Lisburn & Castlereagh City Council



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2022-2023

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| **Contact:** |  |
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| Documents published relating to our Equality Scheme can be found at: <https://www.lisburncastlereagh.gov.uk/council/publications/equality-section-75> |
| **Signature:** |  |

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

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

**This report reflects progress made between April 2022 and March 2023**

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| **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme****Section 1: Equality and good relations outcomes, impacts and good practice** |
| **1** | In 2022-23, 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.* |
|  | * Equality processes improved – now embedded in administrative procedures, for example:
	+ Committee cover papers – new cover sheet implemented for all directorates which ensures that proposals being taken to Committees for decision provide evidence of equality and good relations consideration at the planning stage
	+ Financial appraisal/procurement processes – paperwork requires completion regarding screening/equality consideration
	+ Various contractor agreements updated with more explicit equality clauses following equality screening
	+ Equality routinely on agenda for Departmental Management Meetings
	+ Recurring projects being subjected to annual screening and consideration for equality impacts, eg, Economic Development business support programmes, events programmes, community funding programmes.
* A total of 39 policies/projects were subjected to equality screening during the year, with others ongoing at year end. Screening reports are available at [Equality](https://www.lisburncastlereagh.gov.uk/council/publications/equality-section-75/equality-screening-report-2022-2023) [Screening Reports 2022/23](https://www.lisburncastlereagh.gov.uk/council/publications/equality-section-75/equality-screening-report-2022-2023)

Screening resulted in new issues being considered and mitigation measures implemented for a number of projects where no negative impacts were identified but opportunities to better promote equality and/or good relations were identified. Examples include the Labour Market Partnership Project, Economic Development business support programmes and events programmes.* EXAMPLES of policies/projects screened include:
	+ New Policy on Memorials and Commemorative Spaces
	+ Formation of new PEACEPLUS Partnership 2022-2027
	+ Performance Improvement Plan
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* Proposal for digital production of Citywide residents’ magazine
* Community Assets Transfer Policy
* Acquisition and Disposal of Council land and Property
* Installation phase – Digital Sculpture Trail, Hillsborough Forest
* Economic Development Tourism Events, Business Support and Regeneration Initiatives
* Annual Lisburn Light Festival
* Review of Child and Adult Safeguarding Policy
* Procurements for key services.
* Complaints/negative feedback prompted reviews of previous screening decisions, eg, Hillsborough Sculpture Trail, proposal re changes to Kerbside Recycling arrangements, Street naming policy.
* Complaints/feedback from service users prompted consideration of further adjustments or provision for disadvantaged groups. For example:
	+ A complaint from a parent of a disabled child that he was unable to use the skating aids at Dundonald International Ice Bowl because of health and safety restrictions on their use (user height restriction) prompted the service to source and procure skate aids suitable for taller children and adult use. The new equipment will be rolled out in 23-24 year. Sports Services also planning to pilot new accessible sessions on the ice rink.
	+ Feedback from the public regarding Changing Places provision prompted a review of how public toilet provision and existing Changing Places facilities are promoted.
	+ Feedback received from people with disabilities on accessibility of key council information and promotional material has ensured that alternative arrangements are considered.
	+ The relaxation of Covid-19 public health restrictions during the year led to a review of signage in key public buildings. This has resulted in improved signage to promote accessibility measures and plans to re-introduce digital screens which will be used to highlight adjustments and support available to visitors.
	+ A number of complaints/requests/queries from the public that had implications for equality or good relations prompted the establishment of a cross- departmental working group to review policies that apply to service provision to the public. The review includes consideration of terms and conditions for facility hire and users of council premises, partnership agreements and contracts with third party service providers. This review is ongoing at year end.
* Recommendations from a Disability Action audit of Hillsborough Forest has informed various Tourism and Parks and Amenities development projects.

Accessibility provision was informed by consultation with key stakeholders including RNIB, Disability Action and IMTAC.

* Following previous work with stakeholders including RNIB and other disability groups, there were further enhancements to council parks and amenity provision, for example, new tactile signage at Billy Neill MBE Country Park and tactile map, path surfaces and access points at Derriaghy Glen. There has also been further provision of community garden space at a number of locations to improve facilities for people with physical and other disabilities, older people and children/families.
* With Covid-19 restrictions being relaxed during the year and key services returning to pre-Covid levels, there was an increase in ASD and Disability Friendly sessions offered by Sports Services teams at DIIB and Lagan Valley Leisureplex.
* An independent review of Sports Services’ Vitality Membership scheme was completed during the year and is informing service development. There are various options for membership to cater for different family models (eg, lone parent households and family membership that accommodates parents who have different addresses). Monitoring of membership and analysis of customer feedback is ongoing and is identifying where some groups are underrepresented or require increased/targeted provision.
* Sports Services provision included a range of activity targeted at underrepresented or particular equality groups, eg, Over 50s men’s sports day during Men’s Health Week, Walking Cricket for older people, a kids’ judo club for children with disabilities,
* Information and resources added to intranet and communicated to staff – ECNI newsletters, disability awareness materials (eg Deafblind), training presentations, etc and the Learning & Development section was reviewed and updated.
* The addition of a prompt in the revised equality screening template is leading to staff identifying potential opportunities to use positive images of disabled people in promotional material and for consulting disabled people.
* Learning from previous year’s consultation of the draft Performance Improvement plan resulted in changes to the consultation plan for 2023 with an evening focus group and different locations offered to increase attendance.
* A new HR and payroll system (iTrent) is currently being implemented and there has been consideration of additional information that could be captured to assist employee monitoring for equality purposes. The new system will facilitate analysis when fully operational.
* Following an accessibility audit Museums Service has been implementing a programme of enhanced accessibility provision. The latest of these is the

