**Causeway Coast and Glens Borough Council**

**Draft Equality Action Plan 2023 - 2027**

This Action Plan has been developed following a cross cutting audit of the impact of the Causeway Coast and Glens Council work on the nine equality group categories.

The approach has led us to appreciate the diversity of approaches across the council services to meet the needs of different equality groups. We have included links to higher level strategies which address equality and diversity related issues rather than itemise a range of actions.

The action plan addresses the need for council to create a corporate approach to equality and diversity issues across all business planning areas.

**Strategic Priorities**

P1: Cohesive Leadership

P3: Improvement and Innovation

P4: Healthy and Engaged Communities

P5: Climate Change and Our Environment

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| **Action Ref.** | **Issue Identified** | **Desired outcome(s)** | **Actions embedding** | **Timescale** | **Responsibility** |
| **A** | **Cohesive Leadership** | | | | |
| **1** | Foster deep-rooted equality and inclusion | Section 75 duties integrated and mainstreamed into business planning processes | * Equality training for all Elected Members. * Identification of a suite of equality related training for Elected Members. | **2023-2027** | Policy / Equality |
|  |  |  | * Role of Diversity Ambassador reinvigorated within Council. | **2023-2027** | SLT, Diversity Ambassador, Equality |
|  |  |  | * All service areas to identify at least one equality or inclusion action in yearly business plans. | **2023-2027** | All areas |
|  |  |  | * Review, source and install a new policy system which supports best practice sharing, notification of review timescales and training. | **2023** | ICT & Policy / Equality |
| **2** | Need to tackle both persistent and emerging inequalities in a strategic manner | Improved awareness and understanding of inequalities and the potential impact of decision-making on each Section 75 category | * Corporate consultations include specific equality of opportunity and good relations questions. * Quarterly email sent to each Head of Service asking them to share inequalities which have been identified in their area. * Emerging inequalities to be reviewed by Senior Leadership Team. | **2023-2027** | Corporate Performance |
|  |  | Compliance with Equality, Disability and Rural needs legislation | * Quarterly reminders to review and undertake both equality screening and rural needs assessment exercises for all new policies or changes to services. | **2023-2027** | Policy / Equality |

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| **B** | **Improvement and Innovation** | | | | |
| **1** | Addressing Access Barriers | Creation of an accessible environment for staff and customers | * Raise awareness that Every Customer Counts audit and action plans should be reviewed on a yearly basis. | **2023-2027** | Policy / Equality |
|  |  |  | * Undertake a consultation process to identify barriers to service inclusion across all service areas. | **2024** | Corporate Performance |
|  |  |  | * Review and identify options for teenager activity/socialisation in the borough. | **2023-2027** | Sport & Wellbeing |
|  |  |  | * Review access to Leisure Centres across all Section 75 equality groupings. | **2023/2024** | Sport & Wellbeing |
|  |  |  | * Investment in play parks to support inclusion in rural areas. | **2023-2027** | Sport & Wellbeing |
|  |  |  | * Ensure all Council run events have changing places toilet provision. | **2023-2027** | Events |
|  |  |  | * Publication of a schedule relating to Councils mobile changing places toilet. | **2023-2027** | Town Centre Partnership & Policy / Equality |
|  |  |  | * Identify support for people living with disabilities to gain work experience and valuable skills through Council. | **2023-2027** | Labour Market Partnership / OD/HR |
|  |  |  | * Extend the current provision of Easy Read documents across Council. | **2023-2027** | All Areas |
|  |  |  | * Continued provision of subtitled online videos across all Council social media platforms. | **2023-2027** | All Areas |
|  |  |  | * Review and identify options paper for Marina accessibility. | **2023-2027** | Infrastructure |
|  |  |  | * Identify barriers faced by LGBTQIA+ community. | **2023-2027** | All Areas |
| **2** | Identify service improvements | Improved service accessibility for staff and customers  Compliance with Equality, Disability and Rural needs legislation | * Review and identify targeted actions to encourage younger applicants for positions in Council. | **2023-2027** | OD/HR |
|  |  |  | * Transfer the Corporate website to a more stable platform to support increased accessibility. | **2023/2024** | ICT |
|  |  |  | * Raise understanding through education about Hate Crime in our borough. | **2023** | Good Relations |
|  |  |  | * Undertake a review of car parking provision in Council owned car parks, relating to accessible parking. | **2024/2027** | Infrastructure |
|  |  |  | * Increase the number of changing places toilets in the borough by 2. | **2024/2027** | Infrastructure |
|  |  |  | * Undertake a review of accessibility at Household Recycling Centres | **2023/2024** | Operations |
|  |  |  | * Undertake a review of accessibility of Public Conveniences and analysis of provision | **2023/2024** | Operations |
|  |  |  | * Undertake a review of refuse collection services including communication of collection day changes | **2023/2024** | Operations |
|  |  |  | * Reintroduction of ‘Just a Minute’ (JAM) Awareness Training to Council staff. | **2024/2025** | Sport & Wellbeing / OD/HR |
|  |  |  | * Introduce an additional training module on supporting individuals with disabilities relating to the recruitment process. | **2023/2027** | OD/HR |
|  |  |  | * Ensure all consultation programmes are filtered through the Equality Forum, Youth Voice and Age-friendly Forum. | **2023/2024** | All Areas |
|  |  |  | * Identify the feasibility of leisure centre concessions for older people. | **2023/2024** | Sport & Wellbeing |
|  |  |  | * Provision of premises mapping to meet the needs of Neurodiverse service users. Pilot in Leisure Centres and then spread out across Council. | **2023-2027** | Sport & Wellbeing / Estates |
|  |  |  | * Identify the feasibility of GIS to link budget spending in the borough to areas. Thereby supporting transparent budget spending and Elected Member decision making. | **2027** | GIS / Senior Leadership Team |
|  |  |  | * Develop a trans equality Corporate policy for Elected Members decision. | **2024/2025** | Policy / Equality |
|  |  |  | * Improve accessibility for sign language and hearing-impaired users. | **2023-2027** | Sport & Wellbeing |
|  |  |  | * Improve access through visual signage. | **2024** | Sport & Wellbeing |
|  |  |  | * Achieve Autism Impact award at 3 Main Leisure Sites. | **2024** | Sport & Wellbeing |
|  |  |  | * Introduce a Changing Places facility to Megaw Park, Ballymoney. | **2026** | Sport & Wellbeing |
|  |  |  | * Develop a cycle hire scheme to increase usage and further develop inclusive cycling. | **2026** | Sport & Wellbeing |
|  |  |  | * Work towards becoming an Autism Friendly Borough. | **2023-2027** | Sport & Wellbeing / All areas |
|  |  |  | * Implement actions from the Local Government Mental Well Being Strategy. | **2023-2027** | OD/HR |
|  |  |  | * Review Special Leave Policy to include Bereavement. | **2025/2026** | OD/HR |
|  |  |  | * Identify mechanisms to support and improve employment skills for individuals within Section 75 groups. | **2024/2027** | OD/HR |

