



<b>Title of Report:</b>	<b>Section 75 Annual Progress Report to Equality</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>20 August 2019</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	Leader and Champion
Outcome	Provide civic leadership to our citizens, working to promote the Borough as an attractive place to live, work invest and visit
Lead Officer	Head of Policy and Community Planning

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

<b>Screening Requirements</b>	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 2018/19**

- 2.1 A copy of the Draft Annual Progress Report for 2018/19 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 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.
- 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 2018-19**

**Contact:**

<ul style="list-style-type: none"><li>Section 75 of the NI Act 1998 and Equality Scheme</li></ul>	Name: Elizabeth Beattie Telephone: 028 777 60318 Email: Elizabeth.beattie@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 type="checkbox"/> (double click to open) Name: Telephone: Email:

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

**[www.causewaycoastandglens.gov.uk](http://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 2018 and March 2019**

## **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 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

- Continuing efforts to ensure active involvement of S75 groups in consultation exercises within Council, for example in relation to the development of the Local Development Plan and the Delivery Plan for the Causeway Coast and Glens Community Plan.
- Development of an inclusive access approach by Council in relation to major events organised by the Council.
- Development of projects within sport, recreation and countryside access to encourage and facilitate access to Council services and facilities.
- Continued operation of the Council's Equality Forum with representation from a range of Section 75 groups.
- Establishment and roll out of a training and awareness raising programme for Council staff on a range of Section 75 issues.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

**Inclusion of S75 Groups in the Council’s Consultation Process:**

In relation to the Local Development Plan (LDP), Council published a ‘Statement of Community Involvement in Planning (SCI)’ which outlined how Council will engage with government departments, key stakeholders and members of the public and Section 75 groups as part of the LDP process.

Prior to the publication of the Preferred Options Paper (POP), and in keeping with the SCI, Council wrote to the consultee list of S75 groups, seeking their views on strategic issues that they considered relevant to the people they represented.

These groups were consulted with again once the POP was published.

The Council also held a Youth Forum and an Older Adults & Ageing Population Consultation Event in relation to the Local Development Plan and a presentation was given on the Preferred Options Paper to the Council’s Equality Forum in September 2018.

In relation to the development of the Delivery Plan for the Causeway Coast and Glens Community Plan, engagement took place with participants in the Compass Advocacy Network to produce an Easy Read version of the Delivery Plan.

**Good Relations Strategy and Action Plan:**

<b>Persons of Different Religious Belief</b>	<b>Political Opinion</b>	<b>Racial Group</b>	<b>Age</b>
<p>All our programmes target and are open to people of different religious belief.</p> <p>Community leaders programme - work with community leaders representing different community backgrounds to engage in dialogue addressing Good Relations issues</p>	<p>“Let’s Talk” - bringing young people from different secondary level schools together from throughout the Borough to engage with and challenge difference in political opinion of our councillors / other young people.</p>	<p>Taste Of Culture events - two multicultural events took place March 2019 to showcase the rich diversity of culture that exists within the Borough.</p>	<p>Shared education networking project - pilot project between two primary schools took place to assist in increasing opportunities for young people to participate in activities with other young people from a different community background.</p>

affecting the 2 main communities in Northern Ireland.			
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### **Accessibility to Council Services and Functions:**

In relation to Council events the following measures have been utilised to enhance accessibility to major events:

<b>Event</b>	<b>Measures Taken</b>
Ballymoney Spring Fair 2018	<p>RDA (Riding for the Disabled Association) rides in and around Megaw Park, Ballymoney.</p> <p>Designated Quiet Time Sessions - Elements of the Petting Farm and / or Edible Art/ Jumping Clay demonstrations in Town Hall and Megaw Park (10-11am) two half hour sessions and limit of 5 disabled children per group.</p> <p>Disabled Toilet facilities in Ballymoney Town Hall, Megaw Park and Joey Dunlop Leisure Centre.</p> <p>Disabled parking in and around town centre.</p>
Auld Lammas Fair 2018	<p><b>Disabled Toilets:</b> Mobiloo (suitable for wheelchair access) at Marine Carpark Sunday 26<sup>th</sup> August 1.30pm to 9.30pm: Monday 27<sup>th</sup> August 10am to 9pm and Tuesday 28<sup>th</sup> August 10am to 6pm.</p> <p><b>Disabled Parking:</b> Limited disabled parking at Seafront (on Monday only redirect to Park and Ride as all buses wheelchair accessible).</p> <p><b>Mobility Scooters and Wheelchairs:</b> Available to hire from Shop Mobility at Seafront. Bookable in advance on 07934190242</p> <p>No specific designated Quiet Time, but the provision of a Petting Zoo was available from 10am until 11am to accommodate children with disabilities on both mornings before the main crowds arrived.</p> <p>Silent fun fair ride providers available from 5.30pm until 6.30pm on Saturday 25<sup>th</sup> August to accommodate children with disabilities.</p> <p>Riding for the Disabled (RDA) Pony Rides suitable for many special needs children, but not for wheelchair bound children as they don't have a winch to hoist a child on to the horse. Riding for the Disabled (RDA) offer specially designed and adapted Pony and Trap Rides for wheelchair users.</p>

