

Priority 1: Service Provision - Design, commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities in Ards and North Down Borough

Inequality	Desired Outcome	S75 Category Affected									Actions	Responsibility	Timescales	RAG Status
		Age	Dependants	Disability	Gender	Marital Status	Political Opinion	Race	Religious Belief	Sexual Orientation				
Some individuals may not have access to the council's information and services in a suitable format/language	<p>All Council information and services will be available and accessible to everyone.</p> <p>Create opportunities for all service users and employees to have their voice heard in the provision of Council services.</p>	✓	✓	✓			✓	✓			<p>Carry out an audit to identify most effective methods used to distribute information and receive feedback where appropriate.</p> <p>Have a system in place to provide information in a range of languages used across the Borough.</p> <p>Provide access to information on Browsealoud or other service provider. This will be monitored via usage reports.</p> <p>Monitor and assess accessibility to the Councils websites based on good practice guidelines.</p>	<p>Corporate Communications Section</p> <p>Compliance Officer (Equality and Safeguarding)</p> <p>Customer Services</p> <p>All Departments, including Corporate Communications, Community, Arts and Heritage, Environmental Services, Events, Tourism,</p>	<p>Ongoing with an annual review with website provider from November 2020</p> <p>Annually from August 2020</p> <p>Ongoing throughout the period of</p>	

	Take positive actions to create opportunities for everyone who wishes to participate in Council activities, employment opportunities and public life opportunities.									<p>Ensure systems are in place to communicate with individuals across the Borough in an appropriate format and timely manner and throughout an emergency planning process.</p> <p>Monitor the usage per identified location for BSL SignVideo.</p> <p>Continue to provide support for all individuals (including employees) and groups where a need is identified– e.g., use of translation services including British and or Irish Sign Language, audio, easy read and software packages that support those with dyslexia.</p> <p>Monitor the Councils Digital by Default Policy to ensure this will not exclude those without digital access and those that require support to enable them to benefit from the information available.</p>	<p>Environmental Health and Administration.</p> <p>Risk Management Section</p> <p>Assistant Compliance Officer</p> <p>Performance Improvement and Human Resources Section.</p> <p>Compliance Officer (Equality and Safeguarding) and Corporate Communications Section</p>	<p>this plan to meet identified needs.</p> <p>Annually and report quarterly through Corporate services Committee in Section 75 Quarterly Report</p> <p>Ongoing throughout the period of this plan to meet identified needs</p>	
Some customers with disabilities	All employees to receive	✓	✓	✓	✓		✓	✓		Provide awareness training in a range of identified disabilities for all Customer Service	Human Resources Section	Ongoing to meet	

<p>require reasonable adjustments made to meet their needs.</p>	<p>training to enable them to understand issues identified by individuals and those living with or caring for someone with a disability and the impact this could have in receiving appropriate Council services.</p> <p>Arrange to introduce reasonable adjustments to the workplace/council services/facilities and premises to ensure</p>									<p>employees, employees dealing with the public and those with line management responsibility.</p> <p>Develop programmes of continual improvement to ensure Council continually responds to customer needs and requests to meet identified reasonable adjustments, particularly during periods when normal Council services may be disrupted.</p> <p>Identify the barriers to any individual participating fully in Council activities, services and public life positions and take action to remove these barriers.</p> <p>Identify Elected Member Champions for Mental Health and Diversity.</p> <p>Raise awareness of all cards, apps and means used that identify an individuals' needs.</p> <p>Record and monitor customer comments and complaints in</p>	<p>Compliance Officer (Equality and Safeguarding)</p> <p>All Directorates</p> <p>Human Resources Training Section</p> <p>All Directorates that provide frontline services including Environment, Organisational Development and Administration, Community, Wellbeing and Health, Regeneration, Development and Planning and Performance.</p>	<p>identified needs.</p> <p>Quarterly at ANDBC Customer Service Improvement meetings</p> <p>Ongoing throughout the period of this report</p> <p>Annually in June at ANDBC Annual Meeting</p> <p>Ongoing throughout the period of this report</p> <p>Quarterly at ANDBC Customer</p>	
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	access is available to all users and potential users as appropriate to their needs and any restrictions or operational changes that may occur										relation to access to Council services and information and put in place corrective action where appropriate.		Service meetings	
Social isolation and exclusion of residents of the Borough	Ards and North Down to engage meaningfully with all residents in a manner that is relevant to their needs	✓	✓	✓	✓	✓	✓	✓	✓	✓	Working in partnership with all Community Planning partners to address the breadth of needs of individuals. Record and monitor customer comments and complaints in relation to access to Council services and information. Put in place corrective action where appropriate.	Community Planning Customer Services and Performance Improvement	Ongoing and reported on biannually through the Community Planning reporting procedure. Quarterly at ANDBC Customer Service Committee meetings	

Performance Measures:

Refresher disability awareness sessions will be offered to all employees every three years.
 A range of training in needs of individuals with specific disabilities will be made available annually in the training programme.
 Training in accessible communication methods will be delivered where a need is identified.
 Reasonable adjustments will be identified and made to services and facilities to reduce exclusion of individuals based on their specific needs.

