



Ards and North Down Borough Council

Ards and North Down Borough Council

Disability Action Plan

2017 - 2020

This Disability Action Plan can be obtained from the Council in alternative formats and languages where a need is identified. It may also be downloaded from the Council's website at:

<http://www.ardsandnorthdown.gov.uk/about-the-council/disability>

If you would like a copy in an alternative format, or have any queries, please contact:

Ards and North Down Borough Council

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Foreword

This Disability Action Plan is a statement of the Council's commitment to the promotion of equality of opportunity for disabled people and complements its Equality Scheme under Section 75 of the Northern Ireland Act 1998.

This is the second Disability Action Plan of the Ards and North Down Borough Council and has been designed to ensure the Council fulfils its statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006).

The Disability Discrimination Act places duties on public authorities, when carrying out their functions, to have due regard to the need to:

- promote positive attitudes towards disabled people; and
- encourage participation by disabled people in public life.

These are collectively referred to as 'the disability duties'.

This Plan outlines the identified actions and processes which the Council will undertake to ensure issues facing people with disabilities and their carers are effectively mainstreamed within Council decisions and service delivery.

Mayor

Chief Executive

Date:

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1. Introduction

1.1 Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), requires the Council, in carrying out its functions, to have due regard to the need to:

- promote positive attitudes towards disabled people; and
- encourage participation by disabled people in public life.

These are collectively referred to as the 'disability duties'.

1.2 Under section 49B of the DDA 1995, the Council has set out in this plan how it proposes to fulfil these duties in relation to its functions.

This plan, in form and content, must conform to the guidelines contained within the Commission's guide for public authorities.

1.3 The Council will ensure the effective communication of the plan to staff and will undertake a planned programme of training and guidance on the disability duties for all staff and elected members.

1.4 The Council will commit the necessary resources (in terms of people, time and money) to implement and deliver the actions with this Disability Action Plan.

2. Purpose of the disability action plan

2.1 The Disability Action Plan through a series of actionable measures outlines the Council's proposals for fulfilling its statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 ('DDA 1995') (as amended by the Disability Discrimination (Northern Ireland) Order 2006).

3. The Council – its role, functions and policies

3.1 The roles and functions of Councils fall within three types:

Direct, Representative and Consultative

- the direct provision of a number of services and facilities,
- the promotion of the arts, tourism, community and economic development,
- the regulation and licensing of certain activities relating to environmental health, consumer protection and public safety,
- a representative role on a number of bodies and boards including Education and Health,
- a consultative role in relation to functions conducted by other Government bodies and agencies on issues such as water, roads and housing
- an advocacy role for the people of the District

In the performance of the above roles the Council carries out functions in the following areas: (This is not an exhaustive list)

- the provision and maintenance of facilities for recreational, social and cultural activities including leisure centres, community centres, parks, open spaces, sports and playgrounds and places of entertainment
- street cleansing
- waste collection and disposal
- the provision of burial grounds
- the provision of grant aid to support the arts, community development, good relations and the promotion of tourism and economic development
- the administration and regulation of certain matters relating to the environment, public health and public safety including building control, food safety, statutory nuisance, dangerous buildings, air pollution, noise pollution, dog control, consumer protection and health and safety
- the licensing and regulation of street trading, places of entertainment, amusement centres, sex establishments, society lotteries, cinemas and petroleum stations
- the making of bye-laws and regulation of same

Planning

- Local development plan functions
- Development control and enforcement

Roads

- Off street parking (except Park and Ride)

Urban regeneration and community development

- Functions associated with physical development (e.g. environmental improvement schemes)
- Area based regeneration (such as Neighbourhood Renewal)
- Some community development programmes for the voluntary and community sectors

Housing

- Registration of houses in multiple occupation
- Housing unfitness responsibilities, including repair and demolition notices

Local Economic Development (transfer from Invest NI)

- Start a Business Programme and Enterprise Shows
- Youth Entrepreneurship (such as Prince's Trust and Shell Livewire)
- Social Entrepreneurship
- Investing for Women
- Neighbourhood Renewal funding relating to enterprises initiatives

