

# BELFAST CITY COUNCIL



Belfast  
City Council

## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

### Contact:

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<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above X Name: Telephone: Email:

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

Please insert link or details here

### Signature:

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2018 and March 2019**

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

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

- 1** In 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

Please see **Appendix 1 to Annual Progress Report 2018-19** attached

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- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

Please see appendix 2 attached, which provides an update on all actions and gives insight to outcomes.

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The application of the Equality Scheme, specifically through the screening process resulted in changes to processes and service delivery, with the following equality mitigation actions highlighted during the screening process as follows:

Language Action Plan 2018/2020

Belfast City Council launched its Language Strategy during April 2018 and it will run until 2023. A separate screening focused on the Language Strategy Action Plan and those actions to be delivered as part of the strategy. The aim of the Action Plan is to present a range of actions and targets which will implement the Language Strategy enabling the council to provide a greater range of services through a range of languages other than English. The screening highlighted minor positive impacts on the section 75 categories of religious belief, political opinion, racial group, age, disability and dependants. These are outlined as follows:

Religious belief, political opinion and racial groups:

The Language Strategy Action Plan was developed and written with the intention of increasing equality of opportunity and access to services to people regardless of religious belief. There was extensive and lengthy consultation with various language communities including Irish, Ulster-Scots and ethnic minorities to assess their needs and to hear what level and types of service they would like to see from the council. Since their appointment, the Irish Language Officer and the Language Officer have engaged extensively within language communities on what support they needed from the council and the action plan is laid out in a way which reflects those opinions.

In the context of Northern Ireland, it is often perceived that political, religious and racial background are interrelated and the action plan will take positive steps to address this in the context of language.

Age:

There are a range of opportunities emanating from the Language Strategy Action Plan which can benefit users of various languages across differing age spans. The action plan has the potential to positively impact on young people who attend an Irish-medium school or those who are learning a new language. In addition, it will also potentially impact positively on the following:

- The children of D/deaf adults
- The families of people with disabilities
- Older people who are experiencing hearing loss
- Older people learning another language

Disability:

As one of the strands of the Language Strategy focuses on languages and communications for people with disabilities, there are opportunities in the action plan to increase and make services more accessible for people with disabilities.

Dependants:

The Action Plan has the potential to raise awareness of the services that people who have a dependant who is D/deaf or disabled, or a child of a D/deaf adult, can use and impact on them positively. The Plan will also raise awareness of the barriers and challenges faced by families with dependants in terms of access to services.

An Aquatics Strategy for Belfast 2018/2020

This is a new policy which covers the period 2018-2020 and which has an overarching focus on getting more people, more active, more often. The strategy has been developed in response to the Council's upgrade of existing facilities and the development of new facilities. This has resulted in the provision of additional water facilities and the strategy will assist in managing and programming these.

The strategic vision for the strategy is to promote a top class aquatics service designed to promote social regeneration, tackle health inequalities, ensure affordable equitable access for all, maximise participation and enable people to reach their full potential. It was written taking account of the capital investment programme and with particular focus on alignment with the Belfast Agenda 2017-2021. The screening highlighted potential minor positive impacts on age, men and women generally and disability.

Research undertaken in the development of the strategy showed that there is a potential within to have a positive impact on several groups and strategic objectives and priorities were included to address these. There is also a strategic objective of "Focus on priority target groups" and a priority around increasing participation from traditionally underrepresented groups. Within the strategy there are also two strategic objectives that aim to increase participation across all groups and therefore have the potential to have a positive impact on everyone including:

- Equitable access for all users recognising the different needs of particular groups
- Balanced and fair booking policies with an emphasis on shared use

Age:

During the screening of the strategy, it was identified that the usage of the council's pools is across all age groups and there was therefore a potential for people of all ages to be positively impacted upon. In particular, given the high usage of pools by schools

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and clubs there is a high potential of a positive impact on children and young people. Evidence also revealed a high level of usage by people aged 60+.

Men and Women:

The evidence has revealed that there is a higher pool usage among males rather than females and therefore there is potential to have a positive impact on females through increasing participation in this under represented group.

Disability:

The evidence shows that there are membership holders with a range of disabilities and therefore there is a potential to have a positive impact through increasing participation in this under represented group.

