

Disability Discrimination Order (Northern Ireland) 2006

Disability Action Plan

Belfast City Council 2022 - 2025

May 2022

This Disability Action Plan can be obtained from Belfast City Council in alternative formats, including large print, Braille, audio cassette, computer disk, easy read, sign language format and plain language. You can also download it from our website. Our website is accessible (we work towards level AA of the W3C Web Content Accessibility Guidelines 1.0). The council will also consider requests to produce this document in other languages. If you require the document in these or other formats please contact the Equality and Diversity Unit on (028) 9032 0202 or equality@belfastcity.gov.uk

Foreword

As the democratically elected body representing the people of Belfast, it's important for us to be conscious of the Disability Discrimination Act 1998 when carrying out our functions and providing civic leadership.

This Disability Action Plan is an important document which reaffirms Belfast City Council's commitment to fulfilling our statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (NI) Order 2006) which places new duties on public authorities to:

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

The council's Disability Action Plan (hereinafter referred to as 'the Plan') sets out how we propose to positively meet these new duties.

The council exists to serve the people of Belfast and to provide civic leadership on issues of concern to the people who live and work in the city.

We will ensure that all councillors and council employees are aware of the DDO disability duties. We will take the lead to ensure that the necessary resources are made available for preparing councillors and employees to deliver the actions set out in this Plan. We wish to ensure that the Disability Action Plan is implemented effectively in the true spirit of our commitment to the DDO duties.

Lord Mayor

Chief Executive

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1. Introduction

1.1 Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (NI) Order 2006) requires us, in carrying out our functions, to:

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

Under Section 49B of the DDA 1995, Belfast City Council is also required to submit to the Equality Commission a **Disability Action Plan** showing how it proposes to fulfil these duties in relation to its functions.

1.2 Belfast City Council is committed to the fulfilment of these disability duties in all parts of our organisation and have set out how we intend to do this in our Disability Action Plan.

We will allocate all necessary resources (in terms of people, time and money) in order to implement effectively this Plan and where appropriate, build objectives and targets relating to the disability duties into corporate and annual operating plans.

We will also put appropriate internal arrangements in place to ensure that the disability duties are complied with and this Disability Action Plan effectively implemented. We will ensure the effective communication of the Plan to staff and provide all necessary training and guidance for staff on the disability duties and the implementation of the Plan.

We confirm our commitment to submitting an annual report to the Equality Commission on the implementation of this Plan as well as carrying out a five yearly review of this Plan.

We are committed to consulting with disabled people when implementing and reviewing the council's disability plans.

- 1.3 We will undertake a planned programme of communication and training on the disability duties for all staff and councillors. This training will coincide with our induction training, refresher training and councillor training on disability. Training timescales are evidenced in the Plan.

Responsibility for implementing, reviewing and evaluating the Plan and the point of contact within Belfast City Council will be:

Equality & Diversity Unit

Address: Room 117, City Hall, Belfast, BT1 5GS

Telephone number: (028) 9032 0202

Email: equality@belfastcity.gov.uk

SignVideo: <http://www.belfastcity.gov.uk/contact/ContactUs.aspx>

Website: www.belfastcity.gov.uk

- 1.4 We confirm our commitment to submitting an annual progress report on the implementation of this plan to the Equality Commission and carrying out a five year review of this Plan, or plans submitted to the Equality Commission over the five year review period.

A copy of the Plan, our annual progress to the Equality Commission and our five year review of this Plan will be made available on our website www.belfastcity.gov.uk

2. Our role and function

- 2.1 Outlined below is the range of functions of Belfast City Council. We perform a number of key roles for Belfast, including:

- a civic leadership and community planning role agreeing a vision for Belfast and its people and working in collaboration with partners and others to invest for the future and ensure a better quality of life for all our citizens;
- the direct provision of a number of services and facilities;
- the promotion and protection of our built and natural environment;
- the promotion of the arts, tourism, community and economic development, equality and good relations;

- regulating and licensing certain activities relating to environmental health, consumer protection and public safety;
- local planning functions;
- representation on a number of bodies and boards;
- consulting on issues relating to functions conducted by other government bodies and agencies on issues such as planning, water, roads and housing.

