

## Appendix 3 to Annual Progress Report 2018-19

### BELFAST CITY COUNCIL DISABILITY STRATEGY ACTION PLAN – 2018-2019

#### Disability Strategy

The purpose of the Strategy is to set out a high-level framework to give coherence and guidance to the council departments in undertaking activities across specific areas of policy that impact on disabled people.

The development of the Disability Strategy enables us to further promote our work regarding accessible services, activities, facilities and buildings for disabled people. In addition we have incorporated actions to meet our Disability Discrimination Order (2006) (DDO) requirement to promote positive attitudes to disabled people and encourage participation in public life. We refer to those items as (DDO) throughout the document.

#### Strategic Themes

We have drawn up **six** key strategic themes with 10 strategic priorities, namely:

1. Participation and Active Citizenship
2. Awareness Training
3. Accessibility
4. Independent Choice and Control
5. Employment and Employability
6. Being Part of the Community

The three-year action plan 2015- 2018 associated with this strategy is now complete. We present a follow on one-year plan for 2018-2019. We will be consulting on a new Disability Strategy and Action Plan for the period 2019 – 2022 in due course.

We welcome any comments and suggestions you may have in relation to this draft one year draft disability action plan.

## ACTION PLAN 2018 - 2019

### Glossary

EDO = Equality & Diversity Officer  
 HR = Human Resources  
 Occ Health = Occupational Health  
 M&C = Marketing & Communications  
 CEU = City Event Unit

### Theme 1: PARTICIPATION AND ACTIVE CITIZENSHIP

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
Strategic Priority 1 Increase disabled people's opportunity to influence council policies and programmes including the delivery of this strategy and action plan	Improved opportunities for disabled people to engage with and influence policy makers	Number of disabled people participating in meetings, events and consultation processes	1.1 Consultative Forum	1.1.1 Review membership of consultative forum and increase representation of disabled people and representing organisations	Annually	EDO	Membership of the consultative forum has been reviewed.
		Number of changes made to policies as a result of their input		1.1.2 Arrange a minimum of 2 Forum meetings per year and additional meetings as required	Annually	EDO	Completed
				1.1.4 Consult and engage with the sector in relation to the emerging LDP draft plan strategy, which will provide the planning framework to shape the future growth of the City up to 2035.	2018/19	Planning and Building Control (Planning)	<b>Local Development Plan</b> Belfast City Council is responsible for preparing a new Local Development Plan (LDP) for Belfast to guide development of the city up to 2035. The LDP will set out a vision

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
							<p>for how the council area should look in the future. This is a 3 stage process</p> <p>Stage 2 of the process is currently underway with the preparation of the LDP Plan Strategy (PS). The Plan Strategy has once again had a full Equality Impact Assessment to ensure all legislative obligations [including Section 75 of the Northern Ireland Act 1998 and the Disability Discrimination (NI) Order 2006] were met to the fullest possible extent and that the promotion of equality of opportunity is at the core of the LDP. Council is currently working through the consultation responses received on both the Plan Strategy and the EQIA document.</p> <p>As with the POP in Stage 1, the Stage 2 Plan Strategy also undertook a full public consultation, with a series of stakeholder engagement events, including consultation with S75 groups and Council's own Equality Consultative Forum.</p>
				1.1.5 Develop key issues paper for Council Departments on disability related issues and provide annual update	Annually	EDO	Due to considerable organisational change and restructuring and the concentration on developing the new four year DDO Plan we have not yet completed this task.
				1.1.6 Continue to facilitate and develop the Disability Advisory Panel across the council	2018/19	EDO	Completed - 5 meetings held during this period
				1.1.7 Increase engagement with key city partners, delivering on equality and diversity	2018/19	EDO	Completed as part of the Language Officer new role
				1.1.8 Consult and engage with Disability Advisory Panel in relation to the physical programme/ capital projects of the Council	2018/19	Property & Projects	Complete. Consultation and engagement made

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
			1.2 Specialist disability event	1.2.1 Facilitate biennial event on a current theme linked to Council priorities	2018	EDO and HR	Equality Unit held a BSL/ISL Charter event – March 2019
				1.2.2 Evaluate feedback and develop an action plan to improve disability initiatives, where appropriate	2018	EDO and HR	Completed and feedback has been included into the new DAP 2019-23