**3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

For examples and details, please see 3 above

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

X As a result of the organisation's screening of a policy *(please give details):*

For examples and details, please see 3 above

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

As a result of analysis from monitoring the impact *(please give details):*

As a result of changes to access to information and services *(please specify and give details):*

Other (please specify and give details):

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 reporting period? (tick one box only)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

During this reporting period the organisations values were reviewed and specific reference to S75 integrated into behavioural themes. Future job descriptions will reflect these changes.

5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 reporting period? (tick one box only)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

The processes for performance planning was under review during this reporting period, including S75 duties and performance plans. The Equality and Diversity Framework 2017-

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21 is still being implemented and sits alongside corporate planning and supports the Belfast Agenda. The two-year review of the EQIA is due to commence.

6 In the 2018-19 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

The Equality and Diversity Framework 2017-21 outlines the main actions planned to address inequalities during the reporting period. Updates on outcomes are provided at the attached appendix. All of these actions were integrated into planning at the appropriate level. In addition, equality and inclusion is a standard item on many departmental team agendas thus influencing operational planning.

**Equality action plans/measures**

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:  Actions ongoing:  Actions to commence:

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

Appendix 1 attached provides an update on all of the actions included in our Equality and Diversity Framework 2017 21. Twenty seven of these actions are ongoing and will be reviewed in our audit of inequalities in 2020.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period *(points not identified in an appended plan)*:



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A review of the Equality and Diversity Framework 2017-21 was undertaken in 2018-19 and has identified issues in relation to a range of areas. These are now under review and will be addressed in 2019-20.

- 9 In reviewing progress on the equality action plan/action measures during the 2018-19 reporting period, the following have been identified: *(tick all that apply)*
- Continuing action(s), to progress the next stage addressing the known inequality
  - Action(s) to address the known inequality in a different way
  - Action(s) to address newly identified inequalities/recently prioritised inequalities
  - Measures to address a prioritised inequality have been completed

**Arrangements for consulting (Model Equality Scheme Chapter 3)**

- 10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

X All the time                       Sometimes                       Never

- 11 Please provide any **details and examples of good practice** in consultation during the 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

Achieving Through People Framework

This is a new corporate framework which sets out new organisational values and behaviours for all employees (specified at employee, manager and senior manager levels). Once fully developed, the framework will be rolled out corporately to all staff and aligned to various key people management processes such as senior management appraisal, staff PDP processes etc. The Framework sets out the effective behaviours that all employees are expected to display.

During August/September 2018, a series of focus groups were held with staff from the following groupings – business support, operational managers, team leaders/supervisors and professional. In addition, Trade Unions and representatives from the Council’s staff networks (disability, women and LGBTQ) were also consulted. Nominations were sought via departmental business support to ensure a cross representative sample was achieved.

The Framework is in the final stages of development and, once implemented, a further screening will be carried out to assess what has been achieved, against what was planned. The Framework will be closely aligned to the Corporate People Strategy which is currently being developed and monitoring the application of this will be a key feature going forward.

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**12** In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: (*tick all that apply*)

- X Face to face meetings
- X Focus groups
- X Written documents with the opportunity to comment in writing
- X Questionnaires
- X Information/notification by email with an opportunity to opt in/out of the consultation
- X Internet discussions
- X Telephone consultations
- X Other (*please specify*): Citizen Space

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

The Council's Equality Consultative Forum which is made up of a range of representatives from section 75 groups was consulted on various policies including the Customer Focus Programme, Good Relations Strategy and Language Action Plan. In addition, the Disability Advisory Panel, which comprises members with a range of disabilities, was consulted on the above policies and adaptations to council facilities and buildings.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? (*tick one box only*)

- X Yes                       No                       Not applicable

Please provide any details and examples:

See question 12 above. In addition, screenings have accompanied policies, procedures and strategies which have been issued for consultation on the Council's Citizen Space platform. We are currently working on putting in place mechanisms which will encourage more use of this platform in relation to equality and diversity.

**14** Was the consultation list reviewed during the 2018-19 reporting period? (*tick one box only*)

- X Yes                       No                       Not applicable – no commitment to review

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Our consultation lists were reviewed as part of preparations for GDPR and an extensive review is ongoing as part of the review of our Equality Consultative Forum. The outcome of this review will be reported and implemented during 2019/2020.

