



**Belfast
City Council**

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2017-18**

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

<http://www.belfastcity.gov.uk/council/equality/equality-about.aspx>

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 2017 and March 2018

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 2017-18, 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.

Information on the key policy/service delivery developments along with outcomes and improvements identified during the reporting period 2017/2018 are outlined below. These have been categorised as per the four main themes contained within our Equality and Diversity Framework 2021 available at <http://www.belfastcity.gov.uk/council/equality/equality-about.aspx>. We have combined sections 1 and 2 of the Annual Report this year to show greater linkage between service development key outcomes and our new Equality and Diversity Framework.

This framework and associated actions were agreed with Council Chief Officers to underpin the Belfast Agenda which has inclusive growth as a key commitment and five long-term aspirations for the city of Belfast:

- Everyone in Belfast benefits from a thriving and prosperous economy
- Belfast is a welcoming, safe, fair and inclusive city for all
- Everyone in Belfast fulfils their potential
- Everyone in Belfast experiences good health and wellbeing
- Belfast is a vibrant, attractive, connected and environmentally friendly city.

In addition respect, fairness and the promotion of equality, good relations and inclusivity have been identified as key values for the organisation and when working with partner organisations to achieve joint aims

A. Leadership, partnership and organisational commitment

Belfast Agenda and Corporate Plan

The main purpose of the Belfast Agenda is to improve quality of life and wellbeing for all people. The Belfast Agenda was formally launched in November 2017. However, whilst addressing inequalities is inherent within the plan, we are also taking pro-active steps to ensure that inequalities are understood and addressed.

Key to this is the work to develop our policy and approach to "Inclusive Growth". Although still at data capture and analysis stage, this will be a key influencer and driver for Council policy over the coming 2 years and beyond. To support our progress in this area we have commenced work on the development of an Inclusive Growth framework. The new Director of City & Organisational Strategy, as part of the organisational development agenda, is also working with the Council's senior management team. The aim is to refresh the corporate values and ensure that the values of culture of respect, fairness and diversity are identified and championed by the new Corporate Management Team and are consistently embedded across the organisation. In addition, we have recruited a Commissioner for Resilience who has, as a key area of responsibility, the issue of inclusive growth and the promotion of resilience for all citizens of Belfast.

In April 2017, (as a follow-up to the draft EQIA report) we met with the Equality Commission to consider how to improve understanding of equality implications within a strategic document such as the Belfast Agenda. As part of the ongoing enabling work of the Belfast Agenda, we agreed to explore the extent to which we could assess each of the population indicators through an equality lens. The first step in this was to finalise the technical report, which will form the basis for monitoring overall progress. This report, which documents and explains the indicators used, has now drafted and we are engaging with our partners. Consultants have been commissioned to help us define and clarify need and potential priority areas of work based on, in the first instance, statistical evidence. Once completed it will enable us to begin to assess equality implications (data permitting).

An example of this approach in practice we worked with the Women's Resource and Development Agency to engage women on the Belfast Agenda using a "storytelling approach". This process helped us hear the voices of women who were often marginalised from consultation processes, and was only made possible by utilising the networks and connections of the various women support networks in the city and by adopting a relatively non-traditional form of engagement.

Other key strands of work currently underway include the creation of a Belfast Region City Deal and programmes of work to address health inequalities and inequalities in educational achievement. Addressing inequalities, in its widest sense, underpins the Belfast Agenda and reflects the issues that people told us were importance during the engagement process.

“Respect, fairness and the promotion of equality, good relations and inclusivity” is one of our stated core values that underpin the Corporate Plan. In the Corporate Plan Year 2 Update, we draw attention to a key strategic programmes such as inclusive growth and a number of organisational improvement programmes which will help ensure those values are demonstrable.

Communications Plan

Equality and diversity are key themes in the future of the marketing and communications strategy outputs. This area is something we consider when taking forward, implementing and executing all internal and external campaigns and we are in the process of designing a new internal communications strategy. Over the course of the reporting period we ran 48 articles on our internal staff network, 5 in our staff magazine, 3 within our staff Team Brief and 1 within the Chief Executives blog, which promoted various aspects of equality and diversity, both in relation to service provision and staff. The detail of these articles are available upon request.

Equality and diversity related events

In order to raise awareness of equality and diversity related issues and highlight the importance of ensuring, along with partner organisations, that services are designed to

be accessible to all, a number of events were held and communications published. These included:

- Deaf Awareness Week – BCC hosted a signed tour of the City Hall exhibition with 15 people from the deaf community and gathered feedback afterwards to further improve the experience.
- NDCS Roadshow – BCC hosted a visit from the National Deaf Children’s Society in the grounds of City Hall, attended by the Deputy Lord Mayor,
- DisabledGo training day to raise awareness of various disabilities and issues.
- Participated in Belfast Pride for the first time
- Held a Transgender Day of Remembrance and lit up the City Hall to mark Transgender Day of Visibility
- Held an International Womens’ Day
- Participated in Business in the Community’s Gender Project
- Worked with Women in Business NI to promote business start-ups
- Sponsored the Women In Business NI Leadership Conference

These activities brought about a raised awareness amongst staff and citizens and visibly demonstrates to various communities the council's commitment to embracing equality and diversity and promotes BCC as an inclusive employer to both the employees and the community it serves. Knock on benefits included increased attendance at employee networks and requests for increased advice and guidance from EDU staff.

Social clauses

This approach has continued to be successfully utilised in a number of Council projects, including, the Innovation Factory development and operation, the tendering of the North Foreshore site and the Leisure Transformation Programme (LTP). Support is tailored to the project and the capacity of the delivery agent, but will typically involve agreeing KPIs and measurable medium and long-term outcomes for social, economic, employment, environmental and community improvements, which are monitored through a contract management regime.

B. Understanding our communities through data and consultation

Belfast Agenda/ Community Planning Partners

There is an ongoing programme of work linked to the development of the Belfast Agenda and emerging work around civic voice and participation as well as the ongoing implementation of our consultation and engagement framework.