2.2 In performing the above roles we provide:

- facilities for recreational, social and cultural activities including leisure centres, community centres, parks, open spaces and playgrounds, sports grounds and places of entertainment;
- street cleansing services;
- waste collection and disposal services;
- cemeteries and crematorium;
- registration of births, deaths and marriages;
- programme support and grant aid for–the arts, good relations, community development and the promotion of local tourism and economic development;
- administration and regulation of matters relating to environmental health, such as public health and safety, food safety, building control, noise pollution and consumer protection;
- licensing and regulation of street trading, places of entertainment, amusement centres, sex establishments, lotteries, cinemas and petroleum stations;
- planning development and enforcement and local development planning;
- off-street parking (except Park and Ride); and
- the making and regulation of bye-laws.

2.3 To enable us to provide these services and to perform our other functions, we must levy an annual rate (district rates). We also obtain funding through:

- various grants, mostly provided by the Department for Communities (DfC)
- government grants
- fees and charges for certain services
- loans

We have the power to:

- acquire and dispose of land;
- borrow money;
- employ staff;
- procure goods and services;
- as well as a general power of competence.

2.4 We have adopted a wide range of policies to support and implement the above statutory functions and provision of services and facilities.

3. Public life positions

3.1 The council does not have direct control over public life positions, however we do have people from various sections of the community sitting on council groups, for example:

- Good Relations Partnership;
- Equality Consultative Forum;
- Friends of Botanic and Falls Parks;
- Friends of Belfast Zoo;
- Families of the Waterworks;
- Cave Hill Conservation Group;
- Youth Forum;
- Belfast Policing & Community Safety Partnership;
- District PCSPs;
- BCC Migrants' Forum;
- Disability Advisory Panel;
- Sign Language Users Forum.

4. Commitment to the effective implementation of the Disability Action Plan

4.1 We are committed to the effective implementation of all aspects of the Plan in all parts of the organisation. Overall responsibility for determining policy on how this will be achieved lies with our councillors. Day-to-day responsibility for carrying out the policy lies with the Equality and Diversity Unit, who reports through the Governance & Compliance Manager, to the Corporate Management Team who are ultimately responsible for the oversight and implementation of administrative arrangements to ensure that the council complies with our disability duties.

4.2 As part of its planning process, Belfast City Council will build objectives, set targets and monitoring related to the disability duties into corporate and business plans.

4.3 Progress on meeting the objectives of the Plan, including those relating to the disability duties, will be monitored and reported at the most senior level within the organisation. The Equality and Diversity Unit will ensure the Plan will be monitored and reported annually. All Disability Action Plan reports will proceed through the council reporting mechanisms and to Corporate Management Team.

4.4 We will include a formal progress report on meeting the objectives in our annual report to the Equality Commission, which is submitted through the standard Committee reporting procedure.

5. Internal arrangements

5.1 We have 60 councillors elected for a four year period. They currently meet monthly in full session and more frequently in committees. The principal committees under Belfast City Council are:

- Strategic Policy and Resources Committee;
- City Growth & Regeneration Committee;
- People & Communities Committee;
- Planning Committee;
- Licensing Committee;

- Brexit Committee and
- Belfast Waterfront & Ulster Hall Shareholders' Committee.

A range of council departments and working groups support these committees.

5.2 The Chief Executive oversees the work of the departments through the Corporate Management Team.

5.3 The Chief Executive is responsible for the delivery of the strategic direction set by the council and through the Corporate Management Team has oversight of the management of services and the longer term planning and allocation of resources.

5.4 Statutory responsibility for the effective implementation of the Disability Duty lies with the council.

5.4.1 The Chief Executive and the Corporate Management Team are responsible for ensuring that the council's decisions are implemented and for overseeing administrative arrangements to make sure the Plan is implemented effectively.

5.4.2 The Equality and Diversity Unit will support this work and act as our main point of contact. Currently, the Equality and Diversity Unit can be contacted at this address:

Legal and Civic Services Department,
Equality and Diversity Unit,
City Hall,
Belfast, BT1 5GS
Telephone: (028) 90 320202
Text phone number: (028) 9027 0405
Email: equality@belfastcity.gov.uk
Website: www.belfastcity.gov.uk

5.4.3 The Equality and Diversity Unit will report regularly to the Governance & Compliance Manager and regular progress reports are sent to the Corporate Management Team and the Strategic Policy and Resources Committee.

5.4.4 We place great importance on disability issues and have established an Equality and Diversity Network. This two level structure incorporates a strategic and operational group. The network addresses key equality, diversity and inclusion issues on a regular basis providing leadership and direction.

