

## 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:

39

Fully achieved

15

Partially achieved

4

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 <sup>i</sup> | Outcomes / Impact <sup>ii</sup> |
|-------------------------|-----------------------------|----------------------|---------------------------------|
| National <sup>iii</sup> |                             |                      |                                 |
| Regional <sup>iv</sup>  |                             |                      |                                 |
| Local <sup>v</sup>      |                             |                      |                                 |

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.

Belfast City Council has a range of activities across all departments, which promote the two duties. To this end, we have added a few actions below which highlight our commitment to the Duties. For a full report on all actions for the year, please refer to our updated Disability Action Plan 2019/2022.

2(b) What **training action measures** were achieved in this reporting period?

|   | Training Action Measures   | Outputs   | Outcome / Impact  |
|---|--|---|---|
| 1 | Ensure all managers are aware of the provisions of the Attendance Policy, which allow for special consideration of disability issues | Corporate training provided every three months for managers who are new to managing absence   | Develop the capacity of the organisation to support staff with disabilities, in relation to attendance management |
| 2 | Provision of Sign Language courses for employees   | Pilot completed in October 2019. 9 employees completed and passed<br>Pilot course delivered. 10 people completed the training.<br>100% pass rate achieved                                       | Develop the capacity of the organisation to support people with disabilities, focusing on communication           |
| 3 | Provide emotional health and wellbeing awareness training for staff and council volunteers (internal)                                | 5 Positive Mental Health sessions delivered<br>One Mindfulness session delivered<br>Score out of 10- an average score of 9.3 from participants said they could use what they learned right away | The capacity of staff/ volunteers will be increased to help them manage their own emotional health and well-being |
| 4 | Provide training for managers in managing stress and mental health issues (internal)   | 4 sessions delivered<br>Score out of 10- an average score of 9.2 from participants stated that they could use what they learned right away  | The capacity of staff/ volunteers will be increased to help them manage their own emotional health and well-being |
| 5 | Review pilot programme for mental health first aiders  | Pilot Mental Health First Aid programme evaluated and success of programme led to decision to roll out future programmes.<br>One additional session delivered<br>18 people attended             | Develop the capacity of staff to help them manage their own mental health and to help support others              |
| 6 | Deliver equality screening training based on an analysis of priority areas and job roles   | One Equality Screening training was completed.  | Awareness of disability and the disability duties when compiling policies and making decisions will be increased  |

## 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 | Facilitate biennial event on a current theme linked to council priorities e.g. Festival of Learning or Accessible Belfast<br><br>Evaluate feedback and develop an action plan to improve disability initiatives where appropriate | An event held with external/internal press and communications; International Day of People with Disabilities highlighting public and employment accessibility.<br><br>Attendance by a wide range of relevant organisations and disabled people<br><br>Feedback used to improve further events and future policies/initiatives | Public attitudes to disabled people are more positive and negative attitudes are challenged.                             |
| 2 | Produce a film project, showcasing the diverse language and disability groups   | Showcase video clips produced by QUB. Film launched in November 2019. Video clips showcased included Sign Languages and Disability Communications   | Public attitudes to disabled people are more positive and negative attitudes are challenged.                             |
| 3 | Raise awareness of council's Disability Event Plan  | A number of completed event action plans received   | Disabled people can participate fully in all activities facilitated by the council and are encouraged to do so           |
| 4 | Increase information in Sign Language to Sign Language users at City Hall and Tropical Ravine   | Sign Language videos completed and launched at both venues  | Disabled people are able to choose between options in terms of the way they receive and benefit from council services    |
| 5 | Review the locations of portable loop systems across our venues   | Installation of portable loop systems at Belfast City Hall, Belfast Castle, Malone House and Roselawn Cemetery  | Disabled people are able to choose between options in terms of the way they receive and benefit from council services    |
| 6 | Liaise with AccessAble to monitor and review the new App for people with disabilities accessing facilities and services in the City of Belfast.   | Monitoring of AccessAble app on-going and increased satisfaction accessing facilities and services in the City of Belfast   | Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis |
| 7 | Improve accessibility in contacting and communication for Deaf Users  | Video Relay Service (VRS) and Video Remote Interpreting (VRI) pilot on going and will end in October 2020. The VRS service is accessible on the website and the VRI at Cecil Ward   | Disabled people are aware of the availability of accessible information and make use of it                               |

