

Disability Discrimination Order (Northern Ireland) 2006

Draft Disability Action Plan

Belfast City Council 2019 - 2022

April 2019

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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 Officer on 02890 320202 or gilmartins@belfastcity.gov.uk

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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 in that it 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 As Lord Mayor and Chief Executive of Belfast City Council, we are 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:

Name: Stella Gilmartin/Lorraine Dennis
Title: Equality and Diversity Officers
Address: 9 Adelaide, 9 – 21 Adelaide Street, Belfast, BT2
8DJ
Telephone number: (Freephone) 0800 0855412
Email: gilmartins/dennisl@belfastcity.gov.uk
Textphone: (028) 9027 0405
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 the above services and perform our other functions, we must levy an annual rate (district rates). We also obtain funding through:

- various grants, mostly provided by the Department of 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; and
- procure goods and services.

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 PCSP's
- BCC Migrants Forum

- Disability Advisory Panel

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 Officer, who reports through the City Solicitor, 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, target setting and monitoring relating 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 upon at the most senior level within the organisation. The Equality and Diversity Officer will ensure the Plan will be monitored and reported on 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 and
- Licensing 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 Our Equality and Diversity Officer will support this work and act as our main point of contact. Currently, our Equality and Diversity Officer is carried out on a job share basis by Stella Gilmartin who can be contacted at:

gilmartins@belfastcity.gov.uk and Lorraine Dennis who can be contacted at dennisl@belfastcity.gov.uk.

Legal and Civic Services Department,
Equality and Diversity Unit,
9 Adelaide, 9 – 21 Adelaide Street,
Belfast, BT2 8DJ

Text phone number: 028 9027 0405

Email: gilmartins/dennisl@belfastcity.gov.uk

Website: www.belfastcity.gov.uk

5.4.3 The Equality and Diversity Officer will report regularly to the City Solicitor 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 A copy of the annual report will be made available on our website. 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).

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 NI.

8 Consultation

8.1 We are committed to carrying out consultation in accordance with the guiding principles set out in the Equality Commission guidelines and recognise the need for such consultation to be timely, open and inclusive.

8.2 We are keen to seek the views of disabled people on this revised and updated Plan. We will:

- consult our AA list (a list of consultees identified in our Equality Scheme)
- present the Plan to the council's equality consultative forum which includes representatives from disability organisations;
- present the plan to our Disability Advisory Panel and
- host a targeted consultation event.

8.3 The anticipated outcomes of this robust consultation exercise are to:

- identify barriers faced by disabled people in public life and specifically any barriers they've encountered when dealing with us;
- identify past examples where we have not promoted positive attitudes towards disabled people and identify future opportunities to promote positive attitudes;
- set priorities and identify solutions to take remedial action; and
- monitor and review how effective these measures have been.

- 8.4 When consulting on any matter relating to the duties, we will work with representative groups, individuals with disabilities and Section 75 groups on the best way to get their views. This may take the form of face to face meetings, advisory groups, surveys, consultative panels, internet discussions and other methodologies identified as best practice. Consultee responses to the consultations and our response will be recorded. All consultees will receive a copy of our response to their comments.
- 8.5 We will place the Plan on our website asking for feedback from individuals and organisations.
- 8.6 As part of the consultative process, we will remove barriers by making sure documents are available in alternative formats, including large print, Braille, audio cassette, computer disk, easy read, signed language format and plain language. This will be done in a timely fashion and will establish the basis for dialogue and engagement with disabled people during the life of the Plan.
- 8.7 We will develop best practice in communicating with young disabled people as well as looking at additional dimensions which create multiple identities such as ethnicity, age, gender, sexual orientation and religious belief.
- 8.8 Belfast City Council is keen to ensure the highest level of inclusivity in our consultation and therefore we will consider the following:
- The time of day of the meeting;
 - The appropriateness of the venue to ensure the highest standard of accessibility
 - How the meeting will be run
 - The use of appropriate language
 - Whether a signer or interpreter or other communication support is necessary
 - Ensuring that the communication of the consultation is inclusive and timely

8.8 We believe that it's important for disabled people to be involved in the implementation, monitoring and review of the Plan. The Action Plan at Appendix 1 lays out the initiatives Belfast City Council wishes to implement. We are keen to hear your views and comments on these actions and will consider amending them or including additional ones following the comments we receive.

9. 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 Officer.

10. Action measures

- 10.1 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).

11. Timescale for the implementation of the action measures

- 11.1 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 2022.

12. Performance indicators or targets

- 12.1 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.
- 12.2 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.

