

<b>Title of Report:</b>	<b>Section 75 Annual Progress Report to Equality Commission for NI</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>24 August 2021</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	Leader and Champion
Outcome	Establish key relationships with strategic partners to deliver our vision for this Council area
Lead Officer	Head of Policy and Community Planning

<b>Budgetary Considerations</b>	
Cost of Proposal	
Included in Current Year Estimates	<b>YES/NO</b>
Capital/Revenue	
Code	
Staffing Costs	

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

## **1.0 Introduction**

- 1.1 Under Section 75 of the Northern Ireland Act 1998 (and included as a commitment in the Council's Equality Scheme) is a requirement that the Council provide an annual report to the Equality Commission for NI on progress in meeting our obligations under the equality and good relations duties.
- 1.2 The report also requires the Council to report on how it is fulfilling its statutory duties under Section 49A of the Disability Discrimination Act 1995 by reporting on progress made on the commitments included in the Council's Disability Action Plan.

## **2.0 Annual Progress Report 2020/21**

- 2.1 A copy of the Annual Progress Report for 2010/21 is attached for your information.
- 2.2 The format of the report is based on a template provided by the Equality Commission and the report always covers the previous financial year. The period of time this report deals with therefore is from 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021.
- 2.3 Part A of the report relates to the Section 75 Equality and Good Relations duties and covers outcomes, impacts and good practice in relation to these areas of work, along with progress on the Council's Equality Action Plan, consultations undertaken, screening and Equality Impact Assessments undertaken, monitoring arrangements, training and complaints made in relation to equality and good relations issues.
- 2.4 Part B outlines actions achieved, partially achieved or not achieved in relation to the Council's Disability Action Plan.

**Causeway Coast and Glens Borough Council**



**Causeway  
Coast & Glens  
Borough Council**

**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2020-21**

**Contact:**

<ul style="list-style-type: none"><li>Section 75 of the NI Act 1998 and Equality Scheme</li></ul>	Name: Elizabeth Beattie Telephone: 028 777 60318 Email: Elizabeth.beattie@causewaycoastandglens.gov.uk
<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above <input checked="" type="checkbox"/> (double click to open) Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:

[www.causewaycoastandglens.gov.uk](http://www.causewaycoastandglens.gov.uk)

**Signature:**

**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 2020 and March 2021**

## **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 2020-21, 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 reporting period was an unprecedented year impacted by the pandemic. Lockdowns and social distancing affected the way we were able to provide services, promote equality of opportunity and good relations.

As a Council we adapted the normal way we do business and moved to virtual provision of many services, while maintaining on the ground key service provision. This included supporting our community to understand and avail of the technology many were now compelled to use. The period saw an increased emphasis on supporting staff, the community and their well-being.

- Working in partnership with the community, local businesses, governmental departments and funders to support our community and provide aid where needed. This has forged strong links for future endeavours.
- Continuing efforts to ensure active involvement of S75 groups in consultation exercises within Council, for example in relation to technology provision in the borough, economic development, Limavady accessible play park, Portrush recreation grounds.
- Continued inclusive access approach by Council in relation to major events organised by the Council both on the ground and virtually.
- Development of projects within sport and recreation to encourage and facilitate access to Council services and facilities.
- Continued operation of the Council's Equality Forum with representation from a range of Section 75 groups.
- Continued provision of training and awareness raising programmes for Council staff on a range of Section 75 issues.
- Phased provision of additional inclusive facilities such as changing places toilets.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (*or append the plan with progress/examples identified*).

**Equality Action Plan – Priority 1**

**Design, commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities in Causeway Coast and Glens Borough Council**

Improved access to services & Improved digital communications	
Action title	Action
Covid Hub (All)	A new Hub was set up to support citizens.
Increased Promotion of Sign Video (Disability / Inclusion)	During the reporting period the SignVideo provision in Council was further promoted to provide a voice for individuals who due to the pandemic were unable to leave their homes to access services.
Training on digital meeting platforms (All)	15 groups attended Information sessions on how to use digital meeting platforms to keep connected for older people groups and other isolated groups.

Improved accessibility and inclusive service provision	
Action Area & Title	Action
Inclusive swimming sessions (Disability / Inclusion / Equality)	Inclusive swimming sessions were provided when the centres were allowed to open.
Mindful Movement Course for older people	Roe Valley Arts and Cultural Centre ran a virtual course to the general public and in addition partnered with Cornfeild Nursing Home to deliver a version of the course directly to its residents.

