

**Disability Action Plan 2015 – 2017**

Action	Outcome/Impact	Responsible Section	Timescale	Performance Indicator	Progress
<u>Disability Awareness and Training</u> Ensure Chief Executive, Directors and all managers are aware of their responsibilities under relevant legislation, to include Disability Discrimination Order (NI) 2006, Disability Discrimination Act 1995 and Section 75 of The NI Act 1998	All relevant employees will be kept informed about Councils disability and equality obligations, Disability Action Plan and Equality Scheme	Equality Section  Human Resources Training and Development Section / Equality Section	Half yearly from December 2015	Number and type of briefings delivered  Number of trainings sourced  Number of trainings delivered  Attendance of	

<p>Provide training on specific disabilities and equality training for policy makers, operational managers and employees</p> <p>Review training requirements of staff (including casual employees) and Elected</p>	<p>Organise specific disability training where a need is identified</p> <p>All employees to attend mandatory disability awareness training every three years</p> <p>Officer with the responsibility for disability across the organisation will source and provide specific support for employees who identify themselves as having a disability</p> <p>Organise specific disability training where a need is identified</p> <p>To provide Disability Awareness training for frontline staff, relevant transferring</p>	<p>All Directorates to ensure employees are encouraged to attend trainings</p>	<p>Annually from December 2015</p> <p>Review six monthly from September 2015</p> <p>Training will be available once per quarter from September 2015</p>	<p>employees at all disability related trainings to managers</p> <p>Reasonable adjustments requested in the workplace and how these were met</p> <p>100% of relevant identifiable staff to have received training</p>	
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<p>Members on Disability and Learning Disability Awareness</p>	<p>staff and Elected Members To provide Written Accessible Communication training to Elected Members and Officers</p>		<p>Officer will update training programme annually to ensure it is relevant from December 2015</p> <p>Completion by 31st March 2016</p>	<p>80% of Elected Members received training</p>	
<p><u>Induction Training Programme</u> Review Induction programme to all new employees including permanent, temporary and agency to ensure they are made aware of the support available for employees with a disability</p>	<p>Council will carry out a benchmarking exercise across the organisation to ensure all employees who have declared they have a disability are provided with support required</p> <p>Develop best practice to ensure all employees are made aware of the support that is available</p>	<p>Equality Section</p> <p>Training and Development Section / Equality Section</p> <p>CLT and Managers Group</p>	<p>From June 2015</p> <p>Policy in place by November 2015</p> <p>November 2015 and on-going through training programmes</p>	<p>Data base identified and secured to ensure all relevant employees receive required support</p> <p>Agree Council policy that identifies how Council will ensure all employees who request support receive it within an agreed timeframe</p>	

	Increase awareness amongst managers of their responsibilities during the induction of all employees				
<u>Screening</u> Screen 100% of all new and revised policies to ensure compliance with disability duties and S75 of the Northern Ireland Act 1998	Compliance of Council functions with disability duties	All Directorates and monitored by Policy/Equality Officer	On going	100% of policies screened for compliance with disability duties within 10 working days of receipt of policy by Equality Section	
<u>Disability Responsibility</u> Identify Diversity Champion Elected Member and Diversity Champion Officer to Council as agreed with Local Government	Ensure diversity (including disability issues) are mainstreamed across Council	Organisation Development and Administration Directorate	On going	To identify an Elected Member and an officer who meets the criteria as determined by LGSC	

Staff Commission					
<u>Employment</u> To increase the number of job placements within the Council for individuals who are considered disabled as per the Disability Discrimination Act 1995 definition of disability.	To meet with organisations who coordinate work placement opportunities and demonstrate that Ards and North Down Borough Council is an employer and service provider who proactively includes disabled people	Human Resources Section	Placement opportunity in place by 1 <sup>st</sup> September 2015	To have at least 1 new job placement (on a part time basis) in the Council gaining working experience per year for a specified period.	
<u>Accessibility / Communication</u> Introduction of SMS text message service to improve customer access to Council information  Improve accessibility of Council website by working toward achieving AAA accessibility rating	Improve accessibility and availability of Council information  Improve accessibility to Council information and website for people with a range of disabilities	ICT Communications	SMS text message service in place for 31 <sup>st</sup> March 2016  Achievement of AA rating by 31 <sup>st</sup> March 2016	Introduction of text message service  Customer feedback  Achievement of the minimum AA rating for Council website Customer feedback	