Community Planning Partnership has been established for Belfast, which comprises statutory community planning partners (i.e. named in the legislation), as well as other non-statutory partners (i.e. organisations 'invited' to formally participate on the partnership). To enable community representation, and in recognition of their role within the city, the Belfast Area Partnership boards were invited to join the partnership as full members. In February 2018, the partnership agreed that one of the priority "enabling" areas of work for 2018-19 would be to look at the wider issue of civic participation and how local voices as well as the role the community and voluntary sector can be enabled to participate more fully in the ongoing implementation of the Belfast Agenda.

Work is ongoing to disaggregate this information to lower level geographies and we are continuing to work to improve how data is accessed and utilised across Council. For example, a number of requests for data support has been received during this last year, including statistical support to help inform the development of the Age Friendly Plan and the forthcoming engagement on circular economy, waste management and recycling.

We have agreed, together with our community planning partners a set of population indicators and stretch goals for the city. As part of the implementation of community planning we are working with council departments and partner organisations to take ownership of these measures and targets, ensuring they are central in all policy development and strategic planning. The Rural Needs Act (NI) 2016 has been incorporated into the Council policy checklist, which is used by officers as a guide when revising or developing new policy. Information on the three designated rural areas within the Belfast district boundary, including demographic data, has been provided to services.

Under representation research

Last year, Economic Development Unit (EDU) worked with the UU Economic Policy Centre to identify under-represented groups within the city to inform those we need to focus on whilst also comparing this with other NI council areas and comparative UK cities. Previously, EDU focused on groups such as females, NEETs, people with a disability and students. This research was to see if these underrepresented groups should remain a priority; if there were any other underrepresented groups to include and consider where support provision is targeted and allow us to compare our progress. The outcome report found that whilst Belfast is behind the UK average for Total Entrepreneurial Activity there is not one group in particular that is under-represented, all groups are below average in terms of business starts and therefore we can't provide a one size fits all business programme to overcome this. We have spoken to the market and umbrella organisations for all under-represented groups within the city through Council's Migrant and Equality Consultative Forums to identify the barriers to enterprise for their members. We recognised that there are barriers before they even consider starting a business such as language, legalities and confidence building that need addressed before enterprise support can be provided.

Council are currently in the procurement stage for a new Pre-Enterprise Programme aimed at these umbrella organisations to help individuals within these groups to overcome the issues/barriers that they face in order to consider enterprise as an option for employment. This programme will work with these umbrella organisations to identify the barriers and work with the participants to overcome these and provide them with a pathway resource to allow them to plan to start their business in the future. The programme aims to engage 250 individuals with 150 to be referred for further start up support. The procurement is ongoing and the programme will likely start in September 2018.

Business attitudinal and employer survey

We recently commission Kantar Millward Brown to complete the 2018 business attitudinal survey covering 600 local businesses. The survey gathered information on the current situation of Belfast businesses in terms of their turnover, staff numbers and growth

projections. It also gave us an insight into the overall health of businesses in the city, highlighting their current strengths and weaknesses. The survey helped us identify gaps in the market and will inform future support provision for ourselves and stakeholders within the city employer survey

Equality and Diversity Unit

The Equality and Diversity Unit gathered and collated data on inequalities specifically in relation to the section 75 groups. Feedback and advice was provided in relation to departmental requests; screenings and EQIA'S as outlined in the published screening outcome reports; DisabledGo access guides; Equality Consultative forum meetings; one off initiatives with partner organisations (e.g. Cedar Foundation); feedback from equality and diversity related events, staff surveys, Disability Advisory Panel and internal Disability Officer Group meetings. This wealth of information was used to inform future activity and to ensure the Equality and Diversity Framework and associated plans were still relevant in addressing issues and updated as required.

Go social/ Go for it programme

The Go for It Programme is delivered free of charge by Local Councils through Northern Ireland's wide network of Enterprise Agencies highly experienced business mentors. It is aimed at helping individuals aged 16+ to get their business idea off the ground. Through the promotion, both regionally and locally, we ensure that we cover all groups in the city to include under-represented groups. Since the new 2017-2021 programme began, 117 people started a business , creating a total of 132 jobs in the Belfast City Council area

Equality Consultative Forum

Two forum meetings were held and 10 presentations were carried out to forum members in relation to a number of council strategies and policies. Follow on meetings were arranged with 2 consultative forum members and officers to gain further advice and best practice guidance about ensuring equality and diversity issues were taken into consideration. Changes to the planned consultation process for two proposed strategies were amended

to reflect the forums advice and greater awareness of the importance of equality and diversity in service design and delivery across the council achieved.

The forum provided a structure for effective engagement for service/ policy development and other areas of common interest with various organisations on Section 75 (Equality) legislation and developments on council services.

Staff equality and diversity survey

A staff equality and diversity survey gathered information on policies, initiatives accessing support; support for equality and diversity in working arrangements, learning and development, diversity networks, balance of staff in relation to S75 categories, personal information including disability related information. The survey also explored the Staff appraisal system (PDP) as a mechanism to discuss and agree employees' needs in relation to disability reasonable adjustments or any other diversity related barrier. These results are being analysed and are due to be reported on and an action plan developed by September 2018.

Corporate consultation and engagement plan

Work to embed the new on-line consultation platform (Citizen Space) has continued throughout 17/18. Since July 2016, we have undertaken over 90 consultations (public and private) and have received over 18,800 on-line responses. Our new on-line consultation platform and central repository is helping to improve the visibility and information available to residents and consultees; it also enables us to share good practice in-house. The platform allows us to upload various types of media and documentation in a much more user friendly way; for example, videos, drop-down fact boxes etc. This included briefing sessions with Members and senior managers. Council now has 58 officers who hold the Consultation's Institute's Certificate of Professional Development.

We also undertook a series of training and capacity building workshops in support of the draft Consultation and engagement framework throughout the reporting period and these include a focus on ensuring various sections of the community are given the opportunity to feedback in accessible and inclusive ways. A number of consultations have utilised a mix of on-line survey, events, roadshows and targeted workshops demonstrating that council

understands the need to tailor consultations as opposed to adopting a one-size fits all approach.

Our approach to engaging with local people in preparation for European Capital of Culture bid is a good example of this approach. We pro-actively sought to reach out to people in places where they would be (E.g. at major events, schools and community events, local shopping centres and train and bus depots). We also used pictures and drawing to engage with young people about what makes them happy. Unfortunately, this process is now on hold as a result of Brexit implications, but it has provided valuable learning in terms of how to engage the wider population as well as specific stakeholder mapping.