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

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

19
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All our screenings can be accessed on our website at the following webpage:

<https://www.belfastcity.gov.uk/council/equality/screening-outcome.aspx>

16 Please provide the **number of assessments** that were consulted upon during 2018-19:

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

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

A range of consultation methods were employed for the above, including Citizen Space, a range of focus groups; staff consultations; information in City Matters; website and circulation to the council's equality list. In relation to the equality screening assessments each report highlights the consultation methodology. These are available on request.

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

Yes                       No concerns were raised      X      No                       Not applicable

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Please provide any details and examples:

**Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)**

- 19 Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? *(tick one box only)*

Yes

No

Not applicable

Please provide any details and examples:

Local Development Draft Plan Strategy

The local development plan guides investment in Belfast, setting out how the City should develop in the future. The draft Plan Strategy sets out the overall aspirations for the future development of Belfast and policies to be used in assessing planning applications.

The formal consultation ran from 20 September until 15 November 2018. The EQIA was included with the consultation documentation and all submissions received in relation to the draft Plan Strategy were opened for counter-representations from 1 March until 26 April. All submissions in relation to our draft plan are available at:

<https://www.belfastcity.gov.uk/buildingcontrol-environment/Planning/idp-plan-strategy.aspx>

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

- 20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2018-19 reporting period? *(tick one box only)*

Yes

No, already taken place

No, scheduled to take place at a later date

Not applicable

Please provide any details:

There are some gaps in relation to the collection and availability of data regarding section 75 groups at both a regional-level and organisational-level. This has been highlighted with the Equality Commission and will continue to be addressed. This work is on-going.

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

Yes

No

Not applicable

Please provide any details and examples:

Amateur Boxing Strategy for Belfast 2012/2022 – additional funding to IABA to deliver action plans for 17/18 and 18/19

The Amateur Boxing Strategy was developed by the Council and partners to consider the role and development of amateur boxing in Belfast. A contribution of £200 k per year over 3 years from April 2013 was agreed by the Council to enable implementation of the Strategy's action plans. The Strategy and associated action plans were equality screened at this point.

Due to a delay in recruiting staff, the funding was spread over a longer period and this funding ceased from 31<sup>st</sup> March 2017.

Following lobbying from the boxing sector, the Council agreed to directly fund the Irish Boxing Association (IABA) to deliver elements of the strategy during 17/18 as outline below:

- Events (£24k) – ring fenced from Support for Sport budget (agreed by People and Communities Committee (March 2017)
- Action Plan (£45k) – agreed by Strategic Policy and Resources Committee in June 2017 following request by IABA for £101k – supported by an action plan
- Additional funding agreed by People and Communities Committee (£49k) – delegation from boxing presented to that Committee in December 2017 and this amount was agreed from Departmental underspend.

The Strategic Policy and Resources Committee, at its rate setting meeting in January 2018 considered a request from Antrim Boxing and IABA for funding of £200k per annum to sustain the Belfast Amateur Boxing Strategy for 2020. It agreed to provide £200 k for 18/19 within the revenue estimates. Members asked that an equality screening be undertaken prior to consideration being given for funding for 19/20 and this screening was undertaken and presented to the Committee during 2018/2019 reporting period.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

None.

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

Belfast City Council has identified the need to support Sign Language users; British Sign Language and Irish Sign Language in accessing their services. We recognise the barriers in telephone communication and face to face communication with council staff for Sign Language users. We are committed to removing these barriers and the provision of a Video Relay Service and Video Remote Interpreting service will pave the way in ensuring Sign

Language users can communicate effectively with Council staff via Registered Sign Language Interpreters.

A pilot for a period of 12 months will be delivered by the Council from May 2019, to provide a Video Relay Service and Video Remote Interpreting service for British Sign Language users. We want to be in a position to monitor the effectiveness of the service within a pilot timeframe before rolling it out on a long term contract.