<p>(Age / Disability / Inclusion / Equality)</p>	<p>This was done by emailing pre-recorded videos of the course and a manual for the nursing home staff to follow. The course was designed for older people to help them move better, feel better and find creativity through movement. The course had been developed, and led by, the dancers at Echo Echo Dance Theatre Company and delivered in partnership with the Arts Service at Causeway Coast and Glens Borough Council, supported by ACNI Arts and Older People funding.</p>
<p>Environmental Community events/projects /activities:</p>	<p>This course was supported by Arts Council Northern Ireland Arts and Older People funding with a focus on addressing loneliness and isolation through creativity.</p>
<p>LitterSmart (All)</p>	<p>Over 500 participants in LitterSmart initiatives. During this year all contact was made via e-mail or telephone to discuss the litter problems within specific areas. Due to the pandemic the majority of participants were individuals or small family groups who were passionate in caring for the environment and in particular where they live empowering them to take care of their own village and outlying areas. A large amount of discarded litter was collected by participants. Littersmart drew participants from across all walks of life and ability throughout the Borough. Many participants were retired and aged over 65 who lifted litter as part of their daily exercise during lockdowns.</p>
<p>NappySmart (Women / those with dependents)</p>	<p>25 parents during the reporting period participated in our NappySmart initiative. During this year all contact was made via e-mail or telephone by interested parties. The team engaged with new parents about the benefits of cloth nappies both for baby and the environment thus saving over 25 tonne of waste destined for landfill.</p>
<p>ClothesSmart (All)</p>	<p>Alternative Angles, which is part of the Triangle Housing Association, is partnered with Council to empty and sort textiles in clothing banks dotted throughout the district. This is a social enterprise activity which aims to support people with learning difficulties, developing and enhancing their individual skills with the aim to future employment.</p>
<p>FoodSmart (All)</p>	<p>The two Community Fridges within the borough continued to grow making sure food destined for landfill is redistributed. The community fridges are run by volunteers in Cloughmills and Dungiven and are open to everyone with the aim of ensuring that</p>

	<p>food destined for landfill is not wasted but is used within their local communities. The fridge in Cloughmills diverted almost 7 tonnes of food during this period and this was collected and used by people from different backgrounds. Food was also delivered to approximately 12 households where people were shielding or regarded as vulnerable through disability.</p> <p>Work took place with the Northern Area Community Network in delivering a virtual food festival engaging over 40 participants on the benefits of healthy eating and prevention of food waste. This also delivered education on the financial and environmental benefits of preventing food waste which might otherwise have been destined for landfill.</p>
<p>ShareSmart (All)</p>	<p>As part of the ShareSmart initiative Council provides Household Recycling Centres as collection points for unwanted hand tools and sewing machines. This is to support a partnership with Tools for Solidarity who supply this equipment to community based business support projects across Africa. In 2020 a shipment of 15 sewing machines 25 tool kits were donated to self-help projects in Uganda with people of mixed race, age and both physically able and disabled participants.</p>
<p>Limavady Community Development Initiative (All)</p>	<p>The Limavady Community Development Initiative has been given financial and practical partnering support to work with special needs workers and those with learning difficulties. These employees receive training and work experience in Council supported recycling and reuse projects on an ongoing basis. Environmental Resource Officers liaising with both LCDI staff and the client group initiated a very successful pilot scheme for the collection and redistribution of second hand toys to families in need at Christmas 2020. A total 359 gifts were donated at Limavady Household Recycling Centre providing toys for 54 low income families.</p>
<p>Disability access (Disability)</p>	<p>Disability access to “TextSpeak” leaflets on recycling information via the ‘Bins and Recycling’ web page are available for those who are visually impaired.</p>
<p>Shared Music of Dalriada videos (Age: Young)</p>	<p>A project for young people from different communities to play and record their music traditions. Delivered during September to February the young musicians rehearsed and recorded their contributions digitally and our editor combined all into group performance pieces. 13 participated and by end of March over 800 views on youtube.</p>

<p>Memories and Movement programme (Age / Disability / Inclusion / Equality)</p>	<p>As part of our Working Towards Dementia Friendly Museum Services we delivered a programme of 4 sessions with 12 residents in St James Court; Ballymoney. using reminiscence and movement for those with dementia.</p>
<p>Community Roadshows (Inclusion / Equality)</p>	<p>During the reporting period 2 Community activity Roadshows for children took place in Cushendall and Castlerock with 19 participants.</p>
<p>Inclusive Cycling Sessions (Age / Disability / Inclusion)</p>	<p>In September an inclusive cycling session was held at Joey Dunlop Leisure Centre in Ballymoney where participants enjoyed full use of a range of specialist cycling equipment available through the Disability Hub which Council originally developed in conjunction with Disability Sport NI.</p>
<p>Other Relevant Activities (Age / Disability / Inclusion / Equality)</p>	<p>Energy Efficiency actions:</p> <p>125 NISEP and energy efficiency referrals were made by the affordable warmth Service.</p> <p>A total of 3024 enquiries were received by our Energy Efficiency Advisors with 1328 households sign posted to fuel poverty services and 383 households provided with 1-1 support.</p> <p>Continuation and promotion, in conjunction with Limavady Community Development Initiative (LCDI), of the Causeway Coast and Glens fuel stamp scheme run across the borough targeted at low income households to help combat Fuel Poverty.</p> <p>745 keep warm packs distributed, to 445 persons aged over 65 years, 150 to families with dependants, 130 to persons with a long term health condition, 65 to those with a disability, 3 to pregnant women and 17 to persons who were homeless.</p> <p>108 Slow Cooker packs which included a recipe book, ingredients for two of the recipes and a range of useful information advice leaflets on a diverse range of community services including energy efficiency were delivered to people who were forced to shield due to Covid.</p> <p>9 sew energy efficient groups facilitated by loaning 20 sewing machines to a range of community groups across the Borough</p>