13. How the disability action plan will be published

- 13.1 Following submission to the Equality Commission for Northern Ireland, this Plan will be available by contacting the Equality and Diversity Officer.
- 13.2 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.

- 13.3 The Plan will be highlighted through meeting directly with disability organisations and representative groups.
- 13.4 We will follow the guidelines set out by the councils accessible communications guide.

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Appendix 1

Draft Disability Action Plan 2019 – 2022

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	2019	EDO	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	2019	EDO	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.	2020	EDO	Report on the key findings and make recommendations as appropriate
	Improved opportunities	The Disability Advisory Panel (DAP) attend	2019	EDO/Language	4 projects per year to receive advice

	for disabled people to engage with and influence policy makers	and participate in consultation processes		Officer EDO/Language Officer	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	2021	EDO/Language Officer	A reduction in disability related complaints by 10% each year. Disability Advisory Panel to meet at least three times per year.
	Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees	Establish and facilitate a Sign Language Users Forum	2019	Language Officer	A Sign Language Users Forum to meet at least twice a year
	Disabled people are provided with appropriate support to enhance employability and obtain employment	The Disability Staff Network to provide support on future action planning	2019	HR	Disability Staff Network to meet at least three times a year
	Disabled people are provided with appropriate support to enhance employability and obtain employment	Identify opportunities to ring fence certain posts to long-term unemployed, including those with a disability and ensure any pre-recruitment and training programme caters for any reasonable adjustments	2019	HR	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	Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties	2019	HR	% of Changes implemented

	employability and obtain employment				
	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	2019	HR	% of reasonable adjustments requested 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	2019	HR	Attend four events a year
	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)	2019	HR	30 placement opportunities facilitated, including three via the job shadowing initiative
	Develop the capacity of the organisation to support staff with disabilities, in relation to attendance management	Ensure all managers are aware of the provisions of the Attendance Policy which allow for special consideration of disability issues	2019	HR	All staff who assume responsibility for managing attendance to attend training within 6 months of taking up that role
	Develop the capacity of the organisation to support staff with disabilities	Provide ongoing advice and support to employees in relation to reasonable adjustment requirements Investigate options around how staff could be encouraged and feel confident in declaring a	2019	HR/Departments	Monitor number of reasonable adjustments requests and those subsequently provided Create database of types of reasonable adjustments made Publish results from investigation /voluntary monitoring and make

		disability via internal HR system			recommendations as appropriate.
		Conduct a voluntary monitoring exercise			
	Improved opportunities for disabled people to engage with and influence policy makers	Analyse staff Equality and Diversity survey and identify areas for improvement for action planning going forward	2019	HR	Publish high level results from staff survey and agree action plan for future initiatives, as appropriate
	Improved range of ways to provide access to parks and open spaces	Review of existing stakeholder engagement with disability groups to use parks and open spaces	2019	City & Neighbourhood Services Department	Report on the review of stakeholder engagement in 19/20
	Feedback encouraged from disabled people and their representative groups in how we can encourage greater participation by disabled people in public life and provide opportunities for disabled people to engage with and influence policy makers	Consult and engage with the sector in relation to the emerging LDP draft plan strategy, which will provide the planning framework to shape the future growth of the City up to 2035.	2019	Place and Economy Department	The Local Development Plan and Policy Team will carry out appropriate targeted engagement with the disability sector at significant stages, during the progress of the Local Development Plan
	Disabled people who are considering starting a business are supported	Deliver targeted outreach to encourage and support disabled people to consider enterprise and start a business	Ongoing / 2019 - 2022	Place and Economy Department	Increase in % participants with disability on enterprise awareness initiatives
	Programmes and activities are promoted to persons with a disability through suitable mediums.	Engage with under-represented groups via umbrella organisation representation on the Enterprise and Business Growth Working Group. Put in place reasonable adjustments to support disabled people access support programmes designed to help them start a	Ongoing / 2019 - 2022	Place and Economy Department	Hold two meetings per year minimum with representative bodies / stakeholder groups.

