterprise awareness initiatives. / No. of business starts.	Place & Economy
1.5	Understand the barrier to employment to support employability skills and capacity building programme for disabled people and those from ethnic minority groups.	2021-22	Use insights to inform programme design	Place & Economy
1.6	Deliver the Access and Inclusion Programme of capital enhancement projects to encourage engagement with culture, arts and heritage experiences (subject to funding)	2021-24	Number of small capital enhancement projects delivered	Place & Economy
1.7	Develop schemes to support higher participation and representation at cultural events by disabled people such as gig buddies	2021-24	No. of events supported by Gig Buddies	Place & Economy
1.8	Deliver A City Imagining projects targeting LGBTQ+ groups, ethnic minority and new comer communities, disabled people, older people, schools and multi-lingual communities	2021-24	No. of participants	Place & Economy
1.9	Development, publication and full public consultation of draft Social Value Policy	2021-22	Publication of finalised policy and guidance	Cross - departmental

2. Working and learning

BCC will work to ensure people are appropriately skilled for the jobs created in the city.

Education is the foundation for a better life, not only in facilitating future employment and providing access to a fulfilling adult life, but also as a major contributor to a person's wellbeing and to shaping lifelong health. Working with our partners, we will bring forward a work programme which supports the inclusive growth ambitions of the Council with a focus on addressing barriers to progression

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
2.1	Focus on young people by delivering the Youth Support Programme targeting young people between 14- 24 years at risk or disengaged from formal education or training/employment.	2021-24	Percentage participating in positive outcomes in education, training and employment	Place & Economy

3. Living here

Our city and neighbourhoods are vibrant, resilient and safe places where people choose to live, work and spend time being more healthy and active.

In our recent residents survey, 86% of respondents were satisfied with Belfast as a place to live. We want everyone to be satisfied. We want to deliver a high quality of life for everyone. In doing so, we must deliver and plan effective public spaces and conserve our natural environment so it can be accessed and enjoyed.

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
3.1	Deliver the Age-friendly Belfast Plan 2018-2021 assess achievements, identify challenges and develop a new Age-friendly Belfast plan 2022-2025	2021	Measure outcomes framework, consult with older people and stakeholder, review baseline information; 2022 develop new plan and begin to deliver	City & Neighbourhood Services
3.2	Finalise and implement the Belfast Open Spaces Strategy	2021	To be determined as part of the action plan development.	City & Neighbourhood Services
3.3	Develop a Sport and Physical Activity Strategy	2021	To be determined as part of the action plan development.	City & Neighbourhood Services
3.4	Implement the programme of development of playgrounds across the city to further improve accessibility (following consultation with disability groups in early 2021).	2021	To be determined following consultation with disability groups.	City & Neighbourhood Services
3.5	Achieve Onus Safe City status and retain platinum-level status	2021	Re-accreditation of Onus Workplace Charter-Platinum level / Safe City Status Achieved	Cross - departmental

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
3.6	Review and implement the council's Toilet Provision Strategy to improve the accessibility of toilets and maintain and promote the Changing Places toilet facility	2021-24	Report on the review of existing process and the number of stakeholder organisations engaged for 19/20. Increase in choice of available Changing Places facilities across the city over the next 24 months.	City & Neighbourhood Services
3.7	Development of the new crematorium and our intention to acquire additional burial land, particularly for the north and west of the city.	These are medium to long term projects and time scales will be determined as the projects are developed	To be determined as the projects develop.	City & Neighbourhood Services
3.8	Develop a co-design approach to engage communities in Social & Community Recovery planning.	To be determined as the approach is developed	To be determined as the approach is developed.	City & Neighbourhood Services
3.9	Cultural mapping and understanding barriers (research and engagement) to support the delivery of capacity building programme (with tailored strands inc S75)	2021-24	Publish research document	Place & Economy

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
3.10	Create an Audience Panel that contains a range of voices including those underrepresented in cultural engagement (proactively recruit those whose voices are not heard as often)	2021-24	4 focus group meetings held with Audience Panel per annum	Place & Economy
3.11	To develop and deliver the next phases of the City Centre Connectivity Study (CCCS) ie to create a green, walkable, cyclable network of connected streets and places will improve the health and wellbeing for all, revitalise the city's economy and restore a sense of collective pride in the centre of Belfast among the communities within and around it.	2021-24	To be determined as part of the development of the next phases of the Study, which will include public consultation and Equality Screening exercise.	Place & Economy

4. Cross-cutting

Our cross-cutting priorities will have a multitude of social, economic and environmental benefits for the city.