Local Tourism

- Small scale tourism accommodation development
- Providing business support including business start up advice along with training and delivery of customer care schemes
- Providing advice to developers on tourism policies and related issues

As well as:

- Some elements of the delivery of the EU Rural Development Programme;
- Authority to Spot List to enable Councils to add a building to the statutory list on a temporary basis, subject to ratification by the DOE;
- Authority to draw up local lists of buildings that are of architectural and/or historic interest;
- Local water recreational facilities;
- Local sports to give greater involvement of local government in local sports decisions
- Donaghadee Harbour
- Community Planning

- General Power of Competence

3.2 To enable the Council to provide the above services and perform its other functions it must levy an annual rate and has the power to:-

- acquire and dispose of land;
- borrow money;
- employ staff;
- procure goods and services.

3.3 Council provides its services through the employment of approximately 800 employees who are full time, part time, permanent and casual employees; dependant on the services they provide.

3.4 To support and implement the above statutory functions and provision of services and facilities, the Council has adopted a number of policies.

4. Public life positions over which the Council has responsibility

4.1 The Council has responsibility over a number public life positions ie. committees in which members of the public participate. A full list of these positions is available on request.

5. Effective implementation of the Disability Action Plan

5.1 The Council's Mayor and Chief Executive are committed to the effective implementation of this plan and the disability duties throughout the organisation. They will allocate all available resources (in terms of people, time and finance) in order to achieve this.

5.2 As part of its corporate planning process the Council will build objectives, target setting and monitoring into relevant business plans.

These will be reflected at all levels of strategic planning within the Council including individual staff objectives and annual plans. Progress on meeting the objectives will be monitored and reported to relevant managers and the elected members on an annual basis. Individual performance on these issues

will be monitored and reviewed through internal performance review arrangements.

- 5.3 A formal report of progress on meeting the objectives relating to the disability duties will be included in the Council's Annual Report to the Equality Commission.

6. Internal arrangements

- 6.1 The Council consists of 40 elected representatives, each elected for a four year period. A full list of the Council's standing and sub-committees are available on the council's website and are also available on request.
- 6.2 The Chief Executive oversees the work of the departments through the Corporate Leadership Team which, together with the Elected Members, create the corporate body of the Council.
- 6.3 The Chief Executive is the principal advisor to the Council and responsible for the strategic management of the organisation, for the day to day management of services and the longer term planning and allocation of resources.
- 6.4 The departmental structure of Ards and North Down Borough Council is available on request.
- 6.5 The Chief Executive has overall responsibility for ensuring the effective implementation of this plan, with the support of the Corporate Leadership Team.

Responsibility for implementing, reviewing and evaluating this Disability Action Plan, and the point of contact within the Council is Shirley Poxon – contact details can be found on page 2.

- 6.6 Upon request, the Council makes public documents available in a range of alternative formats including large print, easy read, on audio and will arrange for translation into minority languages where a need exists.

- 6.7 All equality, good relations and disability consultations and final documents are produced in Arial Font 14, with clear headings per section and limited numbering.

The Council will arrange for translators and/or signers to be present at appropriate meetings, either where a need has been identified in advance, or where a need is anticipated.

Loop systems are installed in the Council Chamber, Bangor Town Hall. Portable loop systems are available for use in some Council facilities.

- 6.8 The Disability Duty is the responsibility of every employee of the council, elected member and any member of a Council Body or Panel, including the Policing and Community Safety Partnership, Community Planning Partnership and Peace IV Partnership.

All employees and elected members receive training in the legislation and their responsibility to ensure the Council does not fail to meet its obligations either in their action or inappropriate action.

7. Effective engagement

- 7.1 The Council is committed to engaging with people with disabilities, their families, carers and disability representative groups in the drafting, implementation, monitoring and review of this Plan. Further information on how this will be achieved is detailed in Section 10 - Consultation.