6. Annual report

6.1 Belfast City Council will submit an annual report on the implementation of its Plan. The annual report will be included as part of Belfast City Council's Annual Report to the Equality Commission on the implementation of our Equality Scheme but will also be available as a stand-alone document.

6.2 Our website is accessible (we work towards level AA of the W3C Web Content Accessibility Guidelines 1.0).

7. Five year review

7.1 We will carry out a five-year review of the Plan in accordance with guidelines from the Equality Commission for Northern Ireland.

8. Measures to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

Promote positive attitudes towards disabled people

- A range of equality and disability training programmes;
- Induction programmes;
- Recruitment & selection training;
- Disability awareness training;
- Developing our website;

- Workplace policies and reasonable adjustments;
- Targeted recruitment policies;
- Accessibility policies;
- Equality screening exercises.

Encourage the participation of disabled people in public life

- Workplace policies;
- Recruitment policies;
- Accessibility policies;
- Policy screening;
- AccessAble Project;
- Equality Consultative Forum and other stakeholder groups.

For further details of the full range of measures previously undertaken by the council, contact the Equality and Diversity Unit.

9. Action measures

9.1 Belfast City Council has detailed the measures it intends to take in order to implement the disability duties. Full details of these are given in the Action Plan (See Appendix 1).

10. Timescale for the implementation of the action measures

10.1 The Action Plan at Appendix 1 outlines the actions and the timescales for the implementation of the action measures we intend to take in order to promote positive attitudes towards disabled people and to encourage the participation of disabled people in public life. This timetable outlines the actions, which Belfast City Council will take until March 2025.

11. Performance indicators or targets

- 11.1 Belfast City Council is committed to monitoring and reviewing policies and practices to ensure that disability equality duties are being met. Monitoring the progress of this Plan is a significant element of achieving that.
- 11.2 As part of this process, the annual review of the Plan will contribute towards the monitoring and review process and assist in drafting appropriate targets and performance indicators for the next period, whilst reporting on the achievement, or otherwise, of those set for the current period of the annual review.

12. How the Disability Action Plan will be published

- 12.1 Following submission to the Equality Commission for Northern Ireland, this Plan will be available by contacting the Equality & Diversity Unit.
- 12.2 Belfast City Council will communicate the Plan appropriately. The Plan will be produced in clear print and plain language and will be available in alternative formats upon request.
- 12.3 The Plan will be promoted through meeting directly with disability organisations and representative groups.
- 12.4 We will follow the guidelines set out by the council's accessible communications guide.

Appendix 1

Disability Action Plan 2022 – 2025

Strategic priority	Outcomes	Action Measures	Timescale	Responsibility	Performance Indicators
Strategic Priority 1 Encouraging the participation of disabled people in public life	Feedback encouraged from disabled people and their representative groups in how we can encourage greater participation by disabled people in public life and we can prove that we act on this feedback	Review membership of Equality Consultative Forum (ECF) and increase representation of disabled people and representing organisations	2023	Equality & Diversity Unit	New ECF Terms of Reference established % attendance at each meeting from cross section of disability organisations/individuals % of staff/members who understand purpose of the ECF and find it useful Effective feedback mechanism established, and used by members
	Feedback encouraged from disabled people and their representative groups in how we can encourage greater participation by disabled people in public life and we can prove that we act on this feedback	Arrange a minimum of 3 Forum meetings per year and additional meetings as required	Every year	Equality & Diversity Unit	Minimum of 3 Forum meetings held
	Improved opportunities for disabled people to engage with and influence policy makers	Carry out a targeted consultation to identify the potential impact of living in a rural area for those with a disability within the council area	2025	Equality & Diversity Unit	Report on the key findings and make recommendations as appropriate