Inner North West Masterplan

Consultation and engagement plans were prepared for each City Regeneration and Development team project, taking into account all Section 75 groups. The draft Inner North West Masterplan was presented to S75 Consultative Forum for feedback, which resulted in changes being made to aspects of the consultation. For example, the Draft Inner North West Masterplan exhibition and drop-in events were held in a range of accessible venues and section 75 groups targeted. For example, Berry Street Presbyterian Church Hall and St Patrick's Church Hall were used to engage people from different religious and community backgrounds. Information on Inner North West Consultation was disseminated through the Council networks including Youth Forum and Seniors Forum, the draft Inner North West Masterplan leaflet was produced in Braille, and large font formats.

Disability groups, which engaged on Linen Quarter Masterplan including IMTAC and Guide Dogs, were targeted during East Bank Masterplan consultation.

Building Control Licensing have actively engaged IMTAC including their Board, regarding the licensing of pavement cafes. The Inclusive Mobility and Transport Advisory Committee (IMTAC) is a committee of disabled people and older people. The role of IMTAC is to advise Government and others in N.I. on issues that affect the mobility of older people and disabled people

C. Delivering services accessible to all

Website

The Web is fundamentally designed to work for all people, whatever their hardware, software, language, location, or ability. When the Web meets this goal, it is accessible to people with a diverse range of hearing, movement, sight, and cognitive ability. Also the website was reviewed over a six week period by a disabled person (owner of Guide dog), who provided a report of recommended improvements, which were implemented in relation to its accessibility for those with a range of disabilities.

We were assessed as to our suitability in meeting the Internet Crystal Mark standard, along with meeting the standards required by the SOCITM (Society for IT Managers) and Plain English Campaign. Details of these assessments are available upon request. Our website also facilitates alternative text for images, tables and links; Browsealoud and British Standard 8878 (BS 8878).

Local Development Plan

The Local Development Plan sets out how the council area should develop and what it will look like in years to come. It is vital to the delivery of the outcomes in the Belfast Agenda, as it will provide a 15-year planning framework to support economic and social outcomes in the city, while providing the delivery of sustainable development. EQIA and screenings have been carried out by the Planning Service in relation to the draft Plan Strategy element of the Local Development Plan, draft Developer Contribution Framework and the draft Green and Blue Infrastructure Plan. The draft Plan Strategy is subject to a full EQIA.

Major Projects

Major projects ensured that the delivery of around 200 'live' projects on the physical programmes worth in excess of £300m were compliant with the relevant legislations through robust equality screening and due diligence process. The programmes and projects include the Capital Programme, Leisure Transformation and other capital schemes, which are anchored to Belfast Agenda. This physical programme contributes to the city's development and improvements of local neighbourhoods. These projects enhanced the relationships with local communities, politicians and partners. For example, the recently completed Tropical Ravine project, a winner of the RICS Project of the Year

2018, "demonstrates overall outstanding best practice and an exemplary commitment to adding value to its local area "

Tackling Health Inequalities

A wide-ranging series of programmes and events were held throughout the year, on behalf of Belfast Strategic Partnership (BSP), with a focus on addressing life inequalities. These targeted specific population groups, providing opportunities to shape and participate in current activity and/ or inform future provision. For further details of the activities and events please see www.makinglifebettertogether.com

Through its Leisure Development Unit the Council delivered a wide range of activities including, the Every Body Active programme, Stadia Community Benefits Initiative and Belfast Boxing Strategy. There was evidence of increased participation in sport and physical activity by underrepresented groups including females and disabled people over the course of the last year. Post event engagement forums were held as part of the Belfast Festival of Learning and Family Friendly activities. These forums provided effective engagement opportunities with organisations and marginalised individuals, providing a basis for the continual improvement of activities, to ensure future provision is informed by consultation.

Healthy Ageing Strategic Partnership

The Healthy Ageing Strategic Partnership (HASP) held a series of briefings and workshops with a wide range of service providers and older people involving 200 participants during 2017/2018 to develop the draft Age-Friendly Plan 2018/2021. We sought the views of a diverse range of older people for the new Age-friendly Belfast plan through The Age-Friendly Belfast survey was distributed in a range of settings and focus groups with 'hard to reach' groups of older people carried out by Age NI peer facilitators. The draft plan has been issued for public consultation (**please see <https://yoursay.belfastcity.gov.uk/bhdu/age-friendly-belfast-plan-2018-2021-consultation-q/>**)

Through our current Age-friendly Belfast plan we promoted equality and good relations through the delivery of the Positive Ageing Month Programme Oct 2017, the Age-friendly

Volunteer Awards December 2017 and a range of active ageing programmes in our parks and community centres 2017-21.

From recent surveys/consultations we know that 84% of older people in Belfast state that Belfast is a city where they can live life to the full; 70% of older people are happy with the service they receive on public transport (this has increased from 63% in 2015); 75% of older people visit parks in Belfast regularly and there has been an increase of 4% in older people feeling safe in their neighbourhoods.

Children and Young People Framework

The Youth Forum agreed two campaigns for the period 2017/18 as follows:

'Poverty: It's not a choice' - Using their report, the Youth Forum hosted meetings with Councillors from each political party in BCC around their key tasks. These will be tabled with the relevant Committee before end of 2018.

Elephant in the Room' – The Youth Forum designed and began delivery of a youth led mental health campaign which to date has engaged more than 1,800 young people region wide through a survey and focus groups. The collected data will be used to create a young people's mental health report, which is launching in Stormont on 4th Oct 2018. Finding from report will be used to shape key asks for government in relation to young people and mental health which our Youth Forum will use to lobby decision makers and influence policy and service development.

Other initiatives included a "Votes at 16 motion" sponsored and endorsed at Full Council meeting in November 2017 making Belfast the first official pro 'Votes at 16' city in NI.

In December 2017, the Youth Forum ran a sexual health event for young people in partnership with Positive Life NI. Young people's views on sexual health were gathered at event and this data is being used to influence a new sexual health strategy for NI.

