



Ards and North Down Borough Council

Ards and North Down Borough Council

Disability Action Plan

2020 - 2025

This Disability Action Plan may
. 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

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

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 third 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: 25 August 2020

Contents

1. Introduction	5
2. Purpose of the disability action plan	5
3. The Council – its role, functions and policies	5
4. Public life positions over which the Council has responsibility	8
5. Effective implementation of the Disability Action Plan	8
6. Internal arrangements	9
7. Effective engagement.....	10
8. Annual report.....	11
9. Review of the Disability Action Plan	11
10. Consultation	11
11. Achievements to date	12
12. Performance Indicators and actionable measures	14
13. How the disability action plan will be published	14
Appendix 1 Action Plan.....	16

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 byelaws 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

- 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
- Community Planning

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
- 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 1000 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 of public life positions i.e. 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.

All information on the Councils website may also be accessed through the Browsealoud facility.

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.

A British Sign Language (BSL) interpreting service, providing our Deaf or Hearing-impaired customers who use BSL instant access to an online interpreter is available in several Council venues and via the Council website. It is monitored to ensure customer needs are met.

- 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 and Disability Action Plan.
- 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 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.
- 10.2 Consultation on the Disability Action Plan will be carried out over a 12-week consultation period via engagement with key stakeholders and service users. Comments and suggestions on the plan will be incorporated.
- 10.3 The Council will seek to ensure the involvement of people with disabilities by consulting with representative groups at regional and local levels, as well as talking to, and meeting with individuals with a disability or carers.
- 10.4 The Council consults regularly with a range of local and regional groups of people with disabilities or those representing them. These groups include Omnibus Partnership, Orchardville, Cedar, Action Mental Health, Employers for Disability NI,

IMTAC, CAN, Voice, MENCAP, South Eastern Health & Social Care Carers' Support and Disability Sports NI.

The draft plan will be advertised on the council's website in accordance with the council policy.

10.5 Consultation with local disability groups ensures 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 may 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 Plan as a result of comments and reviewing the effectiveness of measures taken.

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

11. Achievements to date

11.1 Ards and North Down Borough Council completed a number of actions from their first and second Disability Action Plans 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 AccessAble 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 and to meet identified need;
- arranging for interpreters at meetings and events;
- on-going promotion of the JAM card and support for users;
- A British Sign Language (BSL) interpreting service, providing our deaf or hearing-impaired customers who use BSL instant access to an online interpreter that is available in several Council venues and via the Council website;
- The adoption of a Mental Health Charter and Action Plan to raise the profile of and to support employees with mental ill health;
- A Workplace Policy to provide guidance for individuals wishing to return to the workplace following an acquired disability or who have not had the opportunity to be employed due to a disability;
- A Work Placement Policy that encourages individuals with a disability to become volunteers;
- The development of Bangor Aurora Leisure Centre as a Disability Hub;
- Providing a forum for local interest groups to engage with IMTAC regarding the Bangor Seafront Project and other projects;
- Working with local interest groups in relation to Pavement Cafés and the potential to support of a Dementia-Friendly café in the Borough;
- The availability of Browsealoud on the Council website;
- An outdoor all ability play facility at Ards Blair Mayne Wellbeing and Leisure Complex;
- The provision of an accessible beach with associated facilities and equipment at Groomsport;

- Volunteer Policy that encourages individuals with a disability to volunteer in a role that is suitable for their needs.

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 is 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 assists 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 April 2020 and 31 March 2025 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 ext. 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 social media, 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 where a need is identified.
- 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.

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

Action	Outcome / Impact	Responsible Section	Timescale	Performance Indicator	Progress
1. Disability Awareness and Training					
1.1 Ensure Corporate Leadership Team, Heads of Service and Service Unit Managers are aware of their responsibilities under relevant Disability legislation.	<p>All employees will be kept informed about the Councils Disability Action Plan</p> <p>All employees to attend mandatory disability awareness training every three years.</p>	<p>Corporate Leadership Team</p> <p>Human Resources Training & Development Section / Compliance Section</p>	<p>Half yearly from September 2020</p> <p>Training will be available once per quarter to meet the needs identified.</p>	<p>To make employees aware of DAP annually at Internal Screening Group, HOST and SUM and through Council communications.</p> <p>At least 20 employees to attend Disability Awareness training each quarter.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