<p>Airwaves Portrush 2018</p>	<p><b>Provision of extra portiloos:</b> Lansdowne beside the shelter: 2 disabled The Arcadia on the promenade: 1 disabled East Strand car park: 2 disabled East Strand Hospitality Marquee: 1 disabled Car park (Ballywillan Road): 1 disabled</p> <p><b>Mobiloo location:</b> Airwaves East Strand car park</p> <p><b>Mobility Scooters and Wheelchairs:</b> 6 scooters and 2 wheelchairs available to hire from 10am – 5pm from Shop Mobility located at in East Strand car park.</p> <p><b>Disabled Car Parking:</b> located at Lansdowne with up to 100 spaces available, these spaces can be utilised by members of the public on display of a valid Blue badge.</p> <p><b>STEM Village Quiet Time:</b> 10am – 11am on Saturday 1<sup>st</sup> September and Sunday 2<sup>nd</sup> September, visitors with additional needs were able to browse the full range of exhibits within a quiet environment. No background music or loudspeaker announcements and noise levels minimised as much as possible. Reduced numbers of people on-site to enhance the quiet environment and the marquees used for the STEM exhibition are all fully wheelchair accessible.</p>
<p>Halloween 2018</p>	<p>Quiet Time arranged in advance of the main activity in each town:</p> <p>Coleraine Slime workshops 5-6.30pm Ballymoney Slime workshops 5-6.30pm Limavady Sensory workshops 5.30-7pm Ballycastle Sensory workshops 5.30-6.30pm</p> <p>Provision of a Mobiloo disabled toilet (suitable for wheelchair access) at each venue from 6-9pm approximately.</p> <p>Disabled parking available within Limavady Roemill Road site, in Ballycastle there is limited disabled space in the Marina carpark. Limited disabled parking is available in Coleraine at Rugby Avenue playing fields. Limited disabled parking at Ballymoney Showgrounds and the Reformed Presbyterian Church adjacent to Charlotte Street.</p>
<p>Christmas 2018</p>	<p>Provision of Mobiloo - disabled toilets (with hoist and attendant) at Limavady, Coleraine, Ballymoney and Ballycastle events.</p>

	<p>Quiet Christmas provision for children with additional needs in Limavady, Coleraine, Ballymoney and Ballycastle.</p> <p>Disabled parking – coned off bays in local streets and carparks during Christmas events.</p> <p>Hands That Talk Signing Choir performed at Ballymoney Switch-On (unavailable for other dates).</p>
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In relation to decisions made by Council it was agreed to:

- Implement the “Every Customer Counts” initiative in 2018 and work has been undertaken to subject Council facilities to audit on a rolling basis. Associated Action Plans have been developed from the results of these audits to ensure Council facilities and services are as accessible as possible.
- Implement the SignVideo system to enhance service accessibility for people using sign language as their first language. This system is to be fully implemented in 2019.
- Become a JAM Friendly organisation (“Just a Minute”) with steps being taken to implement this within Council and promote the Just a Minute initiative among local businesses and community organisations.
- Adopt the Motor Neurone Disease Charter and promote the Charter, raising awareness of Motor Neurone Disease and what good care looks like for those living with this condition.
- Recognise the positive benefits that breastfeeding can have for mother and baby and support the #NotSorryMums campaign.
- Review how Council can help meet local obligations within the Convention on the Rights of People with Disabilities.
- Ensure that people with Autism Spectrum Disorders can have full access to services within the Borough.