|    | Communications Action Measures  | Outputs  | Outcome / Impact   |
|----|---|--|--|
|    |   | Building, Belfast Zoo and Olympia Leisure Centre   |  |
| 8  | Increased provision of an accessible formats in City Matters Magazine   | <p>Audio recordings are produced and distributed to people with sight loss at the same time when the magazine is distributed to every household in Belfast City Council - Digital Services</p> <p>An audio version of each edition of City Matters (Belfast residents magazine) is produced normally 4 editions per year along with versions in Braille and Large Print</p>  | Disabled people are aware of the availability of accessible information and make use of it   |
| 9  | Consult with City Matters team to include disabled related articles in City Matters magazine, sharing accessible information with the council and Community Partners  | 26 disability related articles have been printed since June 2019   | Disabled people are aware of the availability of accessible information and make use of it   |
| 10 | Meet with key staff to discuss and explore the preparation and production of council documents in alternative formats   | <p>1 meeting held to discuss arrangements for council documents in alternative formats</p> <p>An audio version of each edition of City Matters (Belfast residents magazine) is produced normally 4 editions per year along with versions in Braille and Large Print</p> <p>An audio version of each edition of City Matters (Belfast residents magazine) is produced normally 4 editions per year along with versions in Braille and Large Print</p> | Disabled people are aware of the availability of accessible information and make use of it   |
| 11 | Consult with Marketing & Corporate Communications to explore the introduction of accessible changes being made on council's website and social media platforms (to include easy reading, audio, Sign Language translation and subtitles on video) | <p>3 meeting held with Marketing &amp; Corporate Communications. The Marketing and Communications team have built accessibility into the procurement of the new website. It will meet the WCAG 2.1 requirements</p> <p>The Online Team promotes accessibility throughout the council internally through articles in Interlink, face-to-face briefings and Team Brief articles</p>  | Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices |

|    | Communications Action Measures   | Outputs   | Outcome / Impact   |
|----|--|---|--|
| 12 | <p>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</p> <p>Include articles related to disability and ensure photography of disabled people are included</p> | <p>Imaged introduced in City Matters magazine during 2019</p> <p>11 disability images were printed in the City Matters magazine.</p> <p>4 City Matters magazines provided in audio format.</p> <p>Over 3 editions printed in 2019 (Summer, Autumn, Winter) and the Spring edition in 2020 approximately 12 positive images were featured along with 26 articles relating to disability.</p>   | <p>Disabled people are aware of how council services can support them</p> <p>Promotion of positive attitudes towards disabled people</p> |
| 13 | <p>Include disabled 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>   | <p>10 articles included on staff intranet relating to disability related awareness days/weeks</p> <p>1 articles highlighting the event to mark International Day of People with Disabilities</p> <p>2 Disability Staff Network meeting articles</p> <p>8 articles specific to health and wellbeing</p> <p>12 other articles e.g. awareness raising sessions (Action on Hearing Loss)</p> <p>13 articles relation to charity fundraising events by staff</p> | <p>Staff will be engaged and awareness will be raised about particular disabilities</p>  |
| 14 | <p>Printed documents and brand campaigns to feature positive images of disabled people</p>   | <p>Marketing and Corporate Communications adopts an inclusive approach to external and internal communications including the use of articles and photographs of disabled people when opportunities arise. In 2019-2020 approximately 11 positive images of disabled people were used in City Matters, Belfast's residents magazine which is distributed to over 155,000 homes in Belfast.</p>   | <p>Promotion of positive attitudes towards disabled people</p>   |

|    | Communications Action Measures   | Outputs  | Outcome / Impact   |
|----|--|--|--|
|    |  | Images have been used on the council's home page to promote Signvideo, play areas, Changing Places   |  |
| 15 | Communication tools for people with learning disabilities to be introduced at customer centres e.g. City Hall reception, Belfast Zoo | Sign Language translation was introduced in the Visitor Centre in May 2019. Free audio tours were introduced in August 2019, and can be downloaded via Cloud Guide App in English. The Visitor Centre is fitted with an induction hearing loop and some staff are trained in deaf awareness and BSL skills. We support the JAM initiative and signage is displayed in Visitor Centre. Zoo holds an annual sensory event for visitors on the autism spectrum. | Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices |

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

|   | Encourage others Action Measures  | Outputs   | Outcome / Impact   |
|---|---|---|--|
| 1 | <p>The Disability Advisory Panel (DAP) to attend and participate in consultation processes and to provide advice and guidance on various capital projects</p> | <p>The Disability Advisory Panel met 4 times – on a quarterly basis.</p> <ul style="list-style-type: none"> <li>- The project teams leading on the Springfield Dam, PEACE IV and DfC Connecting Open Spaces project, engaged with the Disability Advisory panel to discuss the emerging concept designs. A site visit was conducted to a similar example to explain and explore adaptations and changes. A number of amends were made to the designs, for example, accessible friendly fishing stands.</li> <li>- The Boodles Dam project has taken a number of design aspects into consideration: The gate operates in two modes, with one as a release of the sliding latch by use of a RADAR key where the gate maybe opened beyond the normal closing point allowing large mobility vehicles and some path maintenance equipment to pass through. In addition the works include a 2m path around the dam which will facilitate access by people with disabilities.</li> <li>- The Council's Local Investment Fund (LIF) offers funding to local projects which aim to make a real difference in people's lives at a neighbourhood level by addressing local community needs - it supports a wide range of local community groups, including many groups that have users with a range of mobility and disability. One particular project – new sensory garden of residents of a care home – consulted on the specific needs and input view of older people with</li> </ul> | <p>Improved opportunities for disabled people to engage with and influence policy makers</p> |

|   | Encourage others Action Measures                     | Outputs  | Outcome / Impact   |
|---|--|--|--|
|   |  | <p>disabilities, which resulted in path widening around the garden; specific heights of garden furniture; improving paving and access points to the garden; improved gates to allow better access.</p> <ul style="list-style-type: none"> <li>- In 2019 the Department was successful in securing a bid for capital funding to improve accessibility for people with disabilities, to improve some key public assets eg to automate all the doors at the Tropical Ravine, at Botanic Park. Accessibility has also been improved at the facility, with the introduction of sensory facilities for sight and hearing-impaired visitors</li> <li>- The Council's Leisure Transformation Programme is a significant programme of capital investment to a range of new Leisure facilities across the city. In the new Leisure centres – Lisnasharragh, Andersonstown and Brook – each have Changing Places Facilities installed as part of these new facilities.</li> <li>- Specific to one of the Council's new leisure centre – Brook Leisure Centre– it has a state-of-the-art new sensory swimming pool (the first of its kind as a public swimming pool) with specific lighting, submersible lifting platforms and a number of adaptations to improve accessibility for people with disabilities.</li> </ul> |  |
| 2 | Establish and facilitate a Sign Language Users Forum | A Sign Language Users Forum met 3 times during 2019/20   | Improved opportunities for Sign Language Users to engage with and influence policy makers and to educate employees |

|   | Encourage others Action Measures   | Outputs  | Outcome / Impact   |
|---|--|--|--|
| 3 | The Disability Staff Network to provide support on future action planning  | 4 staff network meetings arranged.<br>3 held including presentation from Carers NI, 2 x future planning/development of network (branding, updating terms of reference etc) and 1 meeting cancelled due to Covid-19 – RNID had been invited   | Disabled people are provided with appropriate support to enhance employability and obtain employment   |
| 4 | Participate in careers/employability activity targeted towards disabled people i.e. careers fairs, mock interviews, site visits, employability talks             | 1 mock interview session delivered<br>1 Special schools careers fair attended.<br>Corporate HR attends the Belfast Special Schools Business Education Partnership meetings and has offered to provide site visits and mock interview sessions- no uptake in 2019/2020.<br>Similar assistance was offered to disability organisations- one organisation took up offer of mock interview | 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 |
| 5 | Ensure all managers are aware of the provisions of the Attendance Policy, which allow for special consideration of disability issues.                            | Corporate training provided every three months for managers who are new to managing absence  | Develop the capacity of the organisation to support staff with disabilities, in relation to attendance management  |
| 6 | Analyse staff Equality and Diversity survey and identify areas for improvement for action planning going forward   | High level results published in August 2019.<br>Agreed actions following feedback will be incorporated into future action plan, as appropriate   | Improved opportunities for disabled people to engage with and influence policy makers  |
| 7 | Review of existing stakeholder engagement with disability groups to use parks and open spaces  | A new updated version of the 'A Walk in the Park' publication was produced and there has been increased demand for copies.   | Improved range of ways to provide access to parks and open spaces  |
| 8 | Deliver the Inspiring Communities theme which identifies disabled people as a priority area and removing barriers to participation to ensure all sections of the | Delivered 10 small capital enhancement projects that will increase access for disabled   | Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis   |

