

Causeway Coast and Glens Borough Council



**Causeway
Coast & Glens
Borough Council**

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2019-20**

Contact:

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<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> (double click to open) Name: Telephone: Email:

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

www.causewaycoastandglens.gov.uk

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 2019 and March 2020

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 2019-20, 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.

- Continuing efforts to ensure active involvement of S75 groups in consultation exercises within Council, for example in relation to inclusive cycling, disability hub, car parking and Benone Inclusive Beach Project.
- Continued inclusive access approach by Council in relation to major events organised by the Council.
- Development and completion of projects within sport, recreation and countryside access to encourage and facilitate access to Council services and facilities.
- Continued operation of the Council's Equality Forum with representation from a range of Section 75 groups.
- Continued provision of training and awareness raising programmes for Council staff on a range of Section 75 issues.
- Reviews of facilities in-line with Every Customer Counts guidelines.
- Phased provision of additional inclusive facilities such as changing places toilets.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*).

Equality Action Plan – Priority 1

Design, commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities in Causeway Coast and Glens Borough Council

Improved access to services & Improved digital communications	
Action title	Action
Sign Video Implementation	<p>During the reporting period access at our 4 civic centres; for Deaf residents and visitors alike were improved via the introduction of Signvideo on 16 September 2019. This service provided a medium for Deaf people to independently communicate with hearing people via a British Sign Language interpreter in real time, on a video relay system and was seen as a very positive move towards achieving equality.</p> <p>Council worked with Deafblind UK to produce a number of BSL videos to promote the service and to improve awareness.</p> <p>In addition 20 customer services administrators (reception) and caretaking staff at the 4 Civic offices were trained to support the needs of Deaf residents and visitors to ensure Council was responsive to the needs of this individuals in this grouping.</p>
Accessible Heritage Guide	<p>A new Accessible Heritage Guide has been created by Causeway Coast and Glens Borough Council's Museum Services in partnership with the Royal National Institute of Blind People (RNIB) and the Glenshane Care Association in Dungiven. The free Accessible Heritage Guide is now available in a range of formats; print copies, audio CDs and digitally.</p>

Improved accessibility and inclusive service provision	
Action Area & Title	Action
Every Customer Counts Audits (Disability)	<p>During the reporting period a rolling audit programme was instigated using the “Every Customer Counts” pro-forma. At the end of the reporting period 340 audits had been completed in the following Council areas:</p> <p>Civic centres; Leisure (from small play parks to large recreation centres), Arts and Museums, Parking and Community facilities. This is driven by a multi-disciplinary team striving to improve our facilities and services to individuals with a wide range of impairments and will continue in the next reporting period.</p>
Every Customer Counts Action Plans	<p>In addition Council demonstrated its intention to incorporate and mainstream equality through the development of associated action plans using the quantitative data at strategic management level. This was further compounded by action plans being included in Shadow Bid commitments for Leisure Centres both tier 1 and tier 2 facilities.</p>
Leisure Services Customer Survey (Age / Disability)	<p>The quantitative data supported the development of action plans to improve access to our buildings and facilities and it was clear that a more qualitative assessment was also essential. This second strand to access accessibility was achieved through a customer survey. The survey of over 1,000 service users aimed to determine and understand:</p> <ul style="list-style-type: none"> • user satisfaction with regards to the service itself; • how we met the needs of all users; and • to identify possible reasonable adjustments to support inclusion, access to leisure, sport and recreation for everybody and every-customer.
Family friendly event (Age)	<p>Exploring the science behind 2 of the most successful film franchises of all time for all the family followed by discussions and education about magical science.</p>
Bannside Strollers Walking Club (Age)	<p>A weekly guided walk from Coleraine Leisure Centre for older people continued in 2019/20.</p>

Actively Aging Well club (Age)	A weekly exercise programme for older people based at Coleraine and Joey Dunlop Leisure Centres continued in 2019/20.
University of the 3 rd Age (Age)	A weekly group get together for older people based at Coleraine Leisure Centre continued in 2019/20.
Changing Places Facility added to Coleraine Leisure Centre (Disability)	A new fully accessible changing places facility was opened in Coleraine Leisure Centre which is on the outer edge of the town centre. This will support families to swim, exercise, shop and attend events in the locality.
Move More scheme (Disability)	In September; over 50 Cancer patients were encouraged to 'Move More' and receive guidance and motivation to maintain active lifestyles, to aid their overall wellbeing through a new partnership between Causeway Coast and Glens Borough Council and Macmillan Cancer Support.
Accessible Heritage Guide (Disability)	<p>A new Accessible Heritage Guide has been created by Causeway Coast and Glens Borough Council's Museum Services in partnership with the Royal National Institute of Blind People (RNIB) and the Glenshane Care Association in Dungiven. The free publication features 20 local heritage sites and this project has allowed people with sensory, physical and learning disabilities hands-on access to different aspects of our area's past, highlighting how they experience history in these places. The new guide gives people with additional needs, as well families with young children, an opportunity to make informed decisions about visits to a range of heritage sites.</p> <p>This was followed-up with an improvement plan to improve accessibility concerns and increase access for all visitors.</p>
Completion of Coastal and Dune Management Project (Disability)	June saw the completion of a major project to enhance visitor access at five popular beaches; Ballycastle, Benone Strand, Castlerock, Runkerry and White Rocks improving the visitor experience for everyone.