**Theme 2: AWARENESS RAISING**

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
<b>Strategic Priority 2</b> Increase awareness among disabled people of their rights and opportunities through a range of communication activities	Disabled people are aware of how Council services can support them (DDO)	Feedback from disabled people and disability groups on usefulness of information	2.1 Published information	2.1.1 Provide information to disabled people on aspects of Council services which specifically affect them through: minimum of 4 articles per year in City Matters; minimum of 2 targeted information leaflets per year; accessible information on the Council website	Annually	M&C	Ongoing – team liaises with Equality & Diversity officers on updated disability information/opportunities and promotes these across our internal and external channels including City Matters (4 editions) and council website
				2.1.2 Minimum of 4 articles per year in City Matters Minimum of 2 targeted information leaflets per year Accessible information on the Council website	Annually	EDO/HR	Four articles promoting the DSN included on Interlink  Article promoting Northern Ireland Union of Supported Employment and Disability Action employment guide 'Employing People with Disabilities: A Positive Action Guide for Employers'  3 articles promoting health and wellbeing
				2.1.3 Update shared bulletin board to post disability related material (internal) (DDO)	Annually	HR/ M&C	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  As above
				2.1.4 Participate in annual job shadowing initiative promoted by NIUSE (internal) (DDO)	Annually	HR/Departments	2 placement opportunities offered.
				2.1.5 Incorporate basic sign language overview into disability	2018	HR/EDO	Not progressed.

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
				awareness training (internal) (DDO)			A pilot 'Introduction to Basic Sign Language' is to be rolled out in September 2019
				2.1.6 Submit Annual Progress Report to Disability Access Group, Consultative Forum, Joint Negotiating Committee, Corporate Management Team, Good Relations Partnership, Strategic Policy and Resources Committee and the Council (internal process)	Annually	EDO/HR	Completed 17/18
				2.1.7 Submit annual progress report to the Equality Commission for NI, The Council's Consultative Forum and put on website (external)	Annually	EDO	Completed annually
<b>Strategic Priority 3</b> Develop, in partnership with disabled people, a range of awareness raising activities, including those aimed at the general public, to challenge the negative perceptions regarding disabled people	Public attitudes to disabled people are more positive	Disability event action plan to include specific performance measures	3.1 Specialist disability event	3.1.1 Facilitate biennial event on a current theme linked to Council priorities	2018	EDO and HR	Equality Unit held a BSL/ ISL Charter event in March 2019
		% of images in printed documents featuring positive images of disabled people		3.1.2 Evaluate event and incorporate learning into future events/activities (with particular attention to challenging negative perceptions)	2018	EDO and HR	Completed as part of the Inclusive Event Planning process
			3.2 City Matters	3.2.1 Include articles related to disability and ensure photography of disabled people is included	Annually	M&C	Team adopts an inclusive approach to external and internal communications including the use of articles and photographs of disabled people when opportunities arise
			3.3. Positive imaging in documents	3.3.1 Printed documents to feature positive images of disabled people	Annually	M&C	Team uses positive images of disabled people when opportunities arise



### Theme 3: ACCESSIBILITY

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
<b>Strategic Priority 4</b> Eliminate barriers disabled people face in accessing the physical environment and services so that disabled people can participate fully in all areas of life	Disabled people can participate fully in all activities facilitated by the council and are encouraged to do so	% of activities and events which can be fully accessed by disabled people  Changes made to facilities, activities and events to increase accessibility for disabled people	4.1 Access to facilities, activities and events	4.1.1 Increase awareness of Friends Group Policy to encourage new groups to form with the inclusion of disabled people.	Annually	City & Neighbourhood Services Department	<b>North</b> - No new friends groups formed, but existing groups encouraged to welcome stakeholders with disabilities. <b>South</b> - Currently two Friends Groups operating in South Belfast which include individuals with impairments. Appropriate venues are selected for meetings to ensure all members can fully participate. Activities are designed to suit individual capabilities. <b>East</b> - All new and pre-existing friends / stakeholder groups are encouraged to ensure membership is fully representative of all members of the community including those with disabilities.
				4.1.2 Ensure that any stakeholder/user for that are established in relation to specific parks and open spaces are fully representative of all users including those with disabilities.	Annually	City & Neighbourhood Services Department	<b>North</b> - Existing friends groups have members with disabilities. Meetings are held in venues accessible by all. <b>South</b> - Tea dances held per annum - venues are adapted to enable participation of vulnerable individuals with disabilities. Environmental programmes in South Belfast Parks and open green spaces - appropriate parks selected to deliver programmes to those groups requiring wheelchair access and to others who have specialist needs. Sensory activities are an element of each programme which include equipment to ensure participation, raised beds and “quiet areas.” Belfast in Bloom – workshops have been delivered in the premises of groups with impairments to encourage participation in the Belfast in Bloom competition. <b>East</b> - All new and pre-existing friends / stakeholder groups are encouraged to ensure membership is fully representative of all members of the community, including those with disabilities.