				At least 30% employees and Elected Members to attend disability awareness training annually.	
1.2 Provide training on specific disabilities for policy makers, operational managers, and employees	Organise specific disability training where a need is identified by Elected Members, officers, or consultees. This will include Deaf Awareness, needs of those with a visual impairment, supporting individuals with mental health and wellbeing concerns, needs	All Directorates to encourage employees to attend training events. HR Officer with the responsibility for training across the organisation will source and arrange training programmes and inform all relevant officers	Annually with training programme available from February. Review six monthly from March each year to ensure programme is meeting the needs of employees. Officer will update training programme	At least 4 trainings delivered per year with total number of employees attending that raise awareness of individuals who require support. Record location of and reasonable adjustments adopted by employees to	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

	<p>of those with a learning disability.</p> <p>Update Community Planning Scorecards to address identified disability inequalities.</p>	<p>and elected members.</p> <p>Training Officers HR/ Compliance Officer (Equality & Safeguarding)</p>	<p>annually to ensure it is relevant</p>	<p>facilitate colleagues and users following trainings and customer comments.</p> <p>100% of all reasonable adjustment requests to be met within four months.</p>	
<p>1.3 JAM (Just a Minute) Card Training</p>	<p>Ards and North Down will provide all employees and elected members with the opportunity to be trained in the purpose and use of the JAM Card.</p>	<p>Human Resources Training & Development Section / Compliance Section</p>	<p>Training will be available during 2020.</p>	<p>Numbers trained face to face and numbers who passed on-line training.</p> <p>Adjustments identified and delivered following training.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

2. Council Employees					
2.1 Employee Profile Review – Review arrangements to ensure all employees including permanent, temporary and agency are aware of the support available for employees with a disability.	Biennially - Council will monitor employees to identify those who have a disability and are comfortable disclosing this information.	HR Officers with responsibility for employee relations and recruitment arrange to provide specific support for all employees who identify themselves as having a disability. Corporate Leadership Team, HOST & SUM	First monitoring exercise carried out in March 2018. Biennially from 2020	Establish and keep an up to date register of reasonable adjustments that identifies measures taken to support individuals in the workplace. Data base identified to ensure all relevant employees receive required support for temporary or permanent arrangement within 3 months of request.	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

<p>2.2 Staff Health & Wellbeing Group – To continue to provide a Staff Health & 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.</p>	<p>To have a Wellbeing Group that is representative of the Council employees and directorates and provides for the needs of employees.</p> <p>Provide an appropriate range of Employee Health and Wellbeing events that are open to all employees.</p>	<p>Environment Directorate</p> <p>Environmental Health Manager (Health & Wellbeing), Head of Human Resources and Employee Relations Manager</p>	<p>Review and circulate programmes two monthly</p> <p>Promote initiatives at least half yearly that are proactive or reactive to the environment in and outside work.</p>	<p>At least 4 meetings per annum of the Wellbeing Group.</p> <p>At least 6 Health & Wellbeing initiatives for employees annually. % uptake of each initiative.</p> <p>Data from Westfield that identifies the range of enquiries dealt with numbers. All data must be anonymous.</p> <p>Increased awareness for employees of</p>	
--	--	---	---	--	--

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

				referral agencies through internal communication methods.	
<p>2.3 To have an employee Code of Conduct that supports all employees in the Council and provides signposting and support.</p> <p>Host an event with the Council to raise awareness of World Mental Health Day (10th October)</p>	<p>To deliver the ECNI Mental Health Charter across the Council to ensure staff health and wellbeing is a priority and enable employees to be supported in the work environment and when unable to be in work.</p> <p>Organisation of events in support of World Mental</p>	<p>Environmental Health Manager (Health & Wellbeing), Head of Human Resources and Compliance Officer (Equality & Safeguarding)</p> <p>Elected Member Mental Health Champions</p> <p>Environmental Health Manager (Health & Wellbeing), Head of Human Resources, Compliance</p>	<p>List of Mental Health First Aiders (MHFAs) to be updated annually.</p> <p>To continue to implement the five criteria of the charter across the Council. Particular emphasis in May, Mental Health Week; September, World Suicide Day; October, World Mental</p>	<p>Mental Health First Aiders to meet twice annually.</p> <p>Two meetings annually to progress and review compliance with the charter standards with responsible officers.</p> <p>Three Council supported events marking significant initiatives annually.</p>	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

	<p>Health Day for employees.</p> <p>Increased public awareness of mental health issues through Council events and information.</p>	<p>Officer (Equality & Safeguarding) and Council Training Officers</p> <p>Council Mental Health First Aiders</p>	<p>Health Day, and Christmas.</p> <p>Refresher training to be provided for MHFA's annually</p>	<p>One training annually to provide Mental Health First Aiders across all Directorates.</p> <p>Awareness raising of mental health code of conduct through internal communications.</p>	
--	--	--	--	--	--