<p>To have database of images for use in Council publications that display positive images of people with a disability</p> <p>Have contacts for alternative formats available</p>	<p>To ensure Council publications promote positive images and inclusion of diversity</p> <p>To ensure Council engage with broad range of stakeholders</p>	<p>Graphic Design</p> <p>Equality/Policy Officer</p>	<p>Collate images from April 2015 and begin to use in relevant Council communications</p> <p>From April 2015</p>	<p>Number of publications that have positive images included as percentage of total publications</p> <p>Number of requests for alternative formats received and timescale to meet requests</p>	
<p><u>Complaints Procedure</u></p> <p>To ensure disabled people can access the Council's complaints / comments procedure</p>	<p>The production of a range of forms and an explanation of how to make a complaint / comment about services in appropriate accessible formats</p>	<p>Equality/ Policy Officer</p>	<p>On going</p>	<p>Number of comments / complains made through the range of alternative formats</p>	
<p><u>DisabledGo</u></p> <p>To promote access to all Council premises and facilities and other premises throughout the Borough by auditing</p>	<p>To have all Council premises and facilities audited annually by DisabledGo to identify access and good practice procedures for all</p>	<p>Organisational Development and Administration</p> <p>Equality /Policy Officer</p>	<p>To have all identified premises and facilities audited across the Borough by April 2017</p>	<p>Number of Council premises and facilities audited and available on the Council and DisabledGo website</p> <p>Number of public</p>	

for DisabledGo access guide	users and potential users including those with a disability and their carers			consultations	
<u>Accessible Business Project</u> To continue with the pilot project in Newtownards town to assist proprietors of businesses conduct a disability access self-assessment on their premises	To enable business proprietors to carry out self assessment disability access audits and improve facilities and premises where required. To be able to display an ECNI accredited accessibility certificate	Equality/Policy Officer	To have 10 premises accredited by December 2015	To encourage at least 20 businesses to take part in the pilot project  To facilitate 2 Every Customer Counts Workshops	
<u>World Mental Health Day</u> Provide Council support to the World Mental Health Day Committee by appointing an officer to represent the Council	Support to the South Eastern Trust World Mental Health Day Committee Organisation of events in support of World Mental Health Day  Increased public	Equality/Policy Officer	Representative officer appointed by 30th April 2015	Council representative present on World Mental Health Day Committee  Council support for events marking World Mental Health Day 2015	

	awareness of mental health issues through Council events and information				
<u>Buddy Card</u> Amalgamation and review of existing buddy card schemes to ensure that cards are accepted in all Council leisure facilities and for relevant Arts events	Increased use of the leisure centre facilities by individuals with a disability and their carers Increased Council support for carers at leisure facilities and arts events	Equality Officer/Policy Officer  Leisure Services Managers Arts and Culture Managers	Completion by 1 <sup>st</sup> June 2015	Introduction of reviewed system if required  Increased use of facilities by individuals with a disability and their carers  Feedback from individuals and carer representative groups using the service	
<u>Disability Forum</u> Develop a forum for representative groups of those with a disability and carers to work with Council to ensure needs are highlighted for appropriate action where possible	Establish a data base of all local and regional disability representative and carer representative organisations  Agree a forum constitution to be representative of	Equality Section, CLT, Managers group and Elected Members	From September 2015  Completed by March 2016	Have a representative database of local and regional groups that would be potential members of the group  To have an agreed constitution and	



	Members, officers and representative organisations			working forum for focused consultation with Council	
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