8. Annual report

- 8.1 The Council will prepare an annual report on the implementation of its Plan. This report will be included in the annual report to the Equality Commission which details the Council's progress on the implementation of its equality scheme.
- 8.2 A copy of the annual report will be made available on the Council's website.

9. Review of the Disability Action Plan

- 9.1 The Council will carry out a five year review of its plan. This 5 year review will be submitted to the Equality Commission for Northern Ireland following ratification by Ards and North Down Borough Council.

10. Consultation

- 10.1 The Council is committed to carrying out meaningful consultations in the development and review of its Disability Action Plan. We are keen to bring about change for people with disabilities and their carers by proactively taking measures in response to the disability duties. The Council would therefore like to ensure the involvement of people who have disabilities and those who care for people with a disability in the development of this plan.
- 10.2 Consultation on the Disability Action Plan is on-going via engagement with key stakeholders and service users. Comments and suggestions on the plan are welcomed at any time.
- 10.3 The Council has sought to ensure the involvement of people with disabilities by consulting with representative groups at both regional and local levels, as well as talking to, and meeting with individuals with a disability or carers.
- 10.4 The Council will consult regularly with a range of local and regional groups of people with disabilities or those representing them. These groups will include omnibus partnership, Orchardville, Action Mental Health, Employers for Disability NI, IMTAC, CAN, Voice and Disability Sports NI.

The draft plan will be advertised on the council's website and through social media in accordance with the councils policy. It will also be available on the Councils website in the consultation section and disability section where comments will be sought from individuals and organisations.

- 10.5 Consultation with local disability groups is to ensure disabled people can assist the Council by:

- identifying barriers faced by disabled people in participating in public life and specifically how barriers they have encountered in relation to their contact with the Council services and facilities can be overcome;
- identifying circumstances in the past in which the Council has not promoted positive attitudes towards disabled people and identify opportunities in the future for the Council to promote such attitudes;
- assist in identifying key priorities and remedial actions to ensure the application of the disability duties;
- monitoring and making decisions on the revision of the Plan as a result of these comments and reviewing the effectiveness of measures taken.

10.6 The Council believes it is important that disabled people are involved in the implementation, monitoring and review of the Plan. Section 12.3 of this document lays out the initiatives the Council will implement. Consultees will be advised of any changes made.

11. Achievements to date

11.1 Ards and North Down Borough Council completed a number of actions from the first Disability Action Plan including:

- identifying individuals and groups who were available to assist in focused consultations;
- retaining membership of Employers for Disability NI;
- the on-going development of the DisabledGo initiative across the Borough including public consultations and opportunities for work experience;
- establishing Ards and North Down Borough Council Disability Forum;
- supporting relevant council officers to attend interest groups;
- the promotion and encouragement of the use of the buddycard;
- the encouragement to extend the range of sport and leisure classes to include those with a disability;

- training for all employees in disability awareness to highlight their responsibilities;
- providing a range of information in alternative formats in a timely manner;
- arranging for signers at meetings and events.

12. Performance Indicators and actionable measures

- 12.1 The Council is committed to monitoring and reviewing policies and practices to ensure the disability duties are met. This process will be undertaken through the policy making and screening processes.
- 12.2 The Council will undertake a review of this plan on an annual basis. This review process will assist in the drafting of appropriate actions and performance targets for the next period, as well as highlighting the achievements from the period of the annual review.
- 12.3 The table in Appendix 1 outlines the measures and performance indicators which the Council proposes to undertake between 1 October 2017 and 31 March 2020 in order to fulfil its statutory obligations.

13. How the disability action plan will be published

- 13.1 Following submission to the Equality Commission for Northern Ireland, this Plan will be available by contacting:

Shirley Poxon
 Compliance Officer (Equality and Safeguarding)
 Town Hall, The Castle,
 Bangor
 BT20 4BT
 Tel: 0300 013 3333 extn 40114
 sms text only 07718 159 275
 E-mail: shirley.poxon@ardsandnorthdown.gov.uk

- 13.2 The availability of the Disability Action Plan will be advertised on the council website and through social media in accordance with the council policy.

It may be accessed on the Council's website at:
<http://www.ardsandnorthdown.gov.uk/about-the-council/disability>

- 13.3 The Council will, through its work with individuals with a disability, representative groups and carers ensure appropriate ways of communicating the Plan. We acknowledge individuals may experience different barriers according to their unique impairment. The Plan will be produced in an accessible format to facilitate meaningful engagement.
- 13.4 The Plan will be highlighted through press releases, on social media, through email and meeting directly with disability organisations, representative groups and individuals.
- 13.5 Requests to produce the Plan in a minority language will be met.
- 13.6 In addition, employees will be made aware of this Disability Action Plan and how their duties and responsibilities assist the Council to meet its obligations.

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Action	Outcome/Impact	Responsible Section	Timescale	Performance Indicator	Progress
<p><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, Section 75 of The NI Act 1998</p> <p>Provide training on specific disabilities and equality training for policy makers, operational managers and employees</p>	<p>All relevant employees will be kept informed about Councils disability and equality obligations, Disability Action Plan and Equality Scheme</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</p>	<p>Human Resources Training and Development Section / Compliance Section</p> <p>All Directorates to ensure employees are encouraged to attend trainings</p> <p>Compliance Officer (Equality and Safeguarding)</p>	<p>Half yearly from December 2015</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>Officer will update training programme annually to ensure it is relevant</p> <p>Completion by 31st March annually</p>	<p>Number and type of briefings delivered</p> <p>Number of trainings sourced</p> <p>Number of trainings delivered</p> <p>Attendance of 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>specific support for employees who identify themselves as having a disability</p> <p>To provide Disability Awareness training for frontline staff.</p> <p>To provide Written Accessible Communication training to Elected Members and Officers</p>			80% of Elected Members to receive training	
<p><u>Induction Training Programme</u> Review Induction programme to all new employees including permanent, temporary and agency to ensure that are made aware of the support available for employees with</p>	<p>Council will carry out a bench marking exercise across the organisation to ensure all employees who have declared they have a disability are provided with support required.</p> <p>Develop best</p>	<p>Training and Development Section / Equality Section</p> <p>CLT and Managers group</p>	<p>Final policy and delivery to commence from April 2018</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</p>	

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a disability	practice to ensure all employees are made aware of the support that is available Increase awareness amongst managers of their responsibilities during the induction of all employees			receive it within an agreed timeframe	
<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 Compliance Officer (Equality and Safeguarding)	On going	100% of policies screened for compliance with disability duties within 10 working days of receipt of policy by Compliance Section	
<u>Disability Responsibility</u> Identify Diversity Champion Elected Member and Diversity Champion Officer to Council as agreed with	Ensure diversity (including disability issues) are mainstreamed across the Council	Organisation Development and Administration Directorate	On going	To identify at least one Elected Member and one officer who meets the criteria as determined by LGSC	

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Local Government 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 people with a disability	Human Resources Section	Placement opportunity's to be available where reasonable adjustments can be met within 4 months of request	To have at least 2 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	Improve accessibility and availability of Council information Improve accessibility to Council information and website for people with a range	Business Technology Section	SMS text message service in place for 31 st March 2016 Achievement of AA rating by 31 st March 2016	Introduction of text message service Customer feedback To have council website sites complying with the accessibility criteria on each audit	

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<p>achieving AA accessibility rating</p> <p>To have a 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>of disabilities</p> <p>To ensure Council publications promote positive images and inclusion of diversity</p> <p>To ensure the Council engage with a broad range of stakeholders</p>	<p>Graphic Design</p> <p>Compliance Officer (Equality and Safeguarding)</p>	<p>Collate images and use in relevant Council communications</p> <p>From April 2015</p>	<p>annually</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 people with a disability 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>Compliance Officer (Equality and Safeguarding)</p> <p>Customer Services Manager</p>	<p>On going</p>	<p>Number of comments/ complaints made through the range of alternative formats</p>	
<p><u>DisabledGo</u></p> <p>To promote access to all Council</p>	<p>To have all Council premises and</p>	<p>Organisational Development and</p>	<p>To have all identified premises</p>	<p>Additional 25 council premises</p>	