|    | Encourage others Action Measures  | Outputs  | Outcome / Impact  |
|----|---|--|---|
|    | community engage with high quality culture, arts and heritage   | people to quality cultural product and experiences   |   |
| 9  | 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 | The council formally consulted on the LDP draft plan between August and November 2018. During this time the LDP team completed 66 engagement events to promote consultation and engagement with the draft Plan Strategy. These included public information and drop in events and specific engagement with under-representative groups such as the Senior's Forum and Equality Consultative Forum (multiple identities including age and disability). Of respondents who completed the equality monitoring section of the draft Plan Strategy consultation responses, 44 respondents (40%) said they had a disability.   | 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 |
| 10 | Deliver targeted outreach to encourage and support disabled people to consider enterprise and start a business  | For many disabled people, starting a business provides greater flexibility and choice around working hours, working conditions and for many, provides greater independence than working for someone else. Data collated from the Go for It Programme indicated a 12% increase from 18/19 among those declaring a disability. 26% of participants declared a disability. Additionally, our Economic Development Team have proactively engaged with Disability Action to guide our outreach activities via our Enterprise Working Group. This ensures that our outreach services are flexible to meet the needs of disabled people and our officers and contractors are fully understand sources of support available to assist disabled people. | Disabled people who are considering starting a business are supported   |

|    | Encourage others Action Measures  | Outputs  | Outcome / Impact   |
|----|---|--|--|
| 11 | 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 business | Disability Action are engaged in our Enterprise and Business Growth Working Group which took place once in 2019/20. A second meeting was not held due to resourcing issues. All programme and support is flexible to take account of the needs of disabled people. The Economic Development Team regularly engage with disability specialist organisations such as USEL, NOW Group and the Orchardville Society to develop interventions to support the development of their businesses. Each of these organisations have participated in our business support programmes. | Programmes and activities are promoted to persons with a disability through suitable mediums |

2 (e) Please outline any additional action measures that were fully achieved other than those listed in the tables above:  
Please see attached updated Disability Action Plan 2018/2019

|   | Action Measures fully implemented (other than Training and specific public life measures)  | Outputs   | Outcomes / Impact   |
|---|--|---|---|
| 1 | Analyse staff Equality and Diversity survey and identify areas for improvement for action planning going forward   | <p>High level results published in August 2019.</p> <p>Agreed actions following feedback will be incorporated into future action plan, as appropriate</p>   | Improved opportunities for disabled people to engage with and influence policy makers |
| 2 | <p>Review and consider opportunities to engage disabled people in the Belfast Employability Pathway (Belfast Workplace)</p> <p>Provide specific adaptations/support to enable participants to take part in council employability initiatives</p> | <p>The Skills and Employability Team operated a pilot 'Loaf Employment Academy' specifically designed for and engaged 40 people with disabilities (mainly learning disabilities) with an expected 50% into employment rate.</p> <p>As part of section 75 monitoring, disability information is collected from participants on each academy prior to starting to take account of adjustments needed to ensure opportunities are available to all. Of those participants that were monitored 321 did not highlight any disability and 18 reported that they had a disability (around 5%).</p> <p>The team have engaged extensively with a range of disability organisations – Disability Action, Orchardville, Action on Hearing Loss, NIUSE, USEL to ensure that the academies are accessible to people with disabilities. In practice, people with a range of disabilities are selected onto, complete and gain employment. Adjustments and adaptations are made to help disabled people take part in employability initiatives. For example, a sign language interpreter was provided for a participant on our Social Care</p> | Disabled people are supported to access employability initiatives                     |