	<p>many of who made masks and other items to help protect people during Covid.</p> <p>Home Safety actions:</p> <p>326 equipment visits were completed in the financial year to those families with a child under 5 years old. An additional 80 clients had an under 5 home safety virtual visit completed within the home in the Limavady and surrounding areas.</p>
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Design commission and deliver accessibility, inclusive and responsive services	
Action title	Action
Development of Corporate Plan (All)	A new corporate plan was developed and it is anticipated that this will help embed equality and diversity within Council.
Pandemic Response (All)	During the reporting period Council Leisure Centres were repurposed as distribution centres for food parcels in conjunction with local community groups for delivery where needed in the community.
Grants provided as a result of the pandemic (All)	<p>During the reporting period 856 grants totalling £1,188,050.07 were provided for:</p> <ul style="list-style-type: none"> <li>• Food &amp; Essential Supplies.</li> <li>• Strand 1 &amp; 2 of the Recovery Revitalisation Programme.</li> <li>• Food Bank Support Grants.</li> <li>• Strands 1-5 of the Covid-19 Support Scheme.</li> <li>• Warm, Well &amp; connected.</li> </ul> <p>Of these, 294 Covid Response grants were awarded to voluntary and community organisations; to support people who were adversely affected by the pandemic, either as a result of food insecurity, financial difficulties or isolation. Older people were among the groups of people receiving support from each of these grants and specifically 19 older peoples groups accessed these grants. People with a disability were another main beneficiary of each of these grants and specifically 10 disability groups accessed grant support. Similarly people from a Black and Minority Ethnic background received support through these funded activity and 4 groups specifically supporting people from a BAME background received a grant award.</p>

Social Inclusion Grant Programme (All / Inclusion)	<p>35,332 vulnerable people received access to food support through a combination of food parcels, food vouchers, hot meals, seasonal hampers, cooking equipment e.g. slow cookers this included older people, young people and carers.</p> <p>The Annual Social Inclusion Grant Programme supported community groups to keep connected with and provide activities for people who were socially isolated including men’s sheds, older peoples groups, youth groups, learning disability groups and groups for people with a physical disability – 11 grants for older peoples activities; 5 grants for children and young people’s activities and 3 grants to groups supporting people with a disability.</p>
Wraparound Support Service (older people, young people, people from BAME communities and people with a caring responsibility)	<p>A pilot Wraparound Support Service provided benefits checks, debt advice, budgeting and money management advice, in collaboration with advice centres, foodbanks, and social supermarkets for people who were experiencing financial difficulties as a result of the pandemic including, in order to support them to a position of financial stability.</p> <p>143 people received support through the 3 month pilot Wraparound Support Project: 100 of these beneficiaries households contained, member(s) under 18; 13 of these beneficiaries whose household contains a member(s) over 65; 66 of these beneficiaries whose household contains a member(s) with additional needs</p> <p>A series of peer support and sharing ideas sessions for groups addressing loneliness and isolation – in total 6 groups supporting people with learning and physical disability and mental ill health as well as 11 older peoples groups participated.</p>
History Book Bags (All: Inclusion / Equality)	<p>During the first lock down and once systems in place, Museum services worked through the local community associations doing food drops to isolated and vulnerable individuals, older people and families. Museum Services provided history goody bags full of local history publications for over 154 families that were delivered by their local community support workers</p>
Winter Fireside talks (All: Inclusion)	<p>Museum Services delivered 5 talks during the second lockdown on local history topics to over 100 people via zoom to BCRC BAME group in the Causeway Coast and Glens area. These sessions were recorded and are available online for anyone to view</p>
Museum makes	<p>11 heritage based activities for under 5s and their families were made available on line January to March 2021 to support families during lockdown. The artwork for each activity could be printed</p>