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premises and facilities and other premises throughout the Borough by auditing for the DisabledGo access guide	facilities audited annually by DisabledGo to identify access and good practice procedures for all users and potential users including those with a disability and their carers	Administration Compliance Officer (Equality and Safeguarding) Communications Section	and facilities audited across the Borough by April 2017	and facilities audited and available on the Council and DisabledGo website annually At least one public consultation annually	
<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 awareness of mental health issues through Council events and information	Staff Health and Wellbeing Officers	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 annually	
<u>Buddy Card</u> Amalgamation and	Increased use of the	Compliance Officer	Completion by 1 st	5% increased use	

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review of existing buddy card schemes to ensure that cards are accepted in all Council leisure facilities and for relevant arts events	leisure centre facilities by individuals with a disability and their carers Increased Council support for carers at leisure facilities and arts events	(Equality and Safeguarding) Leisure Services Managers Arts and Culture Managers	June 2015	of facilities by individuals with a disability and their carers. Feedback and actions required to issue a buddycard and explain its use to be actioned within 4 weeks of receiving application.	
<u>Disability Forum</u> Develop a forum for representative groups of those with a disability and carers to work with the 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 Members, officers and representative organisations	CLT, Compliance Officer (Equality and Safeguarding), Managers, Elected Members	From September 2015 Completed by March 2016	Have a representative database of local and regional groups of potential and current members of the group updated annually To host 4 meetings annually	
<u>IMTAC</u> To utilise IMTAC advice on car	To have accessible parking across the	Environment Directorate	On-going from April 2016	All new designated car parking spaces	

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parking for public car parks and car park facilities that are the responsibility of the Council including off street parking.	Council that meets good practice in relation to where it is located, markings and number provided	Community, Wellbeing and Health Directorate		aligned to meet best practice advice 5% of current car parking upgraded annually	
<u>Staff Health and Wellbeing Group</u> The setting up of a Staff Health and Wellbeing Group to promote and take positive action to ensure employees health and welfare are prioritised, advice identified and events arranged to promote the commitment to employees.	To have a group that is representative of the Council employees and directorates and provides for the needs of employees	Environment Directorate to lead	Review six monthly from May 2016	At least 4 meetings per annum %age take up of each initiative	
<u>Quiet area at events</u> To provide a quiet area at large public events for people who have autism or	To ensure those individuals who have autism or dementia and their carers have an	Tourism section of Regeneration, Development and Planning Directorate	To put this initiative in place from April 2016 at large events	All events where provision is made and numbers using this facility	

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dementia and their carers. This benefits the individuals by having timeout to rebalance from the activity/noise.	identified designated area at large events that is equipped appropriately for their needs.				
<u>Public consultation</u> To host public consultation events, invite individuals and representative groups of those with a disability and ensure reasonable adjustments are put in place to make the consultation meaningful.	To ensure the Council public consultations are accessible to a broad range of consultees and they are advertised widely in a range of formats and all requested reasonable adjustments are made.	Compliance Officer (Equality and Safeguarding) and Corporate Projects Section	On-going from April 2016	3 consultations annually on council services and number and type of reasonable adjustments made and requested Range of locations where consultations were hosted and numbers attending	
<u>Carers event</u> To demonstrate the councils support and appreciation for carers from across the Borough and South Eastern Trust area.	To provide carers from the Health and Social Care Trust area to have a motivational event in the Borough annually to demonstrate the	Compliance Officer (Equality and Safeguarding) and Corporate Communications Section	Annually from June 2017	At least 40 carers in attendance at the event Locations selected based on attendance data and accessibility	