	Improved opportunities for disabled people to engage with and influence policy makers	The Disability Advisory Panel (DAP) to attend and participate in consultation processes	Every year	Equality & Diversity Unit	4 projects per year to receive advice and guidance from the DAP Number of changes made to policies/services as a result of their input
	Improved opportunities for disabled people to engage with and influence policy makers	The Disability Advisory Panel to provide advice and guidance on various capital projects	Every year	Equality & Diversity Unit	A reduction in disability related complaints by 10% each year Disability Advisory Panel to meet at least 3 times per year
	Improved opportunities for disabled people to engage with and influence policy makers	Discussion on the proposed development of a corporate disability communications policy based on advice from the Disability Advisory Forum and relevant stakeholders	2023	Equality & Diversity Unit Marketing & Corporate Communications	A corporate disability communications policy in place
	Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees	The Sign Language Users Forum to attend and participate in consultation processes	Every year	Equality & Diversity Unit	4 projects per year to receive advice and guidance from the Sign Language Users Forum Number of changes made to policies/services as a result of their input
	Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees	The Sign Language Users Forum to provide advice and guidance on various capital projects	Every year	Equality & Diversity Unit	Sign Language Users Forum to meet at least 2 times per year
	Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees	Discussion on the proposed development of a corporate Sign Language policy based	2023	Equality & Diversity Unit	A corporate Sign Language policy in place

		on advice from the Sign Language Forum and relevant stakeholders		Marketing & Corporate Communications	
	Disabled employees are supported to input into action planning	The Disability Staff Network to input into future action planning	Every year	Human Resources	Disability Staff Network to meet at least 3 times a year Disabled employees input into action planning
	Improved visibility and support for people with disabilities	Seek approval to appoint a senior Disability Champion	2022	Human Resources	Senior Disability Champion nominated/ appointed
	Improved opportunities for Disabled people and Sign Language users to be able to access the Council's engagement platform using dialogue and qualitative mechanisms	Continual of accessibility tools in place when accessing the on-line Your Say platform. The platform includes the Reachdeck digital inclusion toolbar. Reachdeck provides speech, reading and translation support tools to help ensure information is easier and more accessible for people. Appropriate accessible measures will be in place for those wishing to	Every Year Every year	City & Organisational Strategy	An accessible consultation platform in place VCSE Panel meetings to be accessible for Disabled people and Sign Language users

		<p>attend VCSE (Voluntary Community Social Enterprise groups) Panel meetings.</p> <p>The VCSE Panel to be refreshed. We will ensure that the recruitment process is accessible to sector representatives with a disability and in addition, consideration will be given to engaging the sector as part of the VCSE Citywide network to ensure that the views of people with a disability are included as part of the community planning process.</p> <p>The Disability Advisory Panel will be asked to provide advice when required.</p>	<p>2024</p> <p>Every year</p>		<p>Inclusion of representatives with a disability in the VCSE Panel</p> <p>Disability Advisory Panel to provide advice when required.</p>
	<p>Disabled people are provided with appropriate support to enhance employability and obtain employment</p>	<p>The Disability Staff Network to provide support on future action planning</p> <p>A</p>	<p>Every year</p>	<p>Human Resources</p>	<p>Disability Staff Network to meet at least 3 times a year</p>

	Disabled people are provided with appropriate support to enhance employability and obtain employment	Identify opportunities to ring-fence certain BCC posts to long-term unemployed, including those with a disability and ensure any pre-recruitment and training programme caters for any reasonable adjustments	As and when opportunities arise	Human Resources	Consider suitability of campaigns for pre-recruitment and training programmes Ring-fence 20% of places available on pre-recruitment and training programmes to people with disabilities
	Disabled people are provided with appropriate support to enhance employability and obtain employment	Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties	2023	Human Resources	Types and number of recruitment and selection process changes successfully implemented
	Disabled people are provided with appropriate support to enhance employability and obtain employment	Consider all requests for reasonable adjustments as part of the selection process	Every year	Human Resources	% of reasonable adjustments requested, considered and provided
	Disabled people have the opportunity to find out about the range of job opportunities available and are provided with appropriate support to enhance employability and obtain employment	Participate in careers/employability activity targeted towards disabled people i.e. careers fairs, mock interviews, site visits, employability talks	Every year	Human Resources	Attend 4 events a year. This will be dependent on a full lifting of restrictions
	Disabled people have the opportunity to participate in work experience	Facilitate at least 30 work experience placements for people with disabilities Participate in annual job shadowing initiative promoted by NIUSE (internal)	Every year	Human Resources	30 placement opportunities facilitated, including three via the job shadowing initiative. This will be dependent on a full lifting of restrictions