These priorities include once in a lifetime opportunities to fundamentally change the city, culturally, physically and economically and help achieve the big ambitions of the Belfast Agenda.

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
4.1	Design, implement and pilot an Inclusive Growth Decisions Making Framework	2021-24	The BCC inclusive growth decision-making framework is agreed and rolled out.	City & Organisational Strategy
4.2	Co-design an Inclusive Growth City Charter in collaboration with our city partners which encourages/ offers recognition for those organisations who adopt business practices as employers, procurers or in the delivery of services which have been proven to create more inclusive economic growth	2021-24	A draft charter is finalised and publicly consulted on by April 2021. / A final charter programme is launched and a range of businesses sign up by April 2022. / The charter actions/initiatives acknowledge the additional barriers many groups of citizens face in employment and are designed to mitigate against these barriers. / A number of city partners/employers adopt more inclusive growth business practices. / There is an increase of awareness around the benefits of inclusive growth business practices amongst employers across Belfast, with sharing of best practice. / Economic growth opportunities across the city are more accessible to all residents.	City & Organisational Strategy
4.3	Design and deliver the Shared Spaces programme	2022-23	Delivery of physical programme under the PIV Shared Spaces and Services Theme	City & Neighbourhood Services
4.4	Build relationships across communities to increase confidence using and developing shared spaces and services	2021-24	% increase in the no of participants who feel safe attending event, activities, and facilities in areas associated with a different background.	City & Neighbourhood Services

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
4.5	Help address issues of demarcation and division including flags, murals and other symbols	2021-24	Delivery of actions within BCC Good Relations Plan working towards a Shared City vision.	City & Neighbourhood Services
4.6	Design and deliver the Interfaces programme	2021-24	% increase in the no of participants who feel safe attending event, activities, and facilities in areas associated with a different background. / Contributions towards physical works and programming that encourage attitudinal change and an even greater sense of belonging and social value.	Cross - departmental
4.7	Encourage a re-imagining of the cultural significance of upcoming commemorations under the Decade of Centenaries	2022-23	Development of a Decade of Centenaries Programme based on the DOC principles on Shared perspectives. / % increase in the number of participants who feel comfortable socialising in a shared space they would not normally visit	City & Neighbourhood Services
4.8	Encourage cultural expression to be celebrated and undertaken within a culture of lawfulness	2021-24	% increase in the number of participants who think the culture and traditions of Catholics, Protestants and minority ethnic people add to the richness of and diversity of Northern Ireland society.	City & Neighbourhood Services
4.9	Development, publication and full public consultation of draft Local Policies Plan (LPP) [to include an Equality Impact Assessment, as well as a Sustainability Appraisal/Strategic Environmental Appraisal and a Rural Needs Impact Assessment]	2021-23	Publication of finalised policies following independent examination	Place & Economy
4.10	Development, publication and full public consultation on Supplementary Planning Guidance (SPG) topic areas	2021-23	Publication of finalised range of SPG policies	Place & Economy

