**Lisburn & Castlereagh City Council**

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

# **Annual Progress Report**

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| Documents published relating to our Equality Scheme can be found at: | [Equality](https://www.lisburncastlereagh.gov.uk/w/equallity-screening-reports-2023/24?p_l_back_url=%2Fsearch%3Fq%3Dequality)  [reports 2023/24 - Lisburn & Castlereagh (lisburncastlereagh.gov.uk)](https://www.lisburncastlereagh.gov.uk/w/equallity-screening-reports-2023/24?p_l_back_url=%2Fsearch%3Fq%3Dequality) |
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**Contact details:**

**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 2023 and March 2024**

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

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| **1** | In 2023-24, 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.* |
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**Section 1: Equality and good relations outcomes, impacts and good practice**

Lisburn and Castlereagh Council (LCCC)l has further ensured an inclusive approach in relation to accessibility at events / service delivery. There is a commitment to arranging sign language interpreters into public civic events and to provide quiet spaces for those who need it where possible. Examples include:

* The Christmas Switch on included sensory room Accessoloo, sign language interpreter, large screen projection and accessible area for those with mobility issues.
* The Castle Gardens Light Trail was opened 1 hour early daily to accommodate those who do not like large crowds or loud music.
* Sensory Shopping Night as part of Lisburn Light Festival, featuring reduced music and lights, as well as accessible sensory play buses. Lagan Valley Hospital inpatient facility (patients / carers / staff) invited to attend Light Festival events.

Development of accessible projects within sport and recreation to encourage and facilitate access and inclusion. Examples include:

* Dundonald international ice bowl launched new disability sledging and inclusive ice-skating sessions. In partnership with the Disability Sledging sessions offer individuals with physical and mobility-related disabilities access to experience ice sports. Inclusive Ice-Skating sessions provide new innovative skating aids and are suitable for those with non-mobility-related disabilities.
* Lagan Valley Leisureplex hosted a silent ASD friendly disco.
* Annual timetable of specialised training courses for local sports clubs and coaches, as part of the Coach Education Programme: Course topics include Mental Health Awareness, Defibrillator and CPR Training and Disability Inclusive Games Training.

Lisburn & Castlereagh Policing and Community Safety Partnership (PCSP) launched a Project Support Programme, themes include those relevant particularly to section 75 groups (increase reporting of Domestic Abuse incidents and provide support to the victims and to reduce the fear of crime, especially amongst vulnerable groups).

The council continued to deliver a programme of Age Friendly activity and support for older people through the PCSP and Community Safe and Well (CSAW) programme. Feedback has been excellent. Examples included 6 week Over 50’s Circuit Training programme at Lough Moss Leisure Centre and Over 50’s Nutrition Workshop.

The Council’s Youth Forum continued to be a focal point for consulting young people to inform council services. Youth Council members are trained in good relations and work in partnership with key council departments and external statutory partners.

The Labour Market Partnership aims to improve employability conditions across the council district. As per our research, the groups that are most under-represented which will be mainly targeted, are those with a disability, care givers (particularly women with young children working part time) and young people. Programmes developed to accommodate participants based on the needs identified as part of individual action plans. Programme proposals include ‘Pathways to Employment’, providing support and training for those who have a disability or long-term illness and are currently unemployed / underemployed. Supporting 24 people to examine their aspirations alongside a specialist mentor, address any training needs and secure a flexible placement with a suitable employer. Progression into full, part or self-employment or further education.

Be Inclusive Event – an inclusivity event for local employers of Lisburn and Castlereagh. The purpose of the event was to provide useful tips and training to promote an inclusive workforce, reasonable adjustments that can be made and an overview of the legislative obligations surrounding disability.

LCCC allocated two wooden huts at the Christmas Market to serve as a platform for social enterprises, free of charge. These enterprises, which cater to vulnerable youth and disabled people, showcased products they had crafted. This initiative offered a space to sell their goods but also facilitated valuable work experience through their affiliated organisations.