<p>Friday Night Disco (Young people) (Age/Disability)</p>	<p>Provision of a weekly event to allow children with a physical or mental condition that limits their movements, senses, or activity to socialise at present up to 20 kids regularly attend.</p>
<p>Inclusive Cycling Sessions (Age/Disability)</p>	<p>Also in June two inclusive cycling sessions were held at Joey Dunlop Leisure Centre in Ballymoney where participants enjoyed full use of a range of specialist cycling equipment available through the Disability Hub which Council originally developed in conjunction with Disability Sport NI.</p>
<p>Dementia-friendly screening of Classic films (Age/Disability)</p>	<p>In September, January and February; Flowerfield Arts Centre screened 3 'dementia-friendly' classic films aimed at both older people and families.</p>
<p>Inclusive Family Fun Days (Age/Disability)</p>	<p>In April, October and January/February inclusive family fun days took place on specified Sunday afternoons at Joey Dunlop Leisure Centre in Ballymoney and featured a range of activities including inclusive cycling, wheelchair sports and boccia.</p>
<p>Music and dance event for older people (Age/Disability)</p>	<p>In February Roe Valley Arts and Cultural Centre hosted a music and dance dementia friendly event for older people and those of all ages, including younger family members.</p>
<p>All-ability Summer Recreation Event (Age/Disability)</p>	<p>In partnership with Mae Murray Foundation a 2-day summer scheme for young people (7 – 14 years of age) with a disability was provided in August based at the Joey Dunlop Leisure Centre in Ballymoney. Activities included: games, sports, arts & crafts, messy play and much more.</p>
<p>Community and voluntary sector speed dating event</p>	<p>In January Causeway Coast and Glens Community Planning Strategic Partnership supported individuals to deliver more accessible, inclusive and responsive joined up services. Participants representing a wide range of Statutory Agencies (including Causeway Coast and Glens Borough Council, PSNI, NI Fire & Rescue Service, The Education Authority, CCMS, Housing</p>

	<p>Executive, Invest NI, Libraries NI, Health & Social Care Trusts (Northern/Western), Health & Social Care Board, Tourism NI, The Housing Executive, Invest NI, Public Health Agency and Sport NI) met and built relationships/connections with the local community and voluntary sector while acting as a borough wide platform for consultation and engagement.</p>
<p>Sports Development Initiatives (Age/Disability)</p>	<ul style="list-style-type: none"> • Peace IV Out of School Sport Project: sporting event and sports participation programme; catering for approximately 650 pupils of primary and post primary school age. • Shared Education Programme: bringing schools from different religions together through sport involving 6 primary schools (June 2019 & Jan 2020). • Good Relations 'Stick and Ball' project (October 2019) in each area (Central, East and West) involving 12 Year 8 Post-Primary schools participating together in Hockey, Camogie, Rugby and Gaelic Football. • Cross Community Friendship Youth Soccer League: weekly competitive football matches, throughout the autumn / winter months (September 2019 - February 2020) with 12 teams participating. • Cross Community Luncheon Club for the elderly: meeting monthly on 5 occasions from (September 2019 – March 2020). • After Schools Sports Programme involving 20 primary schools (April 2019- June 2019 & September 2019 – March 2020) • Schools Disability Activity programme (October 2019 – March 2020) • Girls U13 Football League; 6 teams' monthly sessions (November 2019 – February 2020) • Dander Football Programme • Care Nursing Homes Wellbeing Programme • Disability Hub Programme (Inc. Causeway Wheelie Active Club) • Chronic fatigue and Pain Management classes
<p>Other Relevant Activities (Age / Disability / Inclusion / Equality)</p>	<ul style="list-style-type: none"> • 270 home safety visits were completed and equipment given out to those in the over 65 age group. • 300 equipment visits were completed in the financial year to those families with a child under 5 years old. An additional 65 clients had an under 5 home safety visit completed within the home in the Limavady and surrounding areas.

	<ul style="list-style-type: none">• 12 groups totalling 111 people attended our permanent Home Safety Education resource, Hazard House, where they were able to learn of the hidden dangers around the home environment.• 34 events to promote home safety were attended/delivered. Talks / events were aimed for young families and older people. 2349 people attended the various events which were planned during April 2019 to March 2020.• 237 referrals made to the Affordable Warmth Scheme targeted at reducing fuel poverty as requested by NIHE and the Department for Communities.• 94 NISEP and energy efficiency referrals were made by the affordable warmth project together with 92 boiler replacement and 144 Benefit entitlement checks.• A total of 3,140 enquiries were received by our Energy Efficiency Advisors with 572 households sign posted to fuel poverty services and 435 households provided with 1-1 support.• 3 schools took part across the Council area participating in the Energy Detectives programme targeting fuel poverty within the Borough.• Continuation and promotion, in conjunction with Limavady Community Development Initiative (LCDI), of the Causeway Coast and Glens fuel stamp scheme run across the borough targeted at low income households.• 635 keep warm packs distributed, to 310 persons aged over 65 years, 120 to families with dependants, 124 to persons with a long term health condition, 65 to those with a disability, 1 to pregnant women and 15 to persons who were homeless.• 4 Slow Cook energy efficient sessions delivered, in partnership with a diverse range of community groups, by Energy Efficiency Advisors to 40 people.• 9 sew energy efficient groups facilitated by loaning 20 sewing machines to a range of community groups across the Borough.
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<p>Environmental Community events/projects /activities</p>	<ul style="list-style-type: none"> • 33 Energy Efficiency Awareness raising events and talks delivered to a diverse range of community groups, and their service users. <p>The Environmental Resource Officers run a wide range of events, projects and activities which bring people from differing religions, age, genders, political, sexual orientation, with/out dependants, marital status and abilities together to focus on our environment.</p>
<p>Community Fridges</p>	<p>Community fridges ensure food destined for landfill is redistributed. They are not food banks, referrals are not needed and they encourage people to think about food waste in general. To date, two community fridges have been established in Causeway Coast and Glens, in Cloughmills with 130 people, and Dungiven with 90 people participating. A third was due to start in Ballysally, Coleraine and despite plans being well advanced, the onset of Covid 19 has resulted in a delay.</p> <p>Both locations are managed by volunteers from across the community and both bring people of different religious backgrounds together. Dungiven is hosted by Glenshane Care Association who operate a day centre. The Centre works with adults who have sensory, physical and learning disabilities, their families and carers. Centre staff and clients work in cooperation with volunteers from a local church, with the local community including a nearby SureStart centre accessing good quality food.</p> <p>Cloughmills is a rural location and is managed by volunteers including a young mother and an older disabled woman. It provides food for a rural community and the host group has also organised skill shares around cooking skills for a wide cross section of the community including people of all ages.</p>
<p>ClothesSmart</p>	<p>As part of ClothesSmart, Officers have delivered workshops on fast fashion aimed at young people aged 12 to 16. These are both informative and practical in nature in that participants are challenged to organise activities in school to help the wider school community understand the issues around fashion and how their actions impact on people and planet. Part of this programme also resulted in a working relationship with Compass Advocacy Network and the Can Can Bazaar Charity Shop. This facilitates interaction between young people in mainstream education and young people/adults labelled with a learning</p>