(Age / those with dependents)	off at home and assembled using simple and readily available materials around the home																												
Halloween Virtual Events (All: Inclusion)	<p>A 10 day virtual programme from 24th October – 2nd November featuring a number of short videos. Focusing on 10 Halloween storytelling sessions with a ‘Myths and Cultural’ flavour from within the Borough. Also featured foodie haunts, walking tours, children’s crafts.</p> <p>One of the Halloween Storytelling Sessions recounting the Haunting at Osian’s Grave was subtitled. This particular story had a reach of over 25,300 viewers. This particular video can be viewed at: <a href="https://fb.watch/6gb3OOQHji/">https://fb.watch/6gb3OOQHji/</a></p>																												
Virtual Physical Activity Courses (All: Inclusion / Equality)	<p>During the pandemic EBA physical activity courses aimed at improving Health and Social Need relating to Women, Girls and Disability were moved to a virtual platform. During June – September 4425 people were participants in the following virtual courses:</p>																												
<table border="1"> <tr> <td>Dander Football/Social Group</td> <td>90</td> </tr> <tr> <td>Health and Nutrition</td> <td>180</td> </tr> <tr> <td>Exercise Referral/Chair/Static</td> <td>198</td> </tr> <tr> <td>Pilates</td> <td>795</td> </tr> <tr> <td>Actively Ageing</td> <td>144</td> </tr> <tr> <td>Chair Activity</td> <td>99</td> </tr> <tr> <td>Mat based introduction to Yoga</td> <td>486</td> </tr> <tr> <td>Chair Based Yoga</td> <td>343</td> </tr> <tr> <td>Dance Fit</td> <td>351</td> </tr> <tr> <td>Fitness</td> <td>558</td> </tr> <tr> <td>Cardiac Rehab Chair/Static</td> <td>117</td> </tr> <tr> <td>Restorative Yoga</td> <td>363</td> </tr> <tr> <td>Stay Home n Tone</td> <td>324</td> </tr> <tr> <td>Mat based Yoga</td> <td>377</td> </tr> </table>		Dander Football/Social Group	90	Health and Nutrition	180	Exercise Referral/Chair/Static	198	Pilates	795	Actively Ageing	144	Chair Activity	99	Mat based introduction to Yoga	486	Chair Based Yoga	343	Dance Fit	351	Fitness	558	Cardiac Rehab Chair/Static	117	Restorative Yoga	363	Stay Home n Tone	324	Mat based Yoga	377
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Virtual Summer Scheme Camps (Age)	<p>During the pandemic summer Schemes for children took place between 29 June 2020 to 31 July 2020. The virtual camps had 182 participants in the following areas:</p> <table border="1" data-bbox="571 344 1222 568"> <tr><td>Soccer</td><td>37</td></tr> <tr><td>Hockey</td><td>32</td></tr> <tr><td>Cricket</td><td>14</td></tr> <tr><td>Table Tennis</td><td>16</td></tr> <tr><td>Keep fit</td><td>34</td></tr> <tr><td>Summer Scheme</td><td>49</td></tr> </table>	Soccer	37	Hockey	32	Cricket	14	Table Tennis	16	Keep fit	34	Summer Scheme	49
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Multisport Camps (Age: Young)	<p>During the reporting period multisport camps took place in:</p> <table border="1" data-bbox="571 757 1222 909"> <tr><td>Ballymoney - JDLC</td><td>12</td></tr> <tr><td>Ballycastle – Quay Road</td><td>15</td></tr> <tr><td>Coleraine – Rugby Avenue</td><td>28</td></tr> <tr><td>Limavady – Scroggy Road</td><td>12</td></tr> </table> <p>With a total of 67 participants.</p>	Ballymoney - JDLC	12	Ballycastle – Quay Road	15	Coleraine – Rugby Avenue	28	Limavady – Scroggy Road	12				
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Other Relevant Activities (Age / Disability / Inclusion / Equality)	<p>Home Safety Actions:</p> <p>105 home safety virtual visits were completed, and equipment given out to those in the over 65 age group.</p> <p>3 groups totalling 15 people by WhatsApp attended our permanent Home Safety Education Resource, Hazard House, where they were able to learn of the hidden dangers around the home environment.</p> <p>Home Safety Officers communicated via zoom and with an Over 55 group in Coleraine. Information was provided in a pack, which included fire safety, health and wellbeing and other leaflets and sent out to approximately 25 to 30 clients around the area.</p>												

### **Equality Action Plan – Priority 2**

#### **Raise awareness of equalities issues and tackle prejudices, both internally and externally**

Raise awareness internally	
Action title	Action
Equality Awareness Programme	Throughout the reporting period a planned Equality engagement process commenced improve staff and elected members understanding of Equality and tackle prejudices via articles in the

(Inclusion / Equality)	staff news. In addition ad hoc specific emails to managers were distributed when key diversity changes occurred.
Increased staff awareness regarding health and wellbeing.	During the reporting period weekly articles were included in the staff news to support staff and elected members and increase awareness regarding a variety of health and wellbeing initiatives. This promoted inclusion and equality across all Section 75 groups.

Raise awareness externally	
Action title	Action
Good Relations Initiatives (All: Inclusion / Equality)	<p>During the reporting period the following initiatives ran to raise awareness and encourage inclusion:</p> <p>Area: persons of different religious belief</p> <ul style="list-style-type: none"> <li>• An initiative for international day of peace.</li> <li>• “Community Connections” resource produced &amp; provided to all schools in borough to encourage cross-community activity between pupils.</li> <li>• 2 Shared Education projects supported for cross-community activity between pupils.</li> </ul> <p>Area: political opinion</p> <ul style="list-style-type: none"> <li>• Hear Here initiative exploring Ulster Scots and Irish Culture, Language and Traditions. 5 online sessions completed.</li> <li>• 4 virtual tours of spaces and places across the borough around theme of identity, culture, good relations and peacebuilding.</li> <li>• A Cohesive Communities responding to COVID initiative.</li> <li>• “Hide or Seek?” resource produced &amp; provided to all post-primary schools in the borough to encourage understanding of diverse political opinions.</li> <li>• 1 grant was awarded for a project on the history of NI &amp; cultural expression.</li> <li>• 1 heritage project was supported for examining sense of identity &amp; cultural heritage within NI (music &amp; genealogy).</li> <li>• 1 project was delivered themed on the positive promotion of cultural celebration/ expression in NI context.</li> </ul> <p>Area: age (young and elderly)</p> <ul style="list-style-type: none"> <li>• Chinese New Year Project with 16 schools and 820 pupils.</li> </ul>