The following will be provided during the pilot:

- Video Relay Service – installed and in use via the Council’s Contact Us webpage;
- Video Remote Interpreting – installed at reception desks at the following Council venues; Cecil Ward, Olympia Leisure Centre and Belfast Zoo

### **Staff Training (Model Equality Scheme Chapter 5)**

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

#### Increased Staff Awareness of Equality and Diversity Issues

A corporate programme is developed annually on general equality and good relations. Other bespoke courses are procured from time to time and staff have the opportunity to attend courses delivered by external providers eg disability positive training, autism awareness.

In addition, mandatory training was also delivered as follows:

- Disability Awareness Training for employees – 89 participants
- Disability Awareness Training for managers – 29 participants
- Diversity Training for employees classroom based – 210 participants
- Diversity Training for managers classroom based – 20 participants
- Diversity for employees online – 107 participants
- Diversity for Managers online – 44 participants

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

A number of optional training activities were also undertaken during 2018/2019 as follows:

- 12 members of Employee Resourcing Team attended Disability Positive Training and Accreditation Seminar (in June 2018) run by Employers for Disability and achieved Disability Accreditation

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- 57 employees attended Positive Mental Health Training (DDO)
- 161 employees attended Stress Awareness training for managers (DDO)
- Identified providers of external sign language courses – emailed links to Business Support Managers for dissemination to staff (DDO)
- Provider identified to deliver an in-house pilot sign language course for front line staff beginning September 2019. A database of programme participants will be updated as and when required (DDO)
- Continue to maintain a dedicated health and wellbeing page on Interlink (DDO)

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

**26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Please see 23 above for details of Provision of a Video Relay Service.

**Complaints (Model Equality Scheme Chapter 8)**

**27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

None
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Please provide any details of each complaint raised and outcome:

**Section 3: Looking Forward**

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

The Council's Equality Scheme is due for review during March 2020.

**29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? (*please provide details*)

In line with the guidance received from the Equality Commission, the implementation of Section 75 will be an area of focus during 19/20. The Council continues to implement an ambitious transformation programme, which will impact on service provision and service re-design.

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**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) reporting period? *(please tick any that apply)*

Employment

Goods, facilities and services

Legislative changes

Organisational changes/ new functions

Nothing specific, more of the same

Other (please state):

See question 29 above



**Public Authority Statutory Equality and Good Relations Duties**

**Annual Progress Report 2018-19**

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

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

75

Fully achieved

Partially achieved

13

Not achieved

**2. Please outline below details on all actions that have been fully achieved in the reporting period.**

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>			
Local <sup>v</sup>			

All our work is at a Belfast level.

However, we impact at many levels by promoting excellence in equality; sharing good practice and promoting leadership.

Belfast City Council has a range of activities across all departments which promote the two duties. To this end we have added a few actions below which highlight our commitment to the Duties. For a full report on all actions for the year please refer to our updated Disability Action Plan 2019/2022 (marked as **Appendix 2 to Annual Progress Report 2018-19**).

2(b)

	Training Action Measures	Outputs	Outcome / Impact
1	Diversity training Diversity e-learning Disability training Bespoke training	Revised disability awareness training rolled out- minor amendments made following participant feedback  Disability awareness for employees- 89  Disability awareness for managers- 29  Classroom based diversity for employees- 210  Classroom based diversity for managers- 20  Online diversity for employees- 10  Online diversity for managers- 44	Positive attitudes towards disabled people and challenging negative attitudes  Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.  Sharing of best practice
2	Provide emotional health and wellbeing awareness training for staff and council volunteers	Completed sessions delivered – 57 trained	Positive mental health issues addressed
3	Provide training for managers in managing stress and mental health issues ( internal)	Training for managers in stress and mental health issues -161 people trained	Positive attitudes towards disabled people and challenging negative attitudes. Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.

4	Ensure all managers are aware of the provisions of the Attendance Policy which allow for special consideration of disability issues	Completed through managers training 474 trained	Staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.  Sharing of best practice
5	Provide on-going advice and support to employees in relation to reasonable adjustment requirements	Completed through training and specialist advice from HR/Corporate HR	Sharing of best practice  Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.
6	Equality screening training	Equality screening training- 7 session delivered and 50 people trained	Managers and staff are aware of the need to comply with S75 screening processes and the need to consult effectively with disabled people
7	Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties	12 members of Employee Resourcing team attended Disability Positive Training and Accreditation Seminar (in June 2018) run by Employers for Disability and achieved Disability Positive Accreditation and process will be reviewed	Staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.