	<p>disability. This interaction resulted in young people collecting unwanted clothing and donating it to Can Can Bazaar and also encouraged young people to visit the charity shop which is staffed by young people labelled with a learning disability. This initiative continues and now includes young people with a learning disability delivering talks to other young people in secondary education on their role and the importance to them of recycling.</p> <p>Alternative Angles-Greenlight are supported and partnered by Council to service textile banks within the Borough. Alternative Angles-Greenlight is a Social Enterprise that provides support to people with learning disabilities to experience and develop new skills and build confidence in order for them to enhance their individual employment opportunities and thereby fulfil their potential.</p>
Disability access	<p>Disability access to 'TextSpeak' leaflets via our website to enable access to recycling information for those who are visually impaired. Leaflets can be read out using 'TextSpeak'.</p>
Environmental Resource Efficiency	<p>Environmental resource efficiency talks and presentations have been delivered to a wide range of groups:</p> <ul style="list-style-type: none"> • Approximately 1,000 members of adult interest and community groups have been brought together to learn and discuss a range of recycling, waste and environmental issues. Members of these groups come from different religions, gender, marital status, age and political backgrounds. • Around 2,000 school children from nursery, primary, post-primary and special schools have received talks on a range of environmental issues; some also going on site visits to recycling centres. These talks bring children of different ages and gender together. • Officers facilitated 'Shared Education' environmental sessions with local schools, which bring children of different religious backgrounds together.
FoodSmart	<ul style="list-style-type: none"> • Workshops with a number of schools and community groups bringing circa 600 people together from differing religious, political, racial, age and genders to save money, reduce food waste and recycle with their brown bin. • The FoodSmart workshop was also delivered to the Food Poverty Action Group; a collective of community based

	<p>food safety advisors educating residents on food related safety and health, encompassing members of different gender and age.</p> <ul style="list-style-type: none"> • Through FoodSmart we have also supported a partnership based in the Glens area which seeks to address rural isolation and food poverty. It focuses on isolated families and individuals, teaching new skills and improving confidence in the kitchen. Ultimately it also addresses the health inequalities which flow from isolation and poor diet.
<p>Limavady Community Development Initiative</p>	<p>Limavady Community Development Initiative has been given financial and practical partnering support to work with special needs workers and those with learning difficulties.</p> <p>Environmental Resource Officers interact with both LCDI staff and the client group delivering environmental talks and co designing environmental activities.</p>
<p>LitterSmart</p>	<p>LitterSmart community clean ups with circa 1,200 people collecting over 30 tonnes of litter. Groups comprise people of different religious, political, racial, age, marital status, sexual orientation, gender and ability coming together to chat and play an active role in cleaning up their local environment.</p>
<p>LiveSmart</p>	<p>LiveSmart presentation and workshop to adult interest groups which brought people of differing religious, marital status, gender, political and age together to learn, mix and discuss environmental issues.</p>
<p>NappySmart</p>	<p>NappySmart info sessions delivered in the Borough. Forty three people, with and without dependants, attended information and networking sessions on reducing waste by switching to cloth nappies. An opportunity for parents and potential new parents to meet and mix while discussing cloth nappies. These sessions took place around the Borough to facilitate those with dependants and lack of access to transport.</p>
<p>PlasticSmart</p>	<p>PlasticSmart aims to encourage avoidance of single use plastics such as water bottles, wipes, bags, straws and coffee cups and instead promotes more environmentally acceptable alternatives.</p>

<p>Events:</p> <p>Ballymoney Spring Fair Saturday 13th April</p>	<p>Approximately 700 members of the public have been engaged via community fairs and workshops in the PlasticSmart campaign and 850 pupils through school assemblies and workshops.</p> <p>The community campaign has engaged people of differing ages, gender, marital status and religious background. The school campaign has brought children of different ages and racial background together to take positive environmental action.</p> <p>RDA (Riding for the Disabled Association) – all day pony rides in and around Megaw Park, Ballymoney. Suitable for many special needs children, but not for wheelchair bound children as they don't have a winch. RDA offer specially designed and adapted Pony and Trap Rides for Wheelchair users.</p> <p>Quiet Time: Designated Quiet Time Session for 1 ½ hours in morning – Animal Farm (where they could pet/hold/brush animals), Mask Making and Jumping Clay fridge magnets (masks and fridge magnets were taken home) limit of 8 disabled children per group.</p> <p>Disabled parking: at Megaw Park, Joey Dunlop Leisure Centre and in and around town centre.</p> <p>Disabled Toilet Facilities: in Ballymoney Town Hall, Megaw Park and Joey Dunlop Leisure Centre. Provision of Mobiloo (disabled toilets with hoist and attendant) at Megaw Park 10am – 5pm.</p>
<p>Rathlin Sound Maritime Festival 25th May – 2nd June</p>	<p>Quiet Time: Designated Quiet Time Sessions for people with additional needs for 45 minutes on Saturday 25th and Sunday 26th – 'The Big Dig'. Hands-on excavation at a simulated and controlled archaeological dig at Ballycastle Seafront. Limited to 8 spaces each day, pre bookable through Eventbrite.</p> <p>Disabled Parking: At Seafront, Marine Car Park and in and around town centre.</p> <p>Disabled Toilet Facilities: Mobiloo in Marine Carpark 10am – 5pm Saturday 25th, Sunday 26th and Monday 27th May.</p>