<p>Civic Leadership – The Mayor’s Office (All: Inclusion / Equality)</p>	<ul style="list-style-type: none"> <li>• Tolerance Day project with 9 schools and 270 pupils including 6 online sessions.</li> <li>• 9 grants were provided to groups for Covid response initiatives within the community.</li> <li>• 1 collaborative project was supported for joint working between all ages in one village.</li> </ul> <p>Area: gender</p> <ul style="list-style-type: none"> <li>• Small worlds café to mark International Women’s Day around theme of unity in diversity.</li> <li>• A video project highlighting local women’s contribution to community, good relations and peacebuilding for international womens day.</li> <li>• An online session on the Women and the Art of Peacebuilding to mark 20 years since UNSCR 1325 Women Peace and Security.</li> </ul> <p>Area: racial group</p> <ul style="list-style-type: none"> <li>• 3 grants were awarded for cultural diversity &amp; inclusion projects.</li> <li>• Language books were purchased for volunteer teachers working with Syrian refugees in the borough.</li> </ul> <p>In the reporting period the Mayor during his term in office, engage with a diverse range of individuals and groups covering a number of the protected characteristics such as local volunteers, disability groups, community groups, charity representatives and university students.</p> <p>The Mayor recorded messages of support and solidarity on specific days such as International Day Against Homophobia.</p>
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Increased equality in communication methods both internally and externally	
Action title	Action
<p>Accessible communication guide (All: Inclusion / Equality)</p>	<p>An accessible communication guide was provided to all staff via email, the staff news and the staff portal to improve communication to all sections of the community and internally.</p>

Improved equality on-line	
Action title	Action
Changes to service videos (All: Inclusion / Equality)	When Leisure centres were re-opened videos were developed to show the new layout and process with regards to keeping safe and maintaining social distancing. This way individuals could clearly see and understand what to expect when using the service. This supported individuals to understand and prepare for the changed circumstances.
Inclusive meetings (All: Inclusion / Equality)	Care was taken to develop virtual meeting aids to support meeting attendees to have the same stress-free experience as others.

### **Equality Action Plan – Priority 3**

#### **Attract, recruit, retain and progress a diverse range of employees in a culture which celebrates diversity and inclusion**

Attract, recruit, retain and progress a diverse range of employees in a culture which celebrates diversity and inclusion	
Action title	Action
Staff Training/ Education (Inclusion / Equality)	<p>The Policy &amp; Equality Officer attended the seminars below and disseminated the information to all staff via awareness updates:</p> <ul style="list-style-type: none"> <li>• Cara-Friend LGBTQ+ Awareness training – Educating the Educator.</li> <li>• Equality Commission Introduction to Equality Seminar.</li> <li>• Promoting equality in employment for disabled people.</li> <li>• Hearing loss – overcoming communication barriers during Covid-19.</li> <li>• Equality Commission Annual Employer equality update.</li> <li>• Legal Island Diversity and Inclusion Discussion Forum meetings.</li> </ul>
Additional Paid leave (All: Inclusion / Equality)	<p>During the reporting period Council offered 5 days paid leave for employees with caring responsibilities as a result of the pandemic. 55 people availed of this leave during the reporting period – 44 Females and 11 Males.</p> <p>The staff news sheet included at least one article per month in its Equality Update section. All Section 75 groups were included</p>

Awareness information (All: Inclusion / Equality)	which supported staff understanding of various topics, conditions and individuals needs both in work and everyday settings.
Supportive emails and tips (All: Inclusion / Equality)	Staff mental well-being and inclusiveness is encouraged via tips, emails and lunch-time virtual exercises classes for all abilities. Information is provided for those with caring responsibilities, regarding mental health and supportive initiatives linked to encouraging and supporting dignity and respect at work. During this period a new Domestic Violence and Abuse Policy was developed to support all members of staff.

#### **Equality Action Plan – Priority 4**

**Provide a working environment where employees are treated with fairness, dignity and respect**

Staff Education regarding diversity and inclusion	
Action title	Action
Corporate Training	In May 2020 all staff were trained virtually on sickness absence which included menopause. Recruitment and Selection training which covered bias in recruitment was undertaken in June 2020. Virtual Equality and Diversity training commenced at the start of March 2021 and will continue into the next reporting period.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2020-21 reporting period? *(tick one box only)*

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

Please provide any details and examples:

On-going review of screening practices with roll out of a programme of training on carrying out screening exercises. 2 new policies were developed and rolled out for all staff:

- Domestic Violence and Abuse Policy for all genders.



PART A

- Flexible Working Policy for all which will support individual's linked to various Section 75 groups.

**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:

- Improved awareness of screening requirements and abilities to conduct screening exercises.
- Improved awareness of individual's needs and actions defined to improve virtual service provision and accessibility for citizens.

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

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

Equality screenings supported the improvement of services to meet the needs of individuals linked to various Section 75 groupings.

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

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

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

The Covid support Hub acted as a one stop point of contact for individuals with concerns or issues resulting from the pandemic

Other *(please specify and give details):*

## 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 2020-21 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:

All Council job descriptions contain a clear obligation placed on staff to comply with and actively promote the Council's policies and procedures relating to equality and diversity.

5 Were the Section 75 statutory duties integrated within performance plans during the 2020-21 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:

6 In the 2020-21 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

PART A

- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2020-21 report
- Not applicable

Please provide any details and examples:

The Corporate Plan was developed incorporating equality, diversity and inclusion elements. Action Plans from the Every Customer Counts assessment were incorporated into annual business improvement planning. Equality measures were included in Business Plans and departmental objectives.

**Equality action plans/measures**

**7** Within the 2020-21 reporting period, please indicate the **number** of:

Actions completed:	10	Actions ongoing:	22	Actions to commence:	13
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Please provide any details and examples (*in addition to question 2*):

Examples of actions which are on-going include:

- Inclusion of S75 groups in the consultation process for plans and policies.
- Implementation of the Council's Disability Action Plan.
- On-going programme of equality and good relations training.
- Review of procurement policy to ensure continued compliance with equality and diversity requirements.
- Improve equality data and create an equality database.
- Development of new future orientated accessible website.
- Continuous equality and diversity communication programme for staff.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2020-21 reporting period (*points not identified in an appended plan*):

None.