Summer Scheme Review

Community Services ran 30 summer schemes across the city throughout the summer. At all of our schemes, we aim to provide an accessible and inclusive scheme that meets the

needs of all children that attend. This year we have been able to provide 88 places to children with additional support needs. These includes children with autism, Asperger's, ADHD, ASD, Down's Syndrome, visual impairment, and physical disability. We are also able to offer places to children who require assistance with use of epi-pens and inhalers. Parents of these children complete a specific registration process with us where they clearly set out the child's support needs and we detail the level of support we can offer. We contract support workers for a number of our schemes – on a priority basis – who provide specific support to these children or free up other staff to do so. This year we contracted 15 of these staff.

City and Neighbourhood Community Safety Programme

Belfast (D) PCSP Equality Schemes and Disability Action Plans were developed with support from NI Equality Commission and other PCSPs across NI. Christmas Safety Event utilised Equality Officer guidance to ensure the day was accessible to everyone. It included translators and the use of a hearing loop and specifically targeted groups who usually don't attend particularly disabled people.

Good Relations Plan

We have developed and implemented the District Council Good Relations Plan and Peace IV Local Action Plan. The District Council Good Relations Plan will be submitting an evaluation of the Programme to The Executive Office on a number of outcomes related to Good Relations i.e. people feel that their cultural diversity is respected and valued. These progress reports are available on request.

City Events

City Events Unit have delivered events that were diverse and varied; profiled groups from across the city from a range of cultural, ethnic and mix-ability organisation; were designed to be intergenerational, non-religious and promote gender integration. All events were designed to comply with DDA guidance and created so patrons were attracted to safe and welcoming shared spaces. One relevant example is the St Patrick's Day Parade and Concert, which was developed around a 'Global Belfast' theme. This resulted in nearly

1,000 individuals from across the city's diverse groupings taking part regardless of age, gender, ethnicity, sexual orientation, etc.

Tourism, culture, heritage and arts

Under the Inspiring communities theme – one of four framework themes – we have prioritised work engaging children, young people, older people and seldom heard communities. Seldom heard communities include minority ethnic communities; disabled people; and communities in areas of multiple deprivations and in areas of high levels of religious and political segregation.

We hold funding clinics in community venues across the city and advertise our funding widely via local papers and networks such as Community Arts Partnership. Any group applying for funding for inspiring communities must demonstrate how they will meaningfully target priority and/or seldom heard groups, which include Section 75 groups, or their application or will not be considered.

In 2017-18, we invested £216,764 into supporting projects that would support our inspiring communities theme, some of which were through the Community Festivals Fund part funded by the Department for Communities.

Our funding supports a wide range of arts organisations and arts activities targeting a range of beneficiaries, which included:

Outburst Queer Arts Festival, Belfast Pride, Belfast Mela, Cultúrlann McAdam Ó Fiaich, Arts for All, Belfast Children's Festival, Arts and Disability Forum and Bounce! Disability Arts Festival, Chinese Welfare Association and Northern Ireland Community of Refugees and Asylum Seekers funding.

Creative Legacies is a PEACE IV-funded audience development and outreach initiative that uses arts and creativity to challenge sectarianism and racism. It will see eight artists embedded in eight areas across the city for 18 months, working with local people and communities who have less access to the arts and at are higher risk of social and civic marginalisation.

Creative Legacies falls under the PEACE IV theme of Building Positive Relations. Its objective is: 'The promotion of positive relations characterised by respect, and where cultural diversity is celebrated and people can live, learn and socialise together, free from prejudice, hate and intolerance.' There is a focus on participation of Section 75 groups, in particular, young and older people, women, faith communities and newcomers.

The Belfast Integrated Tourism Strategy 2015-2020 sets out priorities and activities to help us double the value of tourism to £870 million per year by 2020. A mid-term review of the strategy has been completed to ensure that there is a focus on key priorities for the duration of the plan and that targets are achieved.

The Strategy is committed to developing a city that welcomes visitors and is easily accessible to all. We ensured that the on-going promotion of the city is delivered through multiple platforms to reach all inclusive of S75 groups. Any activity or product experience developed went through a full equality screening exercise and the Inclusive event guide and examples of this have included events such as the Twilight Market at St George's and City Animation programmes. We worked closely with the Equality team and the S75 focus group facilitated by Council to ensure the needs of S75 people were fully taken into account.

EU and International Relations

The Council published its second International Relations Framework in November 2016, which covers the period 2016-2021. The purpose of the framework is to position the city on an international stage as a competitive location to start and grow a business and to live, work, visit, trade and invest in. It sets out targets for each of the three identified primary market segments: trade and investment, tourism, and education and learning. Council is mindful to increase access to opportunity to those who may not normally avail of the same. Examples include:

- free tickets for local schools and youth groups to the Friendship Four ice hockey and basketball Hall of Fame tournaments, targeting those who have not previously experienced a game

- inclusion of young people from marginalised communities in outreach events – through partnership working with local agencies and the Belfast Youth Forum
- ensuring inward mission itineraries provide visitors with an accurate and veritable experience of the city – via geographic spread of project visits, promotion of agencies who are addressing social, health and economic need, providing timely and accurate information in presentations and delegate packs
- investigating how barriers to employment, skills development and business start-up can be augmented– mindful of how other cities have addressed preventative measures ally or currently reside in Belfast.

Outreach

We provided 14 placement opportunities for disabled people, 9 placements for students from minority ethnic backgrounds and nationalities other than British, N.Irish or Irish; and a total of 115 placements overall. We attended 1 special needs careers fair; delivered 1 employability talk, 2 mock interview sessions to service users from disability and attended 2 open days at disability organisation. Two candidates were progressed through our guaranteed interview scheme and two reasonable adjustments were made as part of the selection process.

We provided work-shadowing opportunities with the Chief Executive and senior officers for employees, along with work shadowing opportunities with Lord Mayor and Deputy Lord Mayor to youth forum members.

We facilitated a visit to the Council for WRDA as part of the Women's Capacity Building Programme. The session included governance and decision making in BCC, community planning and an elected member engagement session (mock committee meeting);

D. Developing a skilled and diverse workforce/ Capacity building

Equality and Diversity Unit

The EDU team has provided advice in relation to equality screening and relevant equality data available to be used by officers when developing policies and services throughout the course of the year. All staff have access to an equality toolkit on-line and a key issues paper, both of which are updated regularly.