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

3. Compliance					
3.1 Screening 100% of all new and revised policies to ensure compliance with disability duties and Section 75 of the Northern Ireland Act 1988.	<p>Compliance of the Council policies with disability duties.</p> <p>Ensure diversity (including disability issues) are mainstreamed throughout the Council.</p>	<p>All Directorates and monitored by Compliance Officer (Equality & Safeguarding)</p>	<p>On going</p>	<p>100% of policies screened for compliance with disability duties within 10 working days of receipt of policy by Compliance Section.</p>	
3.2 Disability Responsibility – Identify Diversity Champion Identify Mental Health Champion Elected Member Deliver the Council’s Mental	<p>Elected Member(s) to be agreed at Annual Meeting</p> <p>Diversity Champion Officer to be agreed by the Council as agreed with Local</p>	<p>Director of Organisational Development & Administration</p> <p>Compliance Manager and Compliance Officer (Equality & Safeguarding)</p>	<p>Ongoing from June annually</p> <p>Ongoing from May 2019 for term of the Council</p>	<p>To agree at least one Elected Member at the annual meeting and one officer who meets the criteria of Diversity Champion as determined by LGSC.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

<p>Health Charter to create an open and inclusive workplace.</p>	<p>Government Staff Commission</p> <p>To enter partnership agreement with Samaritans, Action Mental Health and Lifeline.</p>	<p>Environmental Health Manager (Health & Wellbeing), Council Health and Wellbeing Officers and Council Mental Health First Aiders</p>	<p>Mental Health Code of Conduct to be referenced annually in June and December in employee communications.</p>	<p>To agree at least one Elected Members at the annual meeting that meet the criteria for Mental Health Champion.</p> <p>Engagement of at least 20% of employees in appropriate health and wellbeing activities.</p> <p>At least one Council event annually in support of increasing awareness of Mental Health in</p>	
---	--	--	---	--	--

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

				conjunction with local community organisations.	
3.3 Ards and North Down Policing and Community Safety Partnership (PCSP) to engage with people with a disability.	<p>Active and meaningful engagement with people with a disability via the PCSP Disability Action Plan 2019-2021</p> <p>Attendance at the Disability Forum meetings and inviting Ards and North Down Disability Forum members to PCSP public meetings in order to review the PCSP engagement with people with a disability.</p>	PCSP Manager and Compliance Officer (Equality & Safeguarding)	Annually from June 2020	<p>PCSP Manager to attend one Disability Forum meeting annually to keep up to date with relevant issues.</p> <p>Disability Forum members to attend one PCSP meeting annually.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

4. Community Engagement					
<p>4.1 Work placements – To offer work placements for individuals through sponsoring organisations that suit the individual’s specific needs and abilities.</p> <p>Develop a list of workplace opportunities across the Council that identify tasks suitable for individuals needs and abilities.</p>	<p>To meet with organisations who coordinate work placement opportunities and demonstrate that Ards & North Down Borough Council is an employer and service provider who proactively includes people with a disability.</p> <p>To have in place a Work Placement Policy.</p>	<p>Human Resources Section</p> <p>All Directorates</p>	<p>This is ongoing through the period of this Plan.</p>	<p>Placement opportunities to be available annually to at least 3 individuals from sponsoring organisations where reasonable adjustments can be met within 3 months of the original request.</p>	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

<p>4.2 Volunteer policy – To ensure the needs of individuals who have mental health and / or physical disabilities are considered within the Council’s volunteer policy</p>	<p>To deliver Ards and North Down Borough Council 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>Head of Community and Culture and all service managers who provide volunteering across the Council.</p>	<p>Ongoing - To encourage a range of volunteers.</p>	<p>Number and type of reasonable adjustments required.</p> <p>At least 5% of total volunteers to have an identified disability and may require a reasonable adjustment.</p>	
<p>4.3 Disability Forum – Continue to provide a meaningful forum for individuals with</p>	<p>Establish a database of all local and regional disability representatives and carer</p>	<p>Corporate Leadership Team, Compliance Officer (Equality & Safeguarding),</p>	<p>Ongoing for period of this Council</p>	<p>To host at least 4 meetings annually of the Disability Forum.</p> <p>To invite at least one speaker</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

<p>a disability, representative groups of those with a disability and carers to work with the Council to ensure needs are highlighted for appropriate action where possible.</p>	<p>representative organisations. Encourage representative groups to engage individuals at relevant Council consultations.</p>	<p>Service Unit Managers and Elected Members</p>	<p>Biennially review and update database.</p>	<p>from an external organisation to two meetings per annum on a relevant subject matter. Have a representative database of local and regional groups of potential and current members of the group updated biennially. Ensure agreed Constitution is reviewed every three years.</p>	
---	--	--	---	--	--

