



Title of Report:	Section 75 Annual Progress Report to Equality Commission for NI
Committee Report Submitted To:	Corporate Policy and Resources Committee
Date of Meeting:	28 June 2022
For Decision or For Information	For Information

Linkage to Council Strategy (2019-23)	
Strategic Theme	Leader and Champion
Outcome	Establish key relationships with strategic partners to deliver our vision for this Council area
Lead Officer	Head of Policy and Community Planning

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	YES/NO
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 Introduction

- 1.1 Under Section 75 of the Northern Ireland Act 1998 (and included as a commitment in the Council's Equality Scheme) is a requirement that the Council provide an annual report to the Equality Commission for NI on progress in meeting our obligations under the equality and good relations duties.
- 1.2 The report also requires the Council to report on how it is fulfilling its statutory duties under Section 49A of the Disability Discrimination Act 1995 by reporting on progress made on the commitments included in the Council's Disability Action Plan.

2.0 Annual Progress Report 2021/22

- 2.1 A copy of the Annual Progress Report for 2021/22 is attached for your information.
- 2.2 The format of the report is based on a template provided by the Equality Commission and the report always covers the previous financial year. The period of time this report deals with therefore is from 1st April 2021 to 31st March 2022.
- 2.3 Part A of the report relates to the Section 75 Equality and Good Relations duties and covers outcomes, impacts and good practice in relation to these areas of work, along with progress on the Council's Equality Action Plan, consultations undertaken, screening and Equality Impact Assessments undertaken, monitoring arrangements, training and complaints made in relation to equality and good relations issues.
- 2.4 Part B outlines actions achieved, partially achieved or not achieved in relation to the Council's Disability Action Plan.

Causeway Coast and Glens Borough Council



**Causeway
Coast & Glens
Borough Council**

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2021-22**

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Elizabeth Beattie Telephone: 028 777 60318 Email: Elizabeth.beattie@causewaycoastandglens.gov.uk
<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 2021 and March 2022

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 2021-22, 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.

The reporting period continued to be impacted by the pandemic. Although there were incremental relaxations of safeguards the way we were able to provide services, promote equality of opportunity and good relations remained affected.

As a Council we continued virtual meetings and retained some distanced or virtual services, while on the ground key service provision such as refuse collection remained as normal. The emphasis on supporting staff, the community and their well-being continued.

- Projects in partnership with the community, local businesses, governmental departments and funders continued to thrive.
- There were continuing efforts to ensure active involvement of S75 groups in consultation exercises within Council, for example our EQIA on flying the Union Flag. (Equality consultees, Equality Forum, Youth Voice and members of the public).
- Council continued its inclusive access approach in relation to major events delivered both on the ground and virtually.
- Development of accessible projects within sport and recreation to encourage and facilitate access and inclusion for all 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.
- Phased provision of additional inclusive facilities such as accessible changing facilities.

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- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2021-22 (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
Covid Hub (All)	The Covid Hub continued to support citizens.
Increased Promotion of Sign Video (Disability / Inclusion)	During the reporting period the SignVideo provision in Council was further promoted to provide a voice for individuals who due to the pandemic were unable to leave their homes to access services.
Home Safety Virtual Visits (All)	<p>223 home safety virtual visits were completed, and equipment given out to those in the over 65 age group.</p> <p>24 home safety virtual visits were completed and equipment given to vulnerable clients under the age of 65.</p> <p>An additional 72 clients had an under 5 home safety virtual visit completed within the home in the Limavady and surrounding areas.</p>

Improved accessibility and inclusive service provision	
Action Area & Title	Action
Limavady Accessible Play Park Opened (Disability / Inclusion / Equality)	The accessible play park was opened in December and has since been enjoyed by many.

<p>Inclusive swimming sessions (Disability / Inclusion / Equality)</p>	<p>Inclusive swimming sessions were provided when the centres were allowed to open.</p>
<p>Good Relations (All / Inclusion / Equality)</p>	<p>Good relations promoted the fact that Peace starts with individuals' in its 'What does Good Relations mean to you Campaign'.</p>
<p>Environmental Community events/projects /activities:</p>	
<p>LiveSmart Community Environmental Grant Programme (All)</p>	<p>The Livesmart Community Environmental Grant Programme was trialled in 2021-22. The purpose of the grant programme was to provide small grants up to a maximum of £500 to local community and voluntary organisations.</p> <p>The grants gave financial assistance to allow groups and organisations to:</p> <ul style="list-style-type: none"> (1) improve the general cleanliness in their local area, particularly in respect of litter (2) promote recycling, reuse and waste reduction (3) look at ways of reducing carbon footprint by taking simple, practical actions such as planting <p>Funding has been awarded to groups based in each of the four legacy areas with participation of close to 200 members of the public across a range of groups (e.g. Community Associations, Environmental Groups, Scout Groups, Sports Clubs) from children to senior citizens. Thirty-three applications for funding were received.</p>
<p>LitterSmart (All)</p>	<p>Over 1,900 participants took part in LitterSmart initiatives, collecting over 2,400 bags of litter. LitterSmart draws participants from a wide cross section of the community.</p>
<p><u>PlasticSmart</u> (All)</p>	<p>A virtual session was held in conjunction with NI Libraries with 96 participants taking part. Staff were given practical examples on how to cut down on the reliance of plastic and encouraged to</p>