The Council put in place various measures to help improve access to local beaches for a range of users regardless of levels of mobility:

- *Benone Strand* – The first phase of the Benone Inclusive Beach Project has been completed and provides a new stand-alone storage facility which provides excellent storage space for the beach mobility equipment in close proximity to the Ark building and the adjacent disabled parking bays. The siting of the new store will minimise conflict between users of the beach equipment and other users of the toilet and showering facilities and the coffee dock in The Ark building. The

new purpose-built compliant access ramp provides safe, convenient access for all users of The Ark complex, but especially those making use of the beach mobility equipment. The ramp will link the storage facility with the parking bays located adjacent to the Ark building, ensuring a satisfactory transition between the two for restricted mobility users. The second phase of the project scheduled for 2020-21 will provide a compliant access ramp and footpath to link the facilities with the parking bays and raised pedestrian area to enable safe access for service users to the beach.

- *Castlerock Beach* – Improvements took place to the existing boardwalk and new sections of boardwalk were added to enhance accessibility to and from the site.
- *Ballycastle Beach* – a new section of boardwalk was put in place enhancing access from the seafront at Ballycastle to the beach.

In relation to Sports and Recreational activities the following activities took place:

- At Coleraine Leisure Centre a Friday Night Disco was held on a regular basis for children with a physical or mental condition that limits a person's movements, senses, or activities (up to 20 kids attend).
- Coleraine Leisure Centre is in the process of improving its wet changing facilities under the Changing Places scheme to improve accessibility.
- Specialist tuition for people with severe physical/learning impairments is also provided at Coleraine Leisure Centre. A weekly programme of swimming is in place within the Leisure Centre for Special Olympics participants.
- The Council teamed up with Disability Sport NI to introduce an inclusive cycling session as part of the Disability Hub initiative based at the Joey Dunlop Centre in Ballymoney. These sessions provide an opportunity to have-a-go on specialist cycling equipment including side by side tandems, hand cycles and wheelchair platform cycles.
- The resounding success of the Inclusive Family Cycling Days further highlighted the identified need to provide an accessible provision similar to specialist bike rental schemes within other areas of the Borough as Council did not have a pedestrianised area, with footpaths which would enable the specialist bikes. Following meetings with service users and Council Officers a scoping exercise was initiated to investigate the possibility of linking the Disability Hub Project at the Joey Dunlop Centre with the footpaths at the Riverside Park, Ballymoney. The Project has been identified as a priority moving forward and will provide an opportunity for families to access the bikes (by appointment) within the facility working hours and utilise the controlled area at Riverside Park.

## PART A

- A project was undertaken to deliver an Inclusive Golf Project across the Causeway Coast and Glens area in partnership with the Confederation of Golf in Ireland and Disability Sport NI, and in association with Special Schools, local golf clubs and local golf professionals. The project encouraged and facilitated a collaborative approach to increasing participation in golf among persons with disabilities and had the following results:
  - 32 adults with a disability (from 4 Adult Care Centres; Ballycastle, Ballymoney, Coleraine and Limavady) participated in 5 golf sessions each led by a PGA Professional (20 sessions in total)
  - 120 Year 8 & 9 Post Primary School pupils took part in golf tuition sessions (50 sessions in total)
  - 10 Post Primary Schools with Special Units within the Borough engaged with the project
  - 3 Every Body Active coaches were trained in the delivery of the Short Golf Programme and can now deliver sessions on an ongoing basis creating a legacy
  - 4 PGA Professionals engaged with the project
- A Poolpod has been installed in conjunction with Disability Sport NI at the Joey Dunlop Centre Ballymoney as part of their continued support to the Disability Sports Hub situated at the premises. The Poolpod provides dignified, independent access to swimming pools. It is designed for any swimmer who finds using a pool ladder inappropriate and is set to revolutionise the swimming experience for wheelchair users and people with reduced mobility.

### **Awareness Raising/Training:**

The following awareness raising/training sessions were held within Council for Council staff:

- Dignity & Respect at work training
- Introduction of Confidential advisors in Council
- Training in Autism Awareness,
- Deaf Awareness,
- Dementia Awareness,
- Disability Awareness,
- LGBT Training and awareness,
- Mental Health Awareness & Mental Health First Aid.

### **Communication of Equality and Good Relations Issues:**

#### *Civic Leadership – The Mayor’s Office*

During the Mayor’s term of office she hosted and engaged with a diverse range of individuals and groups representing a number of the S75 groups. For example, the Mayor hosted the first civic event recognising the Borough’s LGBT community

### *Committee and Member Services*

To improve accessibility to Council's democratic process the timing and scope of information published on Council's website in terms of planned meetings including agendas, reports and minutes of all meetings continued to ensure access to as wide an audience as possible. Agendas, reports and minutes are published within one week of the meeting being held. The audio recording of the Council's meeting is added to the website the day following the meeting.

