

# Causeway Coast and Glens Borough Council



Causeway  
Coast & Glens  
Borough Council

## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2017-18

### Contact:

<ul style="list-style-type: none"><li>Section 75 of the NI Act 1998 and Equality Scheme</li></ul>	Name: Cathy Watson Telephone: 028 2766 0201 Email: cathy.watson@causewaycoastandglens.gov.uk
<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above <input checked="" type="checkbox"/> (double click to open) Name: Telephone: Email:

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

<https://www.causewaycoastandglens.gov.uk/council/equality-diversity-and-the-disability-duties>

### Signature:

A handwritten signature in black ink, appearing to read "David Jackson".

David Jackson

Chief Executive, Causeway Coast and Glens Borough Council

**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 2017 and March 2018**

## **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 2017-18, 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.*

- Reviewed screening practises with the development of in-house training under the guidance of the ECNI.
- Continued development of the council's Equality Forum with representation from Section 75 groups
- Partnership working with the Mae Murray Foundation to make Benone Beach accessible and inclusive for all people. The Mae Murray Foundation partnership is the first partnership they have developed with a cultural venue in NI.
- The council has implemented a diverse and varied events programme, which include cultural content; all cross community and are open to all.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).
- Coastal Access schemes at Castlerock and Benone beaches including the provision and manning of storage facilities at the Ark Benone to allow beach and water access for families with disabilities.
  - Providing specialist provision at Council managed events for children with additional needs e.g. Quiet Time, Ground level petting zoo where animals could be petted on children's laps or at wheelchair height.
  - Shop mobility provision at Lammas Fair and Airwaves.
  - Additional disability parking spaces provided at Council managed events.
  - Working with Riding for the Disabled at Lammas Fair during the 2 days of the fair. Full wheelchair accessible horse & trap rides.
  - An 'Easy-read' version of the Community Plan was completed in partnership with CAN (Compass Advocacy Network) who are a unique, user-led organisation of people with learning disabilities, based in Ballymoney.
  - Community Development Support Grants awarded to community groups in the Borough which carry out a wide range of activities and services for local communities including older people and children and young people, in the areas of tackling deprivation, improving access to services, good relations etc.
  - 35 Social Inclusion Grants were awarded to voluntary groups for activities and services that promote the inclusion of people who are more likely to be isolated within communities. Of these grants, 7 were awarded specifically older peoples groups; 7 grants were awarded to groups whose beneficiaries were people with a disability; 3 of these grants were awarded to groups whose beneficiaries were children or parents of young children.
  - Targeted programme aimed at primary school children with 10 interactive events attended by over 1,000 P7 children being addressed by 13 statutory agencies with a safety message.
  - Firework safety information distributed to year 10 pupils in 5 schools and 24 talks given to targeted groups of families with children under the age of five and those over 65 years.
  - 19 different groups attended our permanent Home safety education resource, Hazard House where they were able to learn of hidden dangers around the home environment.
  - A total of 4,516 enquires were received with 851 sign posted to fuel poverty support and 342 to other services.
  - 185 CO alarms supplied to vulnerable households across the borough.
  - Slow Energy Efficient slow cooker events targeted at those living in food poverty with 53 participants.
  - 7 Schools took part across the Council area with a total of 273 pupils participating in the Energy Detectives programme targeting fuel poverty within the borough.
  - Continuation and development of the two fuel stamp schemes run across the borough targeted at low income households.

- Over 400 referrals made to the Affordable Warmth Scheme targeted at reducing fuel poverty.
- Continued delivery of the cooking with toddlers, batch cooking and the 'Food Values' programmes aiming to develop affordable lifestyle choices and healthy eating.
- 525 keep warm packs distributed during 2017-2018 in line with set criteria to benefit those experiencing fuel poverty, adult with underlying cold related illness that makes them more vulnerable in the cold; homeless person; dependent children; people aged 65+ living alone; people aged over 70 year.