Ad hoc meetings and training sessions have been carried out on request with officers and briefing papers have been provided for CMT and senior managers in relation to areas of emerging importance with regards to equality e.g. Irish Language; monitoring of inequalities and planning. Seventy staff will be trained by Sep 2018 in equality screening and a Rural Needs Assessment workshop was delivered.

All of this activity has developed the capacity of the organisation in relation to equality and diversity; compliance with equality duty and raised awareness of relevant issues when making decisions.

Corporate training

Corporate HR have delivered a range of relevant training across the organisation, including:

- Diversity for employees: 358 employees
- Diversity for managers and supervisors: 25 employees
- Diversity e-learning (employees and managers): 393 employees
- Disability awareness for employees: 66 employees
- Disability Confident training (delivered by EFDNI): 7 employees
- JAM card training- 31 employees
- Interviewing people with social communication difference: 14 employees
- Emotional health and wellbeing awareness training for staff and council volunteers: 23 employees
- Training for managers in managing stress and mental health issues: 13 employees
- Sexual orientation & LGB employment equality training: 50 employees
- Delivered joint member/officer Women Leaders Programme: 9 elected members and 5 officers

PART A

- Domestic Violence and Abuse Awareness raising training - 20 employees
- Trusted Colleague Training - 33 employees
- General domestic violence training - 25 employees

The diversity awareness training was reviewed and updated and incorporated new material e.g. videos and unconscious element along with the revised disability awareness training in conjunction with EFDNI. EFDNI also delivered a train the trainer session to staff who deliver the disability training sessions. We were awarded Gold Charter status by ONUS for our work around domestic violence.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples

The application of the Equality Scheme, specifically through the screening process resulted in changes to processes and service delivery, with the following equality mitigation actions highlighted during the screening processes as follows:

Ban of food waste in black/residual bins – Due to a change in waste legislation the council sought to reduce the amount of food waste placed in residual waste bins by placing food waste in in a separate receptacle. The screening highlighted potential minor negative impacts on the section 75 categories of age, race and disability in relation to the effective and accessible communication of these changes. In order to mitigate against these potential issues policy changes introduced included:

- Racial Group: Information (on leaflets and letter) made largely visual / illustrative to minimise language difficulties; trained Resource Advisors visit householders, on request, to explain the scheme and establish if further information is required in an alternative language and we provide information or presentations in various languages, on request, where the need is identified.
- Age: Trained Resource Advisors visit householders on request to explain the scheme. If asked (by any householder) about unit presentation, our Advisors request that bins are presented neatly and do not present a trip hazard; requests are considered to provide educational materials in an alternative format, such as large print and audio version where a need is established; BCC waste collection staff and Bryson Recycling operatives are trained to return food bins and brown bins neatly

to the point where they were presented and council already provide an assisted lift scheme for households where no resident is able to present the containers for collection.

- Disability: Leaflets were published to explain the scheme and requests to provide educational materials in an alternative format where a need is established (e.g. Braille, audio and large print) considered; provision of an assisted lift scheme for households where no resident is able to present the containers for collection; use of our educational staff who are also trained in sign language as needed; RNIB approved tactile plaques fitted to the containers as required; tailored home visits made by Resources Advisors to suit individuals' specific needs and requests; continuation of work with a range of disability groups, for example RNIB and/or Access NI to establish a focus group to discuss communications with Belfast City Council and disseminate information regarding our services and provision of City Matters magazine in alternative formats as requested.
- Dependents - Resource Advisors visit households on request, to help people find ways to reduce their waste; extra food waste bins (inner city) or brown bins (outer city) may be issued to households on request, free of charge and the development of a programme of engagement with carers associations

International Relations Framework 2017 – 21 - the overarching aim of council's International relations framework is to position the city on an international stage as a competitive location to start and grow a business and to live, work, visit, trade and invest in. In particular it aims to:

- Maximise economic return of international relations for Belfast
- Increase the economic benefits of marketing Belfast internationally
- Attract a greater proportion of visitors to the island to visit and stay in Belfast

- Grow the international student base

The screening highlighted potential minor positive impacts on the section 75 categories and an opportunity to further promote equal opportunities and good relations, which it was decided following screening would be maximized through international exchanges, positive use of marketing tools and inclusive and welcoming events which would also follow the guidelines of the council's inclusive events toolkit.

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

For examples and details please see section 3 above

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):*

For examples and details please see section 3 above

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

N/A

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

Regular monitoring of the impact is undertaken as indicated in the detailed screening documents and through the monitoring of the completion of action outlined in the councils agreed Equality and Diversity Framework 2017 – 2021. All of these documents are available on request.

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 2017-18 reporting period? (*tick one box only*)

Yes, organisation wide

x 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:

Recruitment has been largely limited to senior leadership roles due to the on-going extensive organisational restructuring. However, Section 75 duties were integrated into job descriptions where appropriate, reflecting as outlined in the Belfast Agenda the councils and community planning partners commitment to inclusive growth, where no one is left behind.

The recruitment of the Director of City and Organisational Strategy has specific responsibilities outlined in the role profile for:

Leading the development and implementation of the required infrastructure to deliver Council priorities and the Belfast Agenda;
Leading the development, co-ordination and management of corporate consultation and engagement activities ensuring that they inform and are clearly linked to the corporate planning assumptions and decisions, maximising external engagement with citizens, communities and representative groups to achieve corporate and city priorities.

The recruitment of the Commissioner for Resilience has specific responsibilities, outlined in the role profile for:

Supporting the Council by leading the design and implementation of a Belfast city resilience strategy as well as creating linkages to wider Council and city strategies including the Belfast Agenda.

A strategic enabler and connector, the Commissioner will work with partners to shape long term planning in order to embed resilience into urban policy formation and decision-making.

The recruitment of the Director of Place and Economy has specific responsibilities, outlined in the role profile for:

The post holder will be collectively responsible with the Corporate Management Team for the effective implementation of the Belfast Agenda ensuring the delivery of its priorities and value to residents and ensuring that the social benefits of major city developments are realised and captured, that people living in and around Belfast are part of regeneration and that commercial growth is balanced with social impact.