		business			
Disabled people are supported to access employability initiatives	Review and consider opportunities to engage disabled people in the Belfast Employability Pathway (Belfast Workplace)	Provide specific adaptations/ support to enable participants to take part in council employability initiatives	Ongoing / 2019 - 2022	Place and Economy Department	Six 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		Ongoing / 2019 - 2020	Place and Economy Department	Deliver small capital enhancement projects that will increase access for disabled people to quality cultural product and experiences 6 projects in year 1, 18-19 10 projects in year 2, 19-2
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		2019	Property and Projects Department	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	Address licensing of Pavement Cafes when the Council receives guidance from Dfi		tbc	Planning and Building Control (Building Control)	Monitor implementation of licensing Pavement Cafes
City Centre retailers are encouraged to support accessibility for disabled people	Engage with city centre retailers to consider how to support disabled people as part of customer focus support programmes		2019	Place and Economy Department	Number of businesses that participate
Those with complex needs and disabilities	Have the new Changing Places Toilet facility accessible 9am-10pm Monday to Sunday		Jan 2019	Facilities Management	Monitor the number of users and take action as required

	have access to facilities to enable them to participate in the life of the city throughout the week				
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 eg Festival of Learning or Accessible Belfast	2019	EDO and HR	2 events held with external/internal press and communications
		Evaluate feedback and develop an action plan to improve disability initiatives, where appropriate	2019	EDO and HR	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	Produce a film project, showcasing the diverse language and disability groups	2019	Language Officer	Showcase video clips produced by QUB incorporating Sign Languages and Disabled communications
	Public attitudes to disabled people are more positive and negative attitudes are challenged	Language Officer to represent Council at the Coalition on Deafness	2019	Language Officer	Attend at least 1 Coalition on Deafness meeting
		Effective partnership working with the British Deaf Association	2019	Language Officer	Develop and implement a 3 year 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	2021	Language Officer/ Departments	A number of completed event action plans received
Disabled people are able to choose between	Increase information in Sign Language to Sign Language users at City Hall and Tropical	2020	Language Officer Facilities	4 Sign Language translated tablets to be available at City Hall Visitors	

	options in terms of the way they receive and benefit from council services	Ravine		Management	Exhibition and Tropical Ravine
	Disabled people are able to choose between options in terms of the way they receive and benefit from council services	Review the locations of portable loop systems across our venues	2019	Language Officer Facilities Management	Portable Loop Systems in place at a number of identified venues
	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 Mencap to explore the introduction of appropriate communication tools for people with learning disabilities at customer centres e.g. City hall Reception, Belfast Zoo	2019	Language Officer	A number of communication tools for people with learning disabilities 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 and review the new APP for people with disabilities, accessing facilities and services in the City of Belfast	2019	Language Officer	Increased satisfaction accessing facilities and services in the City of Belfast
	Disabled people are aware of the availability of accessible information and make use of it	Improve accessibility in contacting and communication for Deaf Users	2019	Language Officer/ Facilities Management	Pilot and deliver a Sign Language Video Relay Service and Video Remote Interpreting Service. VRS on website and VRI at Belfast City Hall reception, Birth, Deaths and Marriages registration office and Belfast Zoo
	Sign Language Users are aware of accessible communication within the Council	Create a translation protocol document for Sign Language Users and Disabled people accessing Council's online material and electronic documents	2020	Language Officer	A number of identified BCC online material and electronic documents to be produced in accessible formats
	Disabled people are aware of the availability	Increased provision of an accessible City Matters magazine for disabled people	2019	Language Officer/Comms	Audio version of each quarterly City matters Magazine produced

	of accessible information and make use of it				
	Disabled people are aware of the availability of accessible information and make use of it	Consult with City Matters team to include disability related articles in City Matters magazine, sharing accessible information within the Council and Community Partners	2019	Language Officer/Comms	A number of disability related articles to be added to the City matters magazines
	Disabled people are aware of the availability of accessible information and make use of it	Meet with key staff to discuss and explore the preparation and production of council documents in alternative formats	2019	Language Officer/Comms	Arrange at least two meetings per year with key staff
	Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices	Consult with Corporate Communications to explore the introduction of accessible changes being made on Council's website and social media platform (to include easy reading; audio; Sign Language translation and subtitles on video)	2020	Language Officer/Comms	Three meetings held with Corporate Communications Consult with Corporate Communications to identify a number of audio providers and to assign a provider for the new Council's website
	Disabled people are aware of how council services can support them	Provide information to disabled people on aspects of Council services which specifically affect them through: minimum of 4 articles per year in City Matters; minimum of 2 targeted information leaflets per year; accessible information on the Council website	2019	Corporate Communications/Lead Communicators/ Language Officer	% of images in printed documents featuring positive images of disabled people Number of documents provided in alternative formats
	Promotion of positive attitudes towards disabled people	Include articles related to disability and ensure photography of disabled people is included	2019		% 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>Include annual disability days on Interlink and consider awareness raising activity</p>	2019	HR/EDO	<p>% of internal communications documents which featured disability related information</p> <p>% of people who found the information relevant and useful assessed by appropriate evaluation tool</p>
	Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices	Communication tools for people with learning disabilities to be introduced at customer centres e.g. City Hall reception, Belfast Zoo	2019 - 2022	Departments	Appropriate communication tools introduced at selected relevant sites
	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	2019	EDO	<p>100% of priority one and priority two staff identified are trained</p> <p>Increased understanding and use of appropriate screening tools and methodology assessed by audit of screenings carried out and staff feedback.</p>
	Develop the capacity of the organisation to support people with disabilities, focusing on communication.	Provision of Sign Language courses for employees	2019	HR/Language Officer	<p>Deliver 1 pilot introduction to BSL course</p> <p>12 employees (2 from each Department) to be able to communicate in Sign Language</p>
	Develop the capacity of the organisation to support people with disabilities, focusing on communication	Provision of tailor-made course to employees	2019	HR/Language Officer	Deliver 2 tailor made disability courses to employees