Pack	Number
Adults	350
Children	69
Toddlers	53
Infants	53
<b>Total</b>	<b>525</b>

- **Home Safety Visits completed:**

Total Home Assessments	Total under 5 Receiving equipment	Total over 65 (Falls prevention) receiving equipment
834	566	268

- The Mayor hosted a number of receptions during the 2017/18 term which targeted various Section 75 groups as follows:
  - Irish Rowing Champion (Women's Intermediate sculls) from the Borough
  - Loughgiel School of Irish Dancing
  - Dunloy Accordion Band
  - Winners of Rolls-Royce Science Award (Portstewart PS/St Colm's PS)
  - Long serving SVP volunteer
  - 2 x Northern Regional College award winning apprentices
  - NIHE Retirement Association
  - Glens of Antrim Comhaltas
  - Ballinlea LOL
  - Commonwealth Games Medallist from the Borough
  - St John's PS and Killowen PS Chamber Debate re school uniforms
  - McNicholl School of Irish Dancing
  - Coleraine Grammar School - Women's 8s and 4s Irish Schools Rowing Champions
  - Ballymoney U15 Hockey Team - Ulster Plate winners
  - SupercupNI and NW200 Chinese visitors
  - Visitors from twinned towns - La Roche sur Yon and Vigneux sur Seine
  - Coleraine and District Talking News
  - William Keown Trust Award recipients from CCAG Borough
  - Causeway Coast and Glens CAN group (sight loss)
- Delivery of a diverse and varied activity programme including:
  - Roe Valley Walking Club – weekly walk from Roe Valley Leisure Centre for older people and Nordic Walking option.

- Stick & Ball United – Over 300 children from post primary schools throughout Causeway taking part in Football, Gaelic Football, Hockey and Camogie. Sessions held in Coleraine, Ballymoney, Limavady and Ballycastle.
  - Rossmar GAA Programme – GAA officer delivering structured GAA sessions to children with intellectual disabilities
  - Older adults exercise programme – Yoga and Exercise to music sessions delivered by council EBA staff.
  - Coleraine Cougars Special Olympics – Basketball club for children and adults with intellectual disabilities
  - Tots & Carers – A parent/carers and toddler group for 0-3 year olds. On average we have approximately 20 children and 15 parents/guardians who attend each session.
  - Jolly Mixtures An over 50's group which meets weekly facilitating social activities for older people. On average we have approximately 15 - 18 who attend each week.
  - Sandelford School Disability Sports Programme currently the programme has 40+ participants each session playing football, hockey and tag rugby. Target age group 11 years to 18 years.
  - Wheelchair basketball training Mondays 15 weeks 20 athletes per night
  - All Ireland Wheelchair basketball annual tournament Dungiven Sports Centre March 2017 – 300 participants (not including spectators)
  - Multi-sport & Disability Awareness Festival March 2018 attended by Primary school children from Feeder Schools linked to Our Lady of Lourdes, Ballymoney. Including Year 8 children from Our Lady of Lourdes and P7 Children from Balmamore, Cloughmills & Landhead Primary Schools. The programme of inclusive games activities including Handball, wheelchair basketball, Boccia & New Age Curling hosted in Joey Dunlop L.C.
  - Boccia schools taster day held in January 2018 with 10 participants
  - Bannside Strollers Walking Club – weekly guided walk from Coleraine Leisure Centre for older people
  - Actively Ageing Well Club – weekly exercise programme for older people based at Coleraine Leisure Centre
  - Causeway Wheelies – weekly wheelchair basketball community programme for adults based at Joey Dunlop Leisure Centre.
  - Causeway Paralympic Summer Camp – Paralympic sports offered as part of Council's Summer Recreation programme.
  - Shared Education – Killowen PS & St John's PS and also Portstewart PS & St Colum's PS taking part in Hockey and Camogie / Hurling delivered by Council sports coaching staff.
- Delivery of a diverse and varied arts and cultural events programme, including:
    - Flowerfield Arts Centre developed a partnership with the Mae Murray Foundation providing accessible sensory toys and games for Mae Murray foundation members (families with disabled children/young people). Pilot project of one year initially, activated 2018/19.
    - Roe Valley Arts Centre developed the Fab Families programme which was launched in March 2018 exploring diversity & inclusion within family units.

