

**Insert Name of Public Authority Here and Logo in Picture Box Below**



**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2019 - 2020**

**Contact:**

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<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

[www.ardsandnorthdown.gov.uk/about-the-council/equality](http://www.ardsandnorthdown.gov.uk/about-the-council/equality)

**Signature:**

	<i>Shirley Poxon</i>
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**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 2019 and March 2020**

## **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 2019-20, 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.*

The Equality Commission approved the Equality Scheme for Ards and North Down Borough Council on 25 March 2015.

In this reporting period, the Equality Action Plan was reviewed to facilitate the completion of all identified actions as the Action Plan was up until 31 March 2020. The format of the Action Plan corresponds to Service Plans of the Council. All actions of the original Action Plan were agreed by the relevant officers and determined in the original action plan of 2015 and complaints, comments and service changes since that date. Actions that had been completed were removed in 2018 to ensure the action plan was meaningful and a revised action plan was developed working with the Internal Screening Group, Consultative Panel, relevant officers and comments and complaints received in the three-year period. This was to ensure issues identified by each group were reflected in the revised Equality Action Plan 2018 - 2020.

Ards and North Down Borough Council continues to use the Internal Screening Group as a valuable working insight for the delivery of Council policies. The Group is made up of a breadth of officers at a range of seniority from across the Council Directorates. This breadth of experience and roles enable the group to effectively scrutinise the Council's policy screening outcomes in relation to Section 75, Disability Discrimination, Rural Needs, Sustainability and GDPR. It achieves this by drawing on the operational and strategic roles and responsibilities of the officers. The group members collectively oversee screening documents, review them in line with the policy and agree or challenge the outcome of screened Council policies in this environment. This cross council working group ensures Section 75 and the council's disability duties are mainstreamed across the Council throughout the policy development process. The policy development process has been detailed in a previous annual report to ECNI and was itself updated in this reporting period to reflect operational changes and ensure it continued to promote best practice. The on-going review of the membership of this group also ensures officers from across the council are trained in policy screening. During the period of this report the group met on three occasions and reviewed 22 policy screening outcomes.

The Council is committed within its Equality Scheme to publish screening reports quarterly. These have received a limited response from consultees. Their availability on the website enables individuals to access information at their convenience. The exercises to circulate information to consultees enable

the consultee list to be regularly updated and ensures engagement with consultees is meaningful and transparent. This also encourages a range of consultees to contact the Compliance Officer (Equality and Safeguarding) about issues and is often used for signposting across the Council. The consultee list is also of value across the council for a range of engagements including the Corporate Plan and other engagement surveys for proposed capital projects. All completed screening forms are retained on the Council's website as a requirement of the approved Equality Scheme. During this reporting year, an index for these quarterly screening consultations was made available to enable ease of access to the relevant forms.

Council officers are trained to mainstream Section 75 duties and responsibilities into their tasks and policy development. This means that many positive actions and initiatives are unreported as these practices are now implemented into service delivery. They include arranging translation services both on the telephone and in writing, arranging for employees to have access to software packages if they have dyslexia or arranging access to meetings for those with a disability or a caring responsibility and putting in place reasonable adjustments for individuals attending meetings.

The Head of Administration, Assistant Compliance Officer and Compliance Officer (Equality and Safeguarding) met the ECNI Liaison Officer on 18 December 2019 at the Town Hall, Bangor. This meeting was to discuss experiences of the implementation of the Equality Scheme and encourage the 5-year review to be meaningful. The officers also discussed the Councils commitment at all levels to delivering their Section 75 duties and responsibilities, the two EQIA's the Council had written, the value of the internal and external scrutiny of Council screened policies, the format of the Disability Forum, the S75 training delivered and attendance by both employees and elected members as well as some of the issues that had the potential to adversely impact on some residents and/or visitors to the Borough. The discussion also included the format of It Takes Allsorts and the rationale behind opening this up to the community and statutory and voluntary partners. Good practice in delivering the Equality scheme commitments across the Council to ensure it is a living document was discussed. The follow up communication from ECNI Liaison Officer highlighted the good practice of the Council, noted issues that require attention and helped plan the year ahead as well as encouraged officers to continue to deliver through the current practices.

The External Ards and North Down Borough Council Consultative Panel on Equality and Good Relations met on three occasions during the period of this report. Two were for challenge workshops, one challenge workshop being preceded by the team dynamics workshop with Elected Members, and one was a challenge workshop on the EQIA on 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours'. At this challenge workshop, the process and the issues were discussed and the officers from Ulster Scots Agency joined to answer questions and queries. This opportunity was offered by them and when put to the panel members they were pleased to accept. Prior to each Challenge Workshop members are provided with the relevant completed screened policy documentation to enable them to prepare in advance. The standing agenda items include updates on relevant issues from across the

public sector, ongoing delivery of the Council Equality Action Plan and Disability Action Plan and the Council responsibilities under the Rural Needs Act (NI) 2016. The panel scrutinised and challenged the outcome of 17 screened council policies and the EQIA.

Their role teases out issues that may not be obvious to officers when developing or delivering policies and these perceptions of the Councils actions to service users and potential service users ensures that any possible adverse impact they identify may be addressed in policy development and delivery. As panel members and elected members seldom get the opportunity to meet together, a workshop to look at the dynamics of groups and the 'Them and us' theory was arranged for February 2020. This was well attended and allowed everyone to participate in different organised activities in a workshop setting. The groups were a balanced mix of Councillors, Council Officers and panel members and this enabled them to carry out tasks with those they do not otherwise meet. The groups were also asked to scrutinise elements of the consultative panel and give suggestions to how the dynamics of the meetings and outcomes of the workshops could be improved. The feedback was positive from both elected members and panel members and the opportunity to informally continue over a light tea was also found to be beneficial.

To demonstrate the Council's appreciation to the Panel, the members were invited by the Mayor at the time, Councillor Richard Smart, to attend a coffee morning on Monday 29 April 2019 in the Mayors Parlour.

During the period of the previous report the Equality Impact Assessment on the Decision to name Ards & North Down Borough Council's new-build leisure facility in Newtownards as: 'Ards Blair Mayne Wellbeing and Leisure Complex' outcome was monitored. At the time of writing this report there were no Section 75 related complaints recorded concerning the name of the complex and there was no evidence of events not being hosted there due to the name.

A further Equality Impact Assessment was written during the period of this report. It was titled: 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours'. This was written following the identification of potential adverse impact being identified when screening a request to the two legacy Councils to install a plaque at each of Donaghadee and Bangor harbours to commemorate the centenary of Operation Lion. The EQIA consultation period of 12 weeks closed on Friday 24 May 2019 at 4.00pm. The outcome of the EQIA was that the Council agreed to permit the plaques to be located in each of Bangor and Donaghadee Harbours. To date, the Ulster Scots Agency has not formally identified locations for these plaques.

The Compliance Officer (Equality and Safeguarding) continues to provide practical advice regarding good practice for consultations with individuals and representative groups. The employee on-line questionnaire continues to be used by officers to help plan these events and consultation meetings through assisting them to consider the range of needs. The document has continued to receive compliments in providing prompts in relation to identified needs and reasonable adjustments that could be introduced in the planning stages of any event.

The Council continues to work with AccessAble to increase its range of audited premises across the Borough and raise the profile of the availability of this information source. To facilitate this, a consultation event on the process and workshop on how the data is collected and used was delivered in February 2020 by the Northern Ireland support officer from AccessAble. The breadth of attendees was from local and regional groups as well as from statutory bodies who were keen to progress the business case for providing this information by their own organisations. The annual review also had the inclusion of two walking routes for the town centres of Bangor and Newtownards.

The Compliance Officer (Equality and Safeguarding) and other officers continue to work with senior management and Elected Members to deliver the Equality Action Plan measures to ensure the Council provides welcoming and inclusive facilities across the Borough. The Action Plan is reviewed regularly at the Internal Screening Group and this assisted in informing the new Equality Action Plan (2020 – 2025).

Ards and North Down Borough Council Disability Forum held three meetings during this reporting period. Two additional meetings were postponed due to the speaker having a family bereavement at short notice and the other due to the Covid-19 change to working arrangements. Discussion have continued with Disability Forum members in relation to identified issues for users with a disability and Forum members experiences were encouraged to ensure best practice was delivered. A constitution for the Disability Forum was agreed in June 2019 to ensure the Forum had an agreed arrangement for attendance at meetings and representative membership.

This year to mark World Mental Health Day on 10th October 2019 employees who had been trained to be Mental Health First Aiders met to discuss the way forward to deliver the Councils commitment to the Charter for Mental Health. Local arrangements including how to access a trained colleague to talk to, where to get professional support and what the Council will do to ensure employees get the necessary support were all discussed and a handbook/charter for employees agreed and issued. Highlighting this also included information in the employee newsletter in January 2020 when many find hat financial difficulties and the winter cause them to be more anxious.

Two Diversity Awareness Events entitled “It Takes Allsorts” were held on Tuesday 15 October 2019 morning and Thursday 17 October 2019 afternoon for Elected Members and Council employees as well as statutory and community partners. The events are to encourage a broad attendance from the Council service areas to learn about the diverse needs of individuals and groups across the Borough and how each in their area of responsibility can work to ensure access to services is provided appropriate to meet the breadth of needs. The programme was developed based on comments from the evaluation of the annual programmes from November 2015. The programme for 2019 explored mindfulness; commonalities in Ulster Scots and Irish language and culture; Human Trafficking; the challenges for the transgender community and issues the breadth of needs for the Syrian families and their supporting organisations for those who have come to live in the Borough through the resettlement scheme. The Mayor, Mental Health and Diversity Champions took part through introducing speakers and summing up the event. Each session provided an

opportunity to network over lunch and coffee. Each event was well attended by employees and elected members, many for the first time, and the feedback was positive in relation to the topics covered and opportunity to network. There was positive feedback from non-Council attendees who were pleased the Council carried out this unique training event and for the opportunity to be included and informally talk to colleagues.

Diversity Awareness training has been provided to a limited number of employees and elected members from across the council as the previous four years had a large attendance. There is an agreed programme to train and retrain employees again in 2020 and 2021. Specific diversity training has been delivered across several sites to ensure employees have the knowledge and skills for the many situations' they may have to deal with in their day to day work. This has included training in screening policies, the EQIA process as well as diversity awareness in customer services. These sessions inform attendees of the Council's duties and responsibilities under the legislation and give practical examples of how we can ensure we have regard for equality of opportunity and good relations in policy development and service delivery.

The audit of inequalities was updated in the period of this report. This was to enable informed decisions and supporting information to be available to write the new Equality Action Plan. The data is also used to help make informed decisions in screening policies. The value of quantitative and qualitative data ensures local and regional evidence is used in decision making.

The Council continues to appoint Diversity, Mental Health and Age Champion Elected Members at the Annual Meeting. Their role continues to support the Diversity Champion Officer and introduce and deliver initiatives across the Council to ensure service delivery internally and externally meets the needs and addresses the expectations of employees and service users. A-training was arranged and delivered in June 2019 following the Annual Meeting by the Good Relations Manager, Community Planning Manager, Environmental Health Manager (Health & Wellbeing) and Compliance Officer (Equality and Safeguarding) to introduce them to the officers, their roles and explain how their roles would complement the work of the officers.

The Council are continuously informed of the range of publications and consultations carried out by IMTAC to ensure they are kept up to date on pertinent issues. Their information is circulated to relevant council officers including good practice guidelines on size, location and signage for accessible car parking spaces and audits of pedestrianised areas.

The Council has continued to provide and offer the services of BSL interpreters at a range of events and meetings. During the period of this report the Council introduced a BSL Sign Video service and provided access across a number of Council facilities with the appropriate hardware. The service is also available via a direct link on the Council webpage. Employees were trained in all main Council facilities and the service was advertised through the British Deaf Association and the Councils social media.