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

5. Events					
<p>5.1 To provide a quiet area at all large public events for individuals and their carers who require this facility.</p> <p>Provision of Mobiloo where changing places are not conveniently located.</p>	<p>To ensure individuals have an identified designated area at larger events to provide timeout to rebalance from the activity / noise that is equipped appropriately for their needs.</p>	<p>Compliance Officer (Equality & Safeguarding)</p> <p>Events Team</p> <p>Tourism Section</p> <p>Arts and Culture Section</p> <p>Economic Development Section</p>	<p>Ongoing as an integral part of the event planning season and established in the annual event programme.</p> <p>Annually to be determined and booked for the range of identified events.</p>	<p>Record number of events where provision is made.</p> <p>Record numbers who use the facility.</p> <p>Record numbers who enquire about the availability of this facility.</p> <p>Comments and complaints on location and suitability.</p>	
	<p>To enable individuals and their carers to participate in any event by having suitable toilet facilities available.</p>				
<p>5.2 Carers event – To demonstrate the</p>	<p>To enable carers from the South Eastern Health</p>	<p>Compliance Officer (Equality & Safeguarding)</p>	<p>Annually in June for Carers week</p>	<p>At least one group of carers in attendance at</p>	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

<p>council's support and appreciation for carers of all ages from across the Borough and South Eastern Health and Social Care Trust Area.</p>	<p>and Social Care Trust area to be invited to an event in the Borough annually to demonstrate the Council's appreciation for their commitment in this unpaid role.</p>	<p>and Corporate Communications Section</p>	<p>A specific event for young carers to be offered biennially.</p> <p>Locations selected based on attendance data, accessibility, and event to be hosted.</p>	<p>each event (carers identified as children / young people or older people)</p>	
<p>5.3 Disability Friendly Borough – To work within the Council, with community partners and service providers across the Borough to ensure Ards and North Down Borough Council</p>	<p>To work with Council customer facing services, employers, and service providers across the Borough to encourage all providers of services to have in place reasonable adjustments to</p>	<p>Performance Improvement Section, Compliance Officer (Equality & Safeguarding), Community Centres and Halls Manager, Head of Assets & Property and</p>	<p>Attend four Dementia Friendly Locality Steering Group meetings annually to develop partnerships</p>	<p>Number and range of initiatives taken by the Council officers to encourage participation in Council services by those with a disability and carers.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

<p>is a welcoming place for all in relation to access to all facilities and services.</p>	<p>suit the breadth of users and potential users.</p> <p>To engage with the Dementia Friendly Locality Steering Group in order to achieve meaningful progress towards becoming an Age Friendly Borough.</p>	<p>Tourism Manager.</p> <p>Community Planning Manager</p>		<p>15% of businesses to engage with the Council and community partners in improving their service to be recognised as welcoming.</p>	
<p>5.4 IMTAC – to continue to work with IMTAC and develop best practice</p>	<p>To facilitate and attend consultations with IMTAC on relevant issues including access at events and in town centres.</p>	<p>Community, Wellbeing & Health Directorate</p> <p>Corporate Projects Section</p>	<p>Ongoing</p>	<p>All new designated car parking spaces aligned to meet best practice advice.</p>	

Appendix 1

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

				<p>5% of existing car parking upgraded annually.</p> <p>100% of capital projects to engage with IMTAC members as part of the design consultation.</p>	
--	--	--	--	---	--

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

6. Access to Council Facilities					
<p>6.1 AccessAble – To promote access to premises and facilities and other premises throughout the Borough by auditing for the AccessAble access guide</p>	<p>To have Council premises and facilities audited annually by AccessAble to identify access and good practice procedures for all users and potential users including those with a disability and their carer(s).</p> <p>To have an up to date and relevant online database to enable individuals and groups with a disability and carers to plan</p>	<p>Director Organisational Development and Administration</p> <p>Compliance Officer (Equality & Safeguarding)</p> <p>Communications Manager</p>	<p>To have all identified premises and facilities audited across the Borough by April 2021.</p> <p>Consultation and audits to be held between September and February annually.</p> <p>Have joined up information to support users to make more informed decisions when</p>	<p>Additional 25 Council premises and facilities audited and available on the Council and AccessAble website audited annually.</p> <p>At least one public consultation annually.</p> <p>To add two additional walking routes or other initiatives annually.</p>	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

	visits to a breadth of premises across the Borough.		visiting the Borough.		
6.2 Buddycard – Promotion of existing buddy card schemes to ensure that cards are accepted in all Council leisure facilities and for relevant arts events.	<p>Increased use of the leisure centre by individuals with a disability with the support of their carer(s).</p> <p>Increased Council support for carers at leisure facilities and arts events.</p>	<p>Compliance Officer (Equality & Safeguarding)</p> <p>Operations Manager (Leisure)</p> <p>Arts & Heritage Manager</p>	<p>Ongoing to raise the profile of the Buddycard scheme within and outside the Borough</p> <p>Biennially to provide press information on the availability of the Buddycard System.</p>	<p>5% increased use of facilities by individuals with a disability and their carers.</p> <p>Buddy card applications to be actioned within 4 weeks of receiving an application.</p>	
6.3 Accessible Beach – To promote Groomsport Beach area and changing places facility as family friendly.	<p>To encourage and enable families to experience beach facilities together.</p> <p>To work with the Mae Murray</p>	<p>Community, Wellbeing & Health Directorate</p> <p>Environment Directorate and Tourism section</p>	<p>Ongoing from April 2019.</p> <p>Events planned annually from January to commence April until August.</p>	<p>Number of events per season by Mae Murray Foundation</p> <p>Usage of accessible beach facilities.</p>	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

	Foundation to raise awareness of the facilities available at Groomsport Harbour.	Sport and Leisure Section		Usage of accessible toilet facility	
6.4 Pavement Licensing – To encourage café culture with its economic benefits whilst ensuring access to all in the surrounding areas and adherence to good practice guidance.	To register pavement cafés at appropriate locations with agreed and identifiable screenings whilst giving access to pedestrians in the area.	Licensing and Regulatory Services Manager Compliance Officer (Equality & Safeguarding)	Ongoing as this service is open to all applicants throughout the year.	Number of cafés licensed annually. Number of withdrawn licences annually. Comments and complaints received in consultation periods. Comments and complaints received following the award of a	

Ards and North Down Disability Action Plan 2020 - 2025

Disability Action Plan

				pavement licence.	
<p>6.5 To ensure all Council premises and car parking arrangements are accessible</p>	<p>To carry out accessibility audits on all Council premises to ensure the 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 & Safeguarding)</p>	<p>To ensure the Council is meeting its statutory obligations and where it is not, to improve appropriately within a given timescale.</p> <p>Audits commenced November 2017.</p>	<p>100% of premises to comply with the statutory obligations.</p> <p>90% of identified improvements completed within 5 months of identification.</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

7. Accessible Communication					
<p>7.1 By ensuring recommended best practice for everyone accessing information on the Council’s website.</p> <p>To have a breadth of images for use in Council publications that display positive images of people with a disability.</p> <p>Have a range of sources to provide alternative formats as requested.</p>	<p>Improve accessibility and availability of Council information.</p> <p>Improve accessibility to Council information and website for people with a range of disabilities.</p> <p>To ensure Council publications promote positive images and inclusion of diversity.</p>	<p>Business Technology Section.</p> <p>Communications Section</p> <p>Graphic Design</p>	<p>Annually on the review of website provider</p>	<p>100% compliance with AA standard annually on survey of website accessibility</p> <p>5% increase in website usage of Browsealoud and accessibility adjustments annually</p>	

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

	To ensure the Council engage with a broad range of stakeholders.				
7.2 Introduction of a British Sign Language (BSL) interpreting service on all Council, Tourism and Leisure websites and in at least 3 Council locations.	Improve accessibility to Council information face to face and on website for people with a range of disabilities.	Compliance Officer (Equality & Safeguarding) Business Technology, Tourism, Leisure, & Administration Communications	To be active by December 2019. Usage reports to be monitored quarterly.	Monitor usage via reports from interpreting service provider, with a breakdown of usage via each section. Increase annual usage by 3%	
7.3 Complaints procedure – To ensure people with a disability can access the Council’s complaints /	The production of a range of forms and an explanation of how to make a complaint / comment about	Compliance Officer (Equality & Safeguarding) Customer Services Manager	Ongoing and reviewed every six months.	Number of complaints from individuals with a disability or on behalf of those with a disability.	

Appendix 1

Ards and North Down Disability Action Plan 2020 - 2025
Disability Action Plan

<p>comments procedure</p>	<p>services in appropriate accessible formats. To use monitoring data to inform service improvements.</p>		<p>Ongoing and monitored quarterly with Customer Services Manager</p>	<p>%age of complaints addressed and corrected within timescale of complaints procedure.</p>	
--------------------------------------	--	--	---	---	--