

<b>Section 75 Annual Progress Report to Equality Commission for NI</b>	<b>15 August 2017</b>
<b>Corporate Policy and Resources Committee</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2015-19)</b>	
<b>Strategic Theme</b>	Leader and Champion
<b>Outcome</b>	Provide civic leadership to our citizens, working to promote the Borough as an attractive place to live, work invest and visit.
<b>Lead Officer</b>	Head of Policy and Community Planning
<b>Cost: (If applicable)</b>	

## **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 2016/17**

- 2.1 A copy of the Annual Progress Report for 2016/17 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 2016 to 31<sup>st</sup> March 2017.
- 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***



### **Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2016-17**

**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.waton@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"/> Name: Telephone: Email:

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

Please insert link or details here

**Signature:**

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 2016 and March 2017**

## **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 2016-17, 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.*

- Establishment of an Equality Forum with representation from Section 75 groups
- Development of an award winning diversity playpark with full changing place toilets.
- Partnership working with the Mae Murray Foundation to make Benone Beach accessible and inclusive for all people.
- The council has implemented a diverse and varied events programme, which include cultural content; all cross community and are open to all.
- The Equality Consultee List was reviewed in April 2016.

**2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2016-17 (*or append the plan with progress/examples identified*).

- Shopmobility Service at Lammas Fair with 24 scooter bookings and 7 wheelchair bookings
- Joint working with Cedar Foundation to support worker with a disability.
- 40 sessions of Equality & Diversity training at the end of 2016 with 651 employees in attendance. 2 sessions were dedicated to Councillors with 16 in attendance.
- The Mayor, during her term of office, hosted and engaged with a diverse range of individuals and groups representing a number of the protected categories. The Mayor held 3 citizenship days specifically targeted at Primary 7 children. The Mayor's Charities for her term of office were Adams Camp and NI Children's Hospice.
- To improve accessibility to Council's democratic process all 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.
- Complaints are recorded and monitored to ensure issues raised in terms of the protected categories are addressed and the Complaints Policy was revised and includes a statement on accessibility to the complaints process for all.
- All capital project works are specified to incorporate the requirements for those with disabilities (DDA). The following council capital works projects have gone over and beyond the normal specification boundaries.
- Dungiven Sports Pavilion (£2.85m)
  - Designed and constructed to Disability Sport NI accreditation
  - Designed and constructed to Inclusive Shared Facility (ISF) accreditation
  - Assistance Dog friendly with spending areas internally and externally.
- Diversity Playpark (£320k)
  - Purpose built playpark facility with a mix of play equipment for able bodied children, as well as those with disabilities and sensory needs
  - Received the prestigious 'highly commended' Access Award from The William Keown Trust.
- Flowerfields Accessible Toilet Facility (£15k)
  - Existing toilet facility refurbished to Changing Places standard.
- On the Brink The Politics Of Conflict 1914-1916 workshops - 5 workshops with 548 Secondary School Pupils
- On the Brink The Politics Of Conflict 1914-2016 workshops - 2 workshops with 48 Primary School Pupils
- Aurora Project – 3 year circus skills project for those who do not normally have access to arts events, 150 People with Disabilities/Older people
- 61 x Arts & Craft Workshops and courses in arts venues and outreach with 1,218 3-18 years
- Creative Energies Dance Project with 16 11-16 year olds
- Halloween Float Art Project – series of workshops with 15 Adults with learning/physical disabilities

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- One year outreach participatory art mosaic project for 55+ groups funded by ACNI AOP programme with 50 Arts & Older People
- Special School Music Project with 33 Primary & Secondary School pupils
- Playful Museums Workshops- music, drama, arts & crafts 12 workshops for Early Years with 389 nursery and pre-school children
- The Comet Man Project (stargazing) – 18 workshops with 445 Primary School Pupils
- Victorian Coleraine Project – 7 workshops with 191 Primary School Pupils
- Culture, Arts & Heritage Grant Scheme
- Projects for young people – 3 applications made, 3 awards made with 95 participants
- Intergeneration projects – 3 applications made, 3 awards made with 386 participants
- Projects for people with a disability – 1 application made, 1 award made with 12 participants
- Youth Cohesion project to improve attitudes of young people towards people from different backgrounds attended by 13 young people.
- Let's Talk event exploring issues affecting Northern Ireland attended by 64 secondary school pupils from 7 schools and 8 councillors. Use of the accompanying 'Hide and Seek' DVD exceeded the target of 180 pupils using the resource in 2016-2017.
- Positive promotion of council as a public service accessible to all with almost 300 articles per month with approximately 80% positivity.
- Procurement of more accurate information dispelling myths and stereotypes along with promotional merchandise endorsing Good Relations messages.
- Staff induction workshops incorporating good relations, equality and diversity awareness raising sessions.
- Workshop attended by 19 members of staff to look at collaborative working and forward planning to mainstream good relations across service areas.
- 6 workshops on respecting difference facilitated with 76 parents of children at playgroups across the council area participating.
- Challenging prejudice awareness, cultural identity and homophobia programme delivered to 35 young people in Greysteel area.
- 16 participants (8 from CC&G) completed the 'JustUs' train the trainer programme (identities in conflict and citizen education programme).
- 2 five week programmes to look at ways to empower leaders to respond to hate crime and intimidation delivered - one for civic leaders and one for community leaders with a joint study visit.
- 1916 centenary project to develop respect and tolerance between and amongst traditionally single identity groups and the wider civic society delivered with 34 participants.
- Sporting Difference cross community project delivered with over 300 pupils engaging in and celebrating participation in 'non-traditional' sports.
- Range of programmes facilitated and supported through the Council's Every Body Active programme to develop and sustain participation in sport across key life course transitions:

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- Causeway Super 6 Club – weekly multi-sport club for young people with a physical disability.
- Sandelford School Programme – academic year sports programme for pupils
- Coleraine FC Disability Football – weekly football coaching for 8+ year olds
- Special Olympics weekly basketball club for people with a learning disability
- Crab Club Autism Group – activity programme for young people aged 16+ years with autism
- Greenlight Gateway
- Garvagh Phoenix Volleyball Club promoting sport and recreation to teenagers and females in the Garvagh area.
- 5 month U13 girls football pilot project led by CC&GBC to address lack of provision in this area.
- Sure Start sports initiative aimed at parents of 0-3 year olds.
- Physical Health referral programmes inclusive of all S75 groups including cancer rehabilitation, pulmonary maintenance, cardiac rehabilitation and GP Exercise referral.
- 898 home accidents prevention assessments completed focusing on families with children under the age of five and those aged over 65 years.
- 589 households with children under the age of five and 309 aged over 65 years received home safety equipment.
- Targeted programme aimed at primary school children with 10 interactive events attended by 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 25 talks given to targeted groups of families with children under the age of five and those over 65 years.
- Special initiative testing electric blankets across borough with 70 electric blankets replaced during home safety assessment visits.
- 265 CO alarms supplied to vulnerable households across the borough.
- 449 keep warm packs distributed during 2016-2017 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
Adult Male	192
Adult Female	227
Children's Male	15
Children's Female	15
Total	449

- Three Slow Energy Efficient slow cooker events targeted at those living in food poverty with 38 participants.

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- 4 Schools took part, one from each of our legacy areas with a total of 82 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 500 referrals made to the Affordable Warmth Scheme targeted at reducing fuel poverty.
- During 2016-2017, further improvements were made to online applications for services such building control applications, regularisation and property certificates
- Information on all services provided by Health & Built Environment is provided on the Council website and continues to be reviewed and updated.
- Launch of two toolkits – cooking with toddlers and batch cooking along with the 'Food Values' programme aiming to develop affordable lifestyle choices and healthy eating.
- Threads of Hope project with 13 females participating – 8 of whom had cancer, 3 were carers and the other 2 females had mental health problems.
- Facilitation and organisation of event to celebrate International Women's Day in partnership with the Causeway Multi-Cultural Form and Building Communities Resource Network.
- Infrastructure improvements at Benone Beach to improve accessibility of beaches to help everyone get in the water and have an outside experience.



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**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? *(tick one box only)*

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

Please provide any details and examples:

- Establishment of an Equality Forum with representation from Section 75 groups

**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:

The purpose of the equality forum is to develop and support a network of statutory and voluntary agencies, local community groups, and individual activists to discuss and take action on equality and diversity across the borough. The equality forum supports the elimination of all forms of unfair treatment and discrimination, and supports making Causeway Coast and Glens Borough a welcoming place for all.

**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):*

The council wanted to strengthen relationships with representatives from Section 75 groupings as well as to improve our services by making them more accessible and inclusive to everyone who lives, works or visits the borough.

## 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 2016-17 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 2016-17 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 2016-17 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 2016-17 report
- Not applicable

Please provide any details and examples:

**Equality action plans/measures**

**7** Within the 2016-17 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*):

An example of an action which is ongoing is the development of the community plan which has involved consultation with a wide range of S75 stakeholders.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period (*points not identified in an appended plan*):

Extension of the 2015-16 Equality Action plan for 2016-2017 to allow for improved alignment with other related plans, including the Community Plan and Corporate Plan.

**9** In reviewing progress on the equality action plan/action measures during the 2016-17 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)**

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**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 2016-17 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:

- Targeted engagement (Section 75) with specific community based and voluntary groups / organisations across the Borough to raise awareness of Community Planning and the people and processes involved and to elicit their views on their main priorities in terms of public services.
- Waste No Time project, an interactive community democracy project running across the Coast & Glens Council area supported by the Building Change Trust and the council to help inform the Community Planning process.
- Meetings with Imtac, Guide Dogs and RNIB in relation to Portrush Public Realm.
- Targeted meetings with the local RNIB CAN group regarding the development of pavement café guidance for applicants.