**9** In reviewing progress on the equality action plan/action measures during the 2020-21 reporting period, the following have been identified: (*tick all that apply*)

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

PART A

- 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)*

- All the time                       Sometimes                       Never

**11** Please provide any **details and examples of good practice** in consultation during the 2020-21 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:

- Production of an Easy Read version of the Disability Action Plan for Consultation purposes.
- The Equality Forum terms of reference were reviewed and the group reinvigorated.
- An accessible communication advice section was added to the staff portal and distributed to all staff to improve consultation processes.
- The Town and Village Management team carried out a wide-spread exercise to identify barriers and ways to support individuals to come out and shop again.
- The Mayor and Diversity Champion raised the profile of various consultations through video messages.
- Many programmes and services were moved on-line as a proactive measure to support individuals and groups in our community. This was done in consultation and partnership with community groups, local businesses and representative groups for various Section 75 areas.

**12** In the 2020-21 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation

PART A

- 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:

The consultations undertaken were open to all S75 categories. No monitoring information was gathered in relation to uptake by particular S75 categories.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 reporting period? (*tick one box only*)

- Yes       No       Not applicable

Please provide any details and examples:

Emails, tweets and facebook messages were sent to equality and community groups within the Council area and online to any interested party regarding the equality process and asking individuals to get involved in equality either as a consultee or as part of the Councils equality forum.

**14** Was the consultation list reviewed during the 2020-21 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)**

**[Equality, Diversity and the Disability Duties - Causeway Coast & Glens Borough Council](#)**

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

17
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**16** Please provide the **number of assessments** that were consulted upon during 2019-20:

17
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Policy consultations conducted with **screening** assessment presented.

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

- Consultation on the Re-development of Portrush Recreation Grounds involved:
  - Engagement with the Elected Members;
  - Direct consultation with existing users of the Portrush Recreation Centre site;
  - Consultation with the wider public and casual users; appropriate statutory sector representatives; internal stakeholders (e.g. grounds maintenance, operations, events management, Portrush regeneration); and specific interest groups (Surestart, Causeway Association Urban Sport (CAUS) and Portrush Matters). Consultation on the Disability Hub project with service users and disability groups.
- Consultation on Limavady Accessible Play Park involved:
  - Engagement with the Elected Members;
  - Playboard NI consultation facilitated through surveys, workshops and public information session with young people, parents/carers and the wider public;
  - Consultation with appropriate statutory sector representatives;
  - Consultation with internal stakeholders (e.g. grounds maintenance and operations); and external stakeholders including local schools (e.g. Mae Murray Foundation and Rossmar Special School, Limavady).
- Consultation on the Coleraine Bomb Memorial involved:
  - Interviews with family members of those who were killed; those who were injured and impacted by the bomb; interviews with key stakeholders;
  - A Councillor workshop and follow-up discussions when requested;
  - Engagement with victims and survivors' groups; and
  - Open surveys (both online and postal).

This consultation was largely conducted via online platforms, with socially distanced meetings and discussions taking place were relevant and permissible within the Public Health Agency and Northern Ireland Executive guidance.
- Consultation on the Digital Strategy involved:
  - Elected members;
  - A range of around 55 consultees from stakeholder groups and organisations
  - Public consultation.
- Consultation on the Economic Development Strategy involved:
  - Around 60 consultees from stakeholder groups and organisations;
  - A further 40 responses to initial public consultation; and
  - The elected members of Causeway Coast and Glens Borough Council.

PART A

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

- Yes                       No concerns were raised                       No                       Not applicable

Please provide any details and examples:

**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 2020-21 reporting period? *(tick one box only)*

- Yes                       No                       Not applicable

Please provide any details and examples:

**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 2019-20 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:

An equality toolkit was developed to support information provision (available to all staff via the staff portal) and there are plans to further improve information systems in 2021/22.

**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:

To facilitate working from home an agile working policy has been devised to support individuals to work from home. In addition the Council offered 5 days paid leave for employees with caring responsibilities at the onset of the pandemic.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2020-21 reporting period, has shown changes to differential/adverse impacts previously assessed:

The Council reviewed previous requests for caring responsibilities and offered 5 days paid leave for employees with caring responsibilities at the onset of the pandemic. Of those 55 who availed of the policy change, 44 were Female and 11 were Male.

As a result of reviews an Agile working policy was also developed and it will be monitored to identify its overall impact in future reporting periods.

- 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:

Monitoring of participants at “Quiet Events” organised by Council has helped Council officers plan relevant service delivery.

Monitoring of screenings undertaken has resulted in a Council-wide drive to improve data collection and sourcing. This has been linked to an improved screening training programme provided in April 2021.

Last year’s equality data was used to develop online services, courses and events specific to and covering all equality groups such as u-tube training, pre-recorded videos for nursing homes and virtual events; in addition this data also shaped the museums service to provide history book bags.

**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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

	No of Attendees
Equality Screening	61
Rural Proofing	46
Awareness raising emails/staff news articles containing various equality themes, to both staff and elected members	All staff and elected members



Induction training sessions all include a section on the provision of S75, general Equality and Diversity issues and Good Relations.