<p>Salmon & Whiskey Festival 8th – 9th June</p>	<p>Quiet Time: Designated Quiet Time Sessions for children with additional needs for 1 hour each day – hand puppet making (a take home activity)</p> <p>Disabled Parking: At Dundarve Car Park and Bushmills VIC.</p> <p>Disabled Toilet Facilities: in Dundarave. Mobiloo at Main Street Car Park, 10am – 6pm each day.</p>
<p>The 148th Open Championship 15th – 21st July</p>	<p>Quiet Time: Designated Quiet Time at History of Golf Exhibition and Golf Experience at Antrim Gardens, Wednesday 17th - Thursday 18th July, 12noon – 1pm each day. This included golf related activities such as Long Putt, Bunker Challenge, PGA lessons and Golf Simulator.</p> <p>Disabled Toilet Facilities: Lansdowne, Ramore Head, The Harbour, Dunluce Avenue, West Bay and Kerr Street.</p> <p>Disabled Car Parking: Located in town centre car parks with disabled parking also available through the park and ride as all buses wheelchair accessible.</p>
<p>Ould Lammas Fair 24th – 27th August</p>	<p>RDA (Riding for the Disabled Association) – all day pony rides in and around Market Street, Ballycastle, Monday 26th and Tuesday 27th. Suitable for many special needs children, but not for wheelchair bound children as they don't have a winch. RDA offer specially designed and adapted Pony and Trap Rides for Wheelchair users.</p> <p>Quiet Time: Designated Quiet Time Sessions Monday 26th and Tuesday 27th for 1 hour in morning – Animal Farm (where they could pet/hold/brush animals), Also Silent Fun Fair Rides at the amusement park Quay Road and Seafront 5.30pm – 6.30pm Saturday 25th August to accommodate people with additional needs.</p> <p>Disabled Toilets: Mobiloo at Marine Carpark Sunday 25th August 5pm – 10pm, Monday 26th August and Tuesday 27th 9am to 9pm.</p> <p>Disabled Parking: Along with usual disabled parking spaces in all town centre car parks, limited disabled parking at Seafront (on</p>

<p>Air Waves Portrush 31st August – 1st September</p>	<p>Monday only redirect to Park and Ride as all buses wheelchair accessible).</p> <p>Mobility Scooters and Wheelchairs: Available to hire from Shop Mobility at Seafront. Bookable in advance on 07934190242</p> <p>Quiet Time: Stem Village 10am – 11am on Saturday 31st August and Sunday 1st September, visitors with additional needs were able to browse the full range of exhibits within a quiet environment. No background music or loudspeaker announcements and noise levels minimised as much as possible. Reduced numbers of people on-site to enhance the quiet environment and the marquees used for the STEM exhibition are all fully wheelchair accessible.</p> <p>Disabled Car Parking: located at Lansdowne with up to 100 spaces available, these spaces can be utilised by members of the public on display of a valid Blue badge.</p> <p>Disabled Toilet Facilities: Lansdowne, Ramore Head, The Harbour, Dunluce Avenue, West Bay and Kerr Street. Also the provision of extra portabloos - Lansdowne Shelter, 2 disabled; The Arcadia, 1 disabled; East Strand car park, 2 disabled; East Strand Hospitality Marquee, 1 disabled; Car park (Ballywillan Road), 1 disabled. Mobiloo situated at East Strand Car Park Saturday and Sunday 9am – 6pm and also 6.30pm – 10.30pm Saturday in The Crescent Portstewart..</p> <p>Mobility Scooters and Wheelchairs: 6 scooters and 2 wheelchairs available to hire from 10am – 5pm from Shop Mobility located at East Strand Car Park.</p>
<p>Halloween Ballymoney 28th October Limavady 29th October Coleraine 30th October Ballycastle 31st October</p>	<p>Quiet Time: 1 hour workshop prior to main event commencing: Coleraine and Ballymoney Slime Workshops, Limavady and Ballycastle Wall of Terror.</p> <p>Disabled Parking: Along with all the usual town centre parking spaces the following provisions were made: Ballymoney – limited disabled parking at Ballymoney Showgrounds and the Reformed Presbyterian Church adjacent Charlotte Street. Limavady – available in Roemill Road Recreation Grounds.</p>