- Partnership activities with Here NI and Cahoots NI (targeting single parent/same sex parent families). Approx. 67 attendees/participants.
- Roe Valley Arts Centre: 'New Perspectives' Partnership pilot project with WHSCT (Western Health & Social Care Trust) developed Jan-March 2018. Painting and creative expression sessions for adult referral clients of Trust, resulting in community arts exhibition May 2018. Approx. 10 clients per week x 10 workshops.
- Museum Services have been continuing to work in partnership with a visually impaired group and RNIB to create our accessible heritage trail.
- Cultural Services/Community Arts: 'Aurora Circus Skills' Partnership project with Streetwise Theatre continued providing circus performance skills for adults with learning difficulties at Sheskburn House Ballycastle & Flowerfield Arts Centre. Approx. 15 participants x 48 sessions x 2 projects.
- Cultural Services/Community Arts: Project 'Sing Club' ran Jan-March 2018 with over 40 participants meeting weekly at RVACC. Cross-Community choir, the group rehearsed and performed songs and wrote their own to celebrate the anniversary of the Good Friday Agreement. Funded by GR. Approx. average 26 participants x 10 workshops. Approx. 80 performance attendees.
- Delivery of The Exploring Enterprise<sup>3</sup> programme (EE<sup>3</sup>p). EE<sup>3</sup>p provides support to the unemployed or economically inactive individuals of Northern Ireland. The programme is aimed at improving social mobility among those groups named above. Confirmed participants included women returners, the unemployed, those classed as NEET, and several people who had fallen through the net of education. Details of delivery as follows:

The Exploring Enterprise <sup>3</sup> programme (EE <sup>3</sup> p)	
Courses Delivered	2
Personal Development Plans Completed	24
Baseline Reviews Completed	16
Individuals achieving QFCF Level 1 in 'Understanding Business Enterprise'	14
Study Visit attendees	10
Post-training Review Plans Completed	14
Rickter Review Interviews Completed	14
Individuals obtaining employment	2
Individuals starting their own business	4

- Agreed to improve wet changing facilities at RVLC under changing places scheme and fit a new pool hoist to improve accessibility.
- Construction of an external & internal Dog spend for accessible users within the Dungiven Sports Centre.
- Offered the Health Matters Programme to long term sick employees in conjunction with GP, OH and leisure centres
- Accommodated flexible retirements to employees with/without dependants and those with/without disabilities

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- Accommodated flexible working to employees with/without dependants and those with/without disabilities
- Accommodated reasonable adjustments to employees with/without disabilities in line with Occupation Health recommendations
- Continue to offer the services of Inspire counselling, Westfield Health Care and physiotherapy to certain legacy council employees
- Activity programmes such as kettle bells, yoga and Pilates offered in local council buildings

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

Review of screening practices with development of new screening guidelines and roll out of screening training programme.

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 requirement and better resourced to meet this requirement through the development and delivery of in-house training on screening. This led to the better working relationships with various S75 representative groups and the establishment of the S75 Access meetings for the Portrush Public Realm initiative.

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):*  
  
Feedback from consultees demonstrated the need for closer working relationships and ongoing consultation throughout the lifespan of the Portrush Public Realm project. This learning has been carried across the different departments within council.
- 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):*  
  
Council became aware of the need to review screening practices and to update staff's knowledge and skills in this area.
- 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 2017-18 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:

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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:

In the 2017-18 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

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- 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 2017-18 report
- Not applicable

Please provide any details and examples:

**Equality action plans/measures**

7 Within the 2017-18 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 an actions which are ongoing are:

- Inclusion of S75 groups in consultation processes – The council's section 75 consultee list and the council's Equality Forum members are notified of all public consultations facilitated through the council.
- Development and delivery of a Good Relations Strategy and Action Plan. The draft Good relations strategy and action plan 2018-2023 has involved consultation with a wide range of S75 stakeholders.
- Provision of ongoing programme of Equality & Good Relations training for councillors and staff.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

Extension of the 2015-16 Equality Action plan for 2017-2018 to allow for improved alignment with other related plans, including the Community Plan and Corporate Plan. A new Equality Action Plan will be developed in the 2018-2109 reporting period.