				4.1.3 Ensure that the Inclusive Events Checklist is completed for all events that are being held in Council facilities.	Annually	All Council Departments	<p>The planned programme of Parks' events aims to be inclusive and accessible for disabled people and improvements have focussed on transport, signage, toilets and facilities.</p> <p><b>Accessible Events Action Plans</b> as part of the Council's <b>Inclusive Events Guide</b>.</p> <p>All major events held by council, through the <b>City Events Unit</b>, such as Christmas light switch on, Halloween, Maritime etc are assessed in advance terms of their accessibility/ inclusivity and mitigating actions put in place as appropriate.</p> <p><b>Markets Unit</b> A similar accessible events approach is also used in by the <b>Markets Unit</b> at St George's Market as part of the Events Plans covering events such as Twilight Market.</p> <p><b>TCHA</b> We have also identified opportunities to improve access and participation disabled people to attend and participate in culture and arts activities. Funded organisations are not required to record the number of people with disabilities who attend or participate in their activities. However, all Tourism, Culture, Heritage and Arts funded organisations are required to comply with the accessibility requirements under the Disability Discrimination Act 1995 or, if this is not possible, to make reasonable adjustments. Organisations and projects also employ other measures to include disabled people, such as the use of captioning and audio description. The Council's Inclusive Events Guide is included in contracts to</p>
--	--	--	--	---	----------	-------------------------	---

							promote inclusive and accessible events for all.
				4.1.4 Extend sports and leisure development work with a range of schools, clubs and community organisations to increase the number of disabled participants.	Annually	City & Neighbourhood Services Department	Leisure Development delivered two strands of <i>Every Body Active 2020</i> with funding from Sport NI. In Strand 1 we contracted four disability specific programmes. This led to 19% of our 24,000 participants being people with a disability. In Strand 4 we also have specific targets for disability. In 18-19 13% of our 6,400 participants were people with disabilities.
				4.1.5 Include a selection of inclusive items of play equipment in playgrounds as part of ongoing refurbishment programmes	Ongoing	City & Neighbourhood Services Department	All new playground refurbishments include a range of inclusive play items. A programme of retro fitting inclusive swing seats into existing swing frames has commenced.
				4.1.6 Development of a Summer Scheme Improvement Plan, which will include a review of the programme's inclusive, offer to Children Young People (CYP) with special support needs.	2018/19	City & Neighbourhood Services Department	Leisure service Summer schemes are delivered on behalf of the partnership by GLL. Increasing services for and participation by CYP with disabilities is a KPI for the partnership. The 2018 summer scheme demonstrated planned improvements with the introduction / development of accessible schemes through the DSNI Hub (Girdwood) partnership and other centre specific initiatives for inclusivity at each of the eight leisure centres delivering their own summer schemes. Each scheme included DSNI delivered sessions / activities through <i>'Everybody Active'</i> .  There is a clear mechanism for identifying and resourcing the accessibility of children with support needs. The scheme compiles allocation of resources for the allocation of additional support workers, training in challenging behaviour (TCB) and support for allocated staff. The scheme will assess results and set improvements for next year once summer scheme finalises.