Leading, managing and developing the functions in a way that contributes positively to the city, secures continued investment and improvement, delivers sustainability and maximises economic growth, social inclusion, community well-being and the quality of life and experiences of those who work, live, study or visit Belfast.

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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:

This has been achieved through the agreement and implementation of the council's Equality and Diversity Framework 2017 – 2021, which sits alongside the Corporate Plan, supporting the delivery of the Belfast Agenda (Belfast's first community plan)

6 In the 2017-18 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 and new Equality and Diversity Framework 2017 - 2021
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2016-17 report
- Not applicable

Please provide any details and examples:

Please see section 5 and in addition, equality and inclusion is a standard item on many departmental team agendas, which influences operational planning, as outlined in this annual report.

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of (NEED UPDATED INFO)

Actions completed:	12	Actions ongoing:	14	Actions to commence:	7
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Please provide any details and examples (*in addition to question 2*):

Examples of on-going actions are

“Address inequalities through the Belfast Agenda” and “Deliver an Age-Friendly Action Plan 2018 – 21”.

An example of a completed action plan is “ Hold bi-annual meetings of the Equality Consultative Forum”

An example of an action to commence is “Develop a city dashboard to share city data including equality related information between community planning partners and publish to citizens”.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

As a new detailed action plan was developed during the 17/18 period in the form of the Equality and Diversity Framework 2017 – 2021, no changes or amendments have been made during the relevant reporting period. However as there has been further organisational restructuring and development of the Inclusive Growth Framework we are now in the process of working with

officers and analysing feedback to ensure the framework remains fit for purpose in helping the organisations achieve its equality and diversity commitments and aspirations.

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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
- 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 X Sometimes Never

11 Please provide any **details and examples of good practice** in consultation during the 2017-18 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:

The on-going development of our on-line consultation and engagement tool Citizen Space and its accessibility to all continues to provide many benefits in ensuring meaningful consultation. Flexibility and reach. In addition please see below innovative examples of best practice:

Building Control Licensing have actively engaged IMTAC including their Board, regarding the licensing of pavement cafes. The Inclusive Mobility and Transport Advisory Committee (IMTAC) is a committee of disabled people and older people. The role of IMTAC is to advise Government and others in N.I. on issues that affect the mobility of older people and disabled people. They receive support from the Department for Infrastructure.

The Cultural Framework Action Plan 2016 – 2020 The plan was developed following a significant programme of sector engagement. As part of the consultations, feedback was obtained from a range of cultural organisations representing the interests of S75 groups. This identified a number of new initiatives and programmes focussed on promoting equality and good relations, which included the successful bid for the Peace IV programme – Creative Legacies (see project for more info).

Draft Inner North West Masterplan exhibition and drop-in events were held in accessible venues (Cecil Ward Building and CastleCourt). Inner North West consultation events held in a range of venues including Berry Street Presbyterian Church Hall and St Patrick's Church Hall to engage people from different religious and community backgrounds.

Information on Inner North West Consultation disseminated through Council networks including Youth Forum and Seniors Forum.

Inner North West Masterplan and leaflet available on Council website and from reception in Cecil Ward Building.

Draft Inner North West Masterplan leaflet produced in Braille and large font format.

The Youth Forum ran engagement exercise with young people in Oct 2017 called 'What you say matters'. This event gave young people the space to identify issues that mattered to them and let them select the issues they wanted the Belfast Youth

Forum to work on, on their behalf. Mental health was selected by young people as a key issue at this event. As a result, the Youth Forum decided to conduct youth-led research to find out if young people can talk about mental health, where they get their information on mental health, how they rate this information. Over 1,800 young people across the region took part in youth-led research, which was designed and carried out by YF members in first half of 2018. The data collected is being used to create a young people's mental health report for Government. During the consultation exercise, young people were asked to come up with solutions to the mental health issues they identified. These solutions will be in the 'Key Asks' section of the report. Groups who took part in research are being invited to report launch so they can see how their voices have been used to shape the report and key asks for government. The report will then be used by the Youth Forum as a lobbying and campaigning tool to influence policy and service development.

When agreeing the Belfast Agenda we worked with the Women's Resource and Development Agency to engage women on the Belfast Agenda using a "storytelling approach". This process helped us hear the voices of women who were often marginalised from consultation processes, and was only made possible by utilising the networks and connections of the various women support networks in the city and by adopting a relatively non-traditional form of engagement through story telling.

As part of the review of the Belfast Festival of Learning, we held post event engagement forums. These forums provided effective engagement opportunities with equality and diversity organisations and marginalised individuals, providing a basis for the continual improvement of activities, to ensure future provision is informed by consultation.

As a result of the Equality and Consultative Forum meetings held, follow on meetings were arranged with 2 consultative forum members and officers to gain further advice and best practice guidance about ensuring equality and diversity issues were taken into consideration. Changes to the planned consultation process for two proposed strategies were amended to reflect the forums advice.

Our approach to engaging with local people in preparation for European Capital of Culture bid, pre-actively sought to reach out to people in places where they would be (E.g. at major events, schools and community events, local shopping centres and train and bus depots). We also used pictures and drawing to engage with young people about what makes them happy. Unfortunately, this process is now on hold because of Brexit implications, but it has provided valuable learning in terms of how to engage the wider population as well as specific stakeholder mapping.

During 2017/2018 we sought the views of a diverse range of older people for the new Age-friendly Belfast plan by distributing the survey in a range of settings and designing/holding specific focus groups with 'hard to reach' groups of older people carried out by Age NI peer facilitators.

12 In the 2017-18 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
- 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

We are currently working on putting in place a mechanism to gather this type of information more systematically across the council, but for current examples please see question 2 in this report and the question 12 above.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? *(tick one box only)*

x Yes No Not applicable

Please provide any details and examples:

Our Equality Consultative Forum presents two key opportunities in the year for consultees to participate in the development of Council policies.

- 14** Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

x Yes No Not applicable

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

[]

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

9

16 Please provide the **number of assessments** that were consulted upon during 2017-18:

9

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

0

Policy consultations conducted **with an equality impact assessment** (EQIA) presented.

0

Consultations for an **EQIA** 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:

A range of consultation methods were employed for the above, including: Citizen Space; a range of focus groups; staff consultations; information in City Matters; website and circulation to the council's equality list.