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

	Communications Action Measures	Outputs	Outcome / Impact
1	<p>Provide information to disabled people on aspects of Council services which specifically affect them through:</p> <p>Minimum of 4 articles per year in City Matters            Minimum of 2 targeted information leaflets per year            Accessible information on the Council website</p>	<p>4 articles per year in City Matters            Accessible information on the Council website updated on a regular basis</p> <p>Team liaises with Equality &amp; Diversity officers on updated disability information/opportunities and promotes these across our internal and external channels including City Matters (4 editions) and council website</p>	<p>Positive attitudes towards disabled people and challenging negative attitudes</p> <p>Increased awareness of issues related to disabled people and improved service delivery</p>
2	<p>Include disability related information in staff e briefings , staff newsletters/magazines, staff meetings, email, intranet, Internet</p>	<p>Four articles promoting disability issues on Interlink</p> <p>Article promoting Northern Ireland Union of Supported Employment and Disability Action employment guide 'Employing People with Disabilities: A Positive Action Guide for Employers'</p> <p>3 articles promoting health and wellbeing</p> <p>We'll use internal communications channels as appropriate inform and update staff and to support the messages and actions that come out of the plan delivery as required as guided by EDO and HR</p>	<p>Positive attitudes towards disabled people and challenging negative attitudes</p> <p>Increased awareness of issues related to disabled people and improved service delivery</p>

3	Updated list of providers of alternative formats annually	List completed and updated	Increased awareness of issues related to disabled people and improved service delivery
4	Include disability related information in staff e-briefings, staff newsletters/magazines, staff meetings, email, intranet, internet ( internal)	3 articles were circulated promoting the Disability Employee Network.  In addition, we ran three specific communication pieces on our internal staff communications tool called Interlink, highlighting various disability related issues.  These included the NDCS Roadshow; Tropical Ravine Restoration and the launch of the Linguistic Diversity Strategy.	Increased awareness of issues related to disabled people and improved service delivery  Positive attitudes towards disabled people and challenging negative attitudes
5	Include articles related to disability and ensure photography of disabled people is included	completed	Team adopts an inclusive approach to external and internal communications including the use of articles and photographs of disabled people when opportunities arise
6	Update shared bulletin board to post disability related material (internal) (DDO)	completed	Positive attitudes towards disabled people and challenging negative attitudes
7	Maintain dedicated health and wellbeing page on Interlink (internal) (DDO)	A health and well-being section exists on Interlink under the Support & Development section of the site and is updated as & when necessary	Increased awareness of issues related to disabled people
8	Relaunch Disabled Go project which has been rebranded to AccessAble	Completed and website amended	Increased awareness of issues related to disabled people

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Arrange a minimum of 2 Forum meetings per year and additional meetings as required	Completed. The forum structure is currently being reviewed.	section 75 groups including representation from disabled groups are better informed about council policies and procedures
2	Support Disability Staff Network to feed into future action planning	4 staff network meetings held  1 x future disability action planning meeting 1 x feedback on revised disability awareness training material- 1 x presentation from Law Centre on Universal Credit 1x information sessions on pensions, VR, flexible retirement etc	Representation from disabled people when making policy decisions  Increased awareness of issues related to disabled people and improved service delivery
3	Facilitate biennial event on a current theme linked to Council priorities	Equality and Diversity Unit held a BSL/ ISL Charter event in March 2019	Increased awareness of issues related to disabled people and improved service delivery
4	Ensure that the Inclusive Events Checklist is completed for all events that are being held in Council facilities.	Awareness raising of inclusive events plan Completed events plans	Increased awareness of issues related to disabled people and improved service delivery

5	Deliver targeted outreach to encourage and support disabled people to consider enterprise and start a business	Disability Action are one of 30 stakeholders represented on the Enterprise and Business Growth Working group, which is facilitated through the Economic Development Unit	Participation of disabled people in public life
6	Engage with under-represented groups via umbrella organisation representation on the Enterprise and Business Growth Working Group. (Disability Action are one group that sit on this)	Worked with Orchardville society to generate business ideas	Participation of disabled people in public life