<p>Christmas Ballymoney 21st November Limavady 23rd November Ballycastle 28th November Coleraine 29th November Portstewart 30th November Dungiven 30th November Garvagh 2nd December Portrush 6th December Saturday 7th December</p>	<p>Coleraine – limited disabled parking available in Rugby Avenue Playing Fields. Ballycastle – Limited disabled parking available in the Marina Car Park.</p> <p>Disabled Toilet Facilities: The following public toilet facilities all have disabled toilets: Ballymoney - Megaw Park, Townhead Street, Castle Street and Riverside Park. Limavady – Roe Mill Playing Fields. Coleraine Park Street, Long Commons and Christie Park. Ballycastle – Market Street Seafront Centre, Quay Road Sports Complex, Council Offices, Marina Car Park Portnagree House VIC, Harbour Car Park. Alongside these Mobiloo was in place for the duration of all events.</p> <p>Quiet Time: Quiet Christmas for children with additional needs in Ballymoney, Limavady, Ballycastle and Coleraine. 2 hours in each town prior to main event, where each child has a 10 minute slot one-on-one time with Santa with a gift to each child at end of session.</p> <p>Programming: Hands that Talk Signing Choir performed at Limavady and Dungiven Switch On events.</p> <p>Disabled Parking: coned off bays in local streets and car parks during Christmas events.</p> <p>Disabled Toilets: Alongside the normal public toilets in each town Mobiloo was present for the duration of each event in Ballymoney, Ballycastle and Coleraine.</p>
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Design commission and deliver accessibility, inclusive and responsive services	
Action title	Action
Development of Corporate Plan	A new corporate plan is currently being developed and it is anticipated that this will help embed equality and diversity within Council.
Community Development engagement workshops	In September an initial engagement workshop was held to consult regarding the development of a new 3-year Community Development Strategy. This community engagement will be as wide ranging and inclusive as possible.
Motor neurone disease (MND) Charter adopted	In April Council adopted the motor neurone disease (MND) Charter. The Charter is a statement of the respect, care and support that people living with MND and their carers deserve and should expect. By adopting the Charter the Council raised awareness, acknowledged the rights of individuals and showed our community that MND matters.
Shooting Stars' football for girls	In January a 6-week football programme was run for young girls.
Health Literacy Workshop - 'A Better Future Together'	In May the Community Planning Partnership hosted a 'Health Literacy' workshop as part of its commitment to tackling health inequalities. The Community Plan for Causeway Coast and Glens represents extensive partnership working across the whole range of public services including health, education, public safety, housing, our communities, the environment and the economy.
Social Inclusion Grant	Causeway Coast and Glens Borough Council's Social Inclusion Grant provides small grants to local community and voluntary organisations that are involved in activities that encourage people within their community, particularly those that are socially excluded, to participate in social and recreational activities. During 2019-20 grant were awarded to the following groups whose beneficiaries were people with a disability:

<p>Every Body Active; Strand 4, Small Grants Programme</p>	<ul style="list-style-type: none"> • Coleraine & District Talking News used the grant to provide a weekly audio CD to 150 people with a visual impairment to keep them up to date with local news and community activities. • Riding for the Disabled Association used their grant to provide therapeutic equestrian sporting activities for people with a disability. • Glenshane Care Association used their grant to provide an opportunity for adults who have physical and/or learning disabilities, plus staff, volunteers, and carers/relatives of service users to learn about Makaton and how to use it effectively in order to communicate within their day care centre. • Mae Murray Foundation used the grant provided by Council to organise supported beach days, where a range of sand and water based activities such as beach wheelchair games and wheelchair surfing were offered throughout the summer at Benone for 75 people with a disability. <p>Five older peoples groups (Ballintoy Young at Heart Club, Ballymoney Evergreen Club, Gortnaghey Social Club, Tapp Friens Community Group and Bushvale Friendship Group) received funding for a range of activities throughout the year such as luncheon clubs, history outings, singing, dancing, crafts and other activities and over 310 older people benefitted from these activities.</p> <p>Home-start Causeway used the grant they received to run a Health & Happiness project to support families with young children in need of support and the 40 participants were able to participate in ‘bounce and play’ ‘movement and dance’ and first aid sessions.</p> <p>Grant Funded Projects supported through Every Body Active Grants Programme and administered through Councils Sport & Wellbeing Development and CC&GBC’s Funding Unit. The Every Body Active Grants Programme is available to local organisations that can both promote and increase participation in physical activity and its development within the Borough.</p> <p>Project priority will be given to projects which aim to increase participation among traditionally underrepresented groups which include:</p> <ul style="list-style-type: none"> • Women and girls • People with a disability;
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<p>Welcoming Town centre Banner Projects</p>	<ul style="list-style-type: none"> • Those living in areas of greatest social need (specifically people living within the top 25% of wards designated by NI Multiple Deprivation Measure Index 2010) <p>In total 30 Beneficiaries from the programme include: Community (10), PTA's (8) and Club's (12) including Parents and Friends of Sandelford School, Mae Murray Foundation, St. Mary's GAA, Rasharkin, Solas Moyle and Armoy Girls Brigade.</p> <p>Town and Village Management instigated a programme of street dressing in 2019/20 within the 4 main towns of the Borough, Ballycastle, Ballymoney, Coleraine and Limavady. The aim of the project is to create a positive welcoming message to everyone who visits our town centres and creating a SHOP EAT ENJOY brand that all businesses and citizens can identify with. The banners are located at the entrance points to our town centres and were created in consultation with stakeholders in the area from the business and community sectors. There is a welcome message to each town showing an iconic image of the place and this is supplemented with a welcome in various languages to convey the inclusive message that everyone is welcome to our borough. Examples are below.</p> <p>Leading on from this an idea was created to involve the local community in creating images which reflects why they love their town. 3 towns have been completed to date and include Ballycastle, Limavady and Dungiven. Two more towns are now scheduled during the remainder of 2020/21 financial year, Coleraine and Ballymoney.</p> <p>This project has proved popular as it brings together all ages and sectors within each town and the winning entries take pride of place within their spaces and create an outdoor gallery for residents and visitors alike to enjoy.</p>
<p>Disability strategy and Action plan</p>	<p>A new Disability strategy and Action plan has been developed for Council.</p>

Equality Action Plan – Priority 2**Raise awareness of equalities issues and tackle prejudices, both internally and externally**

Raise awareness internally	
Action title	Action
Equality Awareness Programme	From January 2020 a planned Equality engagement process commenced improve staff understanding of Equality and tackle prejudices via articles in the staff news. In addition ad hoc specific emails to managers were distributed when key diversity changes occurred.