### *Corporate Support Services*

Complaints are recorded and monitored to ensure issues raised in terms of the S75 groups are addressed. Council's Complaints, Comments & Compliments policy contains a statement on accessibility to the complaints process for all.

### **Other Relevant Activities:**

- Bannside Strollers Walking Club - weekly guided walk from Coleraine Leisure Centre for older people.
- Actively Aging Well club - weekly exercise programme for older people based at Coleraine Leisure Centre.
- University of the 3<sup>rd</sup> Age – weekly group get together for older people based at Coleraine Leisure Centre.
- The Every Body Active Grants Programme has benefited 39 groups including: Hands that Talk, Mae Murray Foundation, Focus on Family Nurturing & Development Centre, Building Ballysally Together, Ballykelly Mens Shed and Cairde na Scoile, Gaelscoil Leim an Mhadaiah PTA.
- 8 Schools and one voluntary group took part across the Council area participating in the Energy Detectives programme targeting fuel poverty within the borough.
- 635 keep warm packs were distributed; 313 to persons over 65 years, 135 to families with dependants, 121 to persons with a long term health condition, 59 to those with a disability and 6 to pregnant women.
- Targeted programme aimed at primary school children with 4 interactive events attended by over 1,100 P7 children being addressed by 13 statutory agencies with a safety message.
- Recycling initiatives undertaken by Council interacted with a range of individuals and community organisations across the Borough. These included adults who have sensory, physical and learning disabilities, their families and carers, SureStart centres, school children, older people, different genders, race, political and religious backgrounds.
- The launch of a "Uniform of Debris" art installation on marine plastic pollution was attended by circa 40 people of differing religious, political, marital status, racial, age, gender and ability. People were encouraged to view and listen to the art installation and network with each other.
- Disability access to 'TextSpeak' leaflets via Council's website to enable access to recycling information for those who are visually impaired. Leaflets can be read out using 'TextSpeak'.

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 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.

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

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

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

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

Other *(please specify and give details):*

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

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 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:

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 2018-19 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 2018-19 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

PART A

- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

**Equality action plans/measures**

**7** Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:  Actions ongoing:  Actions to commence:

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

Examples of actions which are on-going include:

- Inclusion of S75 groups in the consultation process for plans and policies.
- Implementation of the Council's Disability Action Plan.
- On-going programme of equality and good relations training.
- Development of additional methods of capturing equality monitoring information.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

The Action Plan was extended for another year to allow for an Audit of Inequalities to be undertaken which would inform a revised Equality Action Plan.

**9** In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

- Production of an Easy Read version of the Delivery Plan for Causeway Coast and Glens Community Plan.
- Continuing dedicated access meetings in relation to the Portrush Public Realm project for interested S75 groups.
- Involvement of S75 groups in the development of the Preferred Options paper for the new Local Development Plan.
- Holding a Youth Forum and an Older Adults and Ageing Population Consultation Event in relation to the Local Development Plan.
- Presentation was given on the Preferred Options Paper to the Council’s Equality Forum in September 2018.

**12** In the 2018-19 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 uptake by particular S75 categories.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

- Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2018-19 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
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**16** Please provide the **number of assessments** that were consulted upon during 2018-19:

23	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:

- Consultation on the proposed development of the coastal pathway and viewing platforms at Magheracross, Dunluce Rd, Bushmills – consultation with all S75 groups via on-line survey, Council website, S75 consultee list, Equality Forum.

PART A

- Local Development Plan Preferred Options Paper – specific Youth Forum and an Older Adults and Ageing Population Consultation Event, presentation to Equality Forum, use of website seeking feedback, S75 consultee list.
- Draft Pitches Condition Survey & Investment Strategy – open community workshops, on-line survey, Council website, S75 consultee list, Equality Forum.
- Play Strategy - consultations with parents/carers, children and young people and community providers open community workshops, focus groups, on-line survey, Council website, S75 consultee list, Equality Forum.
- Good Relations Strategy - public meetings, focus groups, one-to-one interviews, a street survey, four online surveys (for public, staff, young people and businesses), and desk top research.