Provision of information and guidance on S75 Screening assessments has also been provided on a one-to-one basis.

These training sessions have met the following training objectives contained in the Council's Equality Scheme:

- to raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our equality scheme commitments and the particular issues likely to affect people across the range of Section 75 categories, to ensure that our staff and elected members fully understand their role in implementing the scheme.
- to provide those staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively.
- to provide those staff involved in consultation processes with the necessary skills and knowledge to do this work effectively.
- to provide those staff involved in the implementation and monitoring of the effective implementation of the Council's equality scheme with the necessary skills and knowledge to do this work effectively.

- 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 awareness raising emails and staff news articles have ensured timely staff awareness of equality impacts resulting from the pandemic. This included accessible communication methods, impacts on specific groups and how to support individuals ensuring information could be accessed by all and supported the mainstreaming of equality and good relations in a relevant and meaningful way.

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

- 26** Please list **any examples** of where monitoring during 2020-21, across all functions, has resulted in action and improvement in relation **to access to information and services**:

During the reporting period Council moved to virtual provision of many services and noted there was a lack of equal access for older people, children, women and individuals with disabilities. It partnered with local community groups, sourced funding for and provided training for the community on how to use digital media platforms.

Council worked with a local newspaper to reduce isolation resulting from the lack of digital accessibility by providing weekly historical features.

Those who could not access services were offered virtual alternatives such as sports, events, historical information, online meetings to support service delivery and encourage communication to reach across the Council area.

Council promoted the SignVideo provision and worked with local disability groups to support their needs this resulted in equipment loans and grant provision where relevant.

Council staff were diverted to ensure essential services were provided to those in need such as delivery of food and medicines. This service covered all the 9 equality groupings.

Virtual multisport camps were provided to children and on-site inclusive cycling was made available when appropriate in-line with government guidelines.

### Complaints (Model Equality Scheme Chapter 8)

**27** How many complaints **in relation to the Equality Scheme** have been received during 2020-21?

Insert number here:

2
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Please provide any details of each complaint raised and outcome:

- The first complaint related to the reinstatement of a religious verse painted on the sea wall at Portstewart. Councillors gave permission at a Council meeting for this script to be reinstated by an individual who had requested permission to do so.

Another individual then complained following completion of the work that this “graffiti was not compatible with Council’s statutory duty under S75”, particularly with regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The complaint was considered under Council’s complaint policy and went to Stage 3 of the policy process, ie consideration by the Chief Executive. In his response to the complainant, the Chief Executive indicated that the Council would undertake a full Equality Impact Assessment.

- The second complaint was regarding a NI 100 Centenary commemoration and its impact on staff. Council has introduced measures to support staff to raise concerns at an early stage. It was also decided that all activities/events will be individually screened to identify risks/impacts and support pro-active mitigation as necessary.

### Section 3: Looking Forward

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

2024

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)*

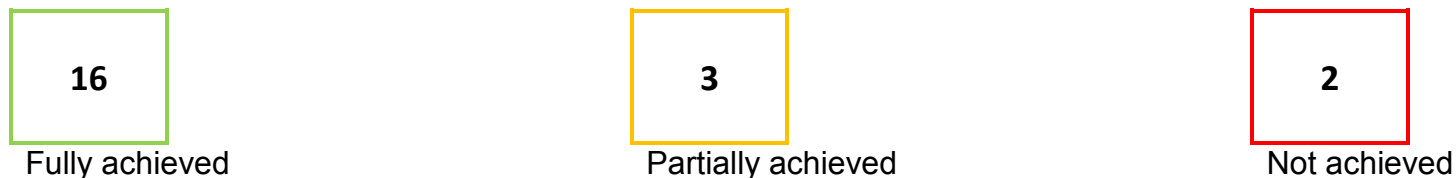
- Equality training for elected members.
- Improving information systems to support equality screening.
- Consultation training for officers to reach all equality sections.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2020-21) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):  
Consulting in the new normal

**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:



**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 <sup>iv</sup>	N/A		
Local <sup>v</sup>	Equality Forum reinstated within Causeway Coast and Glens.	Wide range of S75 groups represented on Equality Forum including a range of groups representing those with particular disabilities.	The Equality Forum offers the opportunity for representatives to be involved in the on-going formation of public policy by Council.
	Representatives from local Disability Groups invited to participate in	Involvement of a wide range of local disability groups in consultation initiatives in	These consultation exercises offered the opportunity representatives to be involved in the formation of

PART B

	consultations on major policy initiatives.	relation to the development of: Council's Corporate Strategy/Plan Causeway Coast and Glens Disability Action Plan	major policies by Council and its statutory partners.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Induction Training Sessions	Quarterly induction training sessions for all new employees of Council. These sessions include a section on equality, diversity and good relations.	New employees are aware of the legislative requirements relating to equality and good relations and that they have the basic skills and knowledge on which to build their awareness of equality and good relations issues.
2	Training Sessions for staff on: <ul style="list-style-type: none"> <li>• Equality Screening</li> <li>• Rural Needs Assessment</li> </ul>	Training for all staff on a range of equality and disability issues.	Employees of Council have greater awareness of equality and disability issues affecting people with specific disabilities.  Promotion of positive attitudes towards people with a disability.
3	Awareness raising training for staff and elected members	Monthly awareness raising emails sent to all staff and elected members	Promotion of positive attitudes towards disabled people through acknowledging the contribution of people with a disability.