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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 2017-18 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 easy read versions of documents used in consultations
- Facilitation of ‘street walks’ with disability groups to view and discuss issues in relation to Pavement Cafes, street furniture and Portrush Public Realm as part of relevant consultations.
- Dedicated Access meetings in relation to Portrush Public Realm project for interested Equality Groups. This was advertised through the Council’s Equality Forum, the Council’s S75 consultee database, online via the Portrush Public Realm webpage and through the talking newsletter service in Coleraine.
- Consultation with RNIB regarding mixed food and garden waste bin collection service.
- Two focus groups as part of Community Centres Pricing Policy initial scoping work.
- Two focus groups and hard copy survey as part of Ballysally Community Centre review
- Consultation workshop and survey as part of Greysteel Community Centre Outline Business Case.

**12** In the 2017-18 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*): Street Walks & Site Visits

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:

- Dedicated Access meetings in relation to Portrush Public Realm project for interested Equality Groups attended by numerous groups. This was advertised through the Council's Equality Forum, the Council's S75 consultee database, online via the Portrush Public Realm webpage and through the talking newsletter service in Coleraine.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (*tick one box only*)

- Yes       No       Not applicable

Please provide any details and examples:

- Numerous awareness raising and public consultation events with regard to the Portrush Public Realm project.
- Targeted engagement (Section 75) with specific community based and voluntary groups / organisations across the Borough in relation to community centres.
- Six Week Public Information Update on the CCGs Delivery Plan posted on CCGs Community Planning Web-page and available for comment.
- Seven public engagement consultation events held in Libraries throughout the borough in partnership with Libraries NI.

**14** Was the consultation list reviewed during the 2017-18 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)**

<https://www.causewaycoastandglens.gov.uk/council/equality-diversity-and-the-disability-duties>

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

22

16 Please provide the **number of assessments** that were consulted upon during 2017-18:

22	Policy consultations conducted with <b>screening</b> assessment presented.
	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
	Consultations for an <b>EQIA</b> 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:

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:

- Portrush Public Realm’s screening decision was reviewed following concerns raised by consultees. The screening continues to be reviewed in line with project development through ongoing dialogue with S75 groups in the form of street walks, S75 access meetings and public information events.
- The pavement Café screening was reviewed following concerns raised by consultees. Council are awaiting further guidance from the Department of Communities.

**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 2017-18 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 2017-18 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:

**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:

**22** Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

**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:

Uptake at events/programmes throughout council, e.g. sporting events, keep warm packs distributed; participants in 'quiet events'.

**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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

Ongoing programme of training aimed at all levels within the organisation covering various S75 issues. Development of in-house screening training to improve skills and knowledge for screening.

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:

- Screening Training with 45 participants
- Corporate Induction (Includes Equality & Diversity & Good Relations) with 25 participants
- Autism Awareness Training with 9 participants
- Dementia Friendly Awareness with 10 participants
- Hearing Impairment Training with 12 participants
- Two Disability Awareness training sessions with 20 participants
- Mental Health First Aid (2 days) with 17 participants
- Inclusive Disability Training for Staff Dungiven Sports Centre

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

26 Please list any examples of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation to access to information and services:

Development of a draft accessible information policy which will be reviewed in line with any feedback received through public consultation and will be implemented in the 2018-2019 period.

**Complaints (Model Equality Scheme Chapter 8)**

27 How many complaints in relation to the Equality Scheme have been received during 2017-18?

Insert number here:

4
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Please provide any details of each complaint raised and outcome:

- Complaint under Section 75, Schedule 9, Paragraph 10 of the Northern Ireland Act 1998; failure to comply with an approved Equality Scheme in relation to Council decision to disengage with Ballymoney Social Centre. This will be investigated and any recommendations will be implemented in the 2018-2019 reporting period.
- Complaint of Sex Discrimination from an employee has been lodged. This will be investigated and any recommendations will be implemented in the 2018-2019 reporting period.
- Complaint regarding Good Relations audit and strategy specifically focusing on Sectarianism, racism and political opinion and not also Disability and LGBT. Response provided of the purpose of District Councils Good Relations Programme to implement statutory duty of Section 75 (b) however that reasonable adjustments are made to ensure none of the wider section 75 groups are

excluded.

- Complaint regarding accessibility and inclusiveness of a Peace 4 programme. Provisions are being made to ensure the group is not excluded and they can fully participate on the programme.