	<p>look at decreasing the amount of plastic waste, especially single use plastic, within the NI library network.</p>
<p>ClothesSmart (All)</p>	<p>Council continues to partner with Can Can Recycling (Ballymoney), providing sites for the charity's textile banks at its network of household recycling centres. Can Can Recycling collected 39 tonnes of textiles from bring banks located at household recycling centres in 2021-22 which are then sold to raise funds for the project. Can Can Recycling is a local social enterprise providing training for adults with learning disabilities, autism and mental health issues to give them experience in a work environment.</p>
<p>FoodSmart (All)</p>	<p>Support provided to three Community Fridges located in the borough. The community fridges are run by volunteers in Cloughmills, Dungiven and Magilligan and can be accessed by anyone with the aim of ensuring that food destined for landfill is not wasted but is used within local communities.</p> <p>Work took place with the Northern Area Community Network in delivering a virtual food festival engaging over 60 participants on the benefits of healthy eating and prevention of food waste. This also delivered education on the financial and environmental benefits of preventing food waste which might otherwise have been destined for landfill.</p> <p>Distributed 100 kits promoting food saving tips and food waste recycling in partnership with Northern Area Community Network.</p>
<p>ShareSmart (All)</p>	<p>As part of the ShareSmart initiative council provides household recycling centres as collection points for unwanted hand tools and sewing machines. This is to support a partnership with Tools for Solidarity who supply equipment to community-based business support projects across Africa.</p> <p>In 2021-22, 21 sewing machines were donated to self-help projects in Uganda to benefit people of mixed race, age, physically able and disabled. The sewing machines are a means to learn new skills and generate an income for families and the wider community.</p>
<p>ShopSmart – Fiver Fest (All)</p>	<p>The Fiver Fest initiative took place in Limavady, involving 10 businesses. Fiver Fest promotes sustainable shopping, supporting local retailers.</p> <p>Fiver Fest is a free to join campaign, devised and run by Totally Locally, a grass roots High Street organisation that has been</p>

<p>Limavady Community Development Initiative (All)</p>	<p>helping businesses and High Streets to help themselves since 2010. Fiver Fest aims to reduce environmental impact by shopping local and supports the ShopSmart campaign. ShopSmart aims to reduce carbon footprint by encouraging us all to spend part of our weekly budget with our local independent retailers.</p> <p>The Limavady Community Development Initiative (LCDI) has been given financial and practical partnering support to work with special needs workers and those with learning difficulties. These employees receive training and work experience in Council supported recycling and reuse projects on an ongoing basis. Environmental Resource Officers, liaising with both LCDI staff, repeated a very successful scheme for the collection and redistribution of second-hand toys to families in need at Christmas 2021. A toy collection point was located at Limavady household recycling centre.</p>
<p>Disability access (Disability)</p>	<p>Disability access to “TextSpeak” leaflets on recycling information via the ‘Bins and Recycling’ web page are available for those who are visually impaired.</p>
<p>Inclusive Cycling Sessions (Age / Disability / Inclusion)</p>	<p>Inclusive cycling sessions continued at the Joey Dunlop Leisure Centre in Ballymoney (when permitted) where participants enjoyed full use of a range of specialist cycling equipment available through the Disability Hub originally developed in conjunction with Disability Sport NI.</p>
<p>Other Relevant Activities (Age / Disability / Inclusion / Equality)</p>	<p>Energy Efficiency actions:</p> <p>A total of 273 referrals were made to NISEP (Northern Ireland Sustainable Energy Programme) of which 197 were for homeowners requiring insulation.</p> <p>A total of 2443 enquiries were received by our Energy Efficiency Advisors with 851 households sign posted to fuel poverty services and 763 households provided with 1-1 support.</p> <p>382 referrals were made to the Affordable Warmth Scheme.</p>