PART B

4	Members training programme	Members training programme developed	<p>Training providers have been sourced and the developed programme will be rolled-out to elected members in the next reporting period.</p> <p>This will develop the capacity of members to ensure awareness of legal obligations in relation to employment and service delivery.</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	Attendance of Diversity Champion at training and networking events.	Training and networking events for Disability Champions arranged on a quarterly basis by the Local Government Staff Commission.	<p>Greater awareness and knowledge of issues facing people with disabilities and development of positive attitudes to people with a disability.</p> <p>Sharing of equality and diversity information between elected representatives.</p>
2	Improve disability awareness among staff via e-briefings, newsletters, staff meetings, emails, intranet and internet	Provision of an awareness programme for staff continued in 2020 - 2021. 16 disability related topics were highlighted to staff.	Greater awareness of disability and equality issues. Increased understanding and acceptance of staff regarding individuals within the S75 groupings.
3	Accessible communication section was added to the Equality and Diversity toolkit	Information resource provided by email to all staff and added to the staff portal.	Improved accessible communication used by staff and elected representatives.

PART B

2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Improve disability awareness via information and links on the Council website	Articles by the Diversity Champion provided via social media.  Specific information provided on the website.	Information provided to Citizens via the website will raise awareness and acceptance
2	Encouraging consultation and asking people to feed into Councils decision making process.	Advertisement in local papers and via Social Media to encourage others to take part in our consultation exercises by becoming consultees or joining the equality forum.	New individuals joined the consultation list.  New individuals/representatives joined the equality forum.

PART B

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	Screening of new and revised policies for impact on the Disability Duties.	Screening process included consideration of the Disability Duties.	Improved awareness of the Council's obligations under the Disability Duties and inclusion in policy development work within Council.
2	Advice provided to disabled Councillors and staff on reasonable adjustments.	Practical actions and advice available on reasonable adjustments.	Improved participation in the workplace by Councillors and staff with a disability.
3	Appropriate risk assessments conducted for individual needs.	Conduct risk assessments when necessary for Councillors and staff in relation to disability issues.	Improved work environments and participation in the workplace by Councillors and staff with a disability.
4	Improve Disability awareness via information and links on the Council website	The website has been updated to include a dedicated web-page detailing disability awareness information	Individuals accessing our website can be linked to information relating to various disabilities
5	Review the feasibility of providing one additional changing places facility	Identification of potential facilities.	2 potential facilities have been identified: One at Roe Mill Recreation Grounds (planned to open in September 2021) and one at Portrush Recreation Grounds (planned to open in June 2022).



PART B

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	Develop inclusive initiatives in partnership with Autism NI.	Increased Autism friendly sport and well-being initiatives.  Design of a sport and well-being Autism Friendly Development Plan.	Some Autism friendly initiatives took place, however others were cancelled due to the pandemic.  The development plan was pushed back to the next reporting period, subject to Government restrictions.	Due to the pandemic, social distancing restrictions and the furloughing of staff some initiatives were cancelled. In addition the above factors meant that the plan had to be rescheduled to Autumn 2021.
2	To improve information for people with disabilities.	Development of an information section on the website detailing accessible leisure in the 4 centres.  Improved information for individuals with Autism.	Improved information regarding facilities and accessible equipment/services available.	Date for completion is in the following reporting period due to delays arising from the coronavirus pandemic.
3	Review the role of organisational Diversity champions.	Extend the role to organisational directorates to sit on working groups	Improved promotion of equality and embedding of equality matters.	The role has been reviewed, however due to the pandemic and staff furlough. The identification of new champions has been

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				rescheduled until all staff are back in post.
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	Improve Learning Disability Awareness of staff via training.	Face to face training of Leisure Services Staff was cancelled due to restrictions as a result of the pandemic. The training has been moved to the next reporting period, subject to Government guidelines and restrictions.
2	The recruitment process review to identify adjustments for applicants with learning difficulties has been delayed to the next reporting period.	The review had to be pushed back into the next reporting period as a result of covid and the increasing pressure on the OD/HR function.

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

- Review of substance of relevant Complaints/Comments
- Feedback from service users
- Review of the Disability Action Plan

(b) Quantitative

- Number of complaints received regarding accessibility and disability related issues.

PART B

- Number of requests for specific services received, eg interpretation services, information in alternative formats, etc
- Number of training sessions provided and attendance at same
- Audits undertaken as part of the “Every Customer Counts” initiative and number of actions in Action Plans delivered.

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?

Yes

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	The 2 Actions not achieved have been allocated extended timescales for completion	Learning Disability Staff Training and Review of recruitment process to support individuals with learning difficulties.	End of next reporting period
2	Increased staff awareness regarding health and wellbeing initiatives.	Performance indicator has been changed from ‘maintain a dedicated webpage on the staff portal’ to ‘inclusion in the staff news’ as this ensures greater coverage and contact with staff and elected members.	Ongoing – 2020 - 2024
3			
4			-
5			

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?

No; the Disability Action Plan was fully reviewed in 2020/21 following the completion of an Audit of Inequalities and the continued adoption of the Every Customer Counts initiative and associated action plans.

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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> **Regional**: Situations where people can influence policy decision making at a middle impact level

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