	Develop the capacity of the organisation to support staff with disabilities	Provide ongoing advice and support to employees in relation to reasonable adjustment requirements	Every year	Human Resources All Departments	Monitor number of reasonable adjustments requests and those subsequently provided Create database of types of reasonable adjustments made
	Disabled people are provided with appropriate support to enhance employability and obtain employment	Identify opportunities to ring-fence certain BCC posts to long-term unemployed, including those with a disability and ensure any pre-recruitment and training programme caters for any reasonable adjustments	As and when opportunities arise	Human Resources	Consider suitability of campaigns for pre-recruitment and training programmes Ring-fence 20% of places available on pre-recruitment and training programmes to people with disabilities
	Develop the capacity of the organisation to support staff with disabilities	Conduct a voluntary monitoring exercise and investigate how disclosure in declaring a disability can be encouraged	2023	Human Resources	Publish results from investigation /voluntary monitoring and make recommendations as appropriate
	Disabled people who are considering starting a business are supported	Work with disability organisations to develop targeted outreach to encourage and support disabled people to consider enterprise and start a business.	Every year	Place and Economy	Number of events, attendees at events and referrals to business support

	Programmes and activities are promoted to persons with a disability through suitable mediums	Engage with under-represented groups via umbrella organisations to raise awareness of enterprise supports and put in place mechanisms to support disabled people access support programmes designed to help them start a business	Every year	Place and Economy	Hold 2 meetings per year minimum with representative bodies/stakeholder groups
	Disabled people are supported to access employability initiatives	Work with disability support organisations to address barriers to access to council interventions and increase engagement by those with disabilities. Provide specific adaptations/support to enable participants to take part in council employability initiatives	Every year Every year	Place and Economy	Number of yearly engagements held with disability organisations to promote new employment initiatives, mentoring support and work placements. Number of engagements with disabled people. 6 monthly retrospective measurement of participant numbers on disability focused employment initiatives
	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Deliver the Inspiring Communities theme which identifies disabled people as a priority area and removing barriers to participation to ensure all sections of the community engage with high quality culture, arts and heritage	Every year	Place and Economy	Deliver small capital enhancement projects that will increase access for disabled people to quality cultural product and experiences

	Improved opportunities for disabled people to engage with and influence policy makers	Consult and engage with Disability Advisory Panel in relation to the physical programme/ capital projects of the council	Every year	Physical Programmes	Number of changes made to policies/services as a result of their input
	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Review the temporary pavement café licensing scheme and associated guidance with a particular focus on its impact on disabled people and considering opportunities to better promote equality of opportunity	2022	Place and Economy	Level of complaints related to access uses at licensed Pavement Cafés
	City centre retailers are encouraged to support accessibility for disabled people	Engage with city stakeholders to put in place mechanisms to encourage businesses to support accessibility for disabled people.	Every year	Place and Economy	Number of stakeholders engaged/activities delivered.

Strategic priority	Outcomes	Action Measures	Year	Responsibility	Performance Indicators
Strategic Priority 2 Promoting positive attitudes towards Disabled People	Public attitudes to disabled people are more positive and negative attitudes are challenged	Facilitate biennial event on a current theme linked to council priorities e.g., International Day for People with Disabilities and Sign Language Week Evaluate feedback and develop an action plan to improve disability initiatives, where appropriate	Every year	Equality & Diversity Unit Human Resources	1 event held with external/internal press and communications Attendance by a wide range of relevant organisations and disabled people Feedback used to improve further events and future policies/initiatives
	Public attitudes to disabled people are more positive and negative attitudes are challenged	Effective partnership working with the British Deaf Association	Every year	Equality & Diversity Unit	Implement actions listed in the BSL and ISL Charter Action Plan in partnership with the British Deaf Association
	Disabled people can participate fully in all activities facilitated by the council and are encouraged to do so	Raise awareness of council's Disability Event Plan	Every year	Equality & Diversity Unit All departments	Number of completed event action plans received
	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Consult with internal staff and stakeholders to explore the introduction of appropriate communication tools for people with learning disabilities at customer centres e.g. City Hall, Belfast Zoo	2025	Equality & Diversity Unit	Number of communication tools for people with learning disabilities including JAM Card at customer centres

	Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis	Liaise with AccessAble to monitor provision of App for people with disabilities accessing facilities and services in the City of Belfast	Every year	Equality & Diversity Unit	Increased satisfaction accessing facilities and services in the City of Belfast
	Sign Language Users are aware of the availability of accessible communication and make use of it	Improve accessibility in contacting and communication for Sign Language Users	Every year	Equality & Diversity Unit Customer Hub Facilities Management GLL Marketing & Corporate Communications City & Neighbourhood Services	Deliver a Sign Language Video Relay Service and Video Remote Interpreting Service. VRS on website and VRI at Cecil Ward Building, Belfast Zoo, City Hall, Tropical Ravine and at all Belfast Leisure Centres Ensure a continued Sign Language Users App is available at all leisure centre reception points (via electronic tablet). Continue to ensure relevant GLL staff in each centre have been trained in the use and promotion of the service.
	Sign Language Users are aware of the availability of accessible information and make use of it	Develop an approach to translated Sign Language “welcome” information at identified council venues liaising with relevant departments on the installation and procurement of new screens.	2023	Equality & Diversity Unit Marketing & Corporate Communications	Installation of new screens in place providing information translated in Sign Language.

				Physical Programmes	
	Sign Language Users are aware of the availability of accessible information and make use of it	To provide a clear description on website and City Matters of what services are available in Sign Languages to members of the public. This includes how to request documents/forms in Sign Language, how to request an interpreter/translator and how to call the council using SignVideo Relay Service.	2022	Equality & Diversity Unit Marketing & Corporate Communications Customer Focus	Accessible material is provided in Sign Language.
	Sign Language Users are aware of the availability of accessible information and make use of it	To expand the provision of Sign Language translation on popular pages on the website.	2024	Equality & Diversity Unit Marketing & Corporate Communications	Sign Language translated videos provided on popular pages on the website.
	Disabled people are aware of accessible communication within the council	To support departments in the consideration of accessibility to Council documents, services and facilities from a disability perspective	Every year	Equality & Diversity Unit Marketing & Corporate Communications	Several identified BCC online material and electronic documents to be produced in accessible formats

	Disabled people are aware of the availability of accessible information and make use of it	Increased provision of an accessible City Matters magazine for disabled people	Every year	Marketing & Corporate Communications	Audio version of each quarterly City Matters magazine produced
	Disabled people are aware of the availability of accessible information and make use of it	To promote Disability Communications tools on social media and the council internal and external websites.	Every year	Marketing & Corporate Communications	Several disability related articles to be shared on social media and the council's internal and external websites
	Disabled people are aware of how council services can support them Promotion of positive attitudes towards disabled people	Provide information to disabled people on aspects of council services which specifically affect them through a minimum of 4 articles per year in City Matters; minimum of 2 targeted information leaflets per year; accessible information on the council website Include articles related to disability and ensure photography of disabled people is included	Every year Every year	Equality & Diversity Unit Marketing & Corporate Communications	% of images in printed documents featuring positive images of disabled people Number of documents provided in alternative formats % of people who found the information relevant and useful assessed by appropriate evaluation tool

	Staff will be engaged, and awareness will be raised about particular disabilities	<p>Include disability related information in staff e-briefings, staff newsletters/ magazines, staff meetings, email, intranet, internet (internal)</p> <p>Develop an annual disability awareness calendar and deliver associated awareness raising/ communication</p>	<p>Every year</p> <p>Every year</p>	<p>Human Resources</p> <p>Equality & Diversity Unit</p>	<p>% of internal communications documents which featured disability related information</p> <p>Calendar in place and awareness delivered</p>
	A physical Customer Hub will be in place to offer 'digital assist' support	Ensure that digital platforms benefit all customers with a disability and disability stakeholders, including through assisting user with webform training and provision of computer facilities for public use where possible	Every year	Customer Focus	People with a disability will have access to a point –of- service supported on-line resource within the Hub.
	Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices	Develop an approach to signage across Council facilities liaising with relevant departments on the installation and procurement of new Disability signage e.g., braille, tactile maps.	2024	<p>Equality & Diversity Unit</p> <p>Physical Programmes</p> <p>Marketing & Corporate Communications</p>	Accessible signage in place across Council facilities