<p>Benchmarking (Accessibility / Inclusion / Equality)</p>	<p>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 to help combat Fuel Poverty.</p> <p>750 keep warm packs distributed to 367 persons aged over 65 years, 158 to families with dependants, 143 to persons with a long-term health condition, 68 to those with a disability, 10 to pregnant women and 4 to persons who were homeless.</p> <p>5 sew energy efficient groups facilitated by loaning 20 sewing machines to a range of community groups across the Borough.</p> <p>Distributed 244 energy efficient lights bulbs, 30 draught excluder brushes for doors, 30 draught excluding strip packs 4 hot water tank jackets.</p> <p>Home Safety actions:</p> <p>Alongside the virtual visits 225 in-person home safety equipment visits were completed in the financial year to those families with a child under 5 years old.</p> <p>APSE led National Performance Benchmarking Network Council is subject to and contributed data against over 140 Performance Indicators across 12 Service areas, ranging from street cleansing and waste collection to leisure centre usage and accessibility etc.</p>
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Design commission and deliver accessibility, inclusive and responsive services	
Action title	Action
<p>Social Inclusion Grant Programme (All / Inclusion)</p>	<p>The Annual Social Inclusion Grant Programme supported voluntary groups to keep connected with and provide activities for people who are socially isolated. 15 grants were awarded to a value of £7,390 and of these five were older peoples projects, including arts and crafts activities and Zoom quizzes and two were projects specifically for people with a physical disability, including golf inclusion event for blind and visually impaired children and young people. (part DfC funded; part Council)</p>

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Access to Food Grant Programme (All / Inclusion)	Access to Food Grant Programme that provided grants to voluntary organisations for emergency food and essential supplies for people who were experiencing financial difficulties as a result of the pandemic. 15 organisations received grants to a value of £28,195; two of these projects specifically benefitted older people and one project supported people with a disability. The other projects supported a range of beneficiaries including children and young people, carers and lone parent households. (DfC funded)
Reconnect Programme (All / Inclusion)	Reconnect Programme funded by Council and delivered by Northern Area Community Network to help communities reconnect and support emotional wellbeing. Nine of the projects were targeted at children and young people and benefitted 389 people. Eight of the projects were for older people and 274 older people benefitted from a range of activities and classes including craft, music, story telling, walking and chair yoga, One project, a canine therapy initiative, supported 32 people with a disability. (DfC funded)
Sustainable Food Grant Programme (All / Inclusion)	Sustainable Food Grant Programme where 36 projects were funded to a value of £78,667. Three of the projects were specifically for older people; eight of the projects were related to 'grow your own' and food and nutrition education for children and young people; and three projects were specifically for people with a disability and these involved community gardening and cooking on a budget projects. (DfC funded)
Fuel Support Scheme (All / Inclusion)	Fuel Support Scheme – direct fuel support (electric or gas top up and oil delivery), in partnership with Community Advice Causeway and LCDI, provided to people who were experiencing financial difficulties as a result of the pandemic. 230 households received support including older people, young people, people with a disability and carers. (DfC funded)
Wrap-around Support Service (older / young people, BAME communities and carers)	Provision of a Wraparound Support Service providing benefits checks, debt advice, budgeting and money management advice, in collaboration with advice centres, foodbanks, and social supermarkets for people who were experiencing financial difficulties as a result of the pandemic including older people, young people, people from BAME communities and people with a caring responsibility, in order to support them to a position of financial stability. (DfC funded)
Generalist Advice Service	Generalist Advice Service, delivered by Community Advice Causeway and LCDI Advice Centre. 38,386 enquiries dealt with in relation to benefits, employment issues, housing etc (part DfC funded; part Council).

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<p>(All/ Inclusion)</p>	<p>Specifically supported people with a disability, carers, lone parents, older people and people from ethnic minority communities.</p>
<p>Inclusive Events:</p>	
<p>Ballymoney Spring Fair Event (All: Inclusion)</p>	<p>1st, 2nd & 3rd April Virtual Event: A series of 3 videos with a promotional video posted on 30.03.21. The three videos were focused on History, Food and Fashion. The first video to go out was focused on the history and was subtitled. This video had a reach of over 6,000 people.</p>
<p>Rhythm of the Bann Event (All: Inclusion)</p>	<p>7th – 8th May Virtual Event: Two videos were prepared and posted on Facebook over the weekend which Rhythm of the Bann would normally be on with a subtitled promotional video being posted on 4th May. This video had a reach of nearly 2,500 people.</p>
<p>Rathlin Sound Maritime Festival (All: Inclusion)</p>	<p>31st May – 6th June Virtual Event: A series of 4 videos (local businesses, Vikings, heritage and history) posted on Facebook between 31st May and 6th June with a subtitled promotional video published on 29th May. This video had a reach of nearly 1,500 people.</p>
<p>Ould Lammas Fair (All: Inclusion)</p>	<p>28th – 1st August Virtual Event: A series of 4 videos (heritage, traders, agricultural and people of the fair) with a subtitled promotional video being posted on 21st August. This video had a reach of 3,300 people.</p>
<p>Salmon & Whiskey Festival (All: Inclusion)</p>	<p>18th September Virtual Event: A short promotional video was produced to mark the weekend that the Salmon & Whiskey Festival would've been on. There video could be enjoyed by all as there was no speaking so no need to subtitle.</p>
<p>Halloween (All: Inclusion)</p>	<p>Virtual Dates: 17th – 31st October On Site Dates: Ballymoney 27th October, Limavady 28th October, Coleraine 29th October, Ballycastle 30th October.</p>
	<p>Virtual Events: The virtual programme consisted of a re-run of the 10 local Myths & Legends videos prepared to mark last year's Halloween. One of the Halloween Storytelling Sessions recounting the Haunting at Ossian's</p>