Ulster Scots Leid Week events held in partnership with [Ulster-Scots Agency](https://www.facebook.com/UlsterScotsAgency?__cft__%5b0%5d=AZXFL2CXezhvrusy_HP2oNWi0PUVA9pe9BLcEPS0_53X9puZPJAwy7uGq9CjHzUaoIb4QA80DSxvNqTVfwG5-RKVwIguKP6gNz1KsW5nLNgZhJA77FEeVOIgohHUJQWucPuDUh2b-lrwNb6kcpe_Sue6XV27NHF7pt5hvCBXvFg1nhikZKw-ZUzeAqlO_F5BPjgx6tBYein1oO493XJ8-SY8&__tn__=-%5dK-R) and [Ulster-Scots Community Network](https://www.facebook.com/USCN1?__cft__%5b0%5d=AZXFL2CXezhvrusy_HP2oNWi0PUVA9pe9BLcEPS0_53X9puZPJAwy7uGq9CjHzUaoIb4QA80DSxvNqTVfwG5-RKVwIguKP6gNz1KsW5nLNgZhJA77FEeVOIgohHUJQWucPuDUh2b-lrwNb6kcpe_Sue6XV27NHF7pt5hvCBXvFg1nhikZKw-ZUzeAqlO_F5BPjgx6tBYein1oO493XJ8-SY8&__tn__=-%5dK-R) Network.

Irish Language Programme for Seachtain na Gaeilge 2024 (Irish Language Week) in partnership with Féile lios na gCearrbhac ( [Lisburn Féile](https://www.facebook.com/lisburnfeile?__cft__%5b0%5d=AZUily5Y_OprLMy-46Udk0y50yoe6jqDoJ8h9tUSHWpybAA-AdDn8F4KuIsMn0kzZtICdnFGQoqv5taELKPOpUFR-1TtJhXTYmeXrz3KYRADOiGP5s-7F9B5gJnKz8CmgdXZem4fpJv4sewcEyz1cPz-hQISb3W1WTBZ4ZqN6x8CRf4SwxEJ2S7h6UlCwGkraCGfMnayz1_P5TC2f6nPVVfm&__tn__=-%5dK-R) ).

Ensured that city centre bunting for the Kings coronation was colour neutral to remove any potential affiliations to any individual sections of the community.

St Patrick’s Day Event featured dancers from various cultural backgrounds to underscore the inclusive nature of the day's activities.

Business Solutions – While programmes are aimed at benefiting all users, Female participation has been identified as a targeted group with initiatives in place to increase % start-ups across some programmes. Youth Unemployment is growing across LCCC, programme development aimed at Young People, collaboration with organisations including Princes Trust. Delivery of programmes is a hybrid of online and face to face engagements with business workshops and mentoring, and inclusion of subtitles on video / webinar content. Continuation of promotion of programmes through a range of mediums.

Official opening Lough Moss Community Hub: multi-games area; sensory garden; durable surface to pathway for improved accessibility.

Event marketing incorporate print materials, ensuring accessibility to those who may not be active on social media or online platforms. Expansion of outreach efforts to target a younger demographic by utilising TikTok as a platform for promoting events.

Event specifically tailored to women's interests, which fostered a space where the women could feel represented and empowered.

International Women’s Day event held.

Women’s Health focus – including Staywell bulletins to staff.

Appointment of Caroline Magee as Director, Organisational Development and Innovation.

Advertising campaigns inclusive / diverse, promoting equality by reflecting the diversity of our community and challenging stereotypes.

Reusable nappy scheme.

Collaboration with disability groups such as Stepping Stones Programmes, for example horticulture projects.

Working with Dementia Friendly Partnership to create a more inclusive society for people living with dementia.

Mayor’s Carnival Parade and Family fun day – supporting Mayor charities – Atlas Centre and Helping Hand – Royal Hospital Belfast Charity.