				4.1.7 Commence project on improving the gathering of inequalities data specifically around the area of disability, with relevant council officers	2018/19	EDO	Not completed. It is hoped to scope this project in the coming year.
				4.1.8 Ensure that in the delivery of the Age Friendly Plan 2018 – 2021 the needs of old people with disabilities are taken into account.	2018-2021	City & Neighbourhood Services Department	<p>The needs of older people with disabilities were taken into account in 100% of age-friendly events and programmes. Accessible venues are used, sign language interpreters have been employed when needed and accessible transport is provided when people cannot use public transport. For larger scale events an Inclusive / Disability Event Plan is completed.</p> <p>The Age-friendly Belfast plan also supports dementia friendly work - 6 staff are now dementia champions and they have delivered 2 hour awareness training to a range of frontline staff. This means that adjustments are made to signage, information and activities to support the active involvement of people living with dementia.</p> <p>A number of Arts Venues benefited from DfC Access and Inclusion fund, they will be showcased in next City Matters Magazine (e.g hearing loop in City Hall exhibition, automated main doors at Black box, Theatre NI captioning, Spectrum Centre upgrade to lift and evacuation chair, McCracken Cultural Society disability door access and WC upgrade)</p>
				4.1.9 Continue to implement the recommendations from the plan to make the zoo site more accessible taking into account its challenging terrain	Ongoing	City & Neighbourhood Services Department	<p>Several changes to zoo layout at the beginning of 2019 which has seen a shorter route plan put in place removing several steep inclines.</p> <p>Electric buggy also available to hire which has the ability to transport five adults plus a wheel chair around the zoo site.</p>
				4.1.10 Scope and research the accessibility of Belfast City Centre to identify gaps and	2018-2019	Place and Economy Department	<p><b>Economic Development Unit</b></p> <p>As a result of the Bank Buildings fire, the research on city centre accessibility has been</p>

				opportunities, to enable disabled people to participate fully in city centre life. This will include initiatives to promote accessibility in the city centre from and economic development and perspective.			delayed. We are now taking this forward to ensure that the study aligns with the long term plans for the regeneration of the city centre.
				4.1.11 Continue to ensure the Twilight Markets at St George's Market are inclusive and accessible to disabled people using this as the model to develop inclusive and accessible events action plan for weekend market at St George's	Annually	Place and Economy Department	<b>Markets Unit</b> This is ongoing and all Twilight events are fully inclusive and accessible. We have introduced a quiet hour each day over the weekend market and exploring other inclusive and accessible initiatives.
				4.1.12 Develop inclusive and accessible events action areas as part of the hire documentation for St George's Market	Annually	Place and Economy Department	<b>Markets Unit</b> When an external body hires the market we request an inclusive and accessible plan as part of their events plan.
				4.1.13 Operate carer's policy to assist customers who require essential assistance to attend events.	Annually	Place and Economy Department	<b>CEU</b> This item still needs progressed in regard to the process and the utilisation of existing services based on how BCC has procured contracts.
				4.1.14 Work proactively with its events contractors to ensure that all events sites DDA compliant and accessible.	Annually	Place and Economy Department	<b>CEU</b> This has been fully implemented and CEU own a number of accessible ramps that can be utilised at events.
				4.1.15 Ensure information sessions held by BCC units are in DDA compliant, neutral locations with any additional requirements supported	Annually	Place and Economy Department	<b>Central Grants unit</b> The CGU has continued to enhance the co-ordination and management of the Council's various grant processes by providing greater consistency across all levels of the process and developing clear and transparent governance and accountability. The benefits of grants centralisation include wider promotion of the grants allowing groups to plan their project activity and apply for multiple grants in one process; provision of guidance and other documents in all formats where requested, including minority languages; and providing road shows in

							neutral, DDA compliant venues with interpreters (language & sign) where required to offer advice and support.
				4.1.16 Deliver on the Sign Video and iPads disability initiatives in conjunction with relevant officers	2018/19	EDO/Language Officer	Completed. Sign Video is live. And iPad installed at relevant sites
				4.1.17 Continue to promote and extend Play Service sensory project to groups via the ongoing outreach play programme and one off civic events.	Annually	City & Neighbourhood Services Department	Our Sensory Programme has been modified and it is not provided (unless is specifically requested) as a programme. We had embedded Sensory Play as part of all our service provision so there is a component of Sensory Play in every session, securing that access for any child is set at start.
				4.1.18 Ongoing review of the Waste Framework will include updating of waste policies and a review of the Assisted Lift Policy to ensure that customer needs are considered and inclusive.	Ongoing	City & Neighbourhood Services Department	The review of waste policies is ongoing, as part of service amalgamation.
				4.1.19 Ensure that appropriate provision is made in Event Management Plans for events licensed by the Council. Consideration of adequate provision should be in line with Council guidance on inclusive events	Annually	Planning and Building Control (Building Control)	<b>Building Control</b> This is an ongoing action.
				4.1.20 Licensing of Pavement Cafes shall reflect accessibility matters raised by the sector. Where necessary this guidance can be used in determining applications for a pavement café licence	Annually	Planning and Building Control (Building Control)	<b>Building Control</b> Licensing of Pavement Cafes shall reflect accessibility matters raised by the sector. In the absence of Department of Infrastructure guidance on design requirements for pavement cafes, we will pursue a council position and agree technical standards that are sensitive to all street users.