<p>Christmas Virtual Events (All: Inclusion)</p>	<p>Grave was subtitled. This particular story was broadcast on 31st October and had a reach of 1,500 viewers.</p> <p>On-Site Events:</p> <ol style="list-style-type: none"> 1. Accessoloo (previously known as Mobiloo) was on the ground at all 4 of our Halloween events. 2. Disabled parking was allocated in each location and was bookable in advance through Councils' Visitor Information Centres. <p>Christmas Cavalcades:</p> <p>Ballymoney 18th November, Limavady 20th November, Ballycastle 25th November, Garvagh 29th November, Dungiven 30th November, Portstewart 1st December, Coleraine 2nd December, Portrush 3rd December, Kilrea 4th December</p> <p>On-Site Event:</p> <ol style="list-style-type: none"> 1. Alongside the normal public toilets Accessoloo was on site at Ballymoney, Coleraine and Ballycastle with Limavady having the same resources in the Roe Valley Arts Centre. 2. Quiet Christmas for children with additional needs was organised for Ballymoney, Limavady, Ballycastle and Coleraine. These were 2 hour events prior to the Christmas Cavalcades in the evening, where each child has a 10 minute slot on a one-to-one basis with Santa with a gift to each child at end of session. Siblings are welcomed so that it is inclusive of all the family. 3. Disabled parking was available in all town centre car parks an on-street designated spaces. <p>Samples of Videos Listed Above:</p> <p>Rathlin Sound Maritime Festival https://www.facebook.com/CausewayGlensEvents/videos/467286140998127/?t=1</p> <p>Ould Lammas Fair https://www.facebook.com/CausewayGlensEvents/videos/877667669793968/?t=2</p> <p>Halloween - Ossins Grave https://www.facebook.com/CausewayGlensEvents/videos/352725813293052/?t=2</p>
<p>Sports Activity Courses</p>	<p>Summer Recreation Programme 2021 6 weeks of Sports Camps throughout Causeway; 38 Camps delivered (linking with 7 local clubs and 5 National Governing Bodies of Sport)</p> <p>Number of Participants: 2,100</p>

<p>(All: Inclusion / Equality)</p>	<p>Different Ball, Same Goal Good Relations project for post primary schools throughout Causeway to demonstrate different sporting cultures; sports included Football, Gaelic Football and Rugby Number of Participants: 623</p> <p>Causeway Healthy Kids project Primary School programme encouraging children to make healthy life choices (mental health & wellbeing, physical activity, and nutrition elements); the project was delivered within schools in socially deprived areas of the Borough (partnership with the Northern Trust, PHA, Sport NI, NHLP and GG&GBC) 12 schools took part Number of Participants: 320</p> <p>Friendship Football League Community football league with 12 teams from throughout Causeway participating over 20 Friday nights Number of Participants: 144</p> <p>Disability ‘Come and Try It Racquet Sports’ 6-week programme for children with a disability to try badminton and table tennis. This programme was delivered in partnership with Ulster Badminton and Ulster Table Tennis Number of Participants: 8</p>
<p>Mobile Accessible Changing Facility (Age / Disability / Dependant s Inclusion / Equality)</p>	<p>Council has sought funding to purchase 2 mobile accessible changing facilities, which will be moved across the borough to support inclusion at events, areas of tourism and general use.</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 (Inclusion / Equality)	Throughout the reporting period a planned Equality engagement process supported staff and elected members to further understand 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.
Increased staff awareness regarding health and wellbeing.	During the reporting period weekly articles were included in the staff news to support staff and elected members and increase awareness regarding a variety of health and wellbeing initiatives. This promoted inclusion and equality across all Section 75 groups.