In relation to the equality screening assessments each report highlights the consultation methodology. These are available on request.

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

21 In analysing monitoring information gathered, was any action taken to change/review any policies? (*tick one box only*)

x Yes No Not applicable

Please provide any details and examples:

Belfast Agenda equality lens - In April 2017, (as a follow-up to the draft EQIA report) we met with the Equality Commission to consider how to improve understanding of equality implications within a strategic document such as the Belfast Agenda. As part of the ongoing enabling work of the Belfast Agenda, we agreed to explore the extent to which we could assess each of the population indicators through an equalities lens. The first step was to finalise the technical report, which will form the basis for monitoring overall progress. This report, which documents and explains the indicators used, has now been drafted and we are engaging with our partners. Once completed it will enable us to begin to assess equality implications (data permitting) moving forward.

Festival of Learning – a number of suggestions for future improvements were made with regard to the Festival of Learning and Family Friendly activities. These have been fed into the planning process for 2018/19 activity. Monitoring information has also been reviewed for physical activity programmes and has provided guidance on future provision priorities. Baseline research has shown females and people with disabilities participate less in sport including football and boxing. The three programmes have specific actions to increase participation from these groups.

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

Please see response in section 3 for further relevant details.

- 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:

Please see response to question 21 and 11 for further relevant details.

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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

Please see section 2 and in particular section 2 D in the main body of report for details and part B section 2b for further details.

- 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

Please see section 2 in the main body of the report and part B section 2b for further details.

In particular, the updated equality and diversity training, designed in conjunction with best practice advice from Employers Forum for Disability NI and the JAM Card pilot training were beneficial in terms of mainstreaming equality and diversity and maintaining consistency across the organisation.

In addition, the joint member/officer Women Leaders Programme delivered to nine elected members and five officers was recognised as an example of best practice by the Local Government Association.

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

- 26** Please list **any examples** of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation to **access to information and services**:

Please see response to question 2 for relevant examples and detail.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

Section 3: Looking Forward

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

Approved by the Equality Commission for Northern Ireland in 2015, due for review 2020.

- 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)*

The key areas of responsibility and associated activity as outlined in the Equality Scheme, which we aim to focus on in the next reporting year, are as outlined in the agreed Equality and Diversity Framework 2017 – 2021.

In particular the area of mainstreaming equality and diversity through the setup of an Equality and Diversity Steering Group and associated processes; and the development of an agreed mechanism to collect relevant and appropriate monitoring information/equality data to better inform future decisions in a timely matter and ensure we are always building towards inclusive growth, as outlined in the Belfast Agenda.

We will also continue to focus on facilitating the sharing of best practice examples in relation to promoting equality of opportunity and inclusive growth across the organisation and with community planning partners.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) 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):

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:

17

Fully achieved

7

Partially achieved

2

Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}			
Local ^v			

All our work is at a Belfast level.

However, we impact at many levels by promoting excellence in equality; sharing good practice and promoting leadership.

Please see attached the Updated status of the Disability Action Plan (DDO) indicating fully achieved

2(b)

	Training Action Measures	Outputs	Outcome / Impact
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1	Diversity training Diversity e-learning Disability training Bespoke training	Diversity training for: employees- 358 staff Managers/ supervisors- 25 Diversity e-learning- 393 Disability awareness for: employees- 66 Managers /supervisors -10 Bespoke training- Disability Confident Training – 7 employees JAM Card training – 31	Positive attitudes towards disabled people and challenging negative attitudes Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively. Sharing of best practice
2	Provide emotional health and wellbeing awareness training for staff and council volunteers	Emotional health and wellbeing awareness training for staff and council volunteers - 23 employees	Staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively. Sharing of best practice
3	Provide training for managers in managing stress and mental health issues (internal)	Training for managers in stress and mental health issues	Positive attitudes towards disabled people and challenging negative attitudes.Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.
4	Ensure all managers are aware of the provisions of the Attendance Policy which allow for special consideration of disability issues	Completed through managers training	Staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively. Sharing of best practice

5	Provide on-going advice and support to employees in relation to reasonable adjustment requirements	Completed through training and specialist advice from HR/Corporate HR	Sharing of best practice Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.
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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	<p>Provide information to disabled people on aspects of Council services which specifically affect them through:</p> <p>Minimum of 4 articles per year in City Matters Minimum of 2 targeted information leaflets per year Accessible information on the Council website</p>		<p>Positive attitudes towards disabled people and challenging negative attitudes</p> <p>Increased awareness of issues related to disabled people and improved service delivery</p>
2	<p>Consult and engage with the sector as part of the “Belfast Conversation” to help shape the emerging Belfast Agenda – a single long-term strategic plan for the city</p>	<p>We have continued to improve our approach to consultation and engagement and improving access and equality of opportunity are inherent within these approaches.</p> <p>The EDU worked with Council Teams to position a proposal for accessibility support services to be brought to the Disability Forum at their April Meeting. Additionally Disability Action represented on EDU’s Enterprise and Business Growth Working Group which informs collaborative approach to enterprise.</p> <p>3 Equality Consultative Forum meetings were held incorporating feedback on a number of strategies and proposals directly related to the Belfast Agenda. For example, disability groups, which engaged on the Lien Quarter Masterplan were targeted during the East Bank Masterplan.</p>	<p>Increased awareness of issues related to disabled people and improved service delivery</p> <p>Addressing needs and issues of disabled employees</p>

3	Develop key issues paper for Council departments on disability related issues and provide an annual update	Completed	Increased awareness of issues related to disabled people and improved service delivery
4	Include disability related information in staff e-briefings, staff newsletters/magazines, staff meetings, email, intranet, internet (internal)	3 articles were circulated promoting the Disability Employee Network. In addition, we ran three specific communication pieces on our internal staff communications tool called Interlink, highlighting various disability related issues. These included the NDCS Roadshow; Tropical Ravine Restoration and the launch of the Linguistic Diversity Strategy.	Increased awareness of issues related to disabled people and improved service delivery Positive attitudes towards disabled people and challenging negative attitudes
5	Develop a dedicated health and wellbeing page on Interlink (internal)	This is updated on an ongoing basis reflecting new relevant information	Positive attitudes towards disabled people and challenging negative attitudes