**12** In the 2016-17 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:

Face to face meetings with RNIB CAN group regarding pavement café guidance for applicants and general awareness raising around street furniture.

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Focus group meeting with Mencap clients for Community Planning.

Public meetings for the Portrush Public Realm project.

Public consultation for the Sport and Well-Being Pricing Policy.

Face to face meetings with Mae Murray Foundation regarding making outdoor spaces accessible and inclusive for all.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? *(tick one box only)*

Yes       No       Not applicable

Please provide any details and examples:

- Targeted engagement (Section 75) with specific community based and voluntary groups / organisations across the Borough to raise awareness of Community Planning and the people and processes involved and to elicit their views on their main priorities in terms of public services.
- Numerous awareness raising and public consultation events with regard to the Portrush Public Realm project.

**14** Was the consultation list reviewed during the 2016-17 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)**

[Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]

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

14

**16** Please provide the **number of assessments** that were consulted upon during 2016-17:

14

Policy consultations conducted with **screening** assessment presented.

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0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	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:

- All policies which were screened were circulated to the section 75 consultee list with quarterly reports being published on the internet.
- Public consultation for Pavement Café Guidance Notes for Applicants
- Public consultation for Sport and Well-Being Pricing Policy
- Public consultation on Portrush public realm project
- Public consultation on the development of the Community Plan.

**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:

- Amendments to the pavement café guidance notes for applicants are currently being reviewed following concerns raised by consultees.
- Amendments to the Portrush Public Realm project following concerns raised by consultees.

**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 2016-17 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 2016-17 reporting period? (*tick one box only*)

- Yes       No, already taken place

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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 2016-17 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:

Monitoring at consultation events for Community Planning

**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 2016-17, and the extent to which they met the training objectives in the Equality Scheme.

40 Equality and Diversity Training sessions were held in October & November 2016 for staff, with 651 completing the training.

2 Equality and Diversity Training sessions targeted at elected members with 16 completing the training.

5 corporate induction sessions for new employees incorporating good relations, equality and diversity awareness raising sessions.

- 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:

40 equality and diversity training sessions which were tailored to staff needs were facilitated by Harry McConnell. Positive feedback was received following the training.

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

- 26** Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Monitoring during the community planning process identified a need to have the plan published in an accessible format. As a result an easy read version was developed.

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

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

0
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Please provide any details of each complaint raised and outcome:

**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)*

- Screening
- Consultation arrangements
- Monitoring and data collection

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) reporting period? *(please tick any that apply)*

Employment



PART A

- 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 the preparation of the Community Plan	Meetings attended Consultative focus groups	Increased opportunities for individuals to contribute towards addressing equality and diversity issues within public life and help inform the community plan.
	Equality Forum	Representative membership of S75 groups Meetings attended	Increased opportunities for individuals to contribute towards

PART B

			addressing equality and diversity issues within public life
	Partnership working with Mae Murray Foundation	Facilitation of Mae Murray Foundation family fun day at Benone Beach	<p>Increased opportunities for people with a disability and their families/carers to access and enjoy an outdoor experience at Benone Beach.</p> <p>Increased awareness of disability issues and understanding of disability related issues.</p> <p>Promotion of positive attitudes towards people with a disability.</p>

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

	Training Action Measures	Outputs	Outcome / Impact
1	Induction Training	5 corporate induction training sessions where an Equality and Diversity session provides disability awareness training for all new employees.	<p>Increased awareness of disability issues and understanding of disability related issues.</p> <p>Promotion of positive attitudes towards people with a disability.</p>
2	Corporate Training for all staff	Tailored training for all members of staff with dedicated section on disability awareness and promoting positive attitudes towards people with a disability.	<p>Increased awareness of disability issues and understanding of disability related issues.</p> <p>Promotion of positive attitudes towards people with a disability.</p>

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3	Corporate Training for Councillors	Tailored training for councillors with dedicated section on disability 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.
4	Champions of Change Training	Equality and Diversity Officer completed a 6 month Local Government training group course on Champions of Change.	Increased awareness of disability issues and understanding of disability related issues.
5	Dementia Awareness Training	Equality officer attended Dementia Awareness Training	Increased knowledge and awareness of issues faced by people with dementia and their carers.

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			

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

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	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	Every Customer Counts accessible business checklist audits of the 4 'main' civic buildings (formal headquarters of legacy councils)	Identification of any potential service gaps or possible areas for improvement on which to base a work plan.	Increased awareness of equality of opportunity and good relations in terms of accessibility

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 delivery
2			

PART B

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	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
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

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 2017/18 period

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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.