production of a new signed video (BSL and ISL) to promote the service and accessibility provision – to be launched summer 2023.

* 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. New in the 2022-23 year was a light-up to mark Black History Month at the request of the North West Migrants Forum. World Refugee Week was also marked.
* Equality related events and days marked with building illuminations, promotion on social media and/or council events included: International Day of Persons with Disabilities, cancer awareness days, Mental Health Awareness Week, International Men’s Day, International Women’s Day, Age Positive Month, World Sight Day,

Carers’ Week, Pride day.

* A sensory and Inclusive Shopping Night was introduced in December 2022 as part of the annual Lisburn Light Festival. The Christmas Lights switch on featured a BSL sign language interpreter on stage for the first time.
* In May 2022, LCCC became an official JAM Card Partner with the NOW Group, with almost 500 staff being trained through a ‘train the trainer’ initiative.
* A programme of Good Relations activity, funded by the Executive Office’s T:BUC strategy was delivered. Thirteen programmes engaged over 2,500 individuals through activities that included:
	+ Language awareness programmes – Irish and Ulster Scots
	+ Good relations through sport and art
	+ Cultural and historical education
	+ Empowering young people – Youth Council
	+ Cultural celebrations, including Good Relations Week, Holocaust Memorial Day, Diwali
* Fourteen local groups received funding to deliver good relations activities through the good relations small grants programme. Groups included women’s sector, church groups, regeneration groups, rural groups, community and cross- community associations, youth groups and organisations supporting minority ethnic communities.
* 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.
* The Council’s Youth Forum continued to be a focal point for consulting young people to inform council services. The current cohort of Youth Council members have been trained in good relations and work in partnership with key council departments and external statutory partners.

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| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/**measures in 2022-23 (*or append the plan with progress/examples identified*). |
|  | **Impact of equality screening**Equality screening/review of projects led to identification of potential opportunities to better promote equality and/or good relations for a number of projects that already cater for the wider population and had no identified negative impacts. Staff have become more aware of the need to consider not just who participates in ‘open to all’ activities but to consider whether everyone knows about opportunities and experiences no barriers to participation and whether participation is representative of those who are eligible.Equality screening has prompted new consideration of equality and good relations issues in procurement exercises, business cases and contract agreements. This will be given further attention in 2023-34 through a review of the Accounting Manual to ensure consistency of practice across services.**Waste collection services**Increase in assisted lifts for the year 8.5% (3.76% of all households now benefit from this support/adjustment).Increase in bin upgrades/additional capacity etc – 12.5% increase for the year (total 6.9% of all households benefit from this adjustment).At year end, plans were being put in place for a further public consultation on a proposed new Kerbside Waste Collection model to ensure that the new arrangements would not pose problems for householders that are not capable of being mitigated by the adjustments in place or planned for the new service.**Changing Places policy**Application of Changing Places policy forms part of early discussions on capital development projects/plans (eg, Redevelopment of DIIB, Destination Royal Hillsborough, potential new playpark etc in Wallace Park) but no decisions in past business year.**Cemetery strategy**Feedback from the consultation on a new Cemetery Strategy is being considered and this will be further progressed in 2023-24.**Building Control – Street naming policy** |

This policy is subject to annual review and will be re-screened in 2023-24 in light of queries/requests during 2022-23.

# Inclusive fixed play policy

This policy is still under development with further guidance from Playboard not yet available (delayed due to Covid-19). However, all new projects and facilities that are progressed take into account current best practice recommendations from Playboard and learning to date, particularly around the need for targeted consultation with users and with expertise in accessibility.

# Access to Information

The past year has seen a particular focus on accessibility of council information, as council services increasingly move to a digital first approach. There has been extensive consultation by the Corporate Communications team around the development of a new corporate website to identify needs and ensure best practice in accessibility and provision for those who are not digitally literate or engaged. Arts Service and Sports Services which have their own websites have made improvements to their channels, including ensuring that accessibility provision is well communicated. Staff from these services are also involved in the cross-department working group reviewing service provision policies. Feedback from disabled service users and disability support groups has been shared.