Raise awareness externally	
Action title	Action
Good Relations Initiatives (All: Inclusion / Equality)	<p>During the reporting period the following initiatives ran to raise awareness and encourage inclusion:</p> <p>Area: Overall Good Relations / Peace Building</p> <ul style="list-style-type: none"> • An initiative named ‘What does Good Relations Mean to You?’. • Campaign artwork.
Civic Building Light up (All: Inclusion / Equality)	The Civic building was lit up in different colours to show support for example: Bright future for all, Dyslexia and African and Caribbean Heritage.
Civic Leadership – The Mayor’s Office (All: Inclusion / Equality)	In the reporting period the Mayor during his term in office, engaged with a diverse range of individuals and groups covering a number of the protected characteristics such as local volunteers, community groups, charity representatives and school pupils.

Increased equality in communication methods both internally and externally	
Action title	Action
Accessible communication guide (All: Inclusion / Equality)	An accessible communication guide was updated for all staff via the staff portal to improve communication to all sections of the community and internally.
Makaton Training for Staff, Elected Members and community members. (All: Inclusion / Equality)	<p>To support communication a Makaton training programme and Learning Disability Awareness training for staff, elected members, partner agencies and the community was funded and implemented by Policing and Community Safety Partnership. Taster Makaton sessions were attended by:</p> <p>2 Policing and Community Safety Partnership members (independent members)</p> <p>8 personnel from statutory organisations within Policing and Community Safety Partnership (4 Police Service Northern Ireland, 2 Northern Ireland Housing Executive, 1 Northern Ireland Fire Service, 1 Education Authority Youth worker)</p> <p>2 Officers (Equality and Policing and Community Safety Partnership)</p> <p>7 Community members.</p> <p>Level one Makaton:</p> <p>7 Policing and Community Safety Partnership Members completed level one (3 Elected members, 4 independent members)</p> <p>1 independent Policing and Community Safety Partnership member completed one session</p> <p>4 council officers (2 Policing and Community Safety Partnership, equality and community development)</p> <p>6 personnel from statutory organisation involved in Policing and Community Safety Partnership (1 Education Authority youth worker, 5 Police Service Northern Ireland Officers/Crime Prevention Officer)</p> <p>3 community members</p> <p>Learning disability awareness training delivered by Mencap</p> <ul style="list-style-type: none"> • 9 attendees (2 Police Service Northern Ireland officers, 1 elected member 2 independent member and 4 Policing and Community Safety Partnership staff/admin)
Easy Read	Easy read Technical Training

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(All: Inclusion / Equality)	<ul style="list-style-type: none"> • 4 Policing and Community Safety Partnership staff • Equality Officer • 2 community development staff
Town Centre Forums were set up (All: Inclusion / Equality)	The Town Centre Team set up a Forum to connect and consult with members of the community, business and representatives in Portrush, Portstewart and Ballymoney.

Improved equality on-line	
Action title	Action
Changes to service videos (All: Inclusion / Equality)	When Leisure centres were re-opened videos were developed to show the new layout and process with regards to keeping safe and maintaining social distancing. This way individuals could clearly see and understand what to expect when using the service. This supported individuals to understand and prepare for the changed circumstances.
Inclusive meetings (All: Inclusion / Equality)	Virtual meeting aids were used to support meeting attendees to have the same stress-free experience as others.

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/ Education (Inclusion / Equality)	<p>The Policy & Equality Officer attended the seminars below and disseminated the information to all staff via awareness updates:</p> <ul style="list-style-type: none"> • APSE Equality, Inclusion & Diversity online seminar • Equality Commission Webinars: <ul style="list-style-type: none"> • Every Customer counts - Assistance dogs • Providing accessible services – What does the Law say? • Every Customer Counts – the Business Case and the Benefits • Promoting Equality in Employment for people with disabilities • Promoting Age Equality - What can employers do • Ensuring accessible businesses for customers with a learning disability • Building a Gender Agenda
Awareness information (All: Inclusion / Equality)	<p>The staff news sheet included at least one article per month in its Equality Update section. All Section 75 groups were included which supported staff understanding of various topics, conditions and individuals needs both in work and everyday settings.</p>
Supportive emails and tips (All: Inclusion / Equality)	<p>Staff mental well-being and inclusiveness is encouraged via tips, emails and lunch-time virtual exercises classes for all abilities. Information is provided for those with caring responsibilities, regarding mental health and supportive initiatives linked to encouraging and supporting dignity and respect at work.</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	<p>Relevant Staff were trained on supporting breastfeeding mothers and their families.</p> <p>In May 2021, 23 Estates staff received Equality and diversity training.</p> <p>In June 2021 and February 2022 relevant staff received Customer Services Charter training to support inclusion.</p> <p>46 staff received Equality Screening Training.</p> <p>31 staff received Rural Needs Assessment Training.</p> <p>44 staff received consultation training in November 2021.</p> <p>7 staff received Deaf Awareness Training in January 2022.</p> <p>In February 2022 relevant staff received Policy training which included working in collaboration, equality screening, consultation, benchmarking and identification of future impacts.</p> <p>Staff received monthly education emails regarding various diversity and inclusion topics.</p>

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2021-22 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 virtual service provision and accessibility for citizens.