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Arrange a minimum of 2 Forum meetings per year and additional meetings as required	Completed. The forum will now meet going forward three times a year.	New members across all section 75 groups including representation from disabled groups
2	Establish a support network for disabled employees to feed into future action planning	Completed. Three network meetings were held. Staff network consulted on content to be included in the staff equality and diversity survey and consulted on the revised disability awareness training content	Representation from disabled people when making policy decisions Increased awareness of issues related to disabled people and improved service delivery

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	Submit Annual Progress Report to Disability Access Group, Consultative Forum, Corporate Management Team, Joint Consultative Negotiating Committee, Good Relations Partnership, Strategic Policy & Resources Committee , and the council	Completed.	Improved awareness of disability activity and progress within council
2	Facilitate a biennial event on a current theme linked to Council priorities	<p>Completed</p> <p>We launched the Linguistic Diversity Strategy on 14th May which incorporates a focus on the needs of various language communities including those with a disability.</p> <p>We hosted a Deaf Awareness Week incorporating a signed tour of the City Hall exhibition, with 15 people from the deaf community.</p> <p>We hosted a NDCS Roadshow in the grounds of the City Hall.</p> <p>Hosted a Disabled Go training day in City Hall</p>	<p>Increased awareness of issues related to disabled people and improved service delivery carry these out effectively.</p> <p>Positive attitudes towards disabled people and challenging negative attitudes</p> <p>Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to</p>

3	Evaluate feedback and develop an action plan to improve disability initiatives where appropriate	<p>See above</p> <p>On evaluating various forms of feedback, we have purchased a number of I Pads and developed a sign video to accompany the City Hall tour experience.</p>	<p>Addressing needs and issues of disabled employees</p> <p>Encouraging participation and developing positive attitudes</p> <p>Increased awareness of issues related to disabled people and improved service delivery</p>
4	Ensure consistent approach to collating and monitoring reasonable adjustments in relation to absence management	Completed	Addressing needs and issues of disabled employees
5	<p>Provide information to disabled people on aspects of Council services which specifically affect them through:</p> <p>Minimum of 4 articles per year in City Matters</p> <p>Minimum of 2 targeted information leaflets per year</p> <p>Accessible information on the Council website</p>	<p>Accessible information provided to visitors on BCC website in advance of special events and changes to services and in general about core services.</p> <p>Accessible information via our on-line consultation and engagement hub</p> <p>Targeted information in relation to bin collection and events</p>	<p>Addressing needs and issues of disabled employees</p> <p>Increased awareness of issues related to disabled people and improved service delivery</p>

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	Facilitate 3 employees to learn and use sign language each year	Unfortunately, due to resource constraints we were not able to find and release staff to attend the full training course.	Positive attitudes towards disabled people and challenging negative attitudes	Unfortunately due to resource constraints we were not able to find and release staff to attend the full training course
2	Create a database of staff who have sign language skills and update when required	This database has been created however unfortunately due to reason above in point 2 we have not been able to add to with fully trained members of staff	Positive attitudes towards disabled people and challenging negative attitudes	Unfortunately due to resource constraints we were not able to find and release staff to attend the full training course and were therefore unable to update the database with new members
3	Review membership of consultative forum and increase representation of disabled people and representing organisations	We are currently in the process of undertaking a review of the forum	Increased effective and meaningful public involvement of disabled people Positive attitudes towards disabled people and challenging negative attitudes	We are in the process of carrying out a review of the consultative forum to ensure as meaningful and effective engagement as possible and therefore this action was not completely achieved during the reporting period.

4	Develop shared bulletin board to post disability related material (internal)		Positive attitudes towards disabled people and challenging negative attitudes Managers and staff are aware of their duties and responsibilities in relation to disability issues and have the knowledge and skills to carry these out effectively.	Discussions have been held with corporate communications regarding the type of information to include and we are working with the staff network to develop the content and layout
5	Printed documents to feature images of disabled people	Economic Development has completed a review of Tone of Voice to ensure language/images used across materials is inclusive and positive. Accessible Events Guide was rolled out across the organisation 1 internal staff Team Brief article 2 Interlink articles	Positive attitudes towards disabled people and challenging negative attitudes	We have gone some way towards achieving this objective but recognise that we have further work to do to mainstream this and are using the opportunity to work with newly established internal communications department and their lead communicators to progress
6	Increase awareness of Friends Group Policy to encourage new groups to form with the inclusion of disabled people	No new friends groups were established however officers continue to work with existing groups to ensure they are accessible to all	Increased effective and meaningful public involvement of disabled people Encourage participation	We have gone some way towards achieving this objective but need to develop further

7	Support the Strategic Operating Partner of our leisure centres to promote the inclusivity of their programme such as holiday schemes and swimming programmes	GLL run holiday schemes that are accessible with staff being given specialist training and adjustments being made as appropriate eg 1 – 1 lessons.	Encourage participation Increased effective and meaningful public involvement of disabled people Increased awareness of issues related to disabled people and improved service delivery	We have gone some way towards achieving this objective but need to ensure the sharing of best practice more effectively
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4. Please outline what action measures have not been achieved and the reasons why?



	Action Measures not met	Reasons
1	Allocate one of the seats on the Board of Active Belfast Ltd to a stakeholder from the disability sector	Unfortunately no-one applied however several Board members whilst not representing this sector, have interests in this sector and work to ensure that disability is considered in discussions and decision making
2	Deliver equality/good relations screening training	Due to considerable organisational change and restructuring equality training, which incorporates the new Rural Needs duties will be held in 2018/19. Seventy staff have already been booked on and 2 workshops held.

5. What monitoring tools have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

The council is currently reviewing all monitoring information and our systems for gathering relevant information in a meaningful and timely manner. A monitoring system for Section 75 categories including disability has improved across a range of council departments. Updates are included in the annual report.

(a) Qualitative

The introduction of the Council's Disability Strategy has improved our mechanisms to record and monitor activity related to improving services to disabled people. The Action Plan associated with the Disability Strategy combines DDA and DDO actions.

(b) Quantitative

6 Milestones – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved

PART B

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?

Please delete: No

If yes, please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
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?

PART B

-
- ⁱ **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.
 - ⁱⁱ **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.
 - ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments
 - ^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level
 - ^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.