In Aghalee, the Footpath was widened to ensure DDA compliance. This will ensure that all pedestrians are able to safely travel through the village.

Development of Digital Grant Aid system to make the grant aid process more accessible for service users. Developed utilising Smart Survey and this will continue to be reviewed and monitored in line with the Digital Strategy.

Continuing to ensure citizens have the opportunity to influence decision making through accessible community conversations.

The new Customer Care System has enhanced the Council's ability to streamline service case management. With the new system being accessibility-friendly and automated, communication processes have led to improved service delivery and faster response times, ultimately boosting overall customer experience. This project serves as a clear demonstration of the council's dedication to delivering efficient and responsive services to its residents.

The council’s Building Illumination policy, Mayoral and Civic events programme continued to raise awareness of key equality issues and groups alongside the work of local and regional charities. Equality related events and days marked with building illuminations, promotion on social media and/or council events included: Endometriosis Awareness Month, Global Intergenerational Week, Holocaust Memorial Day, International Day of Disabilities, Pride, NSPCC ‘Walk for Children’ campaign.

Belfast Agreement on display in Irish Linen Centre and Lisburn Museum

Cancer Fund for Children is the Mayor of Lisburn & Castlereagh City Council’s chosen charity. Cancer Fund for Children is the leading charity for children and young people living with cancer. They help to empower, connect and strengthen children, young people and their families so they feel better equipped to deal with the impact of cancer.

Lisburn & Castlereagh City Council (LCCC) has given the green light to a multi-million-pound redevelopment at Dundonald International Ice Bowl and are committed to ensuring this is a positive experience for everyone, having carefully considered access arrangements. The new facility will include changing place facilities and a full range of accessible equipment supporting people to enjoy the gym, ice, and bowling.

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| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2023-24 (*or append the plan with progress/examples identified*). |
|  | Equality Action Plan 23-24 appended |
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|  |  |
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| **3** | Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2023-24 reporting period? *(tick one box only)* |
|  | Yes  No (go to Q.4)  Not applicable (go to Q.4) |
|  | Please provide any details and examples: |
|  | Equality screening and monitoring is leading to further targeted consultation, as well as consultation processes becoming more accessible and inclusive. Increased awareness on presenting information in different formats as well as promoting these to section 75 groups.  Documentation is presented in an accessible format to support screen readers.  Outcome of more in depth consideration in relation to access to Digital Sculpture Trail in Hillsborough Forest. Wifi to be installed in the Forest to enable more users to download the App.  BSL interpreters made available for consultation events. |
|  |  |
| **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: |
|  | Evidence of accessibility being considered more widely and in advance, identifying particular needs of certain groups and promoting.  As detailed in our action plans, numerous impacts have been had across Section 75 groups.  In addition, our attendance management policy has been reviewed, with anticipated implementation in 24/25 to better support individuals who may consider themselves to be disabled. |
|  |  |
| **3b** | What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)* |
|  | As a result of the organisation’s screening of a policy *(please give details):* |
|  | Due to the additions to screening documents with regard to Section 75 there has been an increased awareness on inclusivity and accessibility. Full examples can be seen within our published documents. Examples include the use of BSL interpreters to improve access and encourage participation, and consideration to ensure that good relations are promoted across communities. |
|  | As a result of what was identified through the EQIA and consultation exercise *(please give details):* |
|  | Click or tap here to enter text. |
|  | As a result of analysis from monitoring the impact *(please give details):* |
|  | Click or tap here to enter text. |
|  | As a result of changes to access to information and services *(please specify and give details)*: |
|  | Click or tap here to enter text. |
|  | Other *(please specify and give details)*: |
|  | Click or tap here to enter text. |