### Section 3: Looking Forward

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

2020

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)*

- Training
- Review of Policies
- Screening

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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):



**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:**

10

Fully achieved

1

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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>			
Local <sup>v</sup>	Involve people with a disability in stakeholder consultation events relating to Portrush Public Realm	Meetings attended Consultative focus groups Establishment of S75 Access Meetings	Increased opportunities for individuals to contribute towards addressing equality and diversity issues within public life and help inform the design and delivery of Portrush Public Realm
	Equality Forum	Representative membership of S75 groups	Increased opportunities for individuals to contribute towards addressing equality and diversity

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			Meetings attended	issues within public life
	Partnership working with Mae Murray Foundation		Meetings attended Advice & Guidance provided in relation to initiatives throughout council in relation to accessibility and inclusiveness	Increased opportunities for people with a disability and their families/carers to access and enjoy an outdoor experiences across the borough. Increased awareness of disability issues and understanding of disability related issues. Promotion of positive attitudes towards people with a disability.
	Involve people with a disability in council events		Facilitation of 'quiet sessions' at a number of events including the Christmas lights switch on and spring fair.	Increased opportunities for people with a disability and their families/carers to access and enjoy council events across the borough.

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

	Training Action Measures	Outputs	Outcome / Impact
1	Induction Training	corporate induction training sessions where an Equality and Diversity session provides disability awareness training for all new employees.	Increased awareness of disability issues and understanding of disability related issues. Promotion of positive attitudes towards people with a disability.
2	Screening Training	Tailored training for all members of staff with dedicated section on	Increased awareness of disability issues and

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		disability awareness and promoting positive attitudes towards people with a disability.	understanding of disability related issues. Promotion of positive attitudes towards people with a disability.
3	Autism Awareness Training Dementia Friendly Awareness Hearing Impairment Training Disability Awareness training Mental Health First Aid Inclusive Disability Training	Tailored training for staff covering a range of specific disabilities, increasing awareness and promoting positive attitudes towards people with a disability.	Increased awareness of disability issues and understanding of disability related issues. Promotion of positive attitudes towards people with a disability.

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 relevant training and networking events	One elected member and one staff member attended meetings facilitated by the Statutory Duty Network	Positive attitudes towards disabled people and challenging negative attitudes.
2	Making information more accessible to all	Promotion of inclusive practices such as provision of interpreters at meetings & events, as well as provision of information in accessible formats.	Increased opportunities for people with a disability and their families/carers enjoy council events, participate in meetings and access information.

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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	Annual review of the Disability Action Plan	Reviewed Disability Action Plan	Positive attitudes towards disabled people and challenging negative attitudes. Improved awareness of disability issues in service delivery.
2	Screening Training	Development and delivery of 'in house' training on screening	Increased awareness of council's public duties in relation to promoting equality of opportunity and good relations. Increased awareness of screening process and need to pay due regard. Positive attitudes towards disabled people and challenging negative attitudes. Improved awareness of disability issues in service delivery.

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	All new and revised policies were screened for impact upon disability duties	Equality and good relations screening of new and revised policies complete and documentation placed on the internet	Improved awareness of equality of opportunity and good relations issues within strategic planning and service

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			delivery
2			

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 a draft accessible information policy	Better promotion of equality for people with a disability Promotion of positives attitudes towards disabled people	Due to unforeseen delays in the reorganisation of staff in line with the local government reform the finalisation of the accessible information policy has been deferred into the 2017/18 period
2			

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

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

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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

The council continually reviews monitoring information including:

- Review of complaints/compliments
- Feedback from service users
- Review of the operation of the Disability Action Plan

(b) Quantitative

- Number of training session provided and associated attendees
- Number of engagement sessions attended
- Number of requests for specific services e.g. interpreters, requests for information in an alternative format
- Number of complaints received regarding accessibility and disability related issues
- Quarterly Screening Reports

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?**

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Please select: No

If yes please outline below:

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

7. Do you intend to make any further revisions to your plan in light of your organisation's annual review of the plan? If so, please outline proposed changes?

We intend to review the disability action plan in the 2018/19 period

<sup>i</sup> **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.

<sup>ii</sup> **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.

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

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

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