# Access to grants/council funding

Council offers a wide range of grant funding opportunities, including funding to support the development, capacity and empowerment of local communities. In 2022- 23, these included:

Community Support grant – 71 groups Christmas grant – 20 groups

DIY Fund – 49 groups Hardship fund – 64 groups

Community Markets Fund – 2 groups

Good relations small grants programme – 14 organisations

Grand Choice Participatory budgeting initiative – 62 groups supported across 4 DEAs

Sports grant funding – 44 sports clubs benefitted from Keep the Ball Rolling grants; three Special Olympics athletes supported.

Arts funding.

Equality screening for funded programmes is increasingly leading to new consideration of how funding programmes are promoted to ensure that all eligible groups are aware of them and experience no barriers to application.

# Digital Inclusion – no one left behind

Customer experience officer appointed to lead on this initiative. All services considering alternative provision for those who are not digitally equipped to engage with council services and information online.

Extensive consultation and engagement with service users via new website working group.

# Health and Well being Programmes

CSAW activities delivered across the council area – key target groups included older people and disabled people.

Under-represented groups targeted for CSAW initiatives and Sports Services provision

Independent evaluation of Sports Services Vitality Membership scheme to maximise take-up. A wide range of membership options available. Ongoing monitoring and customer surveys.

Specific provision for underrepresented groups – ASD and disability friendly sessions for children/people with disabilities; women-only and family-friendly provision at key sport and leisure facilities.

Refurbishment and development plans for a number of sports and leisure facilities to facilitate multi-games use and participation across the community.

New sensory garden, access improvements, multi-use games area and community allotment area at Derriaghy Glen.

School and community groups targeted for Big Tree project.

Community planning initiatives targeted young people (Youth Council), older people (through Age Friendly) and children (eg, through a partnership programme Help Kids Talk – with SE Trust and Early Intervention Lisburn).

# Equality in employment and training

Although not an action in the Council’s current equality action plan, equality screening of other projects has led to increased awareness of the potential for positive action in relation to training and employment and employability programmes that the council is involved in, for example through the Labour Market Partnership Programme. Promotion of key successes such as the appointment of females in senior management roles or changes to the gender balance in traditionally male dominated teams will potentially have a ripple effect across other areas. In 2022-23, five female staff joined the Parks & Amenities team, up from just one previously.

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| **3** | Has the **application of the Equality Scheme** commitments resulted in any **changes** topolicy, practice, procedures and/or service delivery areas during the 2022-23 reporting period? *(tick one box only)* |
|  | X | Yes | No (go to Q.4) | Not applicable (go to Q.4) |
| Please provide any details and examples: |
| * Equality screening is leading to further consultation or further targeted consultation, for example:
	+ the Child and Adult Safeguarding Policy – Prevention and Protection in Partnership – was reviewed and groups representing children/young people and vulnerable adults were consulted.
	+ feedback from the public is leading to review of previous equality screening conclusions, for example, Digital Sculpture Trail, Kerbside Recycling
* The Disability Access Audit on Hillsborough Forest, including sculpture trail has informed various projects relating to the physical environment across council functions/departments. Key recommendations re seating provision, paths, etc are being incorporated into plans for other projects.
* Screening is identifying a need to ensure sound procedures around promotion of opportunities, eg, tenders, funding, support for disadvantaged applicants/groups.
* An earlier disability audit at the Irish Linen Centre and Lisburn Museum has led to various accessibility improvements. Most recently, now that visitors are being encouraged again post-Covid 19 pandemic, a new BSL and ISL signed promotional video with full sub-titling to promote service and accessibility provision has been produced. It features a wheelchair user navigating the facility independently.
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| **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: |  |
|  | * The application of the Changing Places policy means that early consideration is given to provision of a CP facility at an early stage in the design of significant refurbishment and new build projects. Additional CP provision will benefit both council residents and visitors to the area.
* Review of procurement documentation and partnership/contractor agreements

make more explicit the council’s expectation that partners and contractors will contribute to the council’s efforts to promote equality and good relations. |

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| * The focus on identifying underrepresentation and particular needs of certain groups is leading to more targeting of services and tailoring for some groups. For example, provision for disabled children/people in sports services, targeting women for some sports/activities, eg, golf, improvement of facilities to encourage new users including women/girls and families. The implementation of mitigations identified through screening should lead to greater equality of opportunity for some groups.
 |
| **3b** | What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)* |
|  | X | As a result of the organisation’s screening of a policy *(please give details):* |
|  |  | Example: Following screening of the Labour Market Partnership programme for the year, it was established that we could do more targeted promotion of the various projects. The circulation list was reviewed and new community groups etc added to ensure a wider range of organisations are aware of opportunities. In future programmes, there will be more proactive use of positive actions, eg, to encourage females into under-represented roles and vice versa.Example: A number of equality screening exercises which concluded there were no negative impacts from the proposed project resulted in consideration of actions/mitigations to better promote equality for some groups |
|  | X | As a result of what was identified through the EQIA and consultation exercise*(please give details):* |
|  |  | Feedback from consultation, eg, feedback from disabled groups and service users, has influenced various projects and led to greater consideration of both physical accessibility and access to information. For example, feedback from the Changing Places consultation also flagged up issues with how the current CP provision is promoted and has resulted in a review of signage and commitment to better promote council public toilet provision. |
|  |  | As a result of analysis from monitoring the impact *(please give details):* |
|  |  | * Evaluation of Sports Services’ Vitality Membership scheme led to useful feedback from service users.
 |
|  |  | As a result of changes to access to information and services *(please specify and give details)*: |
|  |  | * It is hoped that the new signed promotional video promoting the Irish Linen Centre and Lisburn Museum will encourage more visitors with disabilities to visit.
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|  | * Better promotion of accessible provision on Arts and Sports Services websites should raise awareness of accessible provision and encourage more disabled people, families and groups to participate in council sport, leisure and arts services.
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| X | Other *(please specify and give details)*: |
|  | Generally, feedback from the public continues to increase awareness of needs and prompts a focus on greater consideration of accessibility issues, etc for disabled people and older people. |