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

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|  | **Arrangements for assessing compliance (Model Equality Scheme Chapter 2)** |
| **4** | Were the Section 75 statutory duties integrated within job descriptions during the 2023-24 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: |
|  | Job descriptions include a commitment to promote equality of opportunity, and this area will remain under review in 2024-25 with the appointment of a new HR manager to identify any areas to strengthen further. |
|  |  |
| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2023-24 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: |
|  | Consideration to Section 75 duties is a core consideration in the formulation of our Corporate Plan and Performance Improvement Objectives. These set the strategic direction that is then followed at a departmental and unit level to achieve. Ensuring a golden threat of integration throughout the performance planning process. |
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| **6** | In the 2023-24 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 corporate plan  No, the organisation’s planning cycle does not coincide with this 2023-24 report  Not applicable |
|  | Please provide any details and examples: |
|  | Equality and good relations are a core pillar of the Council’s corporate plan and annual Performance Improvement Plans and are mainstreamed across council services. Certain functions/service areas will also have departmental-specific plans to promote inclusion, e.g., Age Friendly, Good Relations, Community Services, CSAW (Community Safe and Well) programme, PCSP, Sports Services, etc. |
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|  | **Equality action plans/measures** |
| **7** | Within the 2023-24 reporting period, please indicate the **number** of: |
|  | Actions completed:  1  Actions ongoing:  12  Actions to commence:  0 |
|  | Please provide any details and examples (*in addition to question 2*): |
|  | The majority of the actions in the EAP are ongoing / recurring actions which are delivered in each business year. This includes delivering discreet actions in year, whilst the wider overall action remains on-going.  All actions in the plan have been delivered or progressed to some degree. There have been some additional challenges in 2023-24 with vacant positions, however with the appointment of new HR manager and Equality Officer there will be a renewed focus on all areas, especially those highlighted in Section 3. |
|  |  |
| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2023-24 reporting period *(points not identified in an appended plan)*: |
|  | No changes made during the 2023-24 reporting period, this is year 3 of a 5 year plan. Consideration will be given to renewing the plan in 2024-25. |
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| **9** | In reviewing progress on the equality action plan/action measures during the 2023-24 reporting period, the following have been identified: *(tick all that apply)* |
|  | Continuing action(s), to progress the next stage addressing the known inequality  Action(s) to address the known inequality in a different way  Action(s) to address newly identified inequalities/recently prioritised inequalities  Measures to address a prioritised inequality have been completed |
|  |  |
|  | **Arrangements for consulting (Model Equality Scheme Chapter 3)** |
| **10** | Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)* |
|  | All the time  Sometimes  Never |
|  |  |
| **11** | Please provide any **details and examples** **of good practice** in consultation during the 2023-24 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: |
|  |  |
|  | In the past year there were multiple public consultations including e.g. Corporate Plan, PeacePlus, Performance Improvement Plan.  ‘Your team are clearly very busy in the diverse and wide range of roles they undertake, day and night in the local community to maintain local services. It is very clear they are striving to make real and meaningful changes to assist people of all ages and abilities who live within the local community.’ Feedback from consultation focus group Draft Improvement Objectives for 2023/24  During the development of the LMP Action Plan, consultations were carried out with a number of stakeholders in order to gain a thorough understanding of the current labour market and recognise the limitations and weaknesses in order to develop a relevant Action Plan. Targeted consultation included social enterprises (Atlas Women’s Group, Stepping Stones, the NOW group), training providers working with disadvantaged groups (People 1st), Charities (YouthAction NI, Start 360), the Careers Service, SERC, South Eastern Health and Care Trust, Enterprise NI, Enterprise Organisations (Lisburn Enterprise Organisation, The Princes Trust).  As part of the development of the new website consultation exercises included focus groups, one of which was explicitly for Section 75 groups. The feedback helped to enhance the content of the new user friendly, accessible website. |