**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 2018-19 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 2018-19 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:

PART A

**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 2018-19 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 the delivery of this service going forward.

**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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

	Date
Dignity & Respect at work training	Jan + Feb 2019
Introduction of Confidential advisors in Council	30.05.19
Training in Autism Awareness	13.02.19
Deaf Awareness	6.12.18
Dementia Awareness	Jan - March 2019
Disability Awareness	14.03.19
LGBT Training	October + November 2018

<b>Mental Health Awareness</b>	Oct-18
<b>Mental Health First Aid</b>	October + November 2018

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

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

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

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

- 25** Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

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

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

- 26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

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

Council also agreed to implement the SignVideo system to enhance service accessibility for people using sign language as their first language. This system to be fully implemented in 2019.

### Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

3

Please provide any details of each complaint raised and outcome:

- Complaint regarding Disability access for spectators to NW200 – resolved at Stage 1 of the complaints procedure as Council is not responsible for the organisation of the North West 200.
- Disability access to Council owned public toilets – resolved at Stage 1 as Council was able to assure complainant that Changing Places provision was available in certain public toilet facilities with plans to roll out more of this type of facility in the future.
- Discrimination complaint regarding highlighting only one specific type of disability – resolved at Stage 1. This related to a Notice of Motion brought by a Councillor who wanted Council to ensure that those people with Autism Spectrum Disorders could have full access to Council services. The complainant took issue with only one disability being highlighted but was assured that the Council endeavoured to ensure accessibility to Council services and functions for all people as far as possible.

### 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)*

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

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

PART A

- 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:**

**12**

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>	N/A		
Regional <sup>iv</sup>	N/A		
Local <sup>v</sup>	<p>Equality Forum in place within Causeway Coast and Glens.</p> <p>Representatives from local Disability Groups invited to participate in</p>	<p>Wide range of S75 groups represented on Equality Forum including a range of groups representing those with particular disabilities.</p> <p>Involvement of a wide range of local disability groups in consultation initiatives in</p>	<p>The Equality Forum offers the opportunity for representatives to be involved in the on-going formation of public policy by Council.</p> <p>These consultation exercises offered the opportunity representatives to be involved in the formation of</p>

PART B

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

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

PART B

	<ul style="list-style-type: none"> <li>• Mental Health Awareness &amp; Mental Health First Aid.</li> </ul>		

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

	Communications Action Measures	Outputs	Outcome / Impact
1	Attendance of Disability Champions at training and networking events.	Training and networking events for Disability Champions arranged on a quarterly basis by the Local Government Staff Commission	Greater awareness and knowledge of issues facing people with disabilities and development of positive attitudes to people with a disability.
2	Implementation of SignVideo System in Council Civic Buildings	Provision of a technology based solution to the provision of sign language interpretation.	Greater accessibility to Council services and functions by people who use sign language as their first language.
3	Implementation of the “Just a Minute” Initiative within Council	Provision of a system that enables Council staff to interact more effectively with people who have speech and language difficulties.	Greater accessibility to Council services and functions by people who have speech and language difficulties.
4	Provision of TextSpeak Leaflets on Recycling Information	Provision of TextSpeak leaflets via the Council’s website giving information on recycling.	Access to recycling information for those who are visually impaired.

PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Adoption of the Motor Neuron Disease Charter	Promotion of the MND Charter by Council. (Council has no responsibility for the provision of medical or caring services for people with the condition but can lobby relevant agencies in relation to the standards included in the MND Charter.)	Greater awareness of Motor Neurone Disease and what good care looks like for people living with this condition.
2			

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Screening of new and revised policies for impact on the Disability Duties.	Screening process included consideration of the Disability Duties.	Improved awareness of the Council’s obligations under the Disability Duties and inclusion in policy development work within Council.
2	Advice provided to disabled Councillors and staff on reasonable adjustments.	Practical actions and advice available on reasonable adjustments.	Improved participation in the workplace by Councillors and staff with a disability.

PART B

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Develop communication policies, practices and procedures to ensure best practice.	Development of an Accessible Information Policy to be included within a wider Customer Services Strategy.	Better promotion of equality for people with a disability. Promotion of positive attitudes towards people with a disability.	Accessible Information Policy has been drafted and is to be included within Customer Services Strategy when completed.
2				

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

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

PART B

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

(a) Qualitative

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

(b) Quantitative

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

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

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

No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
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PART B

1			
2			
3			
4			
5			

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

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

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<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.