Understanding of consultation processes and accessible communication will support more individuals to be part of decision making processes and will empower them to voice their opinions.

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):*
Equality screenings supported the improvement of services to meet the needs of individuals linked to various Section 75 groupings.

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):*

The identification of barriers to information for some sections has resulted in the purchase of an Easy Read package and target setting to improve Councils accessible provision in the next reporting period.

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 2021-22 reporting period? *(tick one box only)*

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- 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 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 2021-22 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 2021-22 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 2021-22 report
- Not applicable

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Please provide any details and examples:

Action Plans from the Every Customer Counts assessment were incorporated into annual business improvement planning. Equality measures were included in Business Plans and departmental objectives.

Equality action plans/measures

7 Within the 2021-22 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:

- Present information in alternative formats.
- Elected members equality training.
- Digital transformation including appropriate online and written communication materials.
- 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.
- Review of procurement policy to ensure continued compliance with equality and diversity requirements.
- 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 2021-22 reporting period (*points not identified in an appended plan*):

None.

9 In reviewing progress on the equality action plan/action measures during the 2021-22 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 2021-22 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 2 Consultation exercises.
- The Equality Forum continues to work as a consultation medium.
- Consultation training was provided to relevant staff.
- The Mayor and Diversity Champion raised the profile of various equality actions and campaigns and encouraged involvement through video messages.
- Many programmes and services continued on-line as a proactive measure to support individuals and groups in our community. This was done in consultation and partnership with community groups, local businesses and representative groups for various Section 75 areas.

12 In the 2021-22 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:

PART A

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

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2021-22 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

Emails, tweets and Facebook messages were sent to equality consultees and community groups within the Council area and online to any interested party regarding the equality process and asking individuals to get involved in equality either as a consultee or as part of the Councils equality forum.

14 Was the consultation list reviewed during the 2021-22 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)*:

23

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

22	Policy consultations conducted with screening assessment presented.
1	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:

- EQIA and Consultation on the Policy and Procedure on the Flying of the Union Flag at Council Buildings
 - Engagement with the elected members, staff, Council’s Equality Scheme consultees, public equality forum and youth voice;
 - Direct consultation with members of the public, Elected Members and staff through a paper survey, on-line survey and written submissions;
- Consultation on Fear of Crime
 - Engagement with elected members, disability groups, individuals with a disability and their family/carers/support workers;
 - In partnership with disability representatives and groups, external stakeholders including local schools (e.g. MENCAP and Rossmar Special School, Limavady), Northern and Western area health trusts suitable questionnaires were designed to ensure previously unrepresented groups could complete the questionnaire themselves or with supporters. These partners also provided advertisement and venues for focus groups.
- Consultation on the Anti-Poverty Action Plan
 - An Anti-Poverty Stakeholder Steering Group led by Community Development held a series of focus groups and co-design meetings to help inform the development of the Action Plan. This was further supported via an online survey of organisations which support people experiencing poverty in Causeway Coast and Glens.
 - These stakeholders included Limavady Community Development Initiative (LCDI) Advice Centre, Community Advice Causeway, Vineyard Compassion (Causeway Foodbank & Reset Social Supermarket), Ballycastle Foodbank, Ballymoney Foodbank, Roe Valley Foodbank, Jobs and Benefits Offices, Causeway and Limavady Volunteer Centres, Community Networks – Northern Area Community Network (NACN) Causeway Rural & Urban Network (CRUN), Building Communities Resource Centre (BCRC), Northern Health & Social Care Trust, Western Health & Social Care Trust, PHA, Education Authority, DAERA

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

- Yes No concerns were raised No Not applicable

Please provide any details and examples:

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 2021-22 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

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 2021-22 reporting period? *(tick one box only)*

- Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

Please provide any details:

An equality toolkit was extended to support information provision. The audit of information systems identified people with certain disabilities may have encountered inclusion barriers due to the usual format for written communication. As a result in partnership with Policing and Community Safety Partnership; Council purchased an Easy Read package and intends to increase the number of documents provided in this format over the next reporting period.

21 In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

As individuals continued working from home a supportive programme was developed which included the provision of training on personal resilience, safe place advocate / trusted colleague and managing work related stress. Following a review of Equality screenings and Rural Needs Assessments a training programme for equality screening and rural needs assessment was developed covering 71 people in total. There was specific equality and diversity training for the Estates section. To support the menopause policy introduced previously a nutrition in menopause course was also delivered. In addition there was training for front line staff to support the introduction of a Breastfeeding policy.