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| **Section 2: Progress on Equality Scheme commitments and action****plans/measures** |
| **Arrangements for assessing compliance (Model Equality Scheme Chapter 2)** |
| **4** | Were the Section 75 statutory duties integrated within job descriptions during the 2022- 23 reporting period? *(tick one box only)* |
|  | X | 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: |
| All job descriptions include a ‘commitment to promote equality of opportunity etc’ clause and an overview of the Equality and Good Relations duties and Disability duties is included in corporate induction training. |
| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2022-23 reporting period? *(tick one box only)* |
|  | **X** | 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 |

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| Please provide any details and examples: |
| As appropriate to job roles/functions |
| **6** | In the 2022-23 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 |
|  | **X** | No, these are already mainstreamed through the organisation’s ongoing corporate plan |
| No, the organisation’s planning cycle does not coincide with this 2022-23 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, eg, Age Friendly, Good Relations, Community Services, CSAW (Community Safe and Well) programme, PCSP, Sports Services, etc |
| **Equality action plans/measures** |
| **7** | Within the 2022-23 reporting period, please indicate the **number** of: |
|  | Actions completed: |  | Actions ongoing: | 17 | Actions to commence: |
| Please provide any details and examples (*in addition to question 2*): |
| Please note: Most actions in the current Equality Action Plan are ongoing or recurring actions which are delivered on each business year. All actions in the plan have been delivered on for the year or progressed to some degree. |
| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2022-23 reporting period *(points not identified in an appended**plan)*: |

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| No changes made as this was only year 2 of a 5 year plan. Consideration will be given toreviewing the plan in 2023-24. |
| **9** | In reviewing progress on the equality action plan/action measures during the 2022-23 reporting period, the following have been identified: *(tick all that apply)* |
|  | **X** | 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 | X | Sometimes | Never |
| **11** | Please provide any **details and examples of good practice** in consultation during the 2022-23 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 public consultations on the following projects:* Performance Improvement Plan for 2022-23
* Development of new corporate website
* Proposal to move Citywide residents’ magazine to digital first production
* Sports Services – Vitality Membership survey and survey of non-users as part of external evaluation
* Royal Hillsborough public realm scheme
* Orientation and Walkability Strategy for Lisburn city centre (ongoing at year end)
* Development of Annahilt Village Plan.

Consultations were generally promoted online with additional engagement encouraged when Covid-19 public health guidelines permitted in-person meetings.Disability support groups were specifically targeted for consultations where staff identified particular issues that may affect people with disabilities. |

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| While consultation surveys were digital first, responses in other formats wereencouraged where that better suited respondents, for example, hard copy responses or survey completion by telephone. |
| **12** | In the 2022-23 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)* |
|  | **X** | Face to face meetings |  |  |
|  | **X** | Focus groups |  |  |  |
|  | **X** | Written documents with the opportunity to comment in writing |
|  | **X** | Questionnaires |  |  |  |
|  | **X** | Information/notification by email with an opportunity to opt in/out of the consultation |
| Internet discussions |
| Telephone consultations |
| Other *(please specify)*: |
| 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. The Sports Services survey of Vitality members sought information by gender and age and the department holds information on disability.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.Focus groups tend to attract small numbers but result in valuable insights and detailed feedback. |
| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2022-23 reporting period? *(tick one box only)* |
|  |  | Yes | No | **X** | Not applicable |