Raise awareness externally	
Action title	Action
Exploring Cultural Diversity Programme (Racial Group)	<p>The Good Relations Team worked with a number of schools to run a 4 week diversity programme which took place in November 2019 and had 1 session linking to Anti Bullying Week.</p> <p>The Good Relations team worked with facilitators from Building Community Resource Centre, Causeway Multicultural Forum, Inter Ethnic Forum and China Connections, school pupils explored a range of cultures including Bulgarian, Chinese and Indian and Polish.</p>
'JAM' Card Friendly workshops (Disability)	In January and February; 4 'JAM' Card Friendly workshops for businesses who want to provide excellent customer service for all by becoming more disability friendly; took place in Ballycastle, Ballymoney, Coleraine and Limavady. 55 participants from 34 businesses and 5 P&P staff took part.
Shared Space Initiative (Different Religious Belief)	In April a 'Shared Space' artwork initiative delivered by the Good Relations team raised awareness about what shared space means and encouraged participants to think about how their community facilities can be welcoming, open and accessible to everyone from different backgrounds and beliefs.
Holocaust Memorial Day exhibition	In January a special exhibition was held in Flowerfield Arts Centre to mark Holocaust Memorial Day 2020 which coincided with the 75th anniversary of the liberation of Auschwitz and the 25th

<p>(Different Religious Belief)</p>	<p>anniversary of the Genocide in Bosnia. The exhibition ‘Stand Together’ explored how genocidal regimes have deliberately fractured societies by marginalising certain groups and how this can be challenged by individuals standing together with their neighbours and speaking out against oppression.</p>
<p>‘Through the Looking Glass’ programme (Different Religious Belief)</p>	<p>The ‘Through the Looking Glass’ programme, provided opportunities to explore a variety of traditions and faiths at historical and cultural locations within the Borough and beyond.</p> <p>In October during Hate Crime Awareness Week over 30 participants went on a culture and heritage trip with the Good Relations team to Duncairn Arts and Cultural Centre, the 174 Trust and the Indian Community Centre.</p> <p>In November over 40 participants took part in Causeway Coast and Glens Borough Council’s Good Relations heritage visit to Drumalis House.</p> <p>In February the Good Relations team hosted an exhibition and refugee awareness session in Limavady to mark Holocaust Memorial Day. The refugee awareness workshop, delivered in partnership with the Vulnerable Syrian Refugee Consortium, connected closely with the Holocaust Memorial Day theme of ‘Stand Together’.</p> <p>In March the Good Relations team hosted a Small Worlds Café on in Limavady for participants to encounter people from different backgrounds and parts of the world.</p>
<p>Shared Education project (Different Religious Belief)</p>	<p>In January pupils from 9 local primary schools enjoyed new learning opportunities through a Shared Education project organised by Causeway Coast and Glens Borough Council’s Good Relations team in association with the Education Authority.</p>
<p>Civic Leadership – The Mayor’s Office</p>	<p>In November 2019 Council nominated 2 representatives to the Western Health & Social Care Trust Local Engagement Partnership for Adult Learning Disability.</p> <p>In the period the Mayor during his term of office, hosted and engaged with a diverse range of individuals and groups</p>

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	<p>representing a number of the protected categories such as the local Multicultural Forum, Churches Forum and Inter Faith Forum.</p> <p>In conjunction with Council's Good Relations Department, the Mayor participated in a Let's Talk youth engagement event and facilitated a series of Chamber visits by local secondary schools to Council's headquarters at Cloonavin.</p> <p>The Mayor participated in an event to mark International Women's Day and unfortunately arrangements to mark World Down Syndrome Day had to be cancelled in light of the COVID-19 pandemic.</p>
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Increased equality in communication methods both internally and externally	
Action title	Action
Communication Survey	<p>During the last month of this reporting period a Communications survey was issued to HOS and Managers to gather baseline information with regards to current methods used when communicating both internally and externally.</p> <p>This information will be used to support staff to consult more effectively.</p>

Improved equality on-line	
Action title	Action
Website Accessibility review	<p>Website Accessibility tested and a transformation programme has been devised to insure Councils websites meet Accessibility legislation due to come into place in the next reporting period (September 2020).</p>

Equality Action Plan – Priority 3**Attract, recruit, retain and progress a diverse range of employees in a culture which celebrates diversity and inclusion**

Attract, recruit, retain and progress a diverse range of employees in a culture which celebrates diversity and inclusion	
Action title	Action
Staff Training	<p>Quarterly induction training sessions all include a section on the provision of S75, general Equality and Diversity issues and Good Relations.</p> <p>217 Staff received Dignity & Respect at work training 1 individual undertook a ADHD Training Course 20 staff received Sign Video / Deaf awareness training.</p>
Internet recruitment advertising	All jobs are advertised on the internet to attract the attention of the widest range of diverse applicants.
Awareness information	The staff news sheet was re-designed in January 2020 to include an Equality Update section. Each news sheet will contain information on an Equality topic. The first 3 months included Sign Video availability in Council, the Every Customer Counts Initiative.
Domestic abuse awareness raising training sessions	In July Council held awareness sessions to support and educate staff.
Supportive emails and tips	<p>Staff mental well-being and inclusiveness is encouraged via tips, emails and lunch-time exercises classes for all abilities.</p> <p>Information is provided for those with caring responsibilities, regarding mental health and supportive initiatives linked to encouraging and supporting dignity and respect at work. In addition in this reporting period training was provided to staff members undertaking the role of a Confidential Advisor as per the Dignity and Respect at Work Policy.</p>