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	appreciation of the Council for their commitment to family and friends.				
<u>Read and Write software</u> To provide software for all officers and elected members on council computers to enable those with a hidden disability and seen disability to have a package that encourages independence.	To have a software package available for use by all users of council owned and operated computers that assists with spelling, grammar and reads back and takes dictation to assist users with dyslexia by mainstreaming the package across the council.	Business Technology Manager, Human Resources Training Manager and Compliance Officer (Equality and Safeguarding)	To get agreement from CLT to have monies available in 2018 – 2019 budget. Training to commence in April 2018 as the package is rolled out across the council.	Number of trainings delivered within each 3 month period Number of installations within each 3 month period	
<u>ECNI Mental Health Charter</u> The council demonstrates its commitment to employees through signing up to deliver the ECNI Charter	To deliver the ECNI Mental Health Charter across the council to ensure that staff health and wellbeing is a priority to enable all employees to be supported in the work environment	Head of Human Resources, Employee Relations Manager, Health and Wellbeing Manager.	To implement the five criteria of the charter across the council from December 2016 To have a register of support groups and individuals that managers and	3 meetings annually to progress and review compliance with the charter standards. Establish and keep up to date a reasonable adjustments	

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	and when unable to be in work.		employees may access from a confidential source from April 2017.	register that identifies measures taken to support individuals in the workplace. 5 initiatives provided through the Health and Wellbeing Group to deliver on this charter annually.	
<u>Pavement Licensing</u> To encourage café culture with its economic benefits whilst ensuring access to all in the surrounding areas and adherence to good practice guidance.	To implement the Pavement Licensing arrangements across the council facilitated with meaningful consultation with a range of users and service providers.	Licensing and Regulatory Services Manager and Compliance Officer (Equality and Safeguarding)	To register pavement cafes at appropriate locations with agreed and identifiable markings whilst giving access to pedestrians in the area from June 2017.	Number of cafes licensed annually. Comments and complaints received in consultation periods. Comments and complaints received following the award of a pavement licence.	
<u>Volunteer Policy</u> To ensure the needs of individuals who have mental	To deliver Ards and North Down Borough Council	Head of Community and Culture and all	To encourage a broad range of volunteers and	Range of reasonable adjustments	

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<p>health and/or physical disabilities are considered within the Councils Volunteer Policy</p>	<p>Volunteer Policy to meet the needs of the service and provide opportunities for individuals who have a disability to become volunteers within the council in a manner appropriate to their needs and interests.</p>	<p>service managers that provide opportunities for volunteering across the Council.</p>	<p>ensure reasonable adjustments are provided where identified at recruitment, training and when the individuals are carrying out their duties from July 2017.</p>	<p>required. 5% of total volunteers to have identified a disability and may require a reasonable adjustment.</p>	
<p><u>Disability Friendly Borough</u> To work within the Council and with service providers within the Borough to achieve autism and dementia friendly accreditation</p>	<p>To work with all council customer facing services and employers and service providers within the Borough to achieve accreditation to be an autism and a dementia friendly borough.</p>	<p>Performance Improvement Section, Compliance Officer (Equality and Safeguarding), Community Centres and Halls Manager, Leisure Services Manager, Head of Assets & Property Services, and Tourism Manager</p>	<p>To raise awareness of the needs of those with a disability and their carers to ensure that patience and appropriate assistance is offered or given where appropriate from September 2017.</p>	<p>Number and range of actions taken by the Council officers to encourage participation in council services by those with a disability and their carers. 15% of businesses to engage with the council in improving their service to engage with those with a disability and their carers.</p>	

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<p><u>Disability Access to Council Facilities</u> To ensure all Council premises and car parking arrangements are accessible</p>	<p>To carry out accessibility audits on all council premises to ensure access is available to meet the DDA requirements and where this is not provided, to improve appropriately.</p>	<p>Community Centres and Halls Manager, Leisure Services Manager, Head of Assets & Property Services, Tourism Manager and Compliance Officer (Equality and Safeguarding)</p>	<p>To ensure the council is meeting its statutory obligations and where this is not, to improve appropriately within a given timescale. Audits to commence November 2017.</p>	<p>100% of premises to comply with the statutory obligations. 90% of identified improvements completed within 5 months of identification.</p>	
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