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
4.11	Build the capacity of disengaged and marginalised citizens and community leaders and changemakers to engage	2021-23	No. of engagement projects undertaken in collaboration with pre-engagement through the VCSE panel	City & Organisational Strategy
4.12	Produce a consultation and engagement toolkit for officers and provide ongoing advice and capacity building	2021-24	% of residents who agree that council consults with and listens to the views of local residents (survey in 2021 and 2023)	City & Organisational Strategy
4.13	Work with community planning partners to improve how data is accessed and utilised to ensure the Belfast Agenda process understands and takes action to address inequalities	2021-24	Belfast Agenda Dashboard updated. / Consultation and engagement gives all people equal opportunity to participate	
4.14	Promoting Inclusive Growth (IG) through the Belfast Region City Deal Action 1 (over 10 years) Develop clear and robust arrangements to monitor how well actions to promote IG through the BRCD are delivering. This will help us to report on progress at both a geographical and on a priority group basis to improve understanding of what types of interventions and policy changes work best in which circumstances and for which groups.	2021-24	Monitoring and Evaluation Arrangements in place and communicated to partners	Finance & Resources
4.15	Promoting Inclusive Growth (IG) through the Belfast Region City Deal Action 2 (over 10 years) Deliver new and better jobs to the BRCD region and support the region's economic recovery efforts. This will be done in the context of IG and will include programmes and interventions to enable all groups, particularly those furthest from the labour market, to avail of the opportunities emerging through the capital investment.	2021-24	Establish an Employability and Skills programme to support the ambitions of the BRCD	Finance & Resources
4.16	Develop, roll out and deliver new physical programme: £8m Neighbourhood Regeneration Fund, through an open call process. The Fund will focus upon a number of key thematic areas and reflect the priorities agreed within the City Recovery Framework: environmental/sustainable projects, neighbourhood tourism and social enterprise.	2021-24	Number of projects completed, number of consultation exercises encompassing Section 75 groups	Physical Programmes

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
4.17	Delivery of Physical Programme including £180m Capital Programme for council assets. Also management, development and delivery of externally funded programmes such as the Executive Office's flagship good relations programme Urban Villages, approx £46m.	2021-24	Number of projects completed, number of consultation exercises encompassing Section 75 groups	Physical Programmes
4.18	Deliver Pandemic Recovery Plan	2021-23	Developed understanding of impact of Covid 19 on existing inequalities	Cross - departmental

5. Our organisational priorities

As our city becomes more ambitious so must we.

To do this, we can only succeed with the wholehearted support and enthusiastic contribution of our staff. To harness this energy they need to feel valued and understand how they contribute. As an organisation, if we want to perform these capabilities to the best of our abilities we must continuously look to improve how we do things. We have therefore agreed priorities that will help us improve our capability. For example, in order to provide the best customer experience possible we have developed a customer focus programme that will enhance the experience felt by all our customers.

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
5.1	Ensure that the council communicates effectively with its citizens, using assistive technology and maintaining standards such as Plain English and Web Content Accessibility Guidelines AA standards	2021-24	Website to provide assistive technology and follow new and current Plain English and Web Content Accessibility Guidelines AA Standards.	Cross-departmental
5.2	Develop a new Customer Hub designed around customer needs	2021-24	New professional customer hub designed and implemented. Customer satisfaction with the HUB service.	Finance & Resources
5.3	Ensure that digital platforms benefit all customers and stakeholders, including through training and provision of computer facilities for public use	2021-24	Customers will have access to a point –of- service supported on-line resource within the hub and community centres. Number of customers moving to digital channels	Finance & Resources
5.4	Improve engagement with customers across all S75 categories	2021-24	% of issues understood impacting on different groups of people leading to a better-informed decision-making process and improved customer service	Cross-departmental
5.5	Provide accessible channels of communication to reflect diverse customers' needs	2021-24	Greater opportunities for two-way communication using a range of customer feedback tools and measures. An accessible online service Translated documents of interest available on request	Cross-departmental