			4.2 Access to buildings	4.2.1 Ensure all Council buildings are DDA compliant	Annually	Property & Projects	Ongoing. Planned works on Tullycarnet Bowling Pavilion to comply DDA requirements
--	--	--	-------------------------	--	----------	---------------------	---

				4.2.2 Continue to promote / communicate our options for access to information/ forms / people/ services in relation to council buildings	Annually	M&C	Team liaises with Equality & Diversity team and ensures new and existing services are promoted via our internal and external communication channels.
				4.2.3 A generic 'conditions of hire' is being developed for all CNS assets which will include a section on special assistance requirements to enable the council to make reasonable adjustments to ensure the booking is reasonably accessible and inclusive to people with a disability	Ongoing	City & Neighbourhood Services Department	The Council are continuing to work on this project and it is anticipated that the new conditions of hire will be in place in 19/20.
				4.2.4 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.	Ongoing	City & Neighbourhood Services Department	It is anticipated that this will be complete within 19/20
				4.2.5 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.	Ongoing	City & Neighbourhood Services Department	It is anticipated that this will be complete within 19/20.
				4.2.6 Implement the recommendation of the review of the provision of Blue Badge bays in BCC car parks and provide additional Blue Badge bays in car parks where they would be regularly utilised.	Ongoing	City & Neighbourhood Services Department	The Council continues to monitor Blue Badge bay usage in its public off street car parks to access demand and need.
				4.2.7 Implement the recommendation of the review of the current policy within the Off Street Car Parking Order that applies a charge to the use of	Ongoing	City & Neighbourhood Services Department	The current charging policy that applies to BB holders has been reviewed after some discussion with a number of disability advocacy groups and included in the new draft Off Street Parking Order that will

				Blue Badge bays by Blue Badge holders.			require further consultation and Council approval. It is anticipated that the draft order will be considered by committee in September/October 2019 with implementation in April/May 2020.
			4.3 Access to toilets and changing places	4.3.1 Commit to work to increase number of accessible toilets and changing places	Ongoing	City & Neighbourhood Services Department	Belfast City Council is working with all partners to provide accessible toilet services. All currently managed toilets have accessible toilets and the Council now has a Changing Places Toilet in City Hall. We have also been instrumental in encouraging the provision of these toilets in the City and now having 9 Changing Places Toilets in total <a href="http://changingplaces.uktoiletmap.org/find?toiletLocation=Belfast">http://changingplaces.uktoiletmap.org/find?toiletLocation=Belfast</a>
				4.3.2 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.	Ongoing	City & Neighbourhood Services Department	To be reviewed in the BCC Toilet Strategy - currently ongoing.
				4.3.3 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.	Annually	City & Neighbourhood Services Department	To be reviewed in the BCC Toilet Strategy - currently ongoing.
	Positive attitudes towards disabled people and challenging negative attitudes (DDO)		4.4 Training	4.4.1 Diversity awareness training programmes for council employees: continue delivery of disability equality awareness training; continue providing access to diversity e-learning programme; continue delivery of classroom based diversity training;	Annually	HR	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

				identify and target awareness raising sessions on specific areas of disability			Classroom based diversity for managers- 20  Online diversity for employees- 107  Online diversity for managers- 44
				4.4.2 Deliver equality screening training (DDO)	2018/19	EDO	Completed 7 sessions delivered
				4.4.3 Identify providers of sign language courses  Facilitate 3 employees to learn and use sign language each year (DDO)	2018  Annually	HR  HR/Departments	Identified providers of external sign language courses and emailed links sent to Business Support Managers for dissemination to staff  Provider identified to deliver an in-house pilot sign language course for front line staff beginning September 2019
				4.4.4 Maintain a database of staff who have sign language skills, and update when required (DDO)	Annually	HR	Updated as required
				4.4.5 Provide emotional health and wellbeing awareness training for staff and council volunteers (internal ) (DDO)	Annually	HR/Occ Health	Positive Mental Health- 57
				4.4.6 Provide training for managers in managing stress and mental health issues (internal ) (DDO)	Annually	HR / Occ Health	Stress Awareness for managers- 161  Awarded 'Inspire' public sector champion award for mental health
				4.4.7 Maintain dedicated health and wellbeing page on Interlink (internal) (DDO)	Annually	HR/MCC	A health and well-being section exists on Interlink under the Support & Development section of the site and is updated as & when necessary
				4.4.8 Organise specialist training/ workshop for Project Sponsors/ Project Managers/ APMs regarding the relevant DDA issues on capital build scheme.	2018/19	Property & Projects	Complete. Standard training on equality and diversity complied. Workshops with Disability Action Group organised.
<b>Strategic priority</b>	<b>Outcomes</b>	<b>Performance Measures</b>	<b>Action Framework</b>	<b>Actions / Targets</b>	<b>Year</b>	<b>Responsibility</b>	<b>Status at end of 18/19</b>



<b>Strategic Priority 5</b> Increase the level of accessible/inclusive communications so that disabled people can access	Disabled people are aware of availability of accessible information and make use of it	Number of documents provided in alternative formats	5.1 Website	5.1.1 Work towards meeting relevant standards to ensure BCC websites are as accessible as possible to all users	Annually	M&C and Digital Services	New website currently being developed in line with new legislation in relation to website accessibility.
information as independently as possible and make informed choices			5.2 Accessible formats	5.2.1 Update list of providers of alternative formats annually	Annually	Language Officers/EDO	Completed. List of providers available to staff
				5.2.2 Ensure alternative formats are provided on a timely basis	Annually	All officers	<b>Economic Development Unit</b> To overcome language barriers, information provided at community engagement events to promote the employment academies was translated into a range of different languages. The Economic Development Unit provided translation services for enterprise awareness and start up support throughout 2018/19.
				5.2.3 Promote the different formats that are available	Annually	All Officers	All relevant documents are available, on request, in alternative formats.

#### Theme 4: INDEPENDENT CHOICE AND CONTROL

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
<b>Strategic Priority 6</b> Increase the level of choice, control and freedom that disabled people have in their daily lives	Disabled people are able to choose between options in terms of the way they receive and benefit from council services	Feedback from disabled people and disability groups on availability of options	6.1 Engagement with Disabled Go	6.1.1 Relaunch DisabledGo project and ensure all information is up to date on website	Annually	EDO	Disabled Go has been updated to Access Able. Launch completed.
			6.2 Signage	6.2.1 Increase signage so that all service users can locate services easily: target 5% increase in signage per year	Annually	Property & Projects	Complete. Ensure that appropriate signage are in place on capital projects.

			6.3 Leisure Centre programmes	6.3.1 Support the Strategic Operating Partner of our leisure centres to promote the inclusivity of their programmes such as holiday schemes and swimming programmes	Annually	City and Neighbourhoods Services Department	New KPIs, including inclusivity were introduced for 2018/19. Reports on participation by traditionally underrepresented groups were presented to Active Belfast Limited (ABL) in Sept 2018 and March 2019. GLL Swim School and holiday recreation schemes both have extensive inclusion programmes and special arrangements to cater for Children and Young People with special support needs.
			6.4 Active Belfast Ltd	6.4.1 Ensure that the interests of the disability sector remain a focus of the Board of Active Belfast Ltd	Annually	City and Neighbourhoods Services Department	The ABL Board is focused on developing accessibility and inclusivity with both given priority in the ABL business plan (to be revised for 2020 -2025) and performance reporting schedules. The Aquatics Strategy 2019-2030, which further demonstrates this focus, has been developed throughout 2018/19 and, following Council approval in April is due to be launched in August 2019.

## Theme 5: EMPLOYMENT AND EMPLOYABILITY

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
<b>Strategic Priority 7</b> Work towards increasing the number of disabled people entering all levels of employment and safeguard the rights of those disabled people already in work.	Disabled people are provided with appropriate support to enhance employability and obtain employment	Number of participants going into employment at the end of Workable NI scheme  An increase in the number of employees and applicants with a disability	7.1 Employment	7.1.1 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	Annually	HR	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
				7.1.2 Support Disability Staff Network to feed into future action planning	Annually	HR/EDO	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
			7.2 Recruitment	7.2.1 Promote and comply with the guaranteed interview scheme (GIS)	Annually	HR	The GIS was not applied mainly because we have not been applying short-listing criteria when internally trawling posts and external recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies
				7.2.2 Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties	2018/19	HR	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
				7.2.3 Consider all requests for reasonable adjustments as part of the selection process	Annually	HR	No reasonable adjustments were made  This was mainly because we have not been applying short-listing criteria when internally trawling posts and external recruitment limited as a result of ongoing corporate

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
							change process to mitigate potential staff redundancies
			7.3 Employment and skills	7.3.1 Deliver targeted outreach to encourage and support disabled people to consider enterprise and start a business	Annually	Place and Economy Department	<p><b>Economic Development Unit</b> Disability Action are one of 30 stakeholders represented on the Enterprise and Business Growth Working group, which is facilitated through the EDU. In 2018/19 the working group put in place an enterprise framework for the city, which aims to address the enterprise challenges in the city and ensure there, is a collaborative and coordinated approach to the delivery of enterprise and business growth services. Disability Action were consulted throughout the framework development. In 2019/20 we will work with our partners to deliver the frameworks recommendations.</p> <p>In 2018/19 we put in place a programme of enterprise support with the Orchardville society, engaging persons with a disability and giving them the opportunity to generate business ideas and new products, the group then traded at the market to test the viability of the product. Throughout the year, we ensured the unit's programmes of support were flexible and had the ability to meet the needs of people with a disability.</p>
				7.3.2 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)	Annually	Place and Economy Department	<p><b>Economic Development Unit</b> Disability Action are one of 30 stakeholders represented on the Enterprise and Business Growth Working group, which is facilitated through the EDU. In 2018/19 the working group put in place an enterprise framework for the city, which aims to address the enterprise challenges in the city and ensure there, is a collaborative and coordinated</p>

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
							<p>approach to the delivery of enterprise and business growth services. Disability Action were consulted throughout the framework development. In 2019/20 we will work with our partners to deliver the frameworks recommendations.</p> <p>Research was completed by Ulster University Economic Policy Centre (UUEPC) to identify under-represented groups engaging in business start up across the city. Because of this, the unit put in place a number of projects to engage these groups to support them to develop business ideas and get a flavour of business start-up. The unit are in the process of procuring an enterprise pathways project in partnership with DfC to engage individuals who are economically inactive to support them to start a business.</p>
				7.3.3 Put in place reasonable adjustments to support disabled people access support programmes designed to help them start a business	Annually	Place and Economy Department	<p><b>Economic Development Unit</b></p> <p>The council's <b>business start-up and business growth programmes</b> have been proactive in terms of people with disability. Disability action are one of the stakeholders represented on the enterprise and business growth-working group. As part of this engagement information is regularly distributed to them on programmes which is distributed to disability support groups. The service have also put in place tailored awareness initiatives to encourage individuals with a disability to consider starting a business. All programmes and events are held in venues across the city that are accessible. The programmes are being disability proofed.</p>

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
							<p>The council's Economic Development Unit will enhance activity targeted at individuals with a disability. Individuals who have previously participated in support will be used as role models to further increase participation. Engagement has been ongoing with Belfast City Councils disability forum and Disability Action are one of the stakeholders represented in the working group who are regularly consulted.</p> <p>In 2018/19 we put in place a programme of enterprise support with the Orchardville society, engaging persons with a disability and giving them the opportunity to generate business ideas and new products, the group then traded at the market to test the viability of the product. Throughout the year, we ensured the units programmes of support were flexible and had the ability to meet the needs of people with a disability.</p>
				7.3.4 Review and consider opportunities to engage disabled people in the Belfast Employability Pathway (Belfast Workplace)	Annually	Place and Economy Department	<p><b>Economic Development Unit</b></p> <p>Specific interventions are in place within the employability and skills team to support individuals with physical and/or learning disabilities. This includes pilot projects including employment support to enable individuals to develop skills aligned to key roles within the hospitality and tourism industry, as well as general employability support programmes provided through USEL and an autism specific intervention delivered through Specialisterne. Additionally our suite of employment academies can integrate support for disabled people, examples of support provided included sign</p>