|   | Action Measures fully implemented (other than Training and specific public life measures)             | Outputs   | Outcomes / Impact  |
|---|---|---|--|
|   |   | <p>Employment Academy and by making this adjustment, they were able to obtain employment. Participants' support assistants have attended interviews and training with them and this adaptation has enabled them to participate in our Employment Academies.</p> <p>Following survey feedback at a Stakeholder Workshop in December 2019, the Skills &amp; Employability team's engagement with Disability Action/NIUSE has established stronger and smoother pathways from the disability sector provision onto the council's academies.</p> <p>Given the impact of Covid-19, the Skills and Employability team aims to ensure that employability academies reach the correct target audience and shorten referral pathway to organisations who work with disadvantaged groups. Although plans are still being developed, it is expected to include disability organisations.</p> |  |
| 3 | Maintain dedicated health and well-being page on Interlink (internal)                                 | A health and well-being section exists on Interlink under the Support & Development section of the site and is updated on regular basis.  | Staff will be engaged and awareness will be raised about health and wellbeing initiatives.   |
| 4 | To promote and review disabled toilet access and engage with disability groups to encourage wider use | <p>The waste service continues to provide toilet provision for all, ensuring that the facilities meet a broad spectrum of needs.</p> <p>To ensure the Council improves the awareness of disabled toilet facilities for people with disabilities, the service has</p>  | <p>Improve awareness of disabled toilet facilities for people with disabilities</p> <p>Improve accessibility to Changing Places facilities across the City</p> |



|   | Action Measures fully implemented (other than Training and specific public life measures)   | Outputs   | Outcomes / Impact   |
|---|---|---|---|
| 5 | 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. | <p>Scoping and research into the accessibility of the city centre to support the development of a diverse and vibrant city centre has been undertaken from a number of angles. This includes the development of:</p> <ul style="list-style-type: none"> <li>• the Cultural Strategy which has a priority to support high quality cultural events that are accessible, diverse and inclusive;</li> <li>• the Sundays in the City programme, which identified improvements to public transport to improve access into the city centre;</li> <li>• the City Centre Connectivity Study which has produced a Bolder Vision which sets the ambition to transform the city centre to be a healthy, shared, vibrant and sustainable space.</li> </ul> <p>To maximise the impact, these workstrands will be taken forward in an integrated way under the Future City Centre programme.</p> | Develop the capacity of the organisation to support disabled people to access the city centre               |
| 6 | Ensure that the Inclusive Events Checklist is completed for all events that are being held in council facilities  | <p>Improvements were made at the Autumn Fair so that the event was more Dementia friendly i.e. revised signage, provision of quiet space.</p> <p>Seven Inclusive Events plans were completed in 2019</p>  | Persons with a disability are able to attend and fully engage in events and programmes delivered by council |
| 7 | Have the new Changing Places Toilet facility accessible 9am-10pm Monday to Sunday   | Monitor the number of users and take action as required   | Those with complex needs and disabilities have access to facilities to enable them to                       |

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|  | Action Measures fully implemented (other than Training and specific public life measures) | Outputs | Outcomes / Impact                                       |
|--|---|---------|---|
|  |   |         | participate in the life of the city throughout the week |

## PART B

3. Please outline what action measures have been **partly achieved** as follows:

|   | Action Measures partly achieved   | Milestones / Outputs   | Outcomes/Impacts   | Reasons not fully achieved  |
|---|---|--|--|---|
| 1 | Review membership of Equality Consultative Forum ( ECF) and increase representation of disabled people and representing organisations | <p>New ECF Terms of Reference established</p> <p>% attendance at each meeting from cross section of disability organisations/individuals</p> <p>% of staff/members who understand purpose of the ECF and find it useful</p> <p>Effective feedback mechanism established, and used by members</p> | 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 | <p>The Equality Consultative Forum review is still ongoing.</p> <p>Due to the Covid -19 this action has been delayed.</p>   |
| 2 | Arrange a minimum of 3 Forum meetings per year and additional meetings as required  | Minimum of 3 Forum meetings held   | 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 | <p>1 Equality Consultative Forum took place in 2019.</p> <p>Due to the Covid -19 has been partially achieved.</p> <p>The next meeting which will be held remotely is planned for Nov-20</p> |
| 3 | Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties                     | % of changes implemented   | Disabled people are provided with appropriate support to enhance employability and obtain employment   | Guidance on role of support worker has been drafted. To be finalised/ approved.   |