| **12** | In the 2023-24 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)* |
|  | Face to face meetings  Focus groups  Written documents with the opportunity to comment in writing  Questionnaires  Information by email with an opportunity to opt in/out of the consultation  Internet discussions  Telephone consultations |
|  | Other *(please specify)*: Click or tap here to enter text. |
|  | 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: |
|  | Generally, consultation questionnaires/surveys did not ask people to provide details of which Section 75 category they belong. However, some consultations specifically targeted disabled people and representative groups as committed to in our Disability Action Plan.  All consultations resulted in feedback from people who declared a disability or who advocate on behalf of disabled people. Generally, support groups welcome in person engagement. Increased awareness of the fact that affected individuals and representative groups may have different needs. We take appropriate measures to ensure full participation in any meetings that are held. We will consider for example the time of day, accessibility of the venue, how the meeting is to be conducted, use of appropriate language, whether a signer and/or interpreter is necessary, and whether the provision of childcare and support for other carers is required. |
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| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2023-24 reporting period? *(tick one box only)* |
|  | Yes  No  Not applicable |
|  | Please provide any details and examples: |
|  | Whilst not explicitly targeting awareness raising relating to the equality scheme, LCCC frequently reaches out and engages with various groups, particularly community groups within our area. A Mayor’s reception for the deaf community was also recently held, in order to improve our communication/engagement. |
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| **14** | Was the consultation list reviewed during the 2023-24 reporting period? *(tick one box only)* |
|  | Yes  No  Not applicable – no commitment to review |
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|  | **Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)** |
|  | [Equality screening reports 2023/24 - Lisburn & Castlereagh (lisburncastlereagh.gov.uk)](https://www.lisburncastlereagh.gov.uk/w/equallity-screening-reports-2023/24?p_l_back_url=%2Fsearch%3Fq%3Dequality) |
| **15** | Please provide the **number** of policies screened during the year (*as recorded in screening reports*): |
|  | **32** |
|  |  |
| **16** | Please provide the **number of assessments** that were consulted upon during 2023-24: |
|  | 1 (Kerbside recycling) Policy consultations conducted with **screening** assessment presented.  0 Policy consultations conducted **with an** **equality impact assessment** (EQIA) presented.  Click or tap here to enter text.Consultations for an **EQIA** 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: |
|  | **Kerbside Recycling**: An equality consultation was undertaken from 3rd July 2023 - 25th September 2023. An equality screening exercise conducted in advance of running the consultation and the equality screening document was available for review during the consultation period. The outcome supported the proposed model with no required changes or adjustments. In Autumn 2023 Council decided to pause progression of the harmonised service roll out to await further clarification from a DAERA public consultation; this began as expected in March 2024 and is currently on-going.  **Development of Dundonald International Ice Bowl:** Representative groups identified under Section 75 categories. To ensure various sections of the community were included, several consultation methods were carried out at different locations which were accessible to all. To ensure stakeholder engagement sessions are delivered to the highest standard, there will be monthly reviews against the engagement plan. Any learning points from sessions will be transferred to future sessions and the plan updated accordingly. Actions will also be reviewed to ensure the project has engaged with ‘hard to reach’ groups and fulfilled Section 75 responsibilities.  Other consultations include but are not limited to the Corporate Plan, and Performance Improvement Objectives. |
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| **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  No  Not applicable |
|  | Please provide any details and examples: |
|  | Click or tap here to enter text. |
|  | **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 2023-24 reporting period? *(tick one box only)* |
|  | Yes  No  Not applicable |
|  | Please provide any details and examples: |
|  | Where new policies have been developed a screening document is completed and published. However, a full EQIA of a policy has not been required during the period. |
|  | **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 2023-24 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: |
|  | Click or tap here to enter text. |
|  | Ongoing Monitoring of policies, projects and services is the responsibility of service departments as each function has different needs. While departments commit to monitoring for specific services or projects following equality screening, this is an area for development and will require capacity building and corporate focus. It is expected that this area will be subject to corporate consideration within the lifetime of the equality scheme. In the meantime, some departments are taking steps to integrate equality considerations in their service monitoring as part of Performance Improvement objectives. |
| **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: |
|  | Click or tap here to enter text. |
|  | This is a consideration for all policies, one example being the review of our attendance management policy. This is anticipated for implementation in 24/25. Data used included monitoring data from across our workforce, as well as the wider Council area (and further afield) in order to ensure the policy was suitable. |
| **22** | Please provide any details or examples of where the monitoring of policies, during the 2023-24 reporting period, has shown changes to differential/adverse impacts previously assessed: |
|  | Through ongoing monitoring and in response to feedback from a number of visitors regarding the Bigfoot sculpture, following advice from the Equality Commission, options were brought to the relevant council committee. The Council agreed to implement one of the options and this work has begun, Council will work with the artists, the digital consultant, Forest Service and stakeholders to ensure maximum inclusion/accessibility without compromising the design and the forest infrastructure.  Monitoring identified under representation of females in golf club membership, this contributed to the delivery of a free 6 week golf course at Aberdelghy Golf Course. |
|  |  |
| **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: |
|  | The new Age Friendly strategy and action plan has been informed by the Age Friendly survey; Your Age, Your Community Your Opinion. This survey generated over 400 responses from residents who were aged 50 and over across the LCCC area. The Age Friendly survey provides qualitative and quantitative data. Information sessions in group settings were also held to accompany the Age Friendly survey.  Through feedback survey during events, the Regeneration and Growth team track the age demographics of attendees and enquire about their sources of event discovery. This data proves useful when planning further service delivery. |
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|  | **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 2023-24, and the extent to which they met the training objectives in the Equality Scheme. |
|  | Outlined in 51, 5,2, 5.3 of the appended Equality Action Plan |
|  |  |
| **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: |
|  | Examples include – Excellent feedback from early stages of E-Learning modules on Equality and Diversity. Further modules are in development which will be designed for staff responsible for policy development.  While Staff satisfaction with all training provided remains very positive with staff rating their knowledge/understanding as significantly increased, training is an area of focus for 2024-25. Newly appointed Equality Officer has undergone training through the Equality Commission, Cara Friend and NICCY as well as Train the Trainer. Further staff training needs have been identified and training is in development and planning stages. |
|  |  |
|  | **Public Access to Information and Services (Model Equality Scheme Chapter 6)** |
| **26** | Please list **any examples** of where monitoring during 2023-24, across all functions, has resulted in action and improvement in relation **to access to information and services**: |
|  | See section one and. |
|  |  |
|  | **Complaints (Model Equality Scheme Chapter 8)** |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2023-24? |
|  | Insert number here: None |
|  | Please provide any details of each complaint raised and outcome: |
|  | Any complaints which may have an equality impact are highlighted to the Equality Officer and a collaborative approach taken accordingly. None have related to the scheme itself. |

**Section 3: Looking Forward**

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| **28** | Please indicate when the Equality Scheme is due for review: |
|  | 2023-24 was year 3 of a 5 year scheme, due for review 2025-26 |
|  |  |
| **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)* |
|  | To ensure all screening exercises remain meaningful, there will be a renewed focus on training for staff involved in Policy Making on Equality Screening and EQIA’s, with particular focus on consultation and monitoring practices, as well as using evidence in policy making. |
|  |  |
| **30** | In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period? *(please tick any that apply)* |
|  | Employment  Goods, facilities and services  Legislative changes  Organisational changes/ new functions  Nothing specific, more of the same |
|  | Other (please state): |
|  | Click or tap here to enter text. |

**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:

|  |  |  |
| --- | --- | --- |
| **0** | **5** | **0** |
| Fully achieved | Partially achieved | Not achieved |

Please note that actions in our Disability Action Plan are not presented as discrete actions relating to either promoting positive attitudes or Encouraging participation in public life – they are presented under five themes and may contribute to both duties:

* Policy development and reporting
* Awareness and Understanding
* Promotion and Engagement
* Communication and Accessibility
* Promoting Employability and Employment for disabled people.

**\***Many actions are continuing actions and will be reported on for each year of the plan.

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[[1]](#endnote-2) | Outcomes / Impact[[2]](#endnote-3) |
| National[[3]](#endnote-4) | N/A | N/A | N/A |
| Regional[[4]](#endnote-5) | N/A | N/A | N/A |
| Local[[5]](#endnote-6) | Action 3.1 Identify relevant opportunities and encourage participation of disabled people through targeted promotion | Public consultation plans to include specific targeting of disabled groups and individuals. | Increased accessibility for disabled groups. |
| Local[[6]](#endnote-7) | 3.2 Ensure disabled people and representative groups are targeted proactively in all council consultations and engagement initiatives | Communication methods and channels continue to be made accessible to people with different disabilities – alternative formats provided Smart Survey is the online consultation system and the accessible template is used for all council surveys. Corporate Comms also annually provides speech and language software for all council websites to ensure accessible in a number of formats. Targeted consultations have increased in 2023-24. | Improved participation and engagement with disabled groups. |
| Local[[7]](#endnote-8) | 3.3 Continue to work with disabled individuals and their representative groups | Achieved and ongoing. There has been increased focus on supporting needs of deaf community following representation to Mayor. | Improved participation and engagement with disabled groups. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Training Action Measures | Outputs | Outcome / Impact |
| Action 2.1 | Include Disability Duties in all general awareness training for staff and Elected Members | DDA duties covered in all general awareness (and other relevant) training delivered in 2023-24. Included in training for Elected Members June 2024. Development of online training also includes DDA duties. | Increased awareness of role, and ability to challenge strategically. |
| Action 2.2 | Council’s responsibility in relation to DDA Duties to be referenced in all induction training for new staff and Elected Members | DDA Duties included in Equality training as part of corporate induction. | Improved awareness for staff and elected members. |
| Action 2.3 | Include Disability Duties in equality screening training for relevant staff | DDA duties included in Equality screening training / briefings. | Improved awareness for staff, and ensuring compliance with policy. |
| Action 2.4 | Provide targeted awareness training for staff identified as having potential to deliver on DDA Duties | Equality modules in development for new e-learning system will include targeted awareness training for staff previously identified as having potential to deliver on DDA Duties. | Pending, but anticipated that this will increase accessibility for those covered by DDA. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Communications Action Measures | Outputs | Outcome / Impact |
| 2.5 | Share relevant information and promote disability support services to staff | Regular circulations from HR&OD team. Wellbeing HubTo support HR & OD which is responsible for internal comms to staff, Corporate Comms would add all messages to the staff Facebook group to allow those without an email address to access them. | Enhanced access and awareness for staff. |
| 3.6 | Participate in or mark annual Disability Days/events | Achieved and ongoing | Improved awareness, and encouragement of participation. |
| 4.1 | Include positive images of individuals with a disability in promotional material and publications | Corporate Communications work with all teams across the council to ensure inclusive, positive images are taken and used across promotional channels and publications. | Enables those with a disability to relate stronger to communications used. |
| 4.2 | Ensure features about disability, case studies, promotion of accessibility provision, etc, in council publications | All material is drafted with inclusion and accessibility in mind when relevant to topic e.g. proposed new bin collection model, speeches for elected members, CityWide magazine | Ensures inclusivity for all and demonstrated by minimising complaints raised regarding equality. |
| 4.3 | Review council website and communications to ensure that information about disability duties is well promoted | New website has the information in a more user-friendly format. All documents provided are on the intranet. | Enhanced promotion of duties and accessibility. |
| 4.4 | Keep under review the accessibility of the website and communication methods/policies generally | Equality audit of website underway - Reachdeck. Business plan for video relay services. New website meets the Accessibility Regulations for public sector bodies. The cross-departmental web group has been advised of how information needs to be created to meet requirements. A style guide and user-friendly content guide have been drafted for issue to staff in due course. Currently Corporate Communications is editing information as needed to ensure compliance and consistency within new website. | Ensure appropriate accessibility, with continuous improvement also in this regard. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Encourage others Action Measures | Outputs | Outcome / Impact |
| 1 | n/a | n/a | n/a |

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Action Measures fully implemented (other than Training and specific public life measures) | Outputs | Outcomes / Impact |
| 1.1 | Ensure disability is included in all equality screening of policies, projects and plans | Disability considered in all screening. Evidence of increased awareness, regular consulting with disabled groups / people. Accessibility considered more widely and promoted. | Consideration fully given at the outset to ensure inclusivity, minimising number of issues raised or complaints received. |
| 1.2 | Add Disability Duties to equality screening template | The DDA Duties questions were considered in all equality screening exercises | Ensures appropriate consideration is given, and enhanced understanding of duties. |
| 1.3 | Prepare an annual report to the ECNI on implementation of the plan. Progress report publicised on Council website | Annual report submitted to the ECNI on implementation of the plan. Progress report 22-23 to be published. | Compliance and transparency. |
| 1.4 | Include a disability focus in quarterly departmental management team/equality officer meetings | Achieved and ongoing. With appointment of new Equality Officer there will be a renewed focus on this in 2024-25. | Regular updates and discussions and DMTs ensures a focus on progressing actions in both the EAP and DAP and to discuss and share information. |
| 1.5 | Report progress on implementation of action plan to staff | Updated annually. | Staff awareness on DDA duties and how they can contribute to the plan continues to improve. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones/ Outputs | Outcomes/Impacts | Reasons not fully achieved |
| 5.1 | Explore employability programmes with key disability support organisations | Exploration of programmes is underway. Usel and Disability Action supporting employees. | Increased access to work and reduced absence length. | Consideration of further development in 24-25 with appointment of new HR manager |
| 5.2 | Work Placement or shadow opportunities identified and offered via programmes managed by organisations such as Cedar Foundation, NIUSE | Opportunities have been explored and identified. | Increased participation and support for individuals once fully implemented, | Consideration of further development in 24-25 with appointment of new HR manager |
| 5.4 | Promotion of job opportunities to disabled potential applicants through lawful positive action approved by ECNI, eg, welcoming statements in job adverts, etc | General welcome statement added to job adverts. Positive examples compiled and suggested | Increased engagement from disabled applicants. | Review of processes, further development in 24-25 with appointment of new HR manager |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 2.6 | Carry out survey of staff and Elected Members to assess knowledge of Disability Duties and to gauge attitudes to disability/disabled people | Not Achieved due to vacant position of EO and HR manager |
| 3.4 | Explore development of a Disability Forum/consultative group – to include representation from relevant council officers and functions | Not achieved due to vacant positions of EO and HR manager |
| 3.5 | Explore setting up an internal Disability Forum for Staff | Not achieved due to vacant position of EO and HR managers |
| 4.5 | Consider adopting ECNI Every Customer Counts initiative for front line services | Renewed focus in 24-25 following appointment of EO |
| 5.3 | Work with ECNI to explore ring-fencing of some jobs for people with disabilities | Consideration of further development in 24-25 with appointment of new HR manager and EO officer |

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

(a) Qualitative

No new monitoring tools withing the period.

(b) Quantitative

ITrent implemented to improve monitoring of staff. No further new monitoring tools during the period.

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

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

No

If yes please outline below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Revised/Additional Action Measures | Performance Indicator | Timescale |
| 1 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 2 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 3 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 4 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| 5 | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

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?

Our plan will be reviewed in accordance with it’s life span, although the specific changes to take place have not yet been identified at this time.

1. **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. [↑](#endnote-ref-2)
2. **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. [↑](#endnote-ref-3)
3. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments [↑](#endnote-ref-4)
4. **Regional**: Situations where people can influence policy decision making at a middle impact level [↑](#endnote-ref-5)
5. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#endnote-ref-6)
6. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#endnote-ref-7)
7. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#endnote-ref-8)