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| Please provide any details and examples: |
| However, the annual progress report for 2021-22 was circulated to consultees following submission to the Equality Commission. |
| **14** | Was the consultation list reviewed during the 2022-23 reporting period? *(tick one box only)* |
|  | **X** | Yes | No | Not applicable – no commitment to review |
| **Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**Completed equality and good relations screening reports and other Section 75/Equality related information is available at:<https://www.lisburncastlereagh.gov.uk/council/publications/equality-section-75> |
| **15** | Please provide the **number** of policies screened during the year (*as recorded in screening reports*): |
|  | **39** |  |  |  |
| **16** | Please provide the **number of assessments** that were consulted upon during 2022-23: |
|  | 0 | Policy consultations conducted with **screening** assessment presented. |
|  | 0 | Policy consultations conducted **with an equality impact assessment** (EQIA) presented. |
|  | 0 | 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: |
|  | No formal consultations conducted on equality impact assessments in the past business year - public consultations that were undertaken are listed above at Q11. Plans underway for a number of equality consultations in 2023-24 – Kerbside Recycling; Development of Dundonald International Ice Bowl; Street Naming Policy - with further targeted consultation for ongoing projects – Lisburn Orientation & Walkability Strategy,Royal Hillsborough Public Realm, Inclusive Play Policy. |

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| **18** | Were any screening decisions (or equivalent initial assessments of relevance) reviewedfollowing concerns raised by consultees? *(tick one box only)* |
|  | X | Yes |  | No concerns were raised |  | No | Not applicable |
| Please provide any details and examples: |
| * Hillsborough Forest Sculpture Trail – complaints emerged not as a result of previous public consultation but when installation was underway. Following advice from the Equality Commission, a final equality screening that was planned for the end of the installation phase was brought forward and completed in 2022. The reviewed screening took account of the new feedback and concerns raised by a small number of visitors to the Trail and mitigations to address these were brought to Council for approval in Q4. Satisfaction with the new visitor attraction continues to exceed expectations and feedback/complaints continue to be monitored. Further public feedback will be sought during the summer season 2023.
* An equality screening of proposed new arrangements for Household Kerbside Recycling had not revealed any negative impacts that were not already being mitigated or were capable of mitigation for the proposed new service. However, complaints from a few groups and individuals prompted a review of the earlier screening and a decision was made to carry out a full consultation/EQIA before the new plan is implemented. Consultation is planned for summer 2023.
 |
| **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 2022- 23 reporting period? *(tick one box only)* |
|  |  |  | Yes | No | X | Not applicable |  |
| Please provide any details and examples: |
| N/A |
| **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 2022-23 reporting period? *(tick one box only)* |
|  |  | **X** | Yes |  |  | No, already taken place |
|  |  |  | No, scheduled to take place at a later date |  | Not applicable |  |

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| Please provide any details: |
| 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)* |
|  | **X** | Yes | No | Not applicable |
| Please provide any details and examples: |
| Example: Monitoring information in Sports Services has prompted a focus on addressing underrepresentation in some areas. Evaluation of current Vitality Membership has prompted a review of certain policies, including charging policies, in the coming year.Monitoring of feedback on the new Hillsborough Forest Sculpture Trail led to a review of the earlier equality screening.For many council services, complaints and feedback received via the council’s Customer Care procedures are a key mechanism for highlighting areas for attention from an equality perspective, even were the resident/customer may not raise a matter as an equality issue. |
| **22** | Please provide any details or examples of where the monitoring of policies, during the 2022-23 reporting period, has shown changes to differential/adverse impacts previously assessed: |
|  | No negative impacts that were not capable of mitigation were identified in the screening of the Digital Sculpture Trail in Hillsborough Forest. However, some negative feedback emerged at the installation stage. This led to a review of the screening and proposals for mitigation.For projects that are delivered annually, there is increased recognition that there is potential to monitor by equality category rather than merely to meet service or funding objectives and to track changes over time. In practice, however, there is limited incentive to monitor where there are no challenges or complaints regarding how aproject or service is operating. |

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| **23** | Please provide any details or examples of monitoring that has contributed to theavailability of equality and good relations information/data for service delivery planning or policy development: |
|  | * Retrospective monitoring of participants in Age Friendly activities in 2022-23 will inform delivery in 2023-24.
* Sports Services have carried out extensive independent evaluation and monitor Vitality membership by a range of categories to identify underrepresentation. There is also commitment to paying attention in future to data gained through member/user/participant surveys to address under-representation.
* Underrepresentation of females and young people in golf club membership identified for action.
* Monitoring of Good Relations activities ongoing as required by TBUC funding objectives.
* Departments monitoring of requests for alternative formats/adjustments for accessibility
* Ongoing analysis of Customer Care system to identify equality related issues raised by the public.
* Increasing focus on linking monitoring for Performance Improvement objectives to equality and good relations objectives.
* For some consultation exercises, information sought on equality characteristics of respondents to inform equality consideration in service/policy development.
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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 2022-23, and the extent to which they met the training objectives in the Equality Scheme.* Equality Awareness and Screening workshops delivered to 56 staff under corporate training programme
* Legal and Equality Update for - 23 HR&OD staff
* Dignity At Work training – 8 staff
* Recruitment and Selection training – 47 staff
* JAM card training provided to a further 225 staff (over 200 trained in previous year)
* Training planned for Mental Health First Aid to be delivered in 2023
* Equality information on intranet updated – including communications advice from disability support organisations
* Newsletters from ECNI uploaded to intranet and promoted to staff
* 4 staff attended Commission training on equality monitoring (Jan 2023)
* Briefings from Employers for Disability, IMTAC, Diversity Mark and others circulated to staff
* Staff provided with tailored 1-1 support to improve equality screening
* Key resources added to the staff intranet and publicised to staff
* Plans in place for review of Equality and Diversity module on e-learning system with training to be promoted in E-learning week (May 2023)
 |