	<p>Develop the capacity of staff to ensure awareness of the legal obligations in relation to employment and service delivery</p>	<p>Roll-out Diversity Awareness training programmes for council employees:</p> <ul style="list-style-type: none"> - 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; - 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 - Unconscious bias training will be rolled out to Corporate Management Team 	2019	HR	<p>Deliver 12 disability awareness training sessions to managers and employees</p> <p>Deliver 12 diversity awareness training sessions to managers and employees</p> <p>All new staff to attend training within 6 months of commencing employment</p> <p>All Tier 3 Managers to attend Equality and Diversity module</p> <p>All Corporate Management Team to attend Unconscious Bias Training</p>
	<p>Develop the capacity of Members to ensure awareness of the legal obligations in relation to employment and service delivery</p>	<p>Research the possibility of including disability awareness sessions for Members in the Members Training Programme and include Disability Action Plan in the members Induction Programme</p> <p>Upload the Disability Action Plan to the Members Portal</p>	2019	HR	<p>Communicate outcomes of research and plan next steps if applicable.</p> <p>Disability Action Plan uploaded to the Members Portal</p>
	<p>The capacity of staff/ volunteers will be increased to help them manage their own emotional health and well-being</p>	<p>Provide emotional health and wellbeing awareness training for staff and council volunteers (internal)</p>	2019	HR/Occ Health	<p>Deliver four Positive Mental Health training sessions</p> <p>Deliver one mindfulness programme</p> <p>% of staff who found the training useful</p>

	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)	2019	HR/Occ Health	Deliver four 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 wellbeing page on Interlink (internal)	2019	HR/Corporate Communications	Include monthly updates on Interlink
	Develop the capacity of staff to help them manage their own mental health and to help support others	Review pilot programme for mental health first aiders	2019	HR	Evaluation of programme used to inform decision on roll out of programme
	Promotion of positive attitudes towards disabled people	Printed documents and brand campaigns to feature positive images of disabled people	2019	Corporate Communications	% of documents/campaigns which feature positive images of disabled people
	Disabled people are able to access the information they need in the format most accessible to them	Continue to promote / communicate our options for access to information/ forms / people/ services in relation to council buildings	2019	Corporate Communications	Survey the number of departments who do this successfully and report on findings
	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.	2019	City & Neighbourhood Services Department	Report on the review of existing process and the number of stakeholder organisations engaged for 19/20
	Improved accessibility to Changing Places facilities across the City.	To promote the Changing Places facilities across the City and review the existing process.	2019		Increase in choice of available Changing Places facilities across the city. From 3 to 5 over the next 24 months
	Improved social inclusion	To provide information and training (where			Ensuring a continuing presence of Changing Places facilities are

	for people with disabilities	necessary) to front-line staff about RADAR key including its use and how to apply for it	2019		available on BCC and Changing Places website
	Develop the capacity of the organisation to support disabled people to access the city centre	Scope and research the accessibility of Belfast City Centre to identify gaps and opportunities, to enable disabled people to participate fully in city centre life. This will include initiatives to promote accessibility in the city centre from an economic development and perspective.	2019	Place and Economy Department	Conclusion of research and determine next steps in delivery to target hard to reach groups.
	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.	2019-2022	All Departments	% large events held with an inclusive events checklist completed
	Persons with a disability are able to easily access relevant council information	Promote the range of alternative formats that are available	2019-2022	All Departments	Evaluation of accessibility of council information via various formats
	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.	2019	Property and Projects Department	Deliver two training sessions % of staff who found the training useful