New communication methods will be introduced where a need is identified, and the budget requirement can be met. Community Planning Partnership service improvements that will make a difference to residents and visitors will be introduced and delivered by offering opportunities for engaging with relevant partners.

Priority 2: Employee Profile - Attract, recruitment and progress a diverse range of employees in a culture that celebrates diversity and inclusion ensuring employment practises are fair and equal.

Inequality	Desired Outcome	S75 Category Affected								Actions	Responsibility	Timescales	RAG Status
		Age	Dependants	Disability	Gender	Marital Status	Political Opinion	Race	Religious Belief				
Ards and North Down Borough Council will be an inclusive employer encouraging a diverse work force.	<p>Council will develop and circulate employee equality monitoring questionnaire biennially.</p> <p>Awareness of the Council to need to work to enable a balance of employee profile where lower representation than expected is identified.</p>	↙	↙	↙	↙	↙	↙	↙	↙	<p>Maintain and monitor profile of employees in relation to the Section 75 dimensions.</p> <p>Employee profiles to be reviewed and targets set where appropriate.</p> <p>Introduce and use a welcoming statement on external recruitment exercises.</p>	<p>Human Resources Section</p> <p>Compliance Officer (Equality and Safeguarding)</p> <p>Good Relations, Compliance Officer (Equality Safeguarding) and Human Resources</p>	Ongoing throughout the period of this action plan in January 2021 biennial	

											<p>Develop and deliver unconscious bias training focusing on preconceptions, stereotypes and mitigating affinity.</p> <p>Continue to attend and provide information at job fairs.</p> <p>Consider apprenticeship posts and work placement opportunities for a breadth of individuals and where recruitment exercises are difficult to fill.</p> <p>Continue to work on workforce strategy which will underpin a detailed workforce planning across each department.</p>	<p>Human Resources, Good Relations, Corporate Communications.</p> <p>Human Resources, Economic Development, Environment and Community, Wellbeing and Health Directorates</p> <p>Compliance Officer (Equality Safeguarding) and Human Resources Officer</p> <p>Human Resources Section and Performance Improvement</p>	<p>Completed and delivered at least one session by May 2021.</p> <p>On-going throughout the period of this action plan.</p> <p>Gender Mark awarded December 2019 This will be reviewed by September 2021.</p>	
<p>Raise awareness that Ards and North Down Borough Council is a progressive employer encouraging young people and all employees to reach their potential.</p> <p>Gender Charter Mark will be applied for and reviewed where gaps are identified.</p>	<p>It has been identified that at least 15% of</p>	✓	✓	✓	✓	✓	✓	✓	✓	<p>Council employees feel supported to face emotional or</p>	<p>Health and Wellbeing Group</p>	<p>Ongoing throughout the</p>		

<p>Council staff may be facing emotional and or mental health stress related issues.</p>	<p>mental health issues.</p> <p>ANDBC to deliver ECNI Mental Health Charter commitments through the ANDBC Mental Health Charter and Code of Conduct</p>												<p>through offering and delivering Mental Health First Aid Training to all employees.</p> <p>Code of Conduct for Mental Health First Aiders to be agreed and brought to the attention of all employees through the range of internal communications and regularly updated to ensure it is relevant.</p> <p>Staff Health and Wellbeing to deliver range of events/information that raise awareness of importance of good mental health and events to encourage participation with colleagues.</p> <p>Continue to host 'It Takes Allsorts' event as an employee, elected member and community partnership event annually.</p>	<p>Mental Health First Aiders, Head of Human Resources and Environmental Health Manager (Health and Wellbeing) and Compliance Officer (Equality and Safeguarding)</p> <p>Employees Health and Wellbeing and Internal Communications</p> <p>Good Relations, Internal Communications, Assistant Compliance Officers and Compliance Officer (Equality</p>	<p>period of this action plan</p> <p>Ongoing and at least one meeting of Mental Health First Aiders to take place annually. Preferably around World Mental Health Day (10 October)</p> <p>Ongoing throughout the year and emphasis on Christmas, World Mental Health Day and Suicide Awareness Day (10 September)</p> <p>Annually in October to host 2 events</p>	
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and Safeguarding)

Performance Measure:
 10% Improvement in the levels of employee profile declaration biennial.
 Measuring the attendance at the health and wellbeing events that 20% of staff attend at least one event annually.
 5% increase attendance at 'It Takes Allsorts' annually of employees, elected members and statutory partners to demonstrate partnership working and good practice.
 At least two new event/information sessions/leaflet that encourages looking after your mental health annually to be distributed to employees in a variety of formats.

Priority 3: Employee Policies - Provide a working environment where employees are treated with Fairness, Dignity and Respect.