The Council continue to produce information on audio and large coloured print to circulate to residents with visual impairments. This enables accurate information to be available to all residents in relation to waste disposal and

collection services. The Borough Newsletter is provided on audio to all those on the current mailing list in a timely manner.

Council officers continued to have a range of publications including forms and letters translated into a number of languages to ensure engagement with residents and businesses. These are undertaken to ensure clients are engaged within their first language.

Telephone translation services are also provided by the Council. This enables officers and those they are meeting to discuss issues promptly in the environment where the issue is being dealt with, as services are available remotely on mobile telephones.

The Council, in meeting its commitment to Good Relations as the secondary part of the legislation, works with and through community development to deliver the agreed action plan for the period. Through this engagement, groups and individuals from different political, racial and religious traditions have been enabled to engage with one another in ways which develop understanding, trust, equality and fairness; build confidence and inclusion and encourage meaningful dialogue and sustainable relationships based on the principles of equity, respect for diversity and interdependence.

Ards and North Down Borough Council's Good Relations section sits within the Councils Community and Wellbeing Directorate. The District Councils Good Relations Programme is delivered by the Good Relations team in accordance with an annual Action Plan, which is approved by the Council and The Executive Office. The section receives financial assistance of 75% of the total cost of the Good Relations Programme from The Executive Office and Council contributes 25% of the total cost (£226,737). The Good Relations Action Plan details a programme of activities to promote and deliver improved good relations in the Council area in accordance with the aims and objectives outlined in the Together: Building a United Community Strategy (T:BUC) and prioritised needs and issues identified in the 2019/2022 Good Relations Audit.

The programme builds on previous good relations work across the Borough by delivering a comprehensive programme of events, training and initiatives that work proactively to deliver a shared and better future for all. The section works closely with the community to bring this vision forward and continues to support local groups to build on their good practice, so that a variety of exciting and innovative projects can take place locally.

Through a commitment to good relations and community development work, groups and individuals from different political, racial and religious traditions have been enabled to engage with one another in ways which develop understanding, trust, equality and fairness; build confidence and inclusion and encourage meaningful dialogue and sustainable relationships based on the principles of equity, respect for diversity and Interdependence.

ANDBC's Good Relations Action Plan for 2019 – 2020 was delivered to meet the aims and strategic outcomes of the four key themes of Together: Building a United Community: Children and Young People; Safe Community; Shared Community and Cultural Expression. The action plan activities and outcomes are included under these four key themes within the following report.

All programmes were delivered using an outcome-based approach. This is a standardised requirement of The Executive Office (TEO) for the delivery of all GR programmes to enable ease and consistency for reporting. Questions are predetermined and issued to GR by TEO under the 4 themes. The information from pre and post evaluations is entered onto a spreadsheet and percentage results calculated.

For Children and Young People:

Aim: To continue to improve attitudes amongst our young people and to build a community where they can play a full and active role in building good relations

Strategic Outcomes:

1.1 Improving attitudes of children from different backgrounds

1.2 Young people engaging in bringing the community together

This is delivered through Shared Education, Shared Voices and Community Cup activities as well as Tackling Young Peoples Resilience Building Programme in Partnership Residential and Community Relations Through Sport.

Our Shared Community

Aim: To create a community where division does not restrict the life opportunities of individuals and where all areas are open and accessible to everyone

Strategic Outcomes:

2.1 Increased use of shared space and services

2.2 Shared space accessible to all

This is delivered through the It Takes Allsorts initiative and Living History.

Our Safe Community

Aim: To create a community where everyone feels safe in moving around and where life choices are not inhibited by fears around safety

Strategic Outcomes:

3.1 Reduce the prevalence of hate crime and intimidation

3.2 A community where places and spaces are safe for all

This is delivered through Holocaust Events, Hollywood Culture Night, No Hate Here and Intergenerational programmes.

Our Cultural Expression.

Aim: To create a community which promotes mutual respect and understanding, is strengthened by its diversity, and where cultural expression is celebrated and embraced

Strategic Outcomes:

4.1 Increased sense of community belonging

4.2 Cultural diversity is celebrated

This is delivered through Grants programmes, Cultural Expression Programme, History Talks, Summer Schemes and Getting to Know your Councillors events.

There are other activities and programmes throughout the Borough and across a breadth of age ranges that ensure Ards and North Down Borough Council Good Relations is promoted and work continues to raise awareness of the need to respect others irrespective of their Section 75 dimensions.

A Council Safeguarding Steering Group oversees the Safeguarding Policy for children, young people and adults who may be vulnerable. This ensures the Council's obligations are met in all the relevant directorates. Employees are trained to the level required within the SBNI Training Strategy and Northern Ireland Adult Safeguarding Partnership Training Strategy. The Compliance Officer (Equality and Safeguarding) reports back to the group from the various meetings attended. At each of the meetings in this reporting period a presentation was delivered on current topics that would benefit all age groups. In May 2019, the speaker was from the South Eastern Health and Social Care Trust and gave a presentation on Awareness Raising for Signs of Safety. In November 2019, the speaker was from SBNI and gave a presentation on Adverse Childhood Experiences and their effect on play and leisure.

Ards and North Down Borough Council continues to work through a PEACE IV Partnership. The PEACE IV partnership is comprised of members of the local community, Elected Members and Statutory Agencies. £3.3 M worth of EU funding has been awarded to Ards and North Down Borough Council from SEUPB to deliver the PEACE IV Programme. The funding and resultant PEACE IV Programme will promote positive relations where cultural diversity is celebrated and people can live, learn and socialise together free from prejudice, hate and intolerance. The plan itself includes 19 projects that aim to support peace and reconciliation across the Borough through 3 key themes of Children and Young People, Building Positive Relations and Shared Spaces and Services. The projects include:

- Capacity Building & Youth Leadership
- Youth Shelters
- Primary Schools (Out of School Hours) Active Diversity & Good Relations
- Community Based Sports & Good Relations
- Children & Young People Diversity (World Faiths)
- Comber, Holywood, Portaferry and Portavogie Shares Spaces and Services
- Personal Development & Training
- Open Dialogue
- Connecting Communities
- Cross Community Intercultural Theatre
- Cross Border Intercultural Puppetry
- Genealogy & Storytelling
- Musical Traditions
- Celebration of Minority Communities
- Community Based Arts
- Celebrating Cultural Diversity (World Faiths)

The delivery of these programmes involves many sections of the Council from all directorates.

To acknowledge the support of carers, the Council in partnership with South Eastern Trust Carers, hosted an event in the Town Hall, Bangor during carers week on the morning of Wednesday 12th June 2019. The Mayor welcomed everyone to the event and thanked them for their commitment to family and friends in their role as carers. The programme was to provide carers with a morning for themselves through arranging an historic tour of both Town Hall and Museum as well as quality time for them to talk to other carers and share experiences. The event closed with lunch. This partnership event is a celebration and thank you to the carers on behalf of the Council and was, as always well supported and received.

This year a second event was supported and encouraged by the Mayor. It was for young carers up to the age of 18 years. The event was held in the Halloween holidays 2019 at Ards Blair Mayne Wellbeing and Leisure Complex and allowed the young people the opportunity to do some activities in the blacklight area, have social time with other young people with caring responsibilities and have supper. This event was greatly appreciated by all who had the opportunity to attend and it was over-subscribed.

The Community Planning and Planning Service consultation documents and information continue to be produced in a range of formats including being available on audio and in an easy read format on request to encourage meaningful engagement with as broad a range of users as possible. Many initiatives of the Community Plan are working to engage a breadth of service users and as such Section 75 duties and responsibilities are embedded throughout the plan and its outworking. Community Planning arranged for small local grants to be made available to local groups who would otherwise not be in a position to avail of grants. The first presentation to explain the purpose and means to apply for this funding stream was to the Disability Forum in September 2019. The criteria and application process were well received, and the community planning team were thanked for identifying this need and a means to provide support to this range of individuals and groups who do not generally meet the criteria for Council grants.

Tourism signage and descriptive plaques have the comment added to all public documents that they will be made available in a range of formats or languages as required or have a QR reader code. This QR reader information has begun to be added during this reporting period to tourism information signage where appropriate.

In this reporting period the Browsealoud facility was added to the website to enable visually impaired individuals and those with learning disabilities to access information independently.

At the Disability Forum meetings in this period the Local Development Plan and Preferred Options Paper for the Planning Service were discussed, and comments taken on relevant issues for those with a disability and their carers. Those in attendance were encouraged to get those they represent involved in the consultation period. Face to face discussion encouraged everyone to take part as the documents can be quite bureaucratic but the practicalities more

meaningful. The discussion with the Queens Parade Developers also encouraged positive feedback from members and this was well received as individuals spoke from personal experience. The invitation to Disability Forum members to sit on the Bangor Seafront Steering Group encouraged members to have the opportunity to input from lived experiences was recognised.

The Compliance Officer (Equality and Safeguarding) attended seminars and workshops organised by a range of providers to ensure her knowledge is updated regarding all the areas of responsibility, thus enabling best advice to be provided across the Council and to identify potential relevant speakers and trainers to meet the needs of each directorate and service unit as required.

The Compliance Officer (Equality and Safeguarding) delivered training to Leisure Services Summer Scheme staff as part of their induction training on Section 75, disability and safeguarding awareness and responsibility. A specific session was included this year to provide advice on children with autism as they are beginning to take part in mainstream activities. Training is also provided to community summer scheme employees and those who provide schemes during term time that are supported through the Council by members of the Community Services Team.

The Staff Health and Wellbeing Team ensured they provided a programme of events throughout the year that highlighted the range of regional campaigns and local initiatives to support all employees by raising awareness of health and wellbeing topics as well as social and active participative sports at a broad range of levels and encouraging employees to take part in the five ways to wellbeing.

These included support for the cycle to work scheme and employee events inside working time and outside working time initiatives. The following events were arranged and well supported by employees:

- Aqua Challenge
- Brain Fit Session
- Christmas Wreath Workshop
- Calligraphy Workshop
- PSNI Internet Safety Class
- Silver Stacking
- Knot Massage
- Flu Vaccinations
- Smoking Cessation Classes
- Men's Health Week
- Christmas Appeal
- Step Challenge month
- 5 a-side weekly football
- Action Cancer Employee health check

These events encourage staff to get to know others and also think about and take action to look after their physical and mental health.

The Everybody Active Programme objective is to 'Increase quality opportunities for targeted groups to develop and sustain participation in sport across key life-course transitions'. Their outputs are measured as 5 outputs:

1. To have 89,000 unique participants per annum.
2. To increase the percentage of women and girls from 55% to 59%.
3. To increase the percentage of people with a disability from 14% to 18%
4. To increase the percentage of people from areas of high social need from 31%-35%.
5. To increase sustained participation (11 PA) from 25,000pa to 29,000pa.

The programme also monitors participants for age and gender. They work with a breadth of stakeholders including Sport NI, The Northern Trust (Aurora), the Council Community Development Section, The South Eastern Health and Social Care Trust and several schools in the Borough. Unfortunately, the KPI - Sustained Participants, was badly affected by schools and clubs' closures due to COVID-19. KPI 3 - People with a Disability was also affected by the cancellation of a Learning Disability Walking Football Tournament, planned for Monday 30 March, in conjunction with Soccer Development and the Trust.

The comments and complaints from users and members of ABMWLC have all been considered and where possible changes to structure and classes have been implemented to ensure all users have a positive experience. This has encouraged users to bring forward concerns and contribute to inclusive facilities and classes.

The partnership of a breadth of schools, churches and faith groups, community and voluntary groups all contributed to a high profile week in the Bangor area in September 2019 to highlight the need for everyone to take at least one of the five steps to wellbeing and apply to their lifestyle and that of the family, thus working to improve mental health wellbeing and encourage everyone to have less screen time, enjoy the outdoors and friendships. This partnership approach has led to a range of initiatives across the Borough within and between groups and organisations that would not have previously worked together.

Employees are benefitting from the message and practical support through the employee Code of Conduct for mental health and wellbeing. It demonstrates to employees in a tangible way that the Council supports all employees who at any time may require emotional or practical support in addressing a situation that may cause stress and a concern for their mental wellbeing.

On World Mental Health Day 10 October 2019 trained officers met in a workshop environment to learn more about their responsibilities and the need for awareness of the breadth of needs of all potential service users and how these may be met using reasonable adjustments in service provision and the means of assistance available to assist the officers and individuals.

Employee training and attendance in relation to Section 75 and Disability Awareness during the period of this report is recorded below

Safeguarding in the provision of the council services	38 employees
Dementia Awareness	31 employees
BSL Awareness	51 employees
BSL Sign Video	19 employees
It Takes Allsorts	48 employees

Learning Disability Awareness	13 employees
Autism Awareness	18 employees
JAM Awareness	184 employees
Transgender	10 employees

Elected Member training and attendance in relation to Section 75 and Disability Awareness during the period of this report is recorded below

Equality and Good Relations	16 members
Shared learning with the Consultative Panel on Equality and Good Relations	7 members
It Takes Allsorts	5 members
Safeguarding	5 members
Adverse Childhood Experiences PCSP	2 members

The Council officers from Compliance and the Museum worked with the Trust and dementia support groups to explore the potential for a dementia café in the Borough. Unfortunately, this was unable to be progressed due to funding restrictions by the Trust.

The Compliance Officer (Equality and Safeguarding) has been invited to work along with the Building Control Section of this Council to develop a learning initiative with the aim of addressing the need under current relevant legislation to adhere to Technical Booklet R. There is a balance required in relation to the need to accommodate those who want to facilitate individuals accessing their premises but who may be restricted due to available space or other anomalies in the building, car park facilities or entrance and the requirements as stipulated in technical advice.

The five-year review and revised Equality Scheme have been the subject of a report to the Council. Due to the situation in March and priorities on all bodies these reports were not presented to the Council. Both will be the subject of comment in the next annual report.

The Council has endorsed the Local Government Staff Commission Equality and Diversity Framework. The Framework adoption for the Council was the subject of a report to the Corporate Services Committee in December 2019 outlining the purpose of the Equality & Diversity Group and their responsibility to promote Diversity across each Council area.

The Strategy and Action Plan set out a work plan for the Equality and Diversity Group over the next 3 years. It is designed to assist councils to meet their equality and diversity obligations and demonstrate their compliance by endorsing 5 Principles:

Principle 1: Ensuring we work in a non-discriminatory environment, promote equality, and model best practice in equality and good relations.

Principle 2: Ensuring all our decisions are based on evidence to assess the likely impact of a policy on the promotion of equality of opportunity and good relations.

Principle 3: Providing access to services, facilities and information.

PART A

Principle 4: Recruiting and employing people fairly.

Principle 5: Responding to and learning from complaints and incidents in a positive and pro-active way.

The Council support this charter with the appointment of at least one Elected Member Diversity Champion annually.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019 - 2020 (*or append the plan with progress/examples identified*).

The outcome of the EQIA on 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours' enabled the decision to be taken by the full Council with the outcome of the EQIA and the comments received from the consultation period as to whether they agreed to locate the plaques as delivered by The Ulster Scots Agency at the two requested locations.

The outcome of this was that plaques are to be located at Donaghadee and Bangor Harbours at locations still to be selected by the Ulster Scots Agency and subject to the appropriate approvals.

The Equality Action Plan has continued to be delivered during the period of this report and there remains one item outstanding. That is to complete the work to ensure all Council facilities and spaces are welcoming to all. Much work has progressed in this area but there remains the need to ensure the main civic buildings balance the need to have a welcoming environment for employees and visitors as well as recognising they are used by Elected Members and for Committee and Council meetings. In the next period of reporting it is anticipated that an explanation for historical items will have begun to be put in place against significant items in circulation areas of these facilities.

The Council worked throughout the reporting period to encourage all officers and elected members to become aware of the JAM (Just A Minute) card to enable individuals who carry this as a card or app to be comfortable in showing it in situations where they may require support or extra time. A range of training was used to support learning.

Through one of the Community Planning Networks the Council is a contributing member of the Dementia Friendly Partnership. This forum has a range of members from statutory, voluntary and community partners who share initiatives, support activities and share learning to ensure those providing the services as well as those receiving the services, have the range of initiatives funded and supported by all potentially contributing partners. This sharing of learning and initiatives enables the best use of resources.

The Council officers are aware of the range of languages and needs of service users and a system has been mainstreamed across the Council to enable arrange written and verbal translations as required in a timely manner.

Employees and Elected Members who require assisted systems that are made available through software packages have these arranged directly with their line managers and the Business Technology Section. These are uploaded to an individual's system to enable them to work independently in a manner that suits their needs.

The advantage of the updated information from the employee profile has demonstrated to employees to see that the information is used to improve and support business cases across the range of employee needs. The biennial review of this data will improve as confidence and trust are building in how this information is being used.

The Compliance Officer (Equality and Safeguarding) worked to deliver this plan in a meaningful and timely manner to ensure the Council met its statutory duties. A revised plan was prepared for consultation but due to the Covid-19 arrangements and priorities the revised plan was not presented to the Corporate Services Committee or Council as anticipated and as such will be considered at a later date. The draft Equality Action Plan will however be a reference document until it is agreed for consultation and finalised.

The Council agreed the policy on Flying of The Union Flag by the Council. This action on the Equality Action Plan was agreed following discussions and from the learning of elected member workshops on Section 75 duties and responsibilities. The agreed policy was an amalgamation of the legacy Council policies and included requests to fly other flags on significant dates and at War Memorials.

The meeting with the ECNI Council Liaison Officer in relation to ongoing issues and review of the Annual Report 2017 – 2018 provided feedback and direction to the actions whilst establishing a more informal communication channel to enable the Compliance Officer to request information or discuss concerns.

Throughout the period of this report the redesign and upgrade of playgrounds enabled a commitment for these areas to provide 30% of the equipment to be suitable for children with a disability. A large sensory and activity park in the Ards Blair Mayne Wellbeing and Leisure Complex had significantly higher visitor numbers than expected as families could play together, and the sensory areas provided respite for children and young people as well as older people.

Groomsport Accessible beach area with accessible toilets and changing places facility was completed for the summer season and will enable a breadth of users and in particular families to access the beach together.

Transgender awareness training was delivered to employees during this period. This was considered positive as employees attended to enable them to ensure their services were inclusive, that misunderstandings could be avoided and for employees who have a personal interest in learning how to be more inclusive of those individuals who identify as transgender.

The training was also delivered in a less formal manner at the It takes Allsorts event and the individual delivering the training was invited to become a member of the Consultative Panel.

Officers issued a Mental Health Charter for employees and clearly explained the role of the charter for the Council, the role of mental health first aiders and where support and information could be obtained by employees.

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019 - 2020 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The continual monitoring of policy screening outcomes by both the internal and external scrutiny systems provides the Council with feedback. This is achieved through the process of both forums and with the input from panel members along with the officers' feedback being shared with employees, policy makers and service users the screening process is relevant and meaningful. This valuable information identifies potential as well as actual adverse impact and frequently identifies the most appropriate means of mitigating against this. This information contributes to meaningful discussion and consultation as it addresses potential and actual adverse impact from the delivery perspective. This process assists to build confidence with consultees and residents as it demonstrates the Council takes its Section 75 duties and responsibilities seriously in policy making and application.

This was the fifth year of the 'It Takes Allsorts' event as an annual staff and Elected Member training. This year 25 spaces were allocated at each of the two events to statutory, community and voluntary partners the Council works with. The event ensures Section 75 equality and good relations duties and responsibilities across the council are highlighted in a practical manner. This year the sessions addressed both the duties and responsibilities of all employees and Elected Members in relation to the promotion of equality of opportunity and good relations and included talks on:

- The value of Mindfulness and how to put it into practice;
- Links between Irish and Ulster Scots language and culture;
- Human Trafficking in Northern Ireland and what we as citizens should know about the myths and truth;
- The issues that affect the transgender community on a day to day basis;
- The practical experiences of Syrian Families who have come to Northern Ireland and to Ards and North down Borough Council through the Settlement Scheme

This year the 'It Takes Allsorts' programme was once again included in the Elected Members Training Charter and the learning for those who attended was commented on as being practical and enlightening.

The programme evaluation annually addresses how employees who do not have the opportunity to attend training in relation to the range of needs of individuals, learn from these sessions and this information enables them to improve their awareness of the breadth of needs of

service users and how to identify if a particular need can be met from within the Council or by another organisation.

The training delivered across the Council throughout the period of this report, identified for elected members and employees, their Section 75 duties and responsibilities within the legislation. This enabled policies and operational procedures to be developed that ensure the Council are compliant in a practical and relevant manner. It also demonstrated the advantages of the Compliance and Good Relations Sections working in partnership. Employees and elected members at the training sessions benefited from the opportunity to ask questions and seek clarity on Section 75 application within the council and its application by public authorities that affected them as individuals. Employees also identified service improvements that would enable a broader range of service users to access the council facilities and services.

The training on the responsibilities of Section 75 for Elected Members on the request to locate Ulster Scots plaques at Bangor and Donaghadee harbours in April 2019 was well attended and encouraged discussion on the process as well as the potential issues that may be addressed by consultees. Debates such as this outside the Chamber allow for open and honest conversations with questions and concerns being addressed.

Members of the Disability Forum were invited to become members of the Bangor Seafront Development Group to enable their input on the practical requirements for those with a disability to be identified in the planning stages and then followed through to delivery of the project.

**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:

All formal and informal consultation by any of the council services is meaningful and transparent. Invitations are made to a breadth of individuals and groups who use the council services or are known to council officers and who may regularly and irregularly use Council services and facilities. The Council encourages officers to use the template they have designed to assist officers when planning meetings to ensure accessible requirements and thus reasonable adjustments are considered throughout the planning and delivery.

Council officers continue to identify individuals or groups who have had no or limited contact with the Council and would benefit from their specific needs being identified. One of the outcomes is that service improvements are made to facilitate them and other potential users. These may be small adjustments, but they make a significant impact on users. This is demonstrated in the colour coding of signage at the new leisure complex, car parking at Groomsport accessible beach and the lowering of the self-service member registration machine for users in

wheelchairs to ensure they were independent. Officers welcome the opportunities to ensure engagement is meaningful and appropriate to enable services to work to meet the needs and expectations of users and potential users.

During the period of this report new members were invited to join the Consultative Panel and the Disability Forum. Each brought their unique needs and requirements to the relevant group and through sharing these needs and experiences service delivery of the Council and other statutory bodies continue to be addressed. This breadth and new membership also inform the community of the practical ways ANDBC are working with individuals to identify and improve services based on user needs and experiences.

The workshop of exploring team dynamics and addressing 'them and us' in decision making was well received by elected members and members of the consultative panel. It allowed those present to share experiences and meet with individuals whom they frequently only have reference to as well as exploring working in groups and how our participation develops in different situations.

Community Planning has focused support in relation to ensuring the Big Plan is meaningfully consulted upon, with as broad a range of individuals and groups across the Borough as possible. It continues to update the data to ensure the diversity of those receiving council services, or who may receive these services, are considered and met. Working with other statutory partners who have S75 duties and responsibilities has enabled this to be achieved meaningfully. The Community Planning Manager and Compliance Officer (Equality and Safeguarding) work collaboratively to ensure the needs of all dimensions are identified and addressed where possible trying to avoid duplication. The impact of these collaborative actions is measured using an outcome-based approach- the Compliance Officer (Equality and Safeguarding) has responsibility for updating and working with all partners on two Performance Scorecards. This demonstrates the commitment to all who live, work and visit the Borough and need for partnership working to prevent duplication of services thus using all the scarce resources to their maximum benefit. This method of recording will change in the next reporting period.

The Community Grants funding initiative was an example of identifying where groups are unable to access statutory grants and a need exists for small grants to support them, particularly in addressing social isolation, to provide travel costs or host a small event. This, when offered to the Disability Forum in particular, was well received as it addressed their group's needs.

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

X As a result of the organisation's screening of a policy *(please give details):*

The screening of the Council's decision to install/erect two commemorative plaques at Donaghadee and Bangor Harbours supplied by the Ulster Scots Agency to mark Operation Lion (the landing of guns) in April 1916 identified the potential for adverse impact. An equality impact assessment was carried out and the formal consultation period closed on Friday 24 May 2019. The outcome of the EQIA consultation period and comments received from this consultation, along with the workshop to assist members to look at the process and outcomes from this EQIA process ensured they were in a position to make an informed decision within the scope of the Equality Scheme.

A request to erect two soldier silhouettes at either side of a war memorial in one of the Council villages identified the need to have conditions put in place to ensure there was agreement and consultation with the local community groups. These conditions were to ensure all residents had an opportunity to express any concerns and that those responsible for the silhouettes knew the criteria of needing planning permission and liability for the silhouettes.

A piece of Council land was requested for purchase by another statutory body. The screening identified the need for a consultation with local residents to ensure the Council Play Strategy commitments were met, this gave local residents an opportunity to comment on the proposed changes. The screening identified potential adverse impact on children and young people but due to working arrangements between the range of departments the policy was not enacted in the reporting period.

X As a result of what was identified through the EQIA and consultation exercise (*please give details*):

As an outcome of the EQIA on 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours' the consultation and training for consultative panel members and elected members demonstrated that a process is required to be followed and comments- regarding the consultation period must be considered. The opportunity for the consultative panel members to have their queries answered by the Ulster Scots Agency also contributed to a meaningful discussion and clarity of the intended purpose of these plaques. The Council agreed to the request to install the plaques following the EQIA consultation period and on consideration of the outcome of the consultation. At the time of writing this report, no adverse comments have been received in respect of this decision and the location of the plaques has not been identified by the officers of the Ulster Scots Agency.

X As a result of analysis from monitoring the impact *(please give details)*:

On-going engagement with a range of users and potential users of ABMWLC facilities and range of sport and leisure activities has increased, and services improved to meet these needs.

This has included a summer scheme organised and delivered inhouse for children and young people with disabilities.

All Good Relations and Peace IV events are monitored for attendance and value to individuals learning in relation to the Section 75 categories engaged. The outcome of all the events was positive and the learning has been identified as meaningful and some practices have improved. It is difficult to identify one particular success but, all evaluations are recorded in the Good Relations and Peace IV Activity Reports for the same reporting period as this report.

The monitoring of those groups and individuals applying for Council grants enables officers to review the criteria and range of grants available.

X As a result of changes to access to information and services *(please specify and give details)*:

The provision of a BSL interpreter at meetings and training where a need is identified enables meaningful engagement with residents, meeting attendees and employees and enables them to be fully engaged with the breadth of Council services.

The continued use of an employee self-assessment questionnaire to assist in planning events and meetings and encourage positive actions to ensure meaningful engagement with those who have a disability or carers.

The installation of the BSL SignVideo service in 4 council locations and via the Council website has enabled individuals who require this service to be independent in their enquiries and transactions with the Council. SignVideo provides deaf or hearing-impaired customers who use British Sign Language (BSL) instant access to a SignVideo online BSL interpreter – from home or at the 4 council venues. It is accessed through a link to the Council website and information relating to SignVideo.

The AccessAble information and ease of access have encouraged many users to spend additional time in the Borough with the knowledge of the facilities and their access arrangements. It has also contributed to positive publicity for the Borough as the commitment to participation is practical and demonstrates ANDBC are committed to being inclusive to all with a disability, dependents or a mobility requirement.

Other *(please specify and give details)*:

Through the screening of policies and the Internal and External Group scrutiny of outcomes, the need was identified to ensure documents, website information, as well as tourism signage and descriptive plaques have the comment added to all public documents that they will be made available in a range of formats or languages as required or have a QR reader code.

This QR reader information has been added during this reporting period to tourism information signage where appropriate and was on the request of a consultative panel member.

The continual work to improve the Council's website and ensure all employees who are customer facing know what this means in practical terms to ensure needs can be met appropriately and in a timely manner.

In this reporting period Browsealoud facility was added to the website to enable visually impaired individuals and those with learning disabilities to access information independently. This was appreciated by users who said 'if only one person uses it then that individual has been able to access the information and services as it's not about numbers'.

## 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 2019 - 2020 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:

Where the compliance with the Statutory duties is an integral part of an officer's duties this will be included in their job description.

5 Were the Section 75 statutory duties integrated within performance plans during the 2019 - 2020 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:

Managers are encouraged to include SMART Indicators for their Directorates and Sections that include the promotion of equality of opportunity and good relations. These include

- Engagement with groups and organisations that work with communities that may be hard to reach or currently disengaged
- The number of groups from both voluntary and community sectors that are requesting Community Development Support
- Numbers participating in Community Based Arts programmes
- Numbers of groups/clubs across the Borough who are taking an active role in the delivery of services within the Borough
- Percentage increase of groups availing of Good Relations support
- Increased number of users in the Boroughs parks and open spaces
- Percentage of Human Resources policies developed, negotiated and implemented.

In the 2019 - 2020 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
- 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:

SMART indicators were integrated into some Council Directorates and Sections. Where this has taken place, these demonstrate how Section 75 duties and responsibilities have been mainstreamed into the organisation through the directorate's responsibilities.

These are monitored and reported in the Good Relations Annual Action Plan monitoring to the council and the Executive Office and in the Peace IV Annual Report which is submitted to the Council and SEUPB. These are included also in the Service Plans of Administration and Community and Cultural Services.

**Equality action plans/measures**

**7** Within the 2019 - 2020 reporting period, please indicate the **number** of:

Actions completed:	20	Actions ongoing:	4	Actions to commence:	2
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Please provide any details and examples (*in addition to question 2*):

See updated Action Plan appended to this report

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2019 - 2020 reporting period (*points not identified in an appended plan*):

The Equality Action Plan appended to this report was amended and revised during the period of this report. The new equality Action Plan will be the subject of next year's Annual Report.

The delivery of Section 75 is considered to be work in progress as the breadth of those receiving the services changes, as their needs and expectations change, and service improvements are introduced. It is also about building trust with employees and attendees at events as to what the monitoring data will be used for.

Thus, the Equality Action Plan is regularly reviewed to ensure it is relevant and addressing new and existing needs. The outputs and issues are addressed with the Internal Screening Group and external Consultative Panel to ensure relevant issues are addressed and the document remains relevant and meaningful.

Any action plan must address the needs identified to ensure the process is transparent and the Council is committed to delivering on the Equality Action Plan. A revised audit of inequalities and equality action plan have been developed during the period of this report and although they did not get the opportunity to be considered by the Corporate Services Committee and Council to enable a consultation period to

commence in April 2020 the documents will be used to ensure that the statutory duties are kept timely, relevant and meaningful to all to whom the services are available and will be presented to the Council when they are meeting again and a consultation will be arranged.

9 In reviewing progress on the equality action plan/action measures during the 2019 - 2020 reporting period, the following have been identified: *(tick all that apply)*

- X Continuing action(s), to progress the next stage addressing the known inequality
  - X Action(s) to address the known inequality in a different way
  - X 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)**

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)*

- X All the time       Sometimes       Never

11 Please provide any **details and examples of good practice** in consultation during the 2019 - 2020 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:

Ards and North Down Borough Council continue to endorse good practice initiatives to ensure all consultations are meaningful and encourage consultees with their particular interest to take part.

Through the process of identifying relevant officers from across the Councils directorates and skilling these officers to screen policies, oversee completed screening and challenge all screening outcomes, this practice has given officers the knowledge and confidence to develop consultations, ask questions and receive comments on issues they may otherwise have been unsure to ask or respond to. This demonstrates transparency and also engages officers outside the relevant service area to identify potential adverse impact based on their experiences and knowledge of their consultations, both by attending consultations and carrying web-based consultations.

It ensures that monitoring of respondents is carried out to collate relevant data that may be used and thus builds confidence with respondents that the data is used meaningfully and within the limits of all legislation.

The membership of the Internal Screening Group is fluid due to work commitments or change of responsibilities and relevance of topics for discussion and screening. This provides opportunities for additional officers to be trained and engaged in the value and process of screening. It also introduces fresh approaches and ideas. The identifying of relevant officers across the Council structure and skilling of these officers to screen policies, oversee completed screening and challenge all screening for this purpose is considered good practice using officers outside the service area to identify potential adverse impact based on their policy development processes. The comments received at Internal Screening Workshops are given to the External Screening Group and from the External Screening Group to the Internal Screening Group. This also gives an opportunity for learning and sharing of experiences.

The identifying and skilling of the consultative panel members both as individuals to explore the issues they and those they represent experience and to work collectively with their unique multi-dimensional identities to challenge policy screening outcomes is good practice contributing to making Section 75 duties and responsibilities realistic for all involved throughout the policy process and those receiving the outcome of Council policies.

The request by senior management to encourage the inclusion of S75 duties and responsibilities within Service Plans and KPI's makes the promotion of equality and good relations realistic in all areas of Council service planning and delivery.

The Compliance Officer (Equality and Safeguarding) and colleagues across the Council services continue to facilitate meetings with individuals who have specific needs. This enables colleagues to learn from consultees about the issues that adversely impact on them as well as methods to address these in the planning or operational stage.

Officers from a range of council services attend meetings with local groups including those with a visual impairment or a learning disability as their members. They inform those present of their role within the Council and explain the initiatives residents can undertake to engage with the Council in areas of accessing grants, learning about recycling and then learn of the needs of individuals when visiting our town centres in relation to obstructions, signage, of being informed of road closures, or the inconveniences that can be addressed in advance when changing waste collection services.

Meaningful consultation is encouraged through the use of BSL interpreters at meetings and events where a need was identified. The continuation to arrange translation of literature and the telephone

translation service that is arranged for all council employees ensures service users are communicated **within** a manner or language that suits their needs. During the period of this report a range of alternative communication methods were used.

The Good Relations Officers and Compliance Officer (Equality and Safeguarding) work together throughout the year and attend meetings where appropriate, demonstrating that Section 75 is delivered to all dimensions and to fully appreciate how some policies and initiatives impact on both the duties of the Act. This includes the Compliance Officer (Equality and Safeguarding) being a member of the Intercultural Forum and No Hate Here Group. Through the meetings they attend the speakers and topics are identified to ensure It Takes Allsorts is kept relevant and engaging for the breadth of Council employees and their responsibilities.

The requirement to consider and encourage the inclusion of S75 duties and responsibilities within Business Plans and KPI's makes the promotion of equality and good relations both practical and realistic in all areas of service planning and delivery.

A strong working relationship has developed through the Good Relations initiative with those from a range of cultural backgrounds through the Intercultural Forum. This assists in identifying and encouraging the use of a range of languages to ensure individuals are meaningfully engaged. It also delivers programmes in schools to address prejudices and misunderstanding and to look at initiatives to dispel myths and reduce racism and sectarianism. In this reporting period the programmes were delivered to younger children in the primary sector through the request of speakers and schools. The input of Intercultural Forum members also demonstrates and continues the partnership working of individuals, groups and across the Council.

Based on the experience of the EQIA consultation and the responses this year the EQIA consultation was open to encourage discussion from any interested individuals or groups. The attendance of the Ulster Scots Agency at the focused challenge workshop with consultative panel members demonstrated how with focused questions and open discussion concerns were clarified to deliver a clear understanding.

The availability of BSL Sign Video through a recognised call centre has enabled individuals who use BSL to be independent when using Council services and enabled them to take part in conversations they previously were unable to.

**12** In the 2019 - 2020 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- X Face to face meetings
- X Focus groups

- X Written documents with the opportunity to comment in writing
- X Questionnaires
- X 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:

Council officers attended meetings and events on invitation to discuss topics of interest to a particular group.

Consultations were offered on request of consultees on the EQIA 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours'. This EQIA offered meetings. No requests for meetings were made by any consultees. A focused consultation was held with the Ulster Scots Agency and consultative panel members.

Council officers continue to arrange for letters and information in alternative languages to engage with service users where English was not their first language.

Council officers that interfaced with residents at their home continue to arrange for BSL translation and use The Big Word language translation services to meet needs they identify.

The Community Planning Manager and Compliance Officer (Equality and Safeguarding) attend a range of meetings with stakeholders. Some are focused meetings concerning the Age Strategy and Dementia Communities whilst others are in relation to advancing Community Planning with a breadth of partners. These meetings have value and the networking is invaluable for contacts as well as ensuring services are not duplicated particularly where there are scarce resources. Likewise, they ensure areas of the Borough or groups that are not regularly included are not missed in relation to accessing services.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019 - 2020 reporting period? (*tick one box only*)

- Yes       No       Not applicable

Please provide any details and examples:

The Councils Consultative Panel on Equality and Good Relations members are reminded that their role is underpinned by the council's equality scheme and its commitment. Their role includes the scrutiny of all policy screening outcomes at the challenge workshops. At the workshops, the Equality Action Plan and its commitments are referenced as well as looking at outcomes of S75 from across other public authorities where relevant. The role of the members is to identify potential adverse impact and to assist officers in looking at ways this may be mitigated. The panel are also provided with up to date data and research and frequently share their sources to enable a full picture to be developed.

During the period of this report a workshop was facilitated to look at the 'them and us' theories and unconscious bias as well as how teams work and the range of team dynamics with certain individual roles. The workshop was an excellent event as it facilitated elected members, officers and consultative panel members learning and working together in a participative and fun manner.

The challenge workshop with the Ulster Scots Agency joining the group after their initial discussion also contributed to the need for individuals to explore certain themes and learn from shared experiences and opinions.

The Good Relations and Peace IV Sections continue to develop and deliver programmes both within the Council and with a breadth of external groups in relation to meeting the needs of the range of cultures and identities within the Borough. This includes dispelling myths in regard to race and sectarianism. The range of programmes as listed in the summary and identify that the programmes are delivered to a breadth of ages in a myriad of geographical areas across the Borough using manners that make the topics relevant.

The Compliance Officer (Equality and Safeguarding) attended meetings with individuals and groups that traditionally work through the Good Relations Section of the Council and is also a member of the Intercultural Forum and was a member of the No Hate Here campaign until it was amalgamated with the Intercultural Forum.

'It Takes Allsorts' officers, Elected Member and partnership networking and training event in October 2019 included a range of topics to engage attendees that encourages Section 75 duties and responsibilities to be owned by all and included in service delivery across the council. This year the event raised awareness of mindfulness; human trafficking; the issues faced at home and in Northern Ireland by the Syrian families who have been relocated in the resettlement scheme; the similarities in Irish and Ulster Scots language and culture and individuals and their families who identify as transgender.

The Diversity Awareness raising programme continued to be jointly delivered by the Compliance Officer (Equality and Safeguarding) and

Good Relations Manager to all Council employees. There were small numbers trained in this reporting period as the numbers were significant in previous years and specific training to address the range of Section 75 needs were identified from these training and delivered or programmed within this period. A full programme has been developed for 2020- 2021 to enable refresher training to be delivered to all directorates.

The Compliance Officer (Equality and Safeguarding) continues to address specific enquiries relevant to addressing Section 75 duties and responsibilities from the public, elected members and officers.

The input of the Compliance Officer (Equality and Safeguarding) at Community Planning meetings and workshops enabled the council and all statutory bodies to ensure their duties and responsibilities were recorded and all partners took ownership of their responsibilities to deliver on their programmes to ensure equality of opportunity and the promotion of good relations in all their actions. This embeds the statutory duty throughout the community planning process and enables actions to be delivered to all equitably.

14 Was the consultation list reviewed during the 2019 - 2020 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]

<https://www.ardsandnorthdown.gov.uk/about-the-council/equality>

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

22

16 Please provide the **number of assessments** that were consulted upon during 2019 - 2020:

4

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

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

During the period of this report Council carried out an EQIA on ‘Ards and North Down Borough Council’s response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours’. Based on the subject matter and take up of the consultations offered for the previous EQIA public consultations were offered to individuals and groups and again none requested. There was limited response to social media and the email to all consultees, but this has been attributed to the subject matter. The outcome of this consultation is contained in the final EQIA.

A focused consultation was also carried out with the Ards and North Down Borough Council’s External Consultative Panel on Equality and Good Relations (Section 75) to deal exclusively with the EQIA. This workshop encouraged all participants to contribute to the discussion, using a familiar and tested format, as all members of the Consultative Panel have been trained in challenging decisions from the perspective of those they represent, the range of needs of all Section 75 groups and the statutory duty of the Council. The Ulster Scots Agency had previously offered to attend, and answer questions and queries of the panel members and the panel agreed to this. The prearranged questions, clarification and open discussion was appreciated by all in attendance, as everyone who wished to contribute considered they had had the opportunity.

The EQIA was advertised within the Borough and across Northern Ireland using the publications of the Belfast Telegraph, Irish News, Co. Down Spectator and Newtownards Chronicle. The advertisement indicated the methods of engagement with the Council. It also offered meetings with individuals as required.

The Council’s social media and website were used to inform readers of all EQIA’s and how consultations and how they may participate. Some consultations are also shared with employees directly where considered relevant, including the consultation on the uses of some open spaces and potential change of use. Stakeholders are informed as to how to participate in confidence should they wish to remain anonymous. The breadth of methods of consultations was used to gather as broad a range of comments as possible.

The Disability Forum also is used to facilitate consultations and in the period of this report these included discussion on community grants, changes to public transport locally and the development of the Queens

Parade Development. The Forum members and attendees both have commented how beneficial these are as the participants ask relevant questions that help inform any decisions and the members appreciate that their concerns are considered.

Two members of the Disability Forum have been invited to be members of the Bangor Seafront Development Steering Group due to the value of their experiences.

**18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

X      Yes            No concerns were raised            No            Not applicable

Please provide any details and examples:

A request to locate two silhouette soldiers at the war memorial at Millisle was reviewed and mitigation was included that required for the community and community groups to be consulted, planning permission to be applied for as well as ownership responsibility, along with liability was established should any injury or damage be caused to or by the silhouettes in situ at the war memorial.

A request by the Rainbow Project was made to the Council to have the Ards Town Hall (Arts Centre, Conway Square) lit up in rainbow colours to mark the Launch of Northern Ireland LGBT Awareness week 2019 on Monday 13th May 2019. This was screened in and discussion with Elected Members was facilitated to enable them to consider their political party and personal issues for this request whilst they have responsibilities under Ards and North Down Borough Council Equality Scheme. This exercise took place in the previous reporting period, but the lighting up took place in this period and no complaints were received.

The flags policy was agreed within this period and the mitigation is that it will be reviewed annually to establish the comments and complaints received in relation to the policy. For clarification a protocol was also requested to give clarity to officers on the removal and replacement of flags and this has been drafted within this reporting period. The protocol will be monitored and updated as required and will be reported on in the reporting period of 2020 -2021.

An area of Council owned land was requested to be purchased by another statutory body. The work is confidential but at the start of the process screening was carried out to identify if there could be any potential adverse impact. This was identified and the mitigation to carry out a public and focused consultation was recorded. This has not been progressed at the date of writing this report and remains confidential. However, the screening process early in any consideration shows the value of identifying and putting in place appropriate mitigation

measures. The screening will hold until the decision is progressed where possible.

**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 2019 - 2020 reporting period? (*tick one box only*)

Yes       No       Not applicable

Please provide any details and examples:

Within this reporting period the outcome of the EQIA on 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours' was published in accordance with the EQIA process and Councils Equality Scheme.

**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 2019 - 2020 reporting period? (*tick one box only*)

Yes       No, already taken place  
 No, scheduled to take place at a later date       Not applicable

Please provide any details:

During this reporting period the statistician from NISRA seconded to Community Planning worked with the Compliance Officer (Equality and Safeguarding) to regularly review data that was available and relevant to the subject matter being screened. This included the NINIS and NISRA stats, The Electoral Office NI, World Health Organization, ONS 2015 Sexual Identity, Continuous Household Survey as well as the revised deprivation statistics and data from a range of sources in relation to racial group, disability and dependents. It also included qualitative and quantitative data that helped inform both the EQIA's and assisted in analysing and comparing data collated in the consultation periods. The opportunity to look for other information and data ensured best practice was used throughout the process.

The statistician also supported the Compliance Officer (Equality and Safeguarding) in drafting the revised audit of inequalities in December 2019 and use a breadth of sources of qualitative and quantitative data. This document was used to inform the revised Equality action Plan. The sources used included:

- Draft Programme for Government (2016-2021)
- Together Building a United Community (T: BUC)
- Key Inequalities in Employment (ECNI) 2018
- Fair Employment and Treatment (NI) Order 1998
- <https://www.ardsandnorthdown.gov.uk/resident/community/good-relations>
- Community Development Delivery Plan
- NISRA, Long term International Migration Statistics
- Northern Ireland Strategic Migration Partnership NISMP  
Community Profiles Supplement: Attitudinal Data January 2018
- The All Ireland Health Study (University College Dublin 2010)
- Racial Equality Strategy 2015-2025
- Race Relations (NI Order 1997)
- Article 31 of the United Nations Convention on the Rights of the Child
- The Council's Age Friendly Strategy
- Disability Discrimination Act 1995
- AccessAble data for Northern Ireland and UK
- Ards and North Down Borough Council Workplace Policy
- Outreach Positive Action: A Guide to the Law and Good Practice for Employers, ECNI
- Everybody Active 2020 for Ards and North Down
- Ards and North Down Borough Council Equality Scheme
- The Big Plan for Ards and North Down
- IMTAC data

Officers from across the range of Council services who award grants or engage with individuals monitor grant awards and take up of programmes and events in relation to the relevant Section 75 categories. These include grants awarded by the Council and those given to the council to deliver a breadth of programmes.

This collection of data ensures relevant data on the Section 75 dimensions of service users is collated and is used to assist in service improvements and to target hard to reach groups. This is particularly relevant in the Everybody Active Sports Development Programme where the categories are identified from previously collated data.

The events team also collate data on attendees in relation to age profile and if they or those attending with them have a disability. This data is used to inform the community plan and future event planning. In relation to reasonable adjustment it has included the hire of mobiloo where the event is located in an area without a changing places facility, or the event is a large event and therefore will benefit from additional facilities. It has also included the planning of access and egress for those with a physical or learning disability and quiet areas for all ages at larger events. Input in the planning of these adjustments is encouraged from individuals and representative groups.

**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:

The design and delivery of the accessible beach in Groomsport has used data from a range of sources and personal stories to enable best design and delivery. The site has been visited on request by the Scottish Executive as an example of good practice and provision. Data from the Mae Murray Foundation on potential users and the range of needs is valuable in the provision of this facility.

The need for relevant and meaningful data – both quantitative and qualitative to ensure screening exercises are meaningful continues. The data sources continue to be reviewed and the assistance of the statistician in this area has been invaluable as the sharing of data from all community partners ensures accurate and relevant data is sought and used when identified. This has enabled a revised Inequalities Audit to be written during the period of his report.

A range of methods have been used to ensure meaningful engagement with a broad range of users and potential users in relation to the planning consultation. Engagement for the Local Development Plan continues to assist in having meaningful data and information on which to base decisions.

**22** Please provide any details or examples of where the monitoring of policies, during the 2019 - 2020 reporting period, has shown changes to differential/adverse impacts previously assessed:

Policies across the Council are continually monitored. In the period of this report, monitoring of policies has resulted in focusing on meeting the needs of users in areas of public realm improvements, the value of community consultation and good practice for this, the need to ensure the Age Strategy is all inclusive and promotes the needs of all ages and the need to ensure all prospective applicants for Council Grants understand the purpose and requirements to demonstrate they meet the criteria.

The Council gives information to those whose first language is not English, and officers are guided to where they may get information translated to suit the needs of their section or individual with whom they are working.

The Browsealoud facility has been introduced to the Councils website along with clear information on where to get radar keys at Council facilities and the location of accessible toilets across the Borough.

Improving customer facing services has included training for frontline employees in the needs of those with a disability, awareness of the JAM

card and the needs of those with autism and their carers. It has also included a reminder to employees of the availability of the Buddycard Scheme.

- 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:

The introduction of QR codes on interpretive tourism signage across the Borough has improved access to the range of information for a breadth of users: residents and visitors of and to the Borough and demonstrates the Councils commitment to engage with a breadth of individuals and meet their specific needs.

The need was identified during the period of this report to arrange to provide information in Arabic to ensure residents who required information in their first language had the relevant information in a timely manner and demonstrated the Council are prepared to engage meaningfully with them.

#### **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 2019 - 2020, and the extent to which they met the training objectives in the Equality Scheme.

A training programme has been ongoing from 2016 to deliver training on equality and good relations duties and responsibilities of all Council employees and Elected Members. During this reporting period employees across the breadth of Council services have attended training to enable them to deliver their responsibilities with knowledge and skills relevant to meet the needs of service users.

Skills training has been delivered in this period and a three-year rolling training programme arranged that ensures needs are met. Each training session is updated for relevance as operational services adapt and new and additional needs of service users are identified.

Awareness training is delivered to employee groups to fit into their work schedule, location and address the elements that are pertinent to their duties and responsibilities.

Screening skills are updated for employees as the membership of the Internal screening Group changes and new managers are appointed to roles that require them to screen policies.

A range of skills training were delivered on topics that ensure employees across the Council are aware of the needs of the range of customers as they are identified or in anticipation of their needs and

included British Sign Language Awareness, Dementia Awareness, Learning Disability Awareness, JAM Awareness, Learning Disability Awareness, BSL SignVideo, Keeping Adults and Children Safe, Keeping Children and Young People Safe, Awareness of Safeguarding and Safeguarding/S75/Disability Awareness, Transgender Awareness, as well as the Diversity training delivered through the It Takes Allsorts events in October 2019.

It Takes Allsorts is a training for employees, Elected Members and community partners around the diverse needs of customers and those living and working in the Brough. This raises the profile of these individuals and groups so that services may be improved to anticipate their needs.

Elected Members engage in the training programme and are included in many training sessions and at least one S 75 training is facilitated for them each year. In the period of this report there were two. One on the EQIA process and one on 'Them and Us and How do Teams Work'. This was a joint event with members of the External Consultative Panel.

- 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:

The JAM training was delivered by an external provider and brought new ideas and experiences to the Council. The training also gave employees from across the Council the opportunity to learn together and share good practice and experiences that will improve customer services provision across the Council.

All employee training is well received, and feedback confirmed awareness has been raised by providing practical examples, which enabled learning to be meaningful.

The EQIA process and training have indicated there is a better understanding of the need to promote good relations amongst employees and all users and potential users of customer services.

The training in S75 has demonstrated the value of consultations for a range of projects the council is responsible for delivering and encouraged employees to carry out consultations in a format that is relevant and proportionate.

Training for council officers who screen policies or are members of the Council's Internal Screening Group on the method of screening and its purpose, has encouraged officers to engage meaningfully in the process and has given them a better understanding of the purpose of screening and how identifying potential or actual adverse impact at policy development stage assists in policy development.

The value of the diversity and disability awareness training to all employees who deliver school holiday schemes across the council to children and young people enables them to be mindful of the breadth of needs requiring to be addressed. This year a training on autism

awareness was included as more children with autism are accessing the schemes.

The annual 'It Takes Allsorts' Diversity Event is reported by all attendees to be an excellent and realistic glimpse at some of the needs of the diverse range of those the council provides services to and for.

The specific training on the EQIA process for consultative panel members and elected members when carrying out an EQIA has proved beneficial. This training highlights the process to be followed and the purpose of ensuring the Council are promoting equality of opportunity and good relations. The specific arguments of an EQIA do not need to be discussed in these forums, as individuals need to learn and be reminded of the process and purpose.

The shared learning event for Elected Members and Consultative Panel members was well received both for the content and opportunity to learn together. The event looked at how teams work and also at how people make assumptions of others and how these are translated into the decision-making process.

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

- 26** Please list **any examples** of where monitoring during 2019 - 2020, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Translations of a range of literature into languages that are not English has been established to assist in having literature readily available when a need is identified. This ensures meaningful engagement on matters including home safety, availability of grants, range of Council services, and inspection of properties, the safety of dogs and rights of residents. Monitoring of take up has also been introduced across the province to assist in identifying the range of needs and assisting in being more proactive in certain service areas, including offering Sign Language interpreters or language interpreters at meetings and events.

The availability of BSL Sign Video through a recognised call centre has enabled individuals who use BSL to be independent when using Council services.

The continual updating of the consultation list ensures a broad range of statutory, voluntary and community groups as well as individuals are engaged with and available for council officers to offer focused consultations on relevant subject matter and demonstrates the Council is keen to ensure all consultation is meaningful.

The ongoing monitoring of membership and attendance of the Internal Screening Group, External Consultative Panel and Disability Forum to ensure they are representative of the dimensions that are included in the legislation and members skilled to ensure meaningful participation.

The continual review of Community Planning measures and membership of the range of working groups to ensure they embrace the range of S75 categories across the Borough and visitors to the Borough.

### Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2019 - 2020?

Insert number here:

ONE

Please provide any details of each complaint raised and outcome:

The complainant alleged that the Council had not complied with their Equality Scheme through the arrangements that prevented his organisation being invited to tender for opportunities to deliver the Good Relations programmes.

### Section 3: Looking Forward

- 28 Please indicate when the Equality Scheme is due for review:

March 2020. The Scheme has been reviewed and updated and is to be the subject of a report to the Corporate Services Committee and will be ratified by the Council when they begin to meet again.

- 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*)

Informing all consultees of the review of Ards and North Down Borough Council Equality Scheme.

Informing all consultees of the 5-year review of Ards and North Down Borough Council Equality Scheme.

Informing all consultees of the review of Ards and North Down Borough Council Equality Action Plan and delivering on the actions within the agreed timetable.

To deliver on the agreed outcome on the EQIA on 'Ards and North Down Borough Council's response to a request to locate Ulster Scots Agency Operation Lion plaques at Bangor and Donaghadee Harbours'.

Continue to identify and deliver appropriate training across the Council to enable all employees and Elected Members to meet their Section 75 Statutory responsibilities.

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**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- X  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:**

**19**

Fully achieved

**2**

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>	N/A		
Regional	Council Members have been made aware through reports, training and meetings that, should they be members of, or appointed to any Regional Bodies they must understand and arrange to implement the range of needs and promote positive actions to include	Elected Members participate in Regional Bodies.  The Councils of Lisburn and Castlereagh City, Ards and North Down and Newry, Mourne and Down District Council work with the South Eastern Health and Social	The continual promotion of the Buddy Card for Sport and Leisure Activities and Council Arts events and sponsored events to encourage the participation of those with a disability by enabling them to be supported by a carer free of charge.

	<p>persons with a disability into public life.</p> <p>The Council has 3 Diversity Champions (Members), 2 Mental Health Champions (Members) and 2 Age Champion (Members). They have the opportunity to attend local and regional training, community planning events and workshops to enable them to learn and share best practice.</p> <p>Council is represented on the South Eastern Trust World Mental Health Day Committee by a council officer. The Mental Health Champion (Members) are invited to sit on the Community of Interest Mental Health and Suicide Prevention SET Group and proactively identify issues relevant to council responsibilities.</p> <p>Council continued to work with the Mae Murray Foundation to develop an accessible beach within the Borough and provide appropriate equipment for users.</p> <p>The Council, through the services of AccessAble carried out an annual update audit of all premises on the Ards and North Down Borough Council register and</p>	<p>Care Trust to raise awareness of promoting and looking after individuals' mental health and in particular around World Mental Health Day on 10th October. The Principal Environmental Health Officer Health and Wellbeing represents the Council on the World Mental Health Day Committee.</p> <p>The Compliance Officer (Equality and Safeguarding) represents the Council on the South Eastern Health and Social Care Trust Local Adult Safeguarding Partnership and South Eastern Health and Social Care Trust Children and Young People Steering Group.</p>	<p>The raising of awareness across the province of the information and value of the data available through the AccessAble website.</p> <p>Through training and attendance at related events, the knowledge of individual Council Members, officers and Disability Organisations is shared. These forums have also contributed to an improved awareness of the importance of mental health for employees and clients of Council services.</p> <p>The value for both the Council and Health Trust working and delivering in partnership is valued by both organisations and those using their respective services.</p> <p>The Council will continue to work with the Mae Murray Foundation to provide equipment at the Groomsport accessible beach to enable families and individuals to access the beach area, many for the first time.</p> <p>The Council will work with the Foundation to promote events in the area and also safe inside play at leisure centres where they can support the activities.</p>
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	<p>added 25 detailed and 4 key access guides. They also provided two town centre walking routes, one through Newtownards and one through Bangor They continue to issue window stickers to premises to raise awareness of the information available.</p> <p>At the consultation several regional bodies attended to hear of the services provided and are hoping to encourage their organisations to employ AccessAble to audit and promote their facilities.</p>		
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<p>Local<sup>iv</sup></p>	<p>The Disability Forum met on 3 occasions and represents a range of disabilities and carers from across the Borough. Unfortunately two meetings had to be cancelled. The Council is represented through the Diversity and Mental Health Champions. The agendas of each meeting included a presentation and sharing of concerns, events and best practice initiatives to enable shared learning amongst all represented groups. The members of the Disability Forum are respected and in this period were invited to provide representatives to sit on a Steering Group to give lived advice on design and delivery of a capital project, share experiences of the</p>	<p>Accessible beach and associated works were completed by 31st March 2019. This included, accessible toilets, a changing places facility and storage for equipment. This will ensure inclusive activities for families and give individuals and groups of up to four persons to access the beach through the booking of the equipment in advance.</p> <p>The Museum and Ards Arts Centre accessed an Access and Inclusion Grant from DfC during this year and following an independent accessibility audit the</p>	<p>AccessAble Ards and North Down Borough Council site now has over 400 guides and premises as well as two town centre walking routes on the regional website that is deep linked to the Council's website and premises and facilities have window stickers to raise awareness for visitors to their premises. The audit workshop enabled attendees to learn how the information is collated, its' value and encouraged them to raise awareness of the information through their interest groups, families and carers.</p> <p>Consultative Panel membership is representative of those with a disability and those who have</p>
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	<p>need to be informed of changes to local public transport, explain the needs for the Queens Parade Development for people with a disability .</p> <p>The Council supported the Consultative Panel on Equality and Good Relations and identified individuals and representative groups to ensure it was representative of all dimensions of Section 75, thus enabling a broad range of issues to be identified including those with a disability and their carers. The meetings are arranged to enable carers and those with a disability and therefore are restricted to times the opportunity to attend as many meetings as possible.</p> <p>Council officers identified and consulted appropriately with groups that represent disabled people and their carers to highlight</p>	<p>following improvements were made:</p> <p>Museum: Evac-Chair installed Courtyard leveled and all entry/exit ramps made accessible</p> <p>Ards Arts Centre: Accessible toilet refurbished Exterior fire exit ramps widened Exterior fire escape stairs painted with contrasting risers</p> <p>Electronic opening door mechanism still to be completed (due to March closure this was unable to be completed) but will make a significant improvement for all users.</p>	<p>responsibility for those with a disability.</p> <p>As facilities and meetings are arranged to encourage attendance by people with a disability and their carers, there has been an increased use of all facilities.</p> <p>Layout and signage across the borough have improved as officers listen to service users and representative groups. This includes colour contrast, use of symbols and location of signs on doors and in circulation areas.</p> <p>Improved engagement with all users through focused consultations as Council officers are empowered to arrange the meetings themselves with the Citizen Space questionnaire and prompts in relation to accessible meetings.</p>
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	<p>areas of importance to them. Council officers attended local interest group meetings to learn of the issues relevant to individuals and learn how they may implement service improvements to benefit residents and Borough visitors.</p> <p>The Council officers met with group representatives to explain how the work placement policy operates and to try and facilitate individuals in roles across the Council.</p> <p>Council continues to audit their premises and facilities to ensure they are meeting all relevant regulations and are accessible for all users. A number of community centres and public toilet facilities were identified within the period of this report as requiring upgrading to comply with the regulations and best practice recommendations.</p>	<p>Improved access for open spaces and access pathways continued to be made on council land.</p> <p>The review on the upgrade of public toilet facilities throughout the Borough and new signage has been complimented by all users. This work is ongoing and is intended to increase the number of changing places toilet facilities within the Borough.</p> <p>Playground equipment suitable for children and young people with a disability continues to be incorporated into all new and refurbished playgrounds and refurbishment programmes. The information is available on the AccessAble website.</p>	<p>This has also encouraged monitoring of attendees and respondees as confidence has grown in anticipating needs and responding to these needs.</p> <p>Quiet areas are available for children and older people and their carers that require additional support or time out during attendance at activities at larger Council events.</p> <p>The events team book the mobile toilet facility mobiloo for all larger events.</p> <p>BSL Interpreters are provided at the Disability Forum and other meetings and events where a need is identified.</p> <p>Audio and large print information is provided for residents on service changes and the provision of the Borough Newsletter in a timely manner to</p>
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	<p>Disability related issues are included in each Quarterly Report on Section 75 and Disability Discrimination Act duties and responsibilities to Corporate Services Committee of the Council.</p> <p>The Inclusive Mobility and Transport Advisory Committee (IMTAC) continue to circulate relevant reports to the Council for information or consultation, as appropriate. These are made available from the Compliance Officer (Equality and Safeguarding).</p> <p>The Compliance Officer (Equality and Safeguarding), and Elected Member Mental Health Champion, worked with the Breathing and Balance Group to discuss additional funding needs and resources for a qualified instructor. The support of the Health Trust was also included through contacts and partnership working.</p> <p>Mencap and Cedar continue to work with council officers to ensure the needs of their clients are met in the range of Council services.</p>	<p>At the Ards Blair Mayne Leisure and Wellbeing Complex the inclusive play area was opened in January 2019. This facility has received praise as it enables all children to play together and highlights the need for similar facilities across the Borough. The use of the wheelchair swing – accessed by the radar key has been popular as has the sensory garden for all ages of users.</p> <p>Council members were regularly informed through the Disability Forum and reporting process of work undertaken, accreditation schemes of charities and consultations that will encourage the participation of disabled people in the council services and facilities.</p> <p>Northern Community Leisure Trust (NCLT) supports the Special Olympics Swimming Squad by providing discounted lane hire.</p>	<p>publication to assist in communicating with all ratepayers and residents.</p> <p>To raise awareness of World Mental Health Day on 10th October 2019 the Health and Wellbeing group again reminded employees to input three telephone numbers in their personal and work phones that may be required by them or friends, family or colleagues in the future. These were Samaritans, Westfield Healthcare and Lifeline.</p> <p>The signing of the Mental Health Charter and the Mental Health Code of Conduct has embedded the importance of positive mental health and wellbeing throughout the organisation</p> <p>Having two mental health elected member champions ensures mental health is identified as an area for consideration in relation to services to employees and residents and visitors to the Borough.</p> <p>Throughout the year activities are arranged and promoted for employees to highlight stress</p>
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	<p>In February 2020, the museum hosted a Valentines craft and music event for those with dementia and their carers. This popular event demonstrated the commitment the Council and Museum have to engage with all uses and potential users.</p> <p>Officers of the Council during the period of this report worked with a range of partners to explore the potential for a Dementia Café in the Council facilities or as a partnership venture.</p> <p>In March 2020, the Museum Education Officer and Compliance Officer (Equality and Safeguarding) attended a dramatized production on living with dementia. It is the intention to bring this event to Ards and North Down Borough Council and have it delivered in a range of areas in the Borough in the next reporting period.</p> <p>Council officers from a range of Directorates continue to work with Dementia NI and Alzheimer's Association to ensure services are suitable for all potential uses and support is available as required. The Museum Education Officer</p>	<p>As the Ards and North Down Disability hub, Aurora provides access to a range of Disability equipment and classes. Within this reporting period these included:</p> <p>New Age Kurling</p> <p>Pilates for People with Sight Loss/fibromyalgia</p> <p>Wheelie-Active Club which sets up as a pathway to Wheelchair sports such as, Wheelchair Rugby and Wheelchair Basketball. Boccia</p> <p>Inclusive Sensory Multi Sports (4-8yrs)</p> <p>Inclusive Sensory Multi Sports (9-11yrs)</p> <p>Autism Swim</p> <p>Specialised Bike Rental including 4 tandems, 5x hand cycles and 3 trikes.</p> <p>The Everybody Active Programme offered a range of activities and the KPI's are identified in the outcome's column.</p>	<p>management and mental health wellbeing. At this years 'It Takes Allsorts' event the first session was on Mindfulness.</p> <p>Friendly Friday art classes continue to be hosted in Ards Arts Centre.</p> <p>The Council's Arts and Heritage Section continue to arrange programmes that are suitable for a range of individuals with disabilities and this year they also had an art session for those with Dementia.</p> <p>The Everybody Active programme KPI's for this reporting period were:</p> <p>To have 89,000 unique participants per annum. The actual achieved was a 133% increase.</p> <p>To increase the percentage of women and girls from 55% to 59%. This was achieved by 59%.</p> <p>To increase the percentage of people with a disability from 14% to 18%. This was achieved by 10%, but some events had to be cancelled due to the</p>
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	<p>and Compliance Officer (Equality and Safeguarding) both are members of the Dementia Locality Steering Group.</p> <p>The Leisure Complex employees have supported the needs of a range of individuals to ensure they may use the facilities as independently as possible. Many have hidden disabilities and reasonable adjustments support their specific needs discreetly.</p> <p>The summer scheme for children with autism and learning disabilities in summer 2019 was an initiative by the employees and supported by management. It was a successful scheme giving a breadth of children and young people the opportunity to participate in the activities in a manner that met their needs and enabled leaders to learn more about their individual needs.</p> <p>BSL Sign Video being available for users at the ABMWLC and Ards Arts Centre as well as the Town Hall, Bangor and Church Street Offices enables individuals who require BSL are facilitated with face to face contact.</p>	<p>Many of the activities are delivered in partnership with a range of providers including PHA, Disability Sport NI; Special Olympics Swim; SEHSCT.</p> <p>Activities for persons with a disability are also available in Leisure Centres managed by Ards and North Down Borough and include</p> <ul style="list-style-type: none"> <li>• Pan disability swimming courses</li> <li>• Pan disability Easter and Summer Schemes for children and young people with activities including pickleball, boccia, badminton, football, golf and swimming.</li> <li>• Pan disability trampoline courses taken by a disability trampoline coach.</li> <li>• Full range of IFI fitness equipment that caters for partially sighted persons and wheelchair access.</li> </ul>	<p>unprecedented situation in March 2020.</p> <p>To increase the percentage of people from areas of high social need from 31%-35%. This was achieved by 11%, but some events had to be cancelled due to the unprecedented situation in March 2020.</p> <p>To increase sustained participation (11 PA) from 25,000pa to 29,000pa. This was achieved by 15%</p> <p>BSL Sign Video usage from June 2019 to the end of April 2020 was 58 minutes. This was considered to be a good response as users learn about its availability.</p> <p>A range of shower chairs have been provided in the two leisure centres on wet side to facilitate the range of user's needs.</p>
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		<ul style="list-style-type: none"> <li>• The Public Health Agency (PHA) Physical Referral Scheme targets obesity by offering a twelve-week programme including unlimited swimming and full access to fitness classes.</li> <li>• Move More programme is an initiative aiming to help people living with cancer</li> <li>• Cardiac Rehabilitation programme is a twelve-week programme for persons with severe heart conditions.</li> </ul>	
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
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1	AccessAble Workshop	1 session with 15 attendees showcasing how AccessAble collates information and the value of this information for a breadth of users locally and regionally.	Attendees from statutory, voluntary and community groups both local and regional reported an increased awareness of the value of this detailed information and the need to encourage the information to be more widely promoted.
2	Elected Member champions	An awareness session for the Elected Member Champions (Mental Health, Older People and Diversity) was delivered on their role and the main issues that are identified. The session was delivered by the Community Planning Manager, Health and Wellbeing Manager, Good Relations Manager and Compliance Officer (Equality and Safeguarding)	This session was appreciated by all who attended. The insight to the range of meetings and forums they are expected to attend, both internally in the Council and on behalf of the Council as well as the issues that are important to residents and the range of organisations they will be involved with.
3	Safeguarding Children, Young people and adults who may be vulnerable sessions	A focused session for Museum staff to discuss the issues identified in relation to children, young people and older people who attend the activities, events and exhibitions.  Training for Neighbourhood Environment Team in June 2019 to raise awareness and reasonable adjustments as well as reporting concerns as they have extended work arrangements over the summer months.	Staff equipped to identify signs and behaviours which indicate the need for safeguarding reporting and to put in place good practice in all the services and programmes they provide.

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		Two safeguarding training sessions delivered to Leisure employees in November 2019 and training for school holiday scheme employees that included addressing the needs of those with a disability and reasonable adjustments in the activity programmes.	
4	Diversity Awareness	Local arrangements with officers to deliver disability awareness training were delivered as requested. These included a specific training for Neighbourhood Environment Team as the summer season began.	Council gained knowledge of Council's duties and responsibilities under the legislation and give practical examples of how they as individuals and public employees can ensure they have regard for equality of opportunity and good relations in policy development and service delivery.
5	BSL Sign Video training	The introduction of the BSL Sign Video for use across all Council services provide for 2 training sessions for 15 employees from a breadth of services and Council facilities. Training also included face to face training insitu as devices were delivered for use.	A system that enables individuals with a hearing impairment that use BSL to contact the Council and attend to their enquiry themselves – either on the telephone or in person. 19 employees attended to learn the system to receive calls and assist face to face with service users.
6	JAM Awareness training	184 employees received training. This was both face to face training as a 3-hour session for frontline employees and on-line training to raise awareness for a breadth of employees across the Council.	To improve the service to ensure that any individual who has a JAM card and chooses to use it will receive the required support or response from the employee. It will also enable employees to use their knowledge outside the work environment.
7	Dementia Awareness	This is to assist employees both in the work environment and outside to	To gain a better understanding of the needs of service users and the need of reasonable

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		<p>be aware of the breadth of needs of those with Dementia and assist them in ensuring their needs can be met as independently as possible</p> <p>31 employees attended.</p>	<p>adjustments across the services for these individuals and their accompanying carers. Also, to provide sign posting if required to ensure individuals can be referred to the range of services available to them.</p>
8	BSL Awareness	<p>51 employees attended</p> <p>This practical training enables attendees to learn methods of communication with individuals who have a hearing impairment or are deaf.</p>	<p>Awareness of reasonable adjustments that can be made available for individuals and knowledge on how these are arranged, individuals are asked to provide this information in a sensitive manner. This is relevant to service users, employees and work colleagues. This training builds employee's confidence in customer facing roles in dealing with the breadth of user's needs.</p>
9	Learning Disability Awareness	<p>13 employees attended the training to receive training in awareness of the needs of individuals and how these may be addressed</p>	<p>Improved service provision and anticipation of the needs of users as well as how to address these needs in the delivery of the range of council services. Also builds employee confidence as well as encouraging them to consider individuals with these needs for work experience.</p>
10	Autism Awareness	<p>17 employees attended</p>	<p>Improved service provision in the children and young people school holiday schemes by having a better understanding of each individuals needs and how certain environments may affect a child. This helps to address their needs and puts in place the right method to assist their anxiety or need.</p>

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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	Staff health and well-being initiatives to coordinate with significant charity and health awareness dates	<p>Throughout the year mental and physical health issues were addressed in relation to staff health and well-being with a range of events including:</p> <ul style="list-style-type: none"> <li>- Aqua Challenge</li> <li>- Brain Fit Session</li> <li>- Christmas Wreath Workshop</li> <li>- Calligraphy Workshop</li> <li>- PSNI Internet Safety Class</li> <li>- Silver Stacking</li> <li>- Knot Massage</li> <li>- Flu Vaccinations</li> <li>- Smoking Cessation Classes</li> <li>- Men's Health Week</li> <li>- Christmas Appeal</li> <li>- Step Challenge month</li> <li>- 5 a-side weekly football</li> <li>- Action Cancer Employee health check</li> </ul>	<p>Aqua Challenge – 8 participants            Brain Fit Session – 14 participants            Christmas Wreath Workshop -15 participants            Calligraphy Workshop -12 participants            PSNI Internet Safety Class -18 participants            Silver Stacking- 10 participants            Knot Massage - 45 participants over 3 days            Flu Vaccinations – 186 participants            Smoking Cessation Classes 14 participants            Men's Health Week - 239 participants            Christmas Appeal 480 donations/ participants            Step Challenge month – 81 participants            5 a-side weekly football – 10 participants per week            Action Cancer Employee health check – data is not currently available</p>

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2	Ards and North Down Dementia Friendly Development Group	Four meetings have taken place during the period of this report. The Group has a breadth of partners and the sharing of work undertaken and by each encourages shared learning and publication of the events.	Initiatives have been shared and a corporate image developed to assist those with dementia and their carers to recognise that the organisations support those with dementia.  Discussion on hosting a dementia café took place but due to the cost and volume of work required this has been postponed.
3	AccessAble	Improved website access and consultation with AccessAble and Council Communications Sections	A link to the range of accessible beaches in the province and information on how to book the equipment at Groomsport beach.
4	Dementia Craft Day	Ards and North Down Museum hosted an Arts and Music event in February 2020.	14 attendees took part in the craft and singing morning
5	Carers Event	The Trust and Council worked in partnership to recognise the contribution of carers in June 2019 – Carers week with two events.  June – Older carers a talk on the history of the Town Hall  October – Activities in ABMWLC for 5 – 18-year olds	The recognition for the unpaid work by carers of all ages. Learning for employees and Elected members as they meet carers and hear of their circumstances and responsibilities.
6	Mental Health Code of Conduct	Finalising of an employee Code of Conduct and awareness raising for	An article in News and Info to explain to employees who the mental Health First Aiders are, their role and how to find out the

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		all employees of signposting to services	range of sign posting services available to employees.
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2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Screening of Council policies	100% of Council policies screened for section 75 and DDA considerations	<p>22 policies screened within the period of this report and the disability duties were considered in all policy screenings.</p> <p>Positive actions taken where appropriate to encourage participation in all areas of council responsibility and improve access to information, premises and facilities included improved access to information and introduction of better signage including colour contrast signage and attention to car parking and access to facilities. It also encouraged the introduction of QR codes and the need to consider embossed print on some signs. It detailed to employees the need to ensure the Councils website is kept up to date.</p>
2	Diversity and Mental Health Champions	Appointment of 3 Diversity, 2 Mental Health and 2 Age Champion Elected Members at Council Annual Meeting in June 2019.	<p>3 Diversity, 2 Mental Health and 2 Age Champions appointed from Elected Members.</p> <p>These roles raise the profile of those with a disability and their carers across the council as well as younger people. They ensure concerns are addressed. They identify the</p>

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			<p>need to consider mental health issues as well as physical health. They also recognise that as people age their needs change and although they may acquire a disability, many do not identify as disabled, but reasonable adjustments do assist them.</p> <p>The Mental health and Diversity Champions are members of the Councils Disability Forum and from them a Chairperson is selected.</p>
3	Increase the number of job placement opportunities	To provide work placement opportunities for those with a disability and assist them in gaining work experience	At least 4 placements have continued across the Council over the period of this report and lessons learnt by the individual and the Council have adjustments to be made. This is being continually reviewed to improve opportunities for individuals.
4	Ards and North Down Borough Council Disability Forum	<p>3 meetings of the Disability Forum took place during the reporting period of this report.</p> <p>Two members of the Disability Forum were selected to sit on the Bangor Seafront Steering Group to participate and provide practical advice to enable the design and delivery to be suitable for those with a disability. There is a demand by residents and those involved with relevant issues to be members of the Disability Forum.</p>	<p>This Forum is an active committee that identifies potential adverse impact for those with a disability and their carers from the members and comments and received by Council officers and elected members. The forum works to address these in a practical and transparent manner to enable learning for all. The attendance of Sports Development Officers at the Forum enables discussions to take place about meeting users' needs in a practical manner.</p> <p>To meet the demand to be a member of the Disability Forum a constitution was agreed in June 2019 stating the total members to</p>

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		<p>Social isolation for those with a disability and their carers is a regular item raised at the meetings.</p>	<p>ensure everyone has an opportunity to be comfortable and be heard at meetings.</p> <p>A recognised system for reporting of faults and concerns to Road Service if users cannot see the mapping arrangements has been developed through the Forum.</p> <p>The need to ensure foot paths and street furniture are designed for all users as a shared space has been regularly raised at meetings and Forum members have been invited to meet designers and Council officers when public realm work is to be carried out.</p>
5	Annual AccessAble audit	<p>The addition of 25 premises within Ards and North Down Borough Council to the AccessAble website and two town centre walking routes ensures the information is accurate and up to date.</p>	<p>Engagement with at least 25 new premises owners and employees making them aware of the AccessAble facility and the breadth of information available on it. This also included information on their responsibilities towards those with a disability and their carers.</p> <p>Detailed information on Changing Places facilities across the Borough has been made available on this site.</p> <p>A link to the range of accessible beaches in the province and how to book the equipment at Groomsport beach has been made to the website following consultation with the Council and Mae Murray Foundation.</p>
	Access to Transport Services	<p>At the September Disability Forum meeting Translink attended to hear the range of concerns from local</p>	<p>Translink management was given the opportunity to hear the issues affecting users and discuss how these may be improved or</p>

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		people using public transport. All issues identified were addressed and the conversations were invited to continue on a regular basis with individuals and officials.	how improved communication with people with a disability could prevent misunderstandings in the future.
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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	Read and Write Software enabled available within Microsoft Office software	All users of council owned and operated computers have access to software which assists with spelling, grammar, reads back text and takes dictation to assist users with dyslexia or visual impairment.	Accessibility to suitable software to meet individuals needs has improved for members of staff and the standard of written communication.
2	ECNI Mental Health Charter	<p>Mental Health Action Plan agreed by the Council and signed in March 2019.</p> <p>Mental Health Code of Conduct agreed for employees and issued in this reporting period. This was publicised in January 2020 in the Staff Communications.</p>	<p>Sets out commitments and actions to delivering the ECNI Mental Health Charter in the workplace.</p> <p>Demonstrates the Council's commitment to working towards a mentally healthy workplace for employees and how help may be accessed and signposts to a range of service providers.</p>

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3	Beach Accessibility	Partnership with Mae Murray Foundation and Sport NI established an accessible beach at Groomsport beach that has equipment for beach use, accessible toilet facilities and car parking.	In partnership with the Mae Murray Foundation, Groomsport beach has become the first accessible beach in the Borough to a range of service users.
4	JAM Friendly	The Council has trained a breadth of employees to enable the Council to be recognised as JAM Friendly.	184 employees attended a training session or completed the on-line training module. The training is to be continued in 2020 – 2021 reporting period.
5	Browsealoud	This has been added to the Councils website to ensure as broad a range of users can access the information	This has enabled users to access the website information and have it read to them.
6	Improved car parking at ABMWLC	A car parking barrier system has been installed.	Based on the complaints from users who were unable to access car parking close to either entrance, the car parking has improved by the introduction of barriers that limit drivers who are not using the complex from using it for car parking.
7	Dementia Activity	An art and music activity on 13 February 2020 for individuals with dementia and their carers in the museum	A shared activity and time out for carers and those with dementia to create a memory and share some time in a new environment.

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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	Disability Friendly Borough Accreditation and Awareness	Meeting with Dementia Friendly Communities Support Manager (North & East NI).	<p>Most actions are identified as having been completed to achieve Disability Friendly Borough Accreditation.</p> <p>The Ards Blair Mayne Wellbeing and Leisure Complex was audited as part of this process and improvements made as recommended.</p> <p>Training has been delivered across the Council to meet the criteria.</p>	The Council and range of community partners are working to deliver a range of additional training and initiatives across the Borough to raise awareness of the needs of those with dementia and to enable the Borough or parts and service areas to become Dementia Friendly and display the symbol for those with dementia so they feel welcome.
2	Access to all Council facilities and premises	To audit all facilities across the Borough and ensure access is improved where possible.	The topography of the site in a limited number of areas restricts some improvements and car parking. This is also where the Council have shared responsibility for	The Council consistently works to improve all the areas it has responsibility for and introduces reasonable adjustments where this is possible.

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			some facilities or access routes.	
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
	None	

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

Learning from Disability Forum members and speakers at each meeting.

The desire for individuals to become a member of the Forum as they have heard of its success at addressing everyday issues.

Comments from customers in relation to reporting to the council service standards and how these are met or missed.

Comments and complaints collated from Customer Services Comments and Complaints Procedure and appropriate action required and taken to improve service standards.

Comments received from public consultations where issues are raised in relation to any matters that will improve the services for those with a disability and/or their carers and are provided by the Council or Council where they may have the opportunity to influence.

Post-training feedback sheets.

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Comments from breadth of attendees at the AccessAble Worksop in February 2020

(b) Quantitative

Data of attendance at the range of sports development activities.

Request for sport and leisure activities for those with a disability.

Numbers who use the all-ability play area at ABMWLC to enable all family inclusive play.

Take up of the range of employee health and wellbeing events.

Numbers of individuals attending training events and requests for more training.

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?

See Disability Action attached and updated for this reporting period.

Please select

If yes, please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			

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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?

The Disability Action Plan was updated and presented to the Corporate Services Committee in February 2020. The consultation period began on Monday 2 March and the 12-week period ended on Friday 22 May 2020 at 4.00pm.

The outcome of this and the final Disability Action Plan will be reported upon in the Annual Report of 2020- 2021

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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> **Local:** Situations where people can influence policy decision making at lower impact level e.g. one-off consultations, local fora.