22 Please provide any details or examples of where the monitoring of policies, during the 2021-22 reporting period, has shown changes to differential/adverse impacts previously assessed:

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 relevant service delivery.

Monitoring by OD/HR has resulted in the development of a Family rights at work policy which is currently being finalised.

Last year’s community development data was used to develop support programmes relating to finance, inclusion, access and reconnection.

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 2021-22, and the extent to which they met the training objectives in the Equality Scheme.

	No of Attendees
Equality Screening	46
Rural Proofing	31
Equality and Diversity Training (Estates)	23
Customer Services Charter Training	132
Awareness raising emails/staff news articles containing various equality themes, to both staff and elected members	All staff and elected members
APSE Inclusion and Diversity Seminar	1

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 virtually.

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

- 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 can 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:

The Equality Screening and Rural Needs Assessment training has worked well in practice as not only did the figures of completion improve by over 30% but the number of not applicable responses were greatly reduced as staff felt more confident in identifying potential barriers and mitigation options.

Customer service charter training used role play to place individuals in the position of various customers with multiple identities. Staff feedback stated that this empowered them to identify others needs and encouraged them to meet these needs.

The awareness raising emails and staff news articles have ensured timely staff awareness of current equality issues and available support. Staff commented on the benefits of these articles and how their understanding and acceptance of differences has improved. These aimed at improving skills, understanding and supporting the mainstreaming of equality and good relations information in a relevant and meaningful way.

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

- 26** Please list **any examples** of where monitoring during 2021-22, across all functions, has resulted in action and improvement in relation **to access to information and services**:

During the reporting period virtual provision continued to support the medically vulnerable, individuals who were still unsure about meeting in person and to reduce the cost of travel. This resulted in the continued provision of hybrid approaches to meetings and service provision. This also saw an increase in the provision of virtual information on both our services and events. There are plans for this to increase in the next reporting period for example the provision of introductory videos for our leisure centres to

demonstrate what service users can expect. These changes supported all 9 equality groupings.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2021-22?

Insert number here:

2

Please provide any details of each complaint raised and outcome:

- November 2021 – Request to repaint biblical text at the Sea Wall, The Crescent, Portstewart
A request was received by Council from a member of the public for permission to repaint a biblical text on the Sea Wall at The Crescent, Portstewart (owned by Council. Following consideration of the request an EQIA was recommended by Council staff. However, the request was discussed by Council and a decision was made by Council not to carry out an EQIA and to permit the repainting of the biblical text as requested by the member of the public.
- February 2022 – Complaint re lack of disabled access at The Water Margin restaurant, Coleraine.
A member of the public complained to Council that they were unable to access The Water Margin restaurant in Coleraine due to its lack of disabled access for people using a wheelchair. The complaint was investigated by Council’s Environmental Health Department.

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*)

Equality training for elected members.

Continuously improving information systems to support equality screening.

Improving communication for consultation, social activity and inclusive service provision.

PART A

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2021-22) 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):
Improved data collection, sharing and analysis

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:

19

Fully achieved

6

Partially achieved

3

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 continued to be used as a consultative and representative forum 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. These consultation exercises offered the opportunity representatives to be involved in the formation of

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	<p>Representatives from local Disability Groups invited to participate in consultations on major policy initiatives.</p> <p>People with a disability were supported to attend and fully engage in Council events and programmes</p> <p>Inclusive programmes were facilitated for individuals with a disability</p>	<p>Involvement of a wide range of local disability groups in consultation initiatives.</p> <p>Events supported inclusion at both virtual and in person events and programmes</p> <p>Inclusive participation in sport programmes were run</p>	<p>major policies by Council and its statutory partners.</p> <p>People with a disability were able to participate and socialise</p> <p>People with a disability or health condition were able to enjoy and participate in physical activity initiatives to improve wellbeing</p>
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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.

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2	<p>Training Sessions for staff on:</p> <ul style="list-style-type: none"> • Equality Screening • Rural Needs Assessment • Policy Development • Equality & Diversity Training • Health & Wellbeing for Staff 	<p>Training for relevant staff on a range of equality and disability issues.</p>	<p>Employees of Council have greater awareness of equality and disability issues affecting people with specific disabilities.</p> <p>Promotion of positive attitudes towards people with a disability.</p>
3	<p>Awareness raising training for staff and elected members</p>	<p>Monthly awareness emails to all staff and elected members</p>	<p>Promotion of positive attitudes towards disabled people through acknowledging the contribution of people with a disability.</p>
4	<p>Members training programme</p>	<p>Members training programme developed</p>	<p>Training has been scheduled for the next reporting period. This will develop the capacity of members to ensure awareness of legal obligations in relation to employment and service delivery.</p>