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Equality of opportunity is not always seen to be promoted at strategic levels within Council. Some Section 75 represented	Establish an appropriate system to enable equality of opportunity to be mainstreamed throughout the Council when issues are identified.	✓	✓	✓	✓	✓	✓	✓	✓	✓	Equality and Good Relations Screening of all new or revised policies/initiatives at draft stage. Continue to host Internal Screening Group representing all Directorates to scrutinise the outcome of screened policies.	Corporate Leadership Team (CLT) Head of Service Team (HoST) Services Unit Managers (SUMs) Compliance Officer (Equality and Safeguarding),	Ongoing throughout the period of this Action Plan An Internal Screening Group to be held at least quarterly determined	

<p>groups do not have the opportunity to engage with the Council and have their needs met.</p>	<p>To have a database of consultees that are not regularly engaged with and update when information becomes available.</p>										<p>Continue to support Consultative Panel on Equality and Good Relations (Section 75) in their role of challenging Council policies.</p> <p>Visit and engage with hard-to-reach groups across the Borough.</p> <p>Raise awareness of the role of the Consultative Panel on Equality and Good Relations (Section 75)</p>	<p>Good Relations Manager and Assistant Compliance Officers</p> <p>Compliance Officer (Equality and Safeguarding), Good Relations Manager, Assistant Compliance Officers</p> <p>Compliance Officer (Equality and Safeguarding), Good Relations Manager, Assistant Compliance Officers and Corporate Communications Section</p> <p>Compliance Officer (Equality and Safeguarding)</p>	<p>by number of screened policies.</p> <p>At least two challenge workshops to be held annually. Relevant training to be sourced and delivered.</p> <p>Consultative Panel members to engage with Elected Members biennially</p> <p>Ongoing and at least 1 group to be engaged with annually</p>	
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												and Good Relations Manager		
<p>Ensure policy makers and Elected Members work to make Ards and North Down Borough Council inclusive and welcoming of all Section 75 dimensions</p>	<p>Employees and Elected Members have a greater awareness and are better equipped to understand the issues that may not be welcoming to any service users or employees and put in appropriate corrective actions.</p> <p>Raise awareness with managers of the needs to ensure all Section 75 dimensions are recognised and met where possible.</p>	✓	✓	✓	✓	✓	✓	✓	✓	<p>30% employee and Elected Members complete diversity awareness training every 3 years.</p> <p>Employee guidance on hosting meetings to meet customer needs to be promoted for each public consultation event.</p> <p>Employee newsletter and Borough magazine to include at least one article of meeting the needs of minority communities across the Borough.</p> <p>Each edition of the Borough Magazine to include an article on equality and diversity.</p> <p>Work to remove barriers to participation of individuals in public life.</p>	<p>Human Resources Section</p> <p>All Directorates with public facing events, Compliance Officer (Equality and Safeguarding), Performance Improvement, Corporate Communications and Human Resources</p> <p>Corporate Communications</p> <p>Administration and Democratic Services</p>	<p>Ongoing throughout the period of this Equality Action Plan</p> <p>Annual Training Records to be reviewed six monthly for attendance and follow up requests June and December annually</p> <p>Employee newsletter annually to host a relevant article in September.</p> <p>Annually in the Borough Newsletter</p>		

<p>responsibility for community engagement that ensure all Section 75 categories are involved.</p>											<p>Community Development and Good Relations Strategies as well as meeting the needs identified through the Peace IV partnership and PCSP.</p> <p>‘Quiet areas’ to be made available in facilities and at events where possible for use by a range of users.</p>	<p>Tourism, Leisure Services, Arts, Assets and Property Services, Events, Administration</p>	<p>and through annual programmes.</p> <p>On-going to meet the identified needs</p>	
<p>Poor engagement of minority representative communities.</p>	<p>Actively promote participation and inclusion in decision making process through consultation and engagement.</p>	✓	✓	✓	✓	✓	✓	✓	✓	✓	<p>Provide a wide range of programmes across the Councils Leisure Services, Arts and Museum, Community Services, and Good Relations Section to encourage meaningful participation with residents and visitors</p>	<p>Leisure Services, Arts and Museum, Community Development Team and Good Relations Section</p>	<p>Ongoing through a range of programmes and funding streams</p>	
<p>Maintain accessible beach facility at Groomsport</p>	<p>To encourage participation of beach amenities to enable families and groups to have a shared</p>	✓	✓	✓	✓	✓					<p>Work in partnership with Mae Murray Foundation to promote use of beach and toilet facilities at Groomsport.</p>	<p>All Directorates. Corporate Communications, Property Maintenance, Health and Wellbeing,</p>	<p>Ongoing with emphasis Easter to August annually</p>	

	experience on the sand.										Encourage package of activities suitable for an individual with a disability throughout the Borough	Environment and Leisure		
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Performance Measures:
 100% of all historical items and memorabilia identified across the borough, recorded and given context.
 Meaningful engagement with community groups and programme review at least every two years.
 Quiet areas identified in all main Council Buildings, at Council events and in larger play areas where space permits.
 Recruit consultative panel members from the community that represents those who may not otherwise have their voices heard.