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| **C** | **Healthy and Engaged Communication** | | | | |
| **1** | Improving Data held in Council | Decision-making based on clear data | * Identify mechanisms to improve Elected Member data with regards to the Section 75 groupings. | **2023-2027** | Corporate Services |
|  |  |  | * Identify mechanisms to improve workforce specific data with regards to the Section 75 groupings. | **2023-2027** | OD/HR |
|  |  |  | * Review options for data sharing across Council. | **2023/2024** | Policy & Community Planning |
|  |  |  | * Review of data collection systems to ensure options for LGBTQIA+ community are supported. | **2023-2027** | Sport & Wellbeing |
|  |  |  | * Audit refusal and acceptance rates of OD/HR family-friendly suite of policies. | **2023-2027** | OD/HR / External Auditor |
|  |  |  | * Develop a data base of condition surveys for all assets to better prioritise repairs and maintenance work. | **2023/2024** | Estates |
|  |  |  | * Measure performance against other NI Councils – Association of Public Sector Excellence. | **2023-2027** | All Areas |
|  |  |  | * Identify Health and Safety Issues which could impact on service provision and develop a repair schedule. | **2023-2027** | Estates |
|  |  |  | * Map all private water supplies on GIS to improve efficiency in response times. | **2023** | Health and Built Environment |
|  |  |  | * Move towards digitisation of full plan building control applications – support the digitisation of 10% in 2024. | **2024** | Health and Built Environment |
|  |  |  | * Map and forecast coastal management. | **2023/2024** | Marinas |
|  |  |  | * GIS map sports clubs in the borough. | **2027** | Sport & Wellbeing |
| **2** | Improved consultation | Consultation process reach all groups including those harder to reach groupings.  Compliance with Equality, Disability and Rural needs legislation | * Ensure all consultation programmes are filtered through the Equality Forum, Youth Voice and Age-friendly Forum. | **2023-2027** | All Areas |
|  |  |  | * Review supportive operational protocols in the Estates operations section. | **2023-2027** | Operations |
|  |  |  | * Continued business and visitor consultation using the Town Centre Forum. | **2023-2027** | Town & Village Management |
|  |  |  | * Undertake membership exit surveys to identify underlying issues. | **2023-2027** | Sport & Wellbeing |

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| **D** | **Climate Change and our Environment** | | | | |
| **1** | Improved feelings of safety for all  Section 75 groups | Citizens and Visitors increased access to natural environments | * Programme to address anti-social behaviour in our borough. | 2023-2024 | PCSP |
|  |  |  | * Educate staff about hate crime. | 2023-2027 | GR, PCSP, OD/HR, Equality |
|  |  |  | * Complete LED lighting replacement within identified Car parks. | 2024-2027 | Energy |
| **2** | Improve service provision for hard to reach and Section 75 Groups | Citizens and Visitors increased access to natural environments | * Engage young people in non-traditional sporting activities. | 2023/2024 | Good Relations |
|  |  |  | * Provide Cultural Competency training for schools. | 2023-2027 | Good Relations |
|  |  |  | * Deliver a community arts programme of events/projects which increases engagement in the arts across Section 75 groups. | 2023-2027 | Arts |
|  |  |  | * Deliver a museums programme of events/projects which increases engagement in the arts across Section 75 groups. | 2023-2027 | Museums |
|  |  |  | * Develop, implement and facilitate a 5-year Age Friendly Strategy Action Plan in partnership with relevant organisations and delivery partners. | 2023/2024 | Sport & Wellbeing |
| **3** | Protecting our Environment | Reduced parking ticket litter | * Cashless transactions to be increased via marketing to 30% of all carparking transactions. This will support all Section 75 Groups and their future environment. | 2025 | Car parking |
|  |  | Work towards Net Zero energy  (Meet NI 2050 Net Zero targets) | * Develop a range of energy reducing programmes to reduce consumption in Council and offset carbon discharge | 2023/2024 | Energy |