|  |  |
| --- | --- |
|  | * Plans in place for training to be delivered to new cohort of elected members following local government elections in May.
 |
| **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: |
|  | * Staff satisfaction with all training provided was overwhelmingly positive with staff rating their knowledge/understanding as significantly increased for all corporate training.
* In particular, staff who were supported with tailored advice and support for the projects they were equality screening reported increased understanding of Section 75 and how they can apply learning to future exercises and their planning generally. Where staff were involved in more than one exercise, there is evidence of learning.
* Awareness of the needs/issues affecting disabled people has increased significantly for staff who have undertaken JAM card training.
 |
| **Public Access to Information and Services (Model Equality Scheme Chapter 6)** |
| **26** | Please list **any examples** of where monitoring during 2022-23, across all functions, has resulted in action and improvement in relation **to access to information and services**: |
|  | * During 2022-23 there was consultation on the development of a new corporate website and targeted consultation with disability groups.
* Museum Services produced a promotional video with full sub titling and a BSL and ISL sign language to raise awareness of the Irish Linen Centre and Lisburn Museum and its accessibility provision. This will be officially launched after year end.
* The corporate communications team provided information on key services and changes to support groups including Lisburn Outlook to include in their newsletters to members.
* During the year, there was a gradual re-opening of services to the public in person at council facilities. This prompted a review of information displayed in reception areas. For example, at Lagan Valley Island the council headquarters, Facilities Management team added new signage to direct visitors to the Changing Places facility and are working to provide more accessibility information on digital screens that had been decommissioned during the Covid-19 epidemic.
 |
| **Complaints (Model Equality Scheme Chapter 8)** |

|  |  |
| --- | --- |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during2022-23? |
|  | Insert number here: | None |
|  | Please provide any details of each complaint raised and outcome: |

|  |
| --- |
| **Section 3: Looking Forward** |
| **28** | Please indicate when the Equality Scheme is due for review: |
|  | 2022-23 was year 2 of a 5 year scheme; due for next review 2025 |
| **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)* |
|  | * Work on improving the range and quality of equality screening exercises and equality training will be consolidated and built on. We expect a continued focus on consultation and monitoring for equality purposes.
* At year end, an EQIA on a proposal to make changes to Kerbside Household Recycling arrangements is being planned. There are also plans for targeted consultation on key projects including the Redevelopment of Dundonald International Ice Bowl, Orientation and Walkability Strategy and Royal Hillsborough Public Realm.
* There will be a focus on induction training for Elected Members following the local government elections planned on 18 May 2023.
 |
| **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 |

|  |  |
| --- | --- |
| X | Other (please state): Further practical support – training, guidance etc – that istailored for councils around consultation and equality monitoring would be welcome. |

**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: |
|  |
| **18** | **3** | **5** |
| Fully achieved or achieved for 2022-23\* | 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. One action (of 26) was completed in year 1 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 | Outputsi | Outcomes / Impactii |
| Nationaliii | N/A |  |  |
| Regionaliv | N/A |  |  |
| Localv | Action 3.1 Identify relevant opportunities and encourage participation of disabled people through targeted promotion | Discussed and advice provided to Communications team, Sports team, Arts team, Env Health, Economic DevelopmentRelevant public appointments notified to Equality Officer promoted to Disability contact list | Increased awareness and understanding of DDA duty re participation in public life |
|  | Action 3.2 Ensure disabled people and representative groups are targeted proactively in all council consultations and engagement initiatives | Disabled people/groups specifically targeted for the following consultations:* Open Spaces Strategy
* Performance Improvement Plan
* Hillsborough Forest Sculpture trail
* New website development project
* Other projects in planning at year end.