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|   | Action Measures partly achieved   | Milestones / Outputs   | Outcomes/Impacts   | Reasons not fully achieved   |
|---|---|--|--|--|
| 4 | Consider all requests for reasonable adjustments as part of the selection process   | % of reasonable adjustments requested and provided                                       | Disabled people are provided with appropriate support to enhance employability and obtain employment | 3 reasonable adjustments were requested and 3 were provided at interview stage- 100% of requests were provided.<br><br>The Guaranteed Interview Scheme was not applied mainly because we have not been applying short-listing criteria when internally trawling posts and<br><br>external recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies |
| 5 | Facilitate at least 30 work experience placements for people with disabilities<br><br>Participate in annual job shadowing initiative promoted by NIUSE (internal) | 30 placement opportunities facilitated, including three via the job shadowing initiative | Disabled people have the opportunity to participate in work experience                               | 25 placement opportunities facilitated. This represents 83% of the total number agreed.<br><br>N.B. due to significant ongoing operational changes, the total number of placements facilitated was also reduced. 82% of the overall target was facilitated   |
| 6 | Provide ongoing advice and support to employees in relation to reasonable adjustment requirements   | Monitor number of reasonable adjustments requests and those subsequently provided        | Develop the capacity of the organisation to support staff with disabilities                          | Database of reasonable adjustments created. 176 reasonable adjustments, both permanent and temporary   |

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|   | Action Measures partly achieved  | Milestones / Outputs   | Outcomes/Impacts   | Reasons not fully achieved   |
|---|--|--|--|--|
|   | <p>Investigate options around how staff could be encouraged and feel confident in declaring a disability via internal HR system</p> <p>Conduct a voluntary monitoring exercise</p> | <p>Create database of types of reasonable adjustments made</p> <p>Publish results from investigation /voluntary monitoring and make recommendations as appropriate</p> |  | <p>were made, 77 of which were DDA related. Examples include purchase of equipment, phased return to work; redeployment; use of discretion, support for medical appointments, sign video; access to work support costs; light duties; homeworking</p> <p>Voluntary monitoring survey yet to be conducted. Put on hold due to Covid-19.</p> <p>Discussions to take place with Disability Staff Network/trainers and IT team regarding suggestions to increase disclosure.</p> |
| 7 | Address licensing of Pavement Cafes when the council receives guidance from the Department for Infrastructure  | Monitor implementation of licensing Pavement Cafes   | Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis | The council awaits further guidance from the Department of Infrastructure to progress this action.   |
| 8 | Engage with city centre retailers to consider how to support disabled people as part of customer focus support programmes  | Number of businesses that participate  | City centre retailers are encouraged to support accessibility for disabled people  | The Economic Development unit provided support to Shopmobility to enable people with mobility requirements to access shops and services in the city centre. The organisation also received mentoring support to sustain their organisation and   |

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|    | Action Measures partly achieved   | Milestones / Outputs   | Outcomes/Impacts   | Reasons not fully achieved   |
|----|---|--|--|--|
|    |   |  |  | investigate social enterprise opportunities.<br><br>The Economic Development team had planned to work in partnership with city stakeholders to deliver a range of workshops for city retailers that would include accessibility in the city centre. This will be initiated again in the 20/21 work programme, to take account of the impact of the COVID-19. |
| 9  | Language Officer to represent council at the Coalition on Deafness<br><br>Effective partnership working with the British Deaf Association   | Attend at least 1 Coalition on Deafness meeting<br><br>Develop and implement a 3 year BSL and ISL Charter Action Plan in partnership with the British Deaf Association | Public attitudes to disabled people are more positive and negative attitudes are challