

## Disability Action Plan Annual Report 2020-21 (Year 2)

## Appendix 3

Strategic Priority	Outcomes	Action Measures	Timescale	Responsibility	Performance Indicators	Status at end of 2020/21
Strategic Priority 1  Encouraging the participation of disabled people in public life	Improved opportunities for disabled people to engage with and influence policy makers	The Disability Advisory Panel (DAP) attend and participate in consultation processes	2019	EDO/Language Officer  EDO/Language Officer	4 projects per year to receive advice and guidance from the DAP  Number of changes made to policies/services as a result of their input	<b>Fully achieved</b> Quarterly meetings completed including consultations on at least 4 projects.  Changes were made to various services due to advice and input from the DAP.  Improved opportunities for disabled people to engage with and influence policy makers  The following topics were discussed:  1. Council's Inclusive Growth Charter  2. Equality Scheme, Audit of Inequalities and Equality Action Plan Consultation 2021-24.  3. Council's Lighting Strategy

						4. Belfast Entries Project (Physical Programmes)
Strategic Priority 1 Encouraging the participation of disabled people in public life	Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees	Establish and facilitate a Sign Language Users Forum	2019	Language Officer	A Sign Language Users Forum to meet at least twice a year	<b>Fully achieved</b> Sign Language Users Forum met 2 times during 2020/21. Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are provided with appropriate support to enhance employability and obtain employment	The Disability Staff Network to provide support on future action planning	2019	HR	Disability Staff Network to meet at least 3 times a year	<b>Fully achieved</b> Four staff network meetings arranged.  Disabled people are provided with appropriate support to enhance employability and obtain employment.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Those with complex needs and disabilities have access to facilities to enable them to participate in the life of the city throughout the week	Have the new Changing Places Toilet facility accessible 9am-10pm Monday to Sunday	Jan 2019	Facilities Management	Monitor the number of users and take action as required	<b>Fully achieved</b> City Hall Changing Places available. Belfast Zoo has opened a new Changing Places facility, a specialist accessible toilet with changing facilities, providing people with profound and multiple learning disabilities, their carers, assistants and families the confidence to enjoy a day out at Belfast Zoo. The

						accessible facility is designed with enough space and equipment for people who are not able to use the toilet independently. Located in the zoo's Visitor Centre, the space offers a height-adjustable adult-sized changing bench, a ceiling mounted hoist, a centrally placed toilet with space either side, non-slip floor, privacy screen, adjustable washbasin and emergency alarm.
Strategic Priority 1  Encouraging the participation of disabled people in public life	Develop the capacity of the organisation to support staff with disabilities	Provide ongoing advice and support to employees in relation to reasonable adjustment requirements	2019	HR/Departments	Monitor number of reasonable adjustments requests and those subsequently provided	<b>Fully achieved</b>  Number of reasonable adjustments requested completed.  Develop the capacity of the organisation to support people with disabilities in the workplace.
Strategic Priority 1  Encouraging the participation of disabled people in public life	Feedback encouraged from disabled people and their representative groups in how we can encourage greater participation by disabled people in public life and we can prove that we act on this feedback	Arrange a minimum of 3 Forum meetings per year and additional meetings as required	2019	EDO	Minimum of 3 Forum meetings held	<b>Fully achieved</b>  The Forum met 3 times during 2020/21 on the following dates:  18 November 2020 31 March 2021 & 17 June 2021.  Feedback encouraged from council departments in how we can encourage greater participation by disabled

						people and how we can improve our services.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Feedback encouraged from disabled people and their representative groups in how we can encourage greater participation by disabled people in public life and we can prove that we act on this feedback	Review membership of Equality Consultative Forum ( ECF) and increase representation of disabled people and representing organisations	2019	EDO	<p>New ECF Terms of Reference established</p> <p>% attendance at each meeting from cross section of disability organisations/individuals</p> <p>% of staff/members who understand purpose of the ECF and find it useful</p> <p>Effective feedback mechanism established, and used by members</p>	<p><b>Partially achieved</b></p> <p>The Equality Consultative Forum has been taking place virtually since the Covid-19 pandemic. However, the attendance at meetings has been low.</p> <p>A review of the forum and commitment to group will be taking place and it is anticipated that frequency of meetings would increase.</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are provided with appropriate support to enhance employability and obtain employment	Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties	2019	HR	% of changes implemented	<p><b>Partially achieved</b></p> <p>Guidance on role of support at interviews worker has been drafted and still needs to be finalised/ approved.</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are provided with appropriate support to enhance employability and obtain employment	Consider all requests for reasonable adjustments as part of the selection process	2019	HR	% of reasonable adjustments requested and provided	<p><b>Partially achieved</b></p> <p>There were no requests for reasonable adjustments at any stage of the selection process.</p> <p>The Guaranteed Interview Scheme was not applied mainly due to the majority of posts being internally trawled (and therefore the shortlisting criteria not</p>

						<p>being applied) with limited external recruitment as a result of ongoing corporate change process to mitigate potential staff redundancies</p> <p>Monitoring form was revised to include question relating to reasonable adjustments requirements as part of the R&amp;S process</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people have the opportunity to participate in work experience	<p>Facilitate at least 30 work experience placements for people with disabilities</p> <p>Participate in annual job shadowing initiative promoted by NIUSE (internal)</p>	2019	HR	30 placement opportunities facilitated, including three via the job shadowing initiative	<p><b>Partially achieved</b></p> <p>Placements were put on hold due to Covid-19.</p> <p>The annual job shadowing initiative was postponed by NIUSE</p> <p>We have recently been able to offer a few virtual project- based placement opportunities- no disabilities declared</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people who are considering starting a business are supported	Identify opportunities for disabled people to start a business.	2019	Place and Economy Department	Increase in % participants with disability on enterprise awareness initiatives	<p><b>Partially achieved</b></p> <p>For many disabled people, starting a business provides greater flexibility and choice around working hours, working conditions and for many, provides greater independence than working for someone else. Data collated from the Go for It Programme</p>

						<p>indicated 4% of participants declared a disability. (Note, information is provided on a voluntary basis, as it is not compulsory for clients to disclose; however, it does provide an indication of statistical evidence for monitoring purposes). Through our enterprise awareness initiatives we have a responsibility to engage individuals from underrepresented groups to support them to start a business, with support moving online this year as a result of Covid 19 we appreciate that this will have created additional barriers and will work to better engage them as we move into recovery from Covid 19.</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are supported to access employability initiatives	<p>Review and consider opportunities to engage disabled people in the Belfast Employability Pathway (Belfast Workplace)</p> <p>Provide specific adaptations/support to enable participants to take part in council employability initiatives.</p>	2020	Place and Economy Department	6 monthly retrospective measurement of participant numbers on disability focused employment initiatives.	<p><b>Partially achieved</b></p> <p>As part of section 75 monitoring, disability information is collated from participants on each academy prior to starting to take account of adjustments needed to ensure opportunities are available to all.</p> <p>Given the impact of Covid-19, the Skills and</p>

						<p>Employability team aims to ensure that employability academies reach the correct target audience and shorten referral pathway to organisations who work with disadvantaged groups.</p> <ul style="list-style-type: none"> <li>The Employability and Skills team hosted a series of meetings and presentations throughout 2020. This helped shape our provision as part of economic recovery arising from the Covid pandemic.</li> </ul> <p>To inform best practice on access to the Council's Employment Academies, Employability and Skills staff met with DfE, NI Union of Supported Employment and the Equality Commission. This advice helped shape disability accessibility in preparation for resumption of full academy provision.</p>
Strategic Priority 1 Encouraging the participation of	Liaise with organisations to support staff with disabilities.	Engage with under-represented groups via umbrella organisation representation on the Enterprise and Business Growth Working Group Put	2019	Place and Economy Department	Hold 2 meetings per year minimum with representative bodies/stakeholder groups.	<p><b>Partially achieved</b></p> <p>In this year much of the unit's engagement has been impacted by Covid</p>

disabled people in public life		in place reasonable adjustments to support disabled people access support programmes designed to help them start a business.				19 and resource implications because of officers supporting the delivery of Covid 19 recovery support. Disability Action have been engaged through our stakeholder lists this year which we have used to share details of our ongoing start up and business support.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are provided with appropriate support to enhance employability and obtain employment	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	2019	HR	Consider suitability of campaigns for pre-recruitment and training programmes  Ring-fence 20% of places available on pre-recruitment and training programmes to people with disabilities	<b>Partially achieved</b> No pre recruitment and training programmes delivered in 2020/2021 due to the pandemic.  Work is ongoing to identify suitable opportunities to ring-fence as part of the Open Space and Streetscene review
Strategic Priority 1 Encouraging the participation of disabled people in public life	Develop the capacity of the organisation to support staff with disabilities	Provide ongoing advice and support to employees in relation to reasonable adjustment requirements  Investigate options around how staff could be encouraged and feel confident in declaring a disability via internal HR system	2019	HR/Departments	Monitor number of reasonable adjustments requests and those subsequently provided  Create database of types of reasonable adjustments made  Publish results from investigation /voluntary monitoring and make recommendations as appropriate	<b>Partially achieved</b> Database of reasonable adjustments created. 209 reasonable adjustments, both permanent and temporary were made, 131 of which were DDA related. Examples include purchase of equipment, phased return to work; redeployment, support for medical appointments, light



						<p>duties, change in shift pattern, homeworking, no working at heights.</p> <p>The planned voluntary monitoring survey, which was due to be carried out in 2020, was delayed due to Covid-19.</p> <p>A significant number of staff do not have access to PC's. These employees would be required to complete a paper-based survey which was not viable due to the restrictions / furloughing of staff etc.</p> <p>Personal story included on Interlink.</p> <p>Monitoring form was revised to include question relating reasonable adjustments requirements as part of the R&amp;S process.</p> <p>Continue to raise awareness of benefits of disclosure during diversity and disability awareness training- no training delivered during 2020/2021 due to Covid-19.</p> <p>Held meeting with Education Authority's</p>
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						Disability and Carers Network- various suggestions on improving communications around disability. These will be considered/ progressed over the coming months, as appropriate.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Address licensing of Pavement Cafes when the council receives guidance from the Department for Infrastructure	TBC	Planning and Building Control	Monitor implementation of licensing Pavement Cafes	<p><b>Partially achieved</b></p> <p>Following the first lockdown last year the Council responded to requests from the Assembly and industry to assist recovery of the hospitality sector and introduced a temporary pavement café licensing scheme as the DfI official guidance, which we were awaiting to enable us to implement the licensing scheme, is still being screened and has not been released to Councils.</p> <p>The intention was to facilitate the controlled expansion of suitable premises such as cafes, restaurants and pubs, providing small businesses with an opportunity to boost their income at a time of economic crisis.</p>

						<p>Authority was granted by SP&amp;R Committee not to apply the licence fee given the prevailing circumstances, but it was also made clear that we are looking at these licences in the context of the pandemic and that renewal should not be taken for granted.</p> <p>The Council consults with DfI Roads on all licensing applications received and the impact on pedestrians and particularly for disabled people has been taken into account.</p> <p>Consultation when the legislation was enacted included regular engagement with groups representing people with disabilities and relevant issues were captured in our "Pavement Cafes: Guidance for Applicants during the Covid19 Pandemic" document which was equality screened in June 2020.</p> <p>Pavement Cafe licences and the associated guidance have been implemented as a temporary pilot and they</p>
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						will be subject to ongoing monitoring and review. Complaints about pavement cafes and the licensing process are being monitored and any recurring themes will be used in inform future reviews of the licensing scheme. Complaints about individual pavement café premises are investigated and followed up with licensees to address issues raised.
Strategic Priority 1 Encouraging the participation of disabled people in public life	City centre retailers are encouraged to support accessibility for disabled people	Engage with city centre retailers to consider how to support disabled people as part of customer focus support programmes.	2019	Place and Economy Department	Number of businesses that participate.	<b>Partially achieved</b> As a result of the impact of Covid 19 Shop Mobility has been closed for much of 2020/21. The Enterprise and Business Growth Team will work with city centre organisations/stakeholders to support them to engage city retailers to better support accessibility for disabled people in the city centre
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	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	2019	Place and Economy Department	Deliver small capital enhancement projects that will increase access for disabled people to quality cultural product and experiences	<b>Partially achieved</b> We continued to remove participation barriers and ensure disabled people are fully engaged with high quality culture, arts and heritage experiences. The Tourism, Culture,

						Heritage and Arts Unit delivered the Access and Inclusion Programme which has facilitated 11 capital enhancement projects with investment of £185,443 during 2020/21.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Persons with a disability are able to attend and fully engage in events and programmes delivered by council	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 perspective.	2020	City & Neighbourhood Services Department	Conclusion of research and determine next steps in delivery to target hard to reach groups.	<p><b>Partially achieved</b></p> <p>Scoping and research into the accessibility of the city centre to support the development of a diverse and vibrant city centre has been undertaken from a number of angles.</p> <p><b>City Centre Connectivity</b></p> <ul style="list-style-type: none"> <li>Phase 1 of the City Centre Connectivity Study has produced a Bolder Vision which sets the ambition to transform the city centre to be a healthy, shared, vibrant and sustainable space. Key outputs of Phase 2 are the scenario planning and development of interventions, including the development of a multi-criteria assessment framework to assess</li> </ul>

						<p>the scenarios and the initial identification of short, medium and long term interventions for our streets and places.</p> <ul style="list-style-type: none"><li>• The scenario planning will look at provision for access and service requirements, for public transportation, improved connections to communities, and developing a more sustainable streetscape for pedestrians, cycles, residents and visitors while addressing issues related to the dominance of road space.</li></ul> <p><b>Cultural Strategy &amp; Sundays in the City</b></p> <p>As per 2019/20 as some projects such as Sundays in the City have been delayed due to Covid, this will be reinvigorated in 2021/22 subject to restrictions following the pandemic. The cultural strategy has a priority to support high quality cultural events and venues that are accessible, diverse and inclusive. This will</p>
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						<p>ensure that any pilot projects that are developed to maximise use of city centre and reimagine sites, will be carried out mindful of accessibility needs. Meetings have also been held with Sign Language Users Forum and Disability Advisory Panel by TCHA officer to scope issues or barriers and to inform work.</p> <p>To maximise the impact, these workstrands will be taken forward in an integrated way under the Future City Centre programme.</p>
Strategic Priority 1 Encouraging the participation of disabled people in public life	Public attitudes to disabled people are more positive and negative attitudes are challenged	Language Officer to represent council at the Coalition on Deafness	2019	Language Officer	Attend at least 1 Coalition on Deafness meeting.	<b>Not achieved</b> No invitation to a Coalition meeting during 2020/21.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Disabled people are able to access the information they need in the format most accessible to them	Continue to promote/communicate our options for access to information/forms/ people/services in relation to council buildings	2019	Corporate Communications	Survey the number of departments who do this successfully and report on findings	<b>Not achieved</b> Due to the Covid -19 this action has been delayed.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Develop the capacity of the organisation to support staff with disabilities	Conduct a voluntary monitoring exercise	2019	HR/Departments	Monitor number of reasonable adjustments requests and those subsequently provided  Create database of types of reasonable adjustments made  Publish results from investigation /voluntary monitoring and make	<b>Not achieved</b> Due to the Covid -19 this action has been delayed.

					recommendations as appropriate	
Strategic Priority 1 Encouraging the participation of disabled people in public life	Promotion of positive attitudes towards disabled people	Organise specialist training/workshop for Project Sponsors/Project Managers/APMs regarding the relevant DDA issues on capital build scheme	2019	Property and Projects Department	Deliver 2 training sessions % of staff who found the training useful	<b>Not achieved</b> Due to the Covid -19 this training has been delayed.
Strategic Priority 1 Encouraging the participation of disabled people in public life	Public attitudes to disabled people are more positive and negative attitudes are challenged	Language Officer to represent council at the Coalition on Deafness	2019	Language Officer	Attend at least 1 Coalition on Deafness meeting.	<b>Not achieved</b> No invitation to a Coalition meeting during 2020/21.

Strategic Priority	Outcomes	Action Measures	Timescale	Responsibility	Performance Indicators	Status at end of 2020/21
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices	Consult with Corporate Communications to explore the introduction of accessible changes being made on council's website and social media platform (to include easy reading; audio; Sign Language translation and subtitles on video)	2020	Language Officer/Comms	Accessible website in place.	<b>Fully achieved</b> The Marketing and Communications team launched a new Council website which meets the WCAG 2.1 requirements.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Public attitudes to disabled people are more positive and negative attitudes are challenged	Effective partnership working with the British Deaf Association	2019	Language Officer	Develop and implement a 3-year BSL and ISL Charter Action Plan in partnership with the British Deaf Association	<b>Partially achieved</b> Implementation of BSL and ISL Charter is work in progress. Areas of work still to be



						completed including Video Relay Service at all leisure centres in Belfast. This has been delayed due to closure of leisure facilities during Covid-19.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Consult with internal staff and Mencap to explore the introduction of appropriate communication tools for people with learning disabilities at customer centres e.g. City Hall, Belfast Zoo	2019	Language Officer	A number of communication tools for people with learning disabilities at customer centres	<b>Partially achieved</b> Covid-19 has put this action point on hold.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Persons with a disability are able to easily access relevant council information	Promote the range of alternative formats that are available	2019-2022	All Departments	Evaluation of accessibility of council information via various formats	<b>Partially achieved</b> This is work in progress. We want as many people as possible to be able to use the website and involved people with disabilities in our User Experience stage of our new website development. Website accessibility scores are rates as 'Excellent' by Silktide. We have committed to annual manual testing of our site, by users with a range of disabilities to ensure we see how others access our information. We've also made the website text as simple as possible to understand and it is approved by Plain English Campaign on an annual basis.

						Recently introduced customer service standards actively promotes staff training in the use of Plain English.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Sign Language Users are aware of accessible communication within the council	Create a translation protocol document for Sign Language Users and disabled people accessing council's online material and electronic documents	2020	Language Officer	A number of identified BCC online material and electronic documents to be produced in accessible formats	<b>Partially achieved</b> The completion of the 'Making Communications Accessible' Guide has been delayed due to Covid-19.  The Guide is to be finalised by October 2021.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Develop the capacity of staff to ensure awareness of the legal obligations in relation to employment and service delivery	Roll-out Diversity Awareness training programmes for council employees: <ul style="list-style-type: none"> <li>- continue delivery of disability equality awareness training;</li> <li>- continue to seek nominations from staff with disabilities to provide specific awareness raising session around disability</li> <li>- continue providing access to diversity e-learning programme;</li> <li>- continue delivery of classroom based diversity training;</li> <li>- identify and target awareness raising sessions on specific areas of disability</li> <li>- incorporate equality and diversity module into Tier 3 Training</li> </ul>	2019	HR	<p>Deliver 12 disability awareness training sessions to managers and employees</p> <p>Deliver 12 diversity awareness training sessions to managers and employees</p> <p>All new staff to attend training within 6 months of commencing employment</p> <p>All Tier 3 Managers to attend Equality and Diversity module</p>	<b>Partially achieved</b> Restrictions have prevented normal face to face training and technical issues with the e-learning platform prevented online delivery of our general equality and diversity training. These technical issues are now being addressed. We weren't able to achieve the required total in the listed outputs  Staff took the opportunity to review and update the training

		Unconscious bias training will be rolled out to Corporate Management Team			<p>All Corporate Management Team to attend Unconscious Bias training</p> <p>content e.g. additional information on autism</p> <p><b>We delivered the following training as part of our Health and Wellbeing Strategy:</b></p> <p>Mental Health First Aid- 19 participants</p> <p>Stress Awareness for Managers- 51 participants</p> <p>Webinars on various disability and health and wellbeing topics</p> <p>As part of Mental Health Awareness Week, a number of articles were shared on the staff intranet to help encourage staff to look after their mental health e.g. mindfulness walk podcasts; meditation and mindfulness session, personal story on recovery from depression; signposting to support services</p> <p>Continued signposting/ awareness raising relating to mental health during the Covid crisis, via management updates and the health</p>
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						and wellbeing section on staff intranet
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Develop the capacity of Members to ensure awareness of the legal obligations in relation to employment and service delivery	Research the possibility of including disability awareness sessions for Members in the Members Training Programme and include Disability Action Plan in the members Induction Programme  Upload the Disability Action Plan to the Members Portal	2019	HR	Communicate outcomes of research and plan next steps if applicable  Disability Action Plan uploaded to the Members Portal	<b>Partially achieved</b> Disability Awareness training for members is still under consideration. Disability Action Plan has been uploaded to the Members' Portal.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Improve awareness of disabled toilet facilities for people with disabilities  Improve accessibility to Changing Places facilities across the City  Improve social inclusion for people with disabilities	To promote and review disabled toilet access and engage with disability groups to encourage wider use  To promote the Changing Places facilities across the City and review the existing process  To provide information and training (where necessary) to front-line staff about RADAR key, including its use and how to apply for it	2019  2019  2019	City & Neighbourhood Services Department	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 from 3 to 5 over the next 24 months  Ensuring a continuing presence of Changing Places facilities are available on BCC and Changing Places website	<b>Partially achieved</b> Some initial high-level work was carried out pre-Covid-19, to look at a Toilet Strategy refresh. This work however was impacted by Covid-19 and it is envisaged that given the cross-departmental nature of toilet provision across the Council that this work should be framed within a Corporate context and in particular the inclusive, city regeneration plans.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Consult with internal staff and Mencap to explore the introduction of appropriate communication tools for people with learning disabilities at customer centres e.g. City Hall, Belfast Zoo	2019	Language Officer	A number of communication tools for people with learning disabilities at customer centres	<b>Partially achieved</b> Covid-19 has put this action point on hold.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Persons with a disability are able to easily access	Promote the range of alternative formats that are available	2019-2022	All Departments	Evaluation of accessibility of council information via various formats	<b>Partially achieved</b> This is work in progress. We want as many people as possible to be

	relevant council information					<p>able to use the website and involved people with disabilities in our User Experience stage of our new website development.</p> <p>Website accessibility scores are rates as 'Excellent' by Silktide.</p> <p>We have committed to annual manual testing of our site, by users with a range of disabilities to ensure we see how others access our information.</p> <p>We've also made the website text as simple as possible to understand and it is approved by Plain English Campaign on an annual basis.</p> <p>Recently introduced customer service standards actively promotes staff training in the use of Plain English.</p>
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Sign Language Users are aware of accessible communication within the council	Create a translation protocol document for Sign Language Users and disabled people accessing council's online material and electronic documents	2020	Language Officer	A number of identified BCC online material and electronic documents to be produced in accessible formats	<p><b>Partially achieved</b></p> <p>The completion of the 'Making Communications Accessible' Guide has been delayed due to Covid-19.</p> <p>The Guide is to be finalised by October 2021.</p>

Strategic Priority 2 Promoting positive attitudes towards Disabled People	Develop the capacity of staff to ensure awareness of the legal obligations in relation to employment and service delivery	<p>Roll-out Diversity Awareness training programmes for council employees:</p> <ul style="list-style-type: none"> <li>- continue delivery of disability equality awareness training;</li> <li>- continue to seek nominations from staff with disabilities to provide specific awareness raising session around disability</li> <li>- continue providing access to diversity e-learning programme;</li> <li>- continue delivery of classroom based diversity training;</li> <li>- identify and target awareness raising sessions on specific areas of disability</li> <li>- incorporate equality and diversity module into Tier 3 Training</li> </ul> <p>Unconscious bias training will be rolled out to Corporate Management Team</p>	2019	HR	<p>Deliver 12 disability awareness training sessions to managers and employees</p> <p>Deliver 12 diversity awareness training sessions to managers and employees</p> <p>All new staff to attend training within 6 months of commencing employment</p> <p>All Tier 3 Managers to attend Equality and Diversity module</p> <p>All Corporate Management Team to attend Unconscious Bias training</p>	<p><b>Partially achieved</b></p> <p>Restrictions have prevented normal face to face training and technical issues with the e-learning platform prevented online delivery of our general equality and diversity training. These technical issues are now being addressed. We weren't able to achieve the required total in the listed outputs</p> <p>Staff took the opportunity to review and update the training content e.g. additional information on autism</p> <p><b>We delivered the following training as part of our Health and Wellbeing Strategy:</b></p> <p>Mental Health First Aid- 19 participants</p> <p>Stress Awareness for Managers- 51 participants</p> <p>Webinars on various disability and health and wellbeing topics</p>
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						<p>As part of Mental Health Awareness Week, a number of articles were shared on the staff intranet to help encourage staff to look after their mental health e.g. mindfulness walk podcasts; meditation and mindfulness session, personal story on recovery from depression; signposting to support services</p> <p>Continued signposting/ awareness raising relating to mental health during the Covid crisis, via management updates and the health and wellbeing section on staff intranet</p>
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Develop the capacity of Members to ensure awareness of the legal obligations in relation to employment and service delivery	<p>Research the possibility of including disability awareness sessions for Members in the Members Training Programme and include Disability Action Plan in the members Induction Programme</p> <p>Upload the Disability Action Plan to the Members Portal</p>	2019	HR	<p>Communicate outcomes of research and plan next steps if applicable</p> <p>Disability Action Plan uploaded to the Members Portal</p>	<p><b>Partially achieved</b></p> <p>Disability Awareness training for members is still under consideration.</p> <p>Disability Action Plan has been uploaded to the Members' Portal.</p>
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Public attitudes to disabled people are more positive and negative attitudes are challenged	Language Officer to represent council at the Coalition on Deafness	2019	Language Officer	Attend at least 1 Coalition on Deafness meeting.	<p><b>Not achieved</b></p> <p>No invitation to a Coalition meeting during 2020/21.</p>

Strategic Priority 2 Promoting positive attitudes towards Disabled People	Disabled people are able to access the information they need in the format most accessible to them	Continue to promote/communicate our options for access to information/forms/ people/services in relation to council buildings	2019	Corporate Communications	Survey the number of departments who do this successfully and report on findings	<b>Not achieved</b> Due to the Covid -19 this action has been delayed.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Develop the capacity of the organisation to support staff with disabilities	Conduct a voluntary monitoring exercise	2019	HR/Departments	Monitor number of reasonable adjustments requests and those subsequently provided  Create database of types of reasonable adjustments made  Publish results from investigation /voluntary monitoring and make recommendations as appropriate	<b>Not achieved</b> Due to the Covid -19 this action has been delayed.
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Promotion of positive attitudes towards disabled people	Organise specialist training/workshop for Project Sponsors/Project Managers/APMs regarding the relevant DDA issues on capital build scheme	2019	Property and Projects Department	Deliver 2 training sessions  % of staff who found the training useful	<b>Not achieved</b> Due to the Covid -19 this training has been delayed.