2 (e) Please outline any additional action measures that were fully achieved other than those listed in the tables above:  
Please see attached updated Disability Action Plan 2018/2019

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
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## 3. Please outline what action measures have been partly achieved as follows:

	Action Measures partly achieved	Milestones / Outputs	Outcomes/Impacts	Reasons not fully achieved

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



	Action Measures not met	Reasons
1	Develop key issues paper for Council Departments on disability related issues	Due to considerable organisational change and restructuring and the concentration on developing the new four year DDO Plan we have not completed this task.
2	Incorporate basic sign language overview into disability awareness training (internal) (DDO)	Not progressed. Planned for September 2019. New Language Officer appointed to address this issue.
3	Commence project on improving the gathering of inequalities data specifically around the area of disability, with relevant council officers	As mentioned previously, there are some gaps in relation to the collection and availability of data regarding section 75 groups at both a regional-level and organisational-level. This has been highlighted with the Equality Commission and will continue to be addressed. This work is on-going.
4	Operate carer's policy to assist customers who require essential assistance to attend events.	This item still needs progressed in regard to the process and the utilisation of existing services based on how BCC has procured contracts.
5	Continue to work on improving access routes to and from car parks by installing dropped kerbs and adding/creating exit/access routes where required and possible.	It is anticipated that this will be complete within 19/20
6	Continue to work on improving access to Pay and Play machines by installing dropped kerbs where required and possible, or alternative relocate machines to make access possible.	It is anticipated that this will be complete within 19/20.

7	Continue to promote/advertise disabled public toilet access and the Changing Places toilet in City Hall and the Changing Places changing facility and toilet in the selected leisure centres.	To be reviewed in the BCC Toilet Strategy - currently ongoing.
8	Promote the service that allows Belfast residents with a disability to apply for a RADAR key to gain access to our automatic toilets 24 hours a day, and access to our other toilets during opening hours.	To be reviewed in the BCC Toilet Strategy - currently ongoing.
9	Website accessibility – new laws on website accessibility are in the pipeline and staff are beginning to consider this issue	A new council website is currently being developed.
10	Identify opportunities to ring fence certain posts to long-term unemployed, including those with a disability and ensure any pre-recruitment and training programme caters for any reasonable adjustments	No pre recruitment and training programmes delivered in 18/19. External recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies so therefore no suitable opportunities to ringfence
11	Promote and comply with the guaranteed interview scheme (GIS)	The GIS was not applied mainly because we have not been applying short-listing criteria when internally trawling posts and external recruitment has been limited as a result of ongoing corporate change process to mitigate potential staff redundancies
12	Scope and research the accessibility of Belfast City Centre to identify gaps and opportunities, to enable disabled people to participate fully in city centre life. This will include initiatives to promote accessibility in the city centre from an economic development and perspective.	As a result of the Bank Buildings fire, the research on city centre accessibility has been delayed. The BRD policy team in partnership with EDU and CRD are now taking this forward to ensure that the study aligns with the long term plans for the regeneration of the city centre.
13	Analyse staff Equality and Diversity survey and identify areas for improvement for action planning going forward	Due to restructuring this action has not been completed

5. What monitoring tools have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

The council is currently reviewing all monitoring information and our systems for gathering relevant information in a meaningful and timely manner.

(a) Qualitative

The new Disability Action Plan 2019-2022 has been developed during this reporting period.

(b) Quantitative

**6 Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved

PART B

6. As a result of monitoring progress against actions has your organisation either:

- made any revisions to your plan during the reporting period or
- taken any additional steps to meet the disability duties, which were not outlined in your original disability action plan / any other changes?

Please delete: No

This report relates to a one year action plan (2018/2019) and the council has now developed a new three year Disability Action Plan 2019-22.

7. Do you intend to make any further revisions to your plan in light of your organisation's annual review of the plan? If so, please outline proposed changes?

This report relates to a one year action plan (2018/2019) and the council has now developed a new three year Disability Action Plan 2019-22.

## Appendix

### Disability Action Plan Update 2018/2019

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- <sup>i</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.
- <sup>ii</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.
- <sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments
- <sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level
- <sup>v</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.