Equality Action Plan – Priority 4

Provide a working environment where employees are treated with fairness, dignity and respect

Staff Education regarding diversity and inclusion	
Action title	Action
Corporate Training	Dignity & Respect at Work Workshops were held in which 217 staff received training. In addition 1 staff member attended an ADHD Training Course.
Small World's Café event	The Good Relations team organised a Small World's Café for Council staff to learn about the challenges and real lives of individuals who have grown up elsewhere, in a different culture, religious background and other parts of the world. The sessions challenged the myths and misconceptions staff may have about asylum seekers, migrants and refugees. The relaxed and interactive approach enabled genuine discussion and dialogue and promoted understanding of equality, good relations and diversity. The event was expertly facilitated by members of Belfast Friendship Club.
Holocaust Memorial Day, Stand Together	A session to mark Holocaust Memorial Day was held in January 2020 and explored how genocidal regimes throughout history have deliberately fractured societies by marginalising certain groups, and how these tactics can be challenged by individuals standing together with their neighbours, and speaking out against oppression.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

On-going review of screening practices with roll out of a programme of training on carrying out screening exercises.

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:

Improved awareness of screening requirements and abilities to conduct screening exercises.

Improved awareness of individual's needs and actions defined to improve facilities via Action plans derived from the Every Customer Counts Assessment.

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):*

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

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

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

- Other *(please specify and give details):*

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2019-20 reporting period? *(tick one box only)*

- Yes, organisation wide

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- 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 Council job descriptions contain a clear obligation placed on staff to comply with and actively promote the Council's policies and procedures relating to equality and diversity.

5 Were the Section 75 statutory duties integrated within performance plans during the 2019-20 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:

6 In the 2019-20 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? (*tick all that apply*)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2019-20 report
- Not applicable

Please provide any details and examples:

Action Plans from the Every Customer Counts assessment were incorporated into annual business improvement planning.

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

Examples of actions which are on-going include:

- Inclusion of S75 groups in the consultation process for plans and policies.
- Implementation of the Council's Disability Action Plan.
- On-going programme of equality and good relations training.
- Development of additional methods of capturing equality monitoring information.
- Review of procurement policy to ensure continued compliance with equality and diversity requirements
- Prepare corporate guidelines to improve customer engagement and consultation arrangements.
- Ensure website accessibility is in line with new website accessibility legislation.
- Continuous equality and diversity communication programme for staff.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

An Audit of Inequalities was undertaken, the outcomes of which informed a revised Equality Action Plan.

The Equality Scheme was reviewed with no major changes made.

9 In reviewing progress on the equality action plan/action measures during the 2019-20 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 2019-20 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:

- Production of an Easy Read version of the Delivery Plan for Causeway Coast and Glens Community Plan.
- On-line survey of users regarding the accessibility of Leisure Facilities.
- Scoping exercises were used by the Capital Projects Team to investigate options to improve accessibility and to link the Disability Hub to footpaths at Riverside Park Ballymoney.
- Let’s Talk youth engagement lead by the Mayor.

12 In the 2019-20 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/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:

The consultations undertaken were open to all S75 categories. No monitoring information was gathered in relation to uptake by particular S75 categories.

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13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)*

- Yes No Not applicable – no commitment to review

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

[Equality, Diversity and the Disability Duties - Causeway Coast & Glens Borough Council](#)

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

17

16 Please provide the **number of assessments** that were consulted upon during 2019-20:

17	Policy consultations conducted with screening assessment presented.
	Policy consultations conducted with an equality impact assessment (EQIA) presented.
	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:

- Consultation on the Disability Hub project with service users and disability groups.
- Open consultation regarding Council’s proposed parking strategy – tariffs and seasonal charging in August 2019.
- Community Development Plan - 8 workshops were held in the initial stages of strategy development along with an online survey of community and voluntary groups.

Not applicable.

- 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:

Monitoring of participants at “Quiet Events” organised by Council has helped Council officers plan the delivery of this service going forward.

Monitoring of staff absence reasons has support the development of a new Sickness Absence Management Policy & Procedure (for example this policy now includes support for menopausal women).

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 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

	No of Attendees
Dignity & Respect at work training	217
ADHD Training Course	1
Sign Video / Deaf awareness training	20
Awareness raising emails/staff news articles containing various equality themes	All staff

Quarterly induction training sessions all include a section on the provision of S75, general Equality and Diversity issues and Good Relations.

Provision of information and guidance on S75 Screening assessments has also been provided.

These training sessions have met the following training objectives contained in the Council’s Equality Scheme:

PART A

- to raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our equality scheme commitments and the particular issues likely to affect people across the range of Section 75 categories, to ensure that our staff and elected members fully understand their role in implementing the scheme.
- to provide those staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively.
- to provide those staff involved in consultation processes with the necessary skills and knowledge to do this work effectively.
- to provide those staff involved in the implementation and monitoring of the effective implementation of the Council’s equality scheme with the necessary skills and knowledge to do this work effectively.

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:

Induction training for Council staff has ensured that new employees are aware of the legislative requirements relating to equality and good relations and that they have the basic skills and knowledge on which to build their awareness of equality and good relations issues.

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

26 Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Council agreed to implement the “Every Customer Counts” initiative in 2018 and work has been undertaken to subject Council facilities to audit on a rolling basis. Associated Action Plans have been developed from the results of these audits to ensure Council facilities and services are as accessible as possible.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

Insert number here:

1

Please provide any details of each complaint raised and outcome:

- This complaint related to the reinstatement of a religious verse painted on the sea wall at Portstewart. Councillors gave permission at a Council meeting for this script to be reinstated by an individual who had requested permission to do so.