Communication methods and channels considered for accessibility for people with different disabilities – alternative formats provided proactively as well as in response to requests | Feedback received from disabled people to inform service deliveryGreater awareness of issues experienced by disabled people and suggestions for addressing themFeedback from disabled people was shared with relevant departments and has influenced practice in some service areas. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Action 3.3 Continue to work with disabled individuals and their representative groups | Mayor’s office – engagement with various disability groups, special schools, etc.CMT – engagement with MencapCommunications team – ongoing engagement with Lisburn Outlook, Beechlawn School, Stepping StonesOngoing promotion of disabilities and support groups through Council’s building illumination policyGolf services focus group and ongoing engagement with members who use golf buggiesParks & Amenities work with RNIB re signage for public parks; Mencap and Stepping Stones re work placements; IMTACParks & Amenities - Delivery of CSAW activities to groups including disability groupsTourism team – Disability Action re accessibility audit Hillsborough ForestSports Services – Autism NICommunities – ongoing engagement with various groups | Increased awareness of staff of various disabilities and disabled people’s issues.Increased knowledge is reflected in equality screening and has resulted in changes to practices or service improvements. Examples include increased provision in leisure and sports services to cater for certain disabilities; more proactivity in communications - for example, signer provided at public events; greater awareness of need for practical improvements to physical infrastructure, eg, paths, signage, etc.Positive feedback received from disabled residents/service users that they felt listened to.Disabled people provided with opportunities |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | HR & OD – work with USEL, Employers for Disability, NOW Group (JAM card)Equality function – ongoing engagement with Lisburn Outlook, contact with Employers for Disability, RNIB, DeafBlind UK N Ireland office |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Training Action Measures | Outputs | Outcome / Impact |
| Action 2.1 | Disability Duties included in general awareness training | Disability duties covered in all corporate equality training sessions, Equality Awareness and screening workshops. Training package made available on staff intranet. | All participants in equality awareness training made aware of the Duties and where to get more information or advice |
| Action 2.2 | Council’s responsibility in relation to DDA Duties to be referenced in all induction training for new staff and elected members | Induction training slides and briefings include DDA Duties and more information available on council website and intranet. | New staff and EMs will be aware of the Duties |
| Action 2.3 | Disability Duties included in Equality screening training | Formal training delivered via Equality workshops to 56 staff across a range of functions - included a focus on the Disability Duties. | More staff aware of the Duties and potential to take action to achieve them in relation to their role/work |

|  |  |  |  |
| --- | --- | --- | --- |
| Action 2.4 | Targeted awareness training for staff identified as having particular potential to deliver on DDA Duties | Sessions for communications and HR&OD staff focused particularly on potential to contribute to the DAP. Tailored advice and suggestions provided through equality officer support for equality screening.Staff who manage contracts and funded programmes, eg Labour Market Partnership targeted to encourage them to brief partners/contractors on the Duties.Staff from Parks & Amenities and Economic Development teams attended seminar targeted at local authorities organised by IMTAC | Improved awareness and understanding of disability issues, the need to consider disability positively, etc.Communications and marketing staff now alert to the potential for using positive images and key messages in routine promotional materials, website, social media, etc. Examples of proactive identification of opportunities for corporate publications, eg, annual Performance Review Report.Staff who manage external partnerships and contracts more aware of importance of ensuring inclusive imagery/messaging in promotional materials and programme information and the need to consult disabled people, etc.Staff who attended IMTAC more aware of issues faced by disabled people. New contacts made and staff now more aware of how and who to consult for advice on relevant projects. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Communications Action Measures | Outputs | Outcome / Impact |

|  |  |  |  |
| --- | --- | --- | --- |
| Action 2.5 | Identify relevant opportunities and encourage participation of disabled people through targeted promotion | Support services for various disabilities promoted to staff through intranet and staff wellbeing hub activities.Employers for Disability and Equality Commission ezines circulated widely | Staff more awarePositive feedback from staff |
| Action 4.1 | Include positive images of individuals with a disability in promotional material and publications | All departments encouraged to consider opportunities through completion of equality screening of relevant projects. Specific teams targeted with suggestions for website material, press/social media content, corporate publications, promotional material, etc.Examples:Sports services used images of children with disability on key web pagesImages sourced for annual Performance Improvement report | General public and disabled service users more likely to be aware of council accessibility provision.People with disabilities more likely to be encouraged to participate in council activities where they can see their needs being accommodated.Representative images contributes to perception of council activities being inclusive for all groups. |
| Action 4.2 | Ensure features about disability, case studies, promotion of accessibility provision, etc, in council publications | Irish Linen Centre and Lisburn Museum produced a signed promotional video (BSL and ISL) to encourage people to visit. It features a wheelchair user navigating the museums multi- floor facility, talks through the various exhibits and features and outlines all the accessibility measures for disabled visitors. It is also fully sub- titled. | Video has not yet been officially launched but it is hoped that it will increase visits by people with disabilities. |
| Communications team provided information for Lisburn Outlook newsletter for blind and partially sighted residents. Included information on | Blind and partially sighted residents better informed about council services and the additional support available to disabled people. |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | adjustments made for bin collections for people with additional needs. |  |
| Accessibility signage in main Reception area improved (eg, Changing Places facility signs) and more promotion of accessibility provision generally on council website. Plans for new messaging on electronic screens. | Visitors/service users with a disability more encouraged to visit council premises to access services. |
| Action 4.3 | Review council website and communications to ensure that information about disability duties is well promoted | Disability Duties section on website reviewed – Annual progress report for 2021-22 added following submission to ECNI. Also added to intranet for staff. | Visitors and staff more aware of Disability Duties. |
| Action 4.4 | Keep under review accessibility of website and communication methods/policies generally | Website development project included extensive consultation with user groups. Disability groups targeted for feedback. Feedback from customers re website accessibility shared and considered.Staff in Corporate Communications, Sports Services, Arts Services, Community Development, Museum Services all focused on reviewing website information, ezines, social media, etc, and responding to customer feedback. | Improved access to information for customers and potential customers. |