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	<p>Improve accessibility for individuals with a disability to access information about all Council Services</p>	<p>Easy Read was identified as important to support individuals to take part in consultations and understand communications</p>	<p>2 consultation processes incorporated Easy Read documents</p>

PART B

2	Attendance of Diversity Champion at training and networking events.	Training and networking events for Disability Champions arranged 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. Sharing of equality and diversity information between elected representatives and Councils.
3	Improve disability awareness of staff via e-briefings, newsletters, staff meetings, emails, intranet and internet	Provision of an awareness programme for staff continued in 2021 - 2022. Disability related topics were highlighted to staff.	Greater awareness of disability and equality issues. Increased understanding and acceptance of staff regarding individuals within the S75 groupings.
4	Training was provided to staff and elected members on Makaton. (Funded and implemented by Policing and Community Safety Partnership) Accessible communication section was extended in the Equality and Diversity toolkit.	Individuals trained are now able to communicate using this language. Information resource provided by email to all staff and added to the staff portal. Easy Read package has been purchased to extend accessible communication provision.	Improved accessible communication used by staff and elected representatives.

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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	Improve disability awareness via information and links on the Council website	Articles by the Diversity Champion provided via social media. Specific information provided on the website.	Information provided to Citizens via the website and social media will raise awareness and acceptance.
2	Encouraging consultation and asking people to feed into Councils decision making process	Advertisement in local papers and via Social Media to encourage others to take part in our consultation exercises.	New individuals joined the consultation list. New individuals/representatives joined the equality forum.

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.

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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.
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 Disability awareness via information and links on the Council website	The website has been updated to include a dedicated web-page detailing disability awareness information	Individuals accessing our website can be linked to information relating to various disabilities
5	Review the feasibility of providing 1 additional changing places facility	Identification of potential facilities	2 accessible mobile changing units (commissioned by town and village management) to use borough wide

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	Improve accessibility to changing places provision within the borough	Two new accessible changing facilities have been commissioned.	Once in place the number of facilities in the borough will be increased	Time required to support the build of mobile facilities. It is planned the facilities will be in place fully at the

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				end of the next reporting period.
2	Every Customer Counts Initiative progressed	Not all facilities have been audited	Facilities suitable for all customers needs/requirements	Audits have been planned over a longer period than the review
3	Extension of JAM Card roll out	Increase the number of retailers who take up the initiative	Improved support for disabled people when engaging with retailers	Due to the pandemic extended roll out was postponed
4	Develop inclusive initiatives in partnership with Autism NI.	Increased Autism friendly sport and well-being initiatives. Design of a sport and well-being Autism Friendly Development/Action Plan Establish a working group to improve access	Some Autism friendly initiatives took place. The Action plan has been drafted but has not progressed to approval.	Due to the pandemic, social distancing restrictions some initiatives were postponed. One of the actions in the plan included the establishment of a working group which has not yet been completed.
5	To improve information for people with disabilities	Development of virtual information on the Leisure App detailing accessible leisure provisions in the 4 centres. Improved information for individuals with Autism.	There has been improved information regarding facilities and accessible equipment/services available. However, there are plans to extend the provision further.	The provision previously determined has been extended and actions have been set over the next 2 reporting periods.

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6	Review the role of organisational Diversity champions	Extend the role to organisational directorates to sit on working groups	Improved promotion of equality and embedding of equality matters.	The role has been reviewed and calls for interest have been extended. However the initial meeting has been rescheduled until all staff are available to meet.

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

	Action Measures not met	Reasons
1	Improve Learning Disability Awareness of staff via training.	Face to face training of Leisure Services Staff was cancelled due to restrictions as a result of the pandemic. The training has been moved to the next reporting period.
2	The recruitment process review to identify adjustments for applicants with learning difficulties has been delayed to the next reporting period.	The review had to be pushed back into the next reporting period as a result of covid and the increasing pressure on the OD/HR function.
3	Café Pavement Licensing to support individuals to fully participate in cultural life	Council is still awaiting guidance from DfI

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

PART B

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

(b) Quantitative

- 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?

Yes

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	The 2 Actions not achieved have been allocated extended timescales for completion	Learning Disability Staff Training and Review of recruitment process to support individuals with learning difficulties.	End of next reporting period
2	Increased staff awareness regarding health and wellbeing initiatives.	Performance indicator has been changed from ‘maintain a dedicated webpage on the staff portal’ to ‘inclusion in the staff news’ as	Ongoing – 2020 - 2024

PART B

		this ensures greater coverage and contact with staff and elected members.	
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?

No; the Disability Action Plan was fully reviewed in 2020/21 following the completion of an Audit of Inequalities and the continued adoption of the Every Customer Counts initiative and associated action plans.

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.

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