	Awareness of disability and the disability duties when compiling policies and making decisions will be increased	Deliver equality screening training based on an analysis of priority areas and job roles	Every year	Equality & Diversity Unit	100% of priority one and priority two staff identified are trained Increased understanding and use of appropriate screening tools and methodology assessed by audit of screenings carried out and staff feedback
	Develop the capacity of the organisation to support people with disabilities, focusing on communication	Provision of Sign Language courses for employees	2023/24	Human Resources Equality & Diversity Unit	1 BSL course 12 employees (2 from each Department) to be able to communicate in Sign Language
	Develop the capacity of the organisation to support people with disabilities, focusing on communication	Provision of specific targeted course to employees	Every year	Human Resources	Deliver 2 tailor made disability courses to employees
	Develop the capacity of staff to ensure awareness of the legal obligations in relation to employment and service delivery	Roll-out Diversity Awareness training programmes for council employees: continue delivery of disability equality awareness training. continue to seek nominations from staff with disabilities to provide specific awareness raising session around disability. continue providing access to diversity e-learning programme.	Every year	Human Resources	Deliver 12 disability awareness training sessions to managers and employees Deliver 12 diversity awareness training sessions to managers and employees All new staff to attend training within 6 months of commencing employment

		continue delivery of classroom-based diversity training. identify and target awareness raising sessions on specific areas of disability; incorporate equality and diversity module into Tier 3 Training	2023		All Tier 3 Managers to attend Equality and Diversity module
	Develop the capacity of Members to ensure awareness of the legal obligations in relation to employment and service delivery	Include disability awareness sessions for Members in the Members Training Programme and include Disability Action Plan in the members Induction Programme Upload the Disability Action Plan to the Members Portal	2023 2022	Human Resources	Communicate outcomes of research and plan next steps if applicable Disability Action Plan uploaded to the Members Portal
	The capacity of staff/ volunteers will be increased to help them manage their own emotional health and well-being	Provide emotional health and wellbeing awareness training for staff (internal)	Every year	Human Resources	Deliver at least 4 Positive Mental Health training sessions % of staff who found the training useful
	The capacity of staff/ volunteers will be increased to help them manage their own emotional health and well-being	Provide training for managers in managing stress and mental health issues (internal)	Every year	Human Resources	Deliver 4 stress awareness training sessions % of staff who found the training useful
	Staff will be engaged, and awareness will be raised about health and wellbeing initiatives	Maintain dedicated health and well-being	Every year	Human Resources	Include monthly updates on Interlink

		page on Interlink (internal)		Marketing & Corporate Communications	
	Promotion of positive attitudes towards disabled people	Printed documents and brand campaigns to feature positive images of disabled people	Every year	Marketing & Corporate Communications	% of documents/campaigns which feature positive images of disabled people
	Improve awareness of disabled toilet facilities for people with disabilities	To promote and review disabled toilet access and engage with disability groups to encourage wider use	Every year	City & Neighbourhood Services	Report on the review of existing process and the number of stakeholder organisations engaged for 22/23. We have accessible changing and toilet facilities in all leisure centres
	Improve accessibility to Changing Places facilities across the City	To promote the Changing Places facilities across the City and review the existing process	Every year		Continue to increase choice of available Changing Places facilities across the city, now available in 5 leisure centres.
		To provide information and training (where necessary) to front-line staff about RADAR key, including its use and how to apply for it	Every year		Ensuring a continuing presence of Changing Places facilities are available on BCC and Changing Places website. We work with age friendly Belfast/community services, to promote the distribution of Radar Keys, with details all on the website. Also, with regards to the training of front-line staff on the knowledge, it part of the Hub knowledge base
	Improve social inclusion for people with disabilities	To provide more accessible and inclusive play facilities across the city.	Every year		Ensure the annual Playground Improvement Programme (PIP) provides more accessible and inclusive play facilities across the city. Existing sites are refurbished under the programme and will include a greater range of inclusive equipment. We are now planning for PIP 2022-23 which

					will deliver similar outcomes in terms of inclusive playground design
	Improve accessibility within shared spaces programmes	To deliver a physical programme under the PIV Shared Spaces and Services Theme	2023	City & Neighbourhood Services Physical Programmes	Construction of the Forth Meadow Community Greenway is estimated to be completed in 2022/23
	Persons with a disability are able to attend and fully engage in events and programmes delivered by council	Ensure that the Inclusive Events Checklist is completed for all events that are being held in council facilities	Every year	All Departments	% large events held with an inclusive events checklist completed
	Promotion of positive attitudes towards disabled people	Organise specialist training/workshop for Project Sponsors/Project Managers/APMs regarding the relevant DDA issues on capital build scheme	2024	Physical Programmes	Deliver one training session and further sessions if required % of staff who found the training useful