Another individual then complained following completion of the work that this “graffiti was not compatible with Council’s statutory duty under S75”, particularly with regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The complaint was considered under Council’s complaint policy and went to Stage 3 of the policy process, ie consideration by the Chief Executive. In his response to the complainant, the Chief Executive indicated that the Council would undertake a screening exercise in relation to the reinstatement of the script on the sea wall at Portstewart.

Section 3: Looking Forward

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

2024

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)*

Further development and training in relation to screening assessments and undertaking EQIA’s.

Further information/training regarding communication options available to staff to reach all sections of our community.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2020-21) 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):
Consulting in the new normal

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:

12

Fully achieved

2

Partially achieved

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	N/A		
Regional ^{iv}	N/A		
Local ^v	Equality Forum in place within Causeway Coast and Glens.	Wide range of S75 groups represented on Equality Forum including a range of groups representing those with particular disabilities.	The Equality Forum offers the opportunity for representatives to be involved in the on-going formation of public policy by Council.
	Representatives from local Disability Groups invited to participate in	Involvement of a wide range of local disability groups in consultation initiatives in	These consultation exercises offered the opportunity representatives to be involved in the formation of

PART B

	consultations on major policy initiatives.	relation to the development of: Council's Corporate Strategy/Plan Causeway Coast and Glens Development Plan	major policies by Council and its statutory partners.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Induction Training Sessions	Quarterly induction training sessions for all new employees of Council. These sessions include a section on equality, diversity and good relations.	New employees are aware of the legislative requirements relating to equality and good relations and that they have the basic skills and knowledge on which to build their awareness of equality and good relations issues.
2	Training Sessions for staff on: <ul style="list-style-type: none"> • Dignity & Respect at Work • Confidential Advisors • Deaf Awareness 	Training for all staff on a range of equality and disability issues.	Employees of Council have greater awareness of equality and disability issues affecting people with specific disabilities. Promotion of positive attitudes towards people with a disability.

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

	Communications Action Measures	Outputs	Outcome / Impact
1	Attendance of Disability Champions at training and networking events.	Training and networking events for Disability Champions arranged on a quarterly basis by the Local Government Staff Commission	Greater awareness and knowledge of issues facing people with disabilities and development of positive attitudes to people with a disability.
2	Improve accessibility for sign language users to access services at all civic buildings	Provision of a technology based solution to the provision of sign language interpretation. Portable loop system available at each Civic Building. Staff trained to operate the system and support users.	Greater accessibility to Council services and functions by people who use sign language as their first language.
3	Implementation of the “Just a Minute” Initiative within Council and the local areas	Provision of a system that enables Council staff and local business staff to interact more effectively with people who have speech and language difficulties.	Greater accessibility to Council services and functions and integration within the community by people who have speech and language difficulties.
4	Improve disability awareness of staff via e-briefings, newsletters, staff meetings, emails, intranet and internet	Provision of an awareness programme for staff commenced in January 2020.	Greater awareness of disability and equality issues.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Engage with town centre retailers to become JAM card friendly businesses	In January and February; 4 ‘JAM’ Card Friendly workshops for businesses who want to provide excellent customer service for all by becoming more disability friendly; took place in Ballycastle, Ballymoney, Coleraine and Limavady.	55 participants from 34 businesses and 5 P&P staff took part. There is now a greater awareness regarding disability and improved understanding of the customer service needs of individuals who have a disability.
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
1	Screening of new and revised policies for impact on the Disability Duties.	Screening process included consideration of the Disability Duties.	Improved awareness of the Council’s obligations under the Disability Duties and inclusion in policy development work within Council.
2	Advice provided to disabled Councillors and staff on reasonable adjustments.	Practical actions and advice available on reasonable adjustments.	Improved participation in the workplace by Councillors and staff with a disability.

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3	Appropriate risk assessments conducted for individual needs.	Conduct risk assessments when necessary for Councillors and staff in relation to disability issues.	Improved work environments and participation in the workplace by Councillors and staff with a disability.
4	Improve accessibility for individuals with a disability to participate in physical activity and improve well-being	Provision of specialist equipment for individuals with a range of disabilities and their families to exercise and enjoy physical activity with others and by themselves. Improved accessibility for individuals with Autism to swim in a suitable setting.	Improved socialisation of individuals. Improved access to appropriate physical activities.

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Develop communication policies, practices and procedures to ensure best practice.	Development of an Accessible Information Policy to be included within a wider Customer Services Strategy.	Better promotion of equality for people with a disability. Promotion of positive attitudes towards people with a disability.	Accessible Information Policy has been drafted and is to be included within Customer Services Strategy when completed.
2	To improve information for people with disabilities	Development of an information section on the website detailing	Improved information regarding facilities and accessible	Date for completion is in the following reporting period, delays due to the coronavirus pandemic

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		accessible leisure in the 4 centres. Improved information for individuals with Autism.	equipment/services available.	

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

	Action Measures not met	Reasons
1	N/A	N/A
2		

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

- Review of substance of relevant Complaints/Comments
- Feedback from service users
- Review of the Disability Action Plan

(b) Quantitative

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- Number of complaints received regarding accessibility and disability related issues.
- Number of requests for specific services received, eg interpretation services, information in alternative formats, etc
- Number of training sessions provided and attendance at same
- Audits undertaken as part of the “Every Customer Counts” initiative and number of actions in Action Plans delivered.

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			
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?

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The Disability Action Plan was fully reviewed in 2019/20 following the completion of an Audit of Inequalities and the completion of the Every Customer Counts initiative.

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- 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.