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
							language provision for clients with hearing impairments.
<b>Strategic Priority 8</b> Increase opportunities for disabled people to understand the employment opportunities at Belfast City Council by developing a suite of employability outreach projects.	Disabled people are provided with appropriate support to enhance employability and obtain employment	Number of disabled applicants for council posts	8.1 Outreach	8.1.1 Participate in careers events targeted towards disabled people	Annually	HR	One special schools career fair attended  Two employability talks
				8.1.2 Facilitate at least 30 work experience placements for people with disabilities	Annually	HR	37 placement opportunities provided
				8.1.3 Facilitate site visits to promote the council as an attractive employer	Annually	HR/Departments	One office based site visit provided
				8.1.4 Deliver at least two outreach opportunities each year for people with disabilities to engage with/ participate in public life (DDO)	Annually	HR	None
<b>Strategic Priority 9</b> Increase the opportunities for disabled employees and people on work placements to attain skills through access to appropriate training.	Disabled people employed by the council are provided with appropriate support to stay in and progress in employment	Number of disabled employees and people on work placements undertaking training and receiving support	9.1 Absence management	9.1.1 Ensure all managers are aware of the provisions of the Attendance Policy which allow for special consideration of disability issues (DDO)	Annually	HR	Absence management training for those staff who are responsible for managing absence-474
				9.2 Reasonable adjustments	9.2.1 Provide ongoing advice and support to employees in relation to reasonable adjustment requirements (DDO)	Annually	HR/Departments
				9.2.2 Ensure consistent approach to collating and monitoring reasonable adjustments in relation to absence management (DDO)	Annually	HR	Ongoing

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
			9.3 Access to training	9.3.1 Ensure disabled employees have full access to training and development opportunities	Annually	HR/Departments	Sign language interpreter provided for training sessions and training material provided prior to the training session
				9.3.2 Analyse staff Equality and Diversity survey and identify areas for improvement for action planning going forward	2018	HR	Analysis ongoing



**Theme 6: BEING PART OF THE COMMUNITY**

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
<p><b>Strategic Priority 10</b> Improve access to arts, leisure and other cultural activities so that disabled people can be part of the community</p>	<p>Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis</p>	<p>Levels of uptake of activities</p>	<p>10.1 Cultural Framework</p>	<p>10.1.1 Deliver the Inspiring Communities theme which identifies disabled people as a priority area and removing barriers to participation to ensure all sections of the community engage with high quality culture, arts and heritage</p>	<p>Annually</p>	<p>Place and Economy Department</p>	<p><b>Tourism, Culture, Heritage and Arts</b> The Inspiring communities theme of the Cultural Framework was delivered in 2018/19. This included applications for funding that were assessed against the four themes of the Cultural Framework.</p> <p>For Arts &amp; Heritage Project Grants in 2018/19, Council funded 9 projects with a total value of £55,999 under the Inspiring Communities Theme and we also awarded a further £140,459 through the Community Festivals Fund supporting 28 community festivals.</p> <p>If a group is applying for funding related to Inspiring communities, they must demonstrate how they will meaningfully target priority and/or hard-to-reach groups, which include Section 75 groups, or their application will not be considered for funding. Access to culture, arts and heritage for disabled people was therefore supported through our funding programmes. This included core funding to organisations such as Open Arts, Arts &amp; Disability Forum and Replay Theatre Company. Further project funding supported a number of activities by organisations including Belfast Pride 2018, Bounce 2018! Festival and the Dessehra and Durga Puja Festival.</p>

Strategic priority	Outcomes	Performance Measures	Action Framework	Actions / Targets	Year	Responsibility	Status at end of 18/19
			10.1.1 Event and product development	10.2.1 Improve access and participation to dept. led events are fully screened and the completion of the inclusive events template / action plan	Annually	Development Department	<p><b>Accessible Events Action Plans</b> as part of the Council's <b>Inclusive Events Guide</b>.</p> <p>All major events held by council, through the <b>City Events Unit</b>, such as Christmas light switch on, Halloween, Maritime etc are assessed in advance terms of their accessibility/ inclusivity and mitigating actions put in place as appropriate.</p> <p>A similar accessible events approach is also used in by the <b>Markets Unit</b> at St George's Market for events such as Twilight Market.</p>
			10.1.3 Play Service	10.3.1 Deliver and promote the Play Service Sensory project	Annually	City & Neighbourhood Services Department	Play Sensory Programme has been embedded in our practice and not developed as a standalone project. We are currently developing a Sensory Play Awareness Pilot for parents in North Belfast. We hope to roll it out across the city in the new year.