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 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2 |  |  |  |
|  |  |  |  |

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 |
| Action 1.1 | Ensure disability is included in all equality screening of policies, projects and plans | Screening template requires consideration of disability. 39 projects/plans/programmes equality screened in 2022-23 | Adjustments and mitigations identified for a number of projects/plans as a result of screening. Further engagement with disabled people and support groups following identification of issues. |
| Action 1.2 | Add Disability Duties to equality screening template | The DDA Duties questions considered in 39 equality screening exercises. | Increased staff awareness of opportunities to consult with disabled people and to promote positive attitudes through things such as imagery, photo opportunities.Some examples provided in other sections of this report. |
| Action 1.3 | Prepare annual report to the ECNI on the implementation of the plan. Publicise progress report on Council website. | Report submitted to ECNI July 2022, added to Council website and publicised to consultees. | Staff, consultees and interested members of the public updated on the actions taken. |

|  |  |  |  |
| --- | --- | --- | --- |
| Action 1.4 | Include a disability focus in quarterly Departmental Management Team (DMT)/equality officer meetings | Equality officer attended Departmental Management Meetings for 3 directorates during the year and one meeting of the CMT (chief executive and Directors). An Equality Update is a standard agenda item on the Finance and Corporate Serviced DMT – 6 meetings attended in year under review.Directors agreed to ensure Equality Duties and reviewing the EAP and DAP feature on agendas at least quarterly. | Regular updates/discussion at DMTs ensures a focus on progressing actions in both the EAP and DAP and to discuss and share information. |
| Action 1.5 | Report progress on implementation of action plan to staff | Annual progress report added to staff intranet following submission to ECNI and promoted to staff. Also promoted in staff training, etc. | Staff becoming more familiar with the DDA duties and considering how they can contribute to the plan. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones/ Outputs | Outcomes/Impacts | Reasons not fully achieved |
| Action 4.5 | Consider adopting ECNI Every Customer Counts initiative for front line services | Under consideration at year end with Facilities Management team.Cross-council Working Group established to review service provision policies and practices to ensure consistency across services. |  | Most front line services were not operating at pre- Covid levels until later in the year. Managing the return to normal services has been challenging with capacity issues in some areas. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Action 5.1 | Explore employability programmes with key disability support organisations | Ongoing at year end – engagement with key organisations – Mencap, Stepping Stones etc |  | Changes to staffing, reduced capacity and unanticipated priorities in HR&OD |
| Action 5.2 | Work placement or shadow opportunities identified and offered | One placement facilitated in Parks & Amenities |  |  |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| Action 2.6 | Carry out survey of staff and Elected Members to assess knowledge of Disability Duties and to gauge attitudes to disability/disabled people | Discussed but not progressed due to changes in staffing in HR&OD and capacity issues.Local government elections in May 2023 mean there will be a new cohort of Elected Members so we hope to progress this action in 2023-24 |
| Action 3.4 | Explore development of a Disability Forum/consultative group – to include representation from relevant council officers and functions | Discussed with Head of HR&OD and relevant managers but not progressed as yet – to be reviewed in 2023. |

|  |  |  |
| --- | --- | --- |
| Action 3.5 | Explore setting up an internal Disability Forum for staff | As 3.4 above |
| Action 5.3 | Work with Equality Commission to explore ring-fencing some jobs for people with disabilities | Capacity issues in HR&OD recruitment team during 2022-23 due to increased workload following relaxation of Covid-19 restrictions. |
| Action 5.4 | Promotion of job opportunities to disabled potential applicants through lawful positive action approved by ECNI, eg, welcoming statement in job adverts, etc | Discussed with relevant HR&OD manager – to be progressed in 2023-24 when recruitment procedures are to be reviewed |

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

1. Qualitative

Heads of Service encouraged to review progress against actions in DAP in departmental meetings, at least quarterly and to collate activities that contribute to the Duties

Ongoing review by equality officer and input to equality screening.

End of year review by equality officer and senior staff asked to complete a DAP progress report template

Action 2.6 Carry out survey of staff and Elected Members to assess knowledge of Disability Duties etc to be implemented

1. Quantitative

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 changes made during the 2022-23 year (year 2 of 5 year plan) If yes please outline below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Revised/Additional Action Measures | Performance Indicator | Timescale |
| 1 | N/A |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

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?

* 1. Proposing to change Action 1.2 Add Disability Duties to equality screening template to “Ensure Disability Duties are considered in all

screening exercises”. Questions on the Disability Duties were added to the revised screening template in year 1 so that action is complete.

* 1. Proposing that the Plan should be subjected to a mid-term review at the end of year 3 and any changes/additions made as appropriate.

i **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.

ii **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.

iii **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

iv **Regional**: Situations where people can influence policy decision making at a middle impact level

v **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.