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
5.6	Deliver Disability Action Plan 2019-22 updating actions and developing a new action plan utilising key learning in relation to 'Encouraging the participation of disabled people in public life' and 'Promoting positive attitudes towards Disabled People'	2021-22	Analyse feedback and develop an action plan to improve disability initiatives, where appropriate	Legal & Civic Services
5.7	Develop and deliver Gender, Disability, LGBTQ+ and Minority and Inclusion workforce diversity action plans	2021-24	Activity in plans agreed, resourced and delivered.	City & Organisational Strategy
5.8	Improve participation in employment among those furthest from the labour market through ring-fenced entry-level posts (where possible), pre-recruitment training programmes, work experience, guaranteed interview scheme and reasonable adjustments	2021-24	Job opportunities ring fenced to the long term unemployed and targeted pre recruitment and training	City & Organisational Strategy
5.9	Encourage participation of disabled people in the workforce, Sign Language Users Forum and Disability Staff Network (DA)	2021-24	Three disability staff network meetings held each year	City & Organisational Strategy
5.10	Encourage participation of LGBT+ people in the workforce and LGBT+ staff network 'Proud'	2021-24	Improved promotion of our commitment to equality and diversity both internally and externally	Cross-departmental
5.11	Encourage participation of all staff in the workplace	2021-24	Hold event/ workshop for both male/ female staff to jointly explore/ discuss diversity and gender issues and identify any areas/ issues to be addressed.	Cross-departmental
5.12	Review and amend workforce monitoring form	2021-24	Monitoring form reviewed and revised to capture additional information including: - reasonable adjustments required by applicants as part of the recruitment and selection process; Gender identity; Sexual orientation	City & Organisational Strategy
5.13	Carry out a voluntary monitoring exercise for all staff	2021-24	Voluntary monitoring exercise conducted and up to date information available	City & Organisational Strategy

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
5.14	Work to achieve Diversity Charter Mark Silver Award	2021-24	Silver Diversity Charter Mark Achieved	City & Organisational Strategy
5.15	Develop opportunities for Equality and Diversity Champions both at SMT and Elected Member level	2021-24	Equality and Diversity Champions appointed	Cross-departmental
5.16	Continue to deliver a suite of equality and diversity awareness training to all staff including diversity, general disability awareness , targeted disability awareness , bi and trans awareness training (classroom based and on -line)	2021-24	No/ of sessions delivered; Training evaluation indicators: Quality of training; Increased understanding; Increase in skills levels	City & Organisational Strategy
5.17	Strategic Leaders and Elected members attend leadership equality training	2021-24	No/ of sessions delivered; Training evaluation indicators: Quality of training; Increased understanding; Increase in skills levels	Cross-departmental
5.18	Review participation in council's new engagement framework to identify participation gaps or areas for improvement	2021	Participation rates by gender, age, disability, race and community background. (Registrations on new platform). / Assess seldom heard or other s.75 participation rates as applicable. / Consultation and engagement gives all people equal opportunity to participate	City & Organisational Strategy
5.19	Research best practice and assess council's engagement and participation of young people and develop best practice guidance for council officers	2021	Production of guidance and case studies. / Evidence of improved or innovative approaches to engaging young people. / % of young people who agree that council consults with and listens to the views of local residents (survey in 2021 and 2023)	City & Organisational Strategy
5.20	Support platforms, networks and forums, such as the Older People's Forum, Disability Advisory Panel and Migrant Workers' Forum, that widen engagement, targeting in particular those most at risk of being "seldom heard"	2021-24	% attendance at each meeting from cross section of organisations/individuals; % of staff/members who understand purpose of these networks and forums and find it useful; Effective feedback mechanism established, and used by members	Cross-departmental

Ref No	Actions	Timescale	Performance Indicator	Departmental Responsibility
5.21	Use our engagement platform to encourage and build capacity within communities to engage with council using dialogue and qualitative mechanisms	2021-23	No. of standing panels. / No. of project specific panels and forums. / No. and type of panels involving targeted Section 75 or seldom heard groups (per year)	Cross-departmental
5.22	Deliver Equality Scheme Implementation Plan	2021-24	Annual compliance report to EDNS / No. of complaints	Legal & Civic Services
5.23	Deliver Rural Needs Action Plan	2021-24	Annual compliance report to EDNS / No. of complaints	Legal & Civic Services
5.24	Effective Leadership in S75 demonstrated through the Equality and Diversity Network	2021-24	At least 3 meetings of both Operational and Strategic levels of the Equality and Diversity Network. / Completed audit of S75 processes.	Legal & Civic Services
5.25	Explore development of baseline of equality related information for use by staff in all aspects of the council business	2022-24	Information of relevant equality data communicated to all staff available to all staff. / Access to equality data sets	Cross-departmental
5.26	Deliver Language Strategy 2019-23 and related action plans	2021-23	Analyse feedback and develop an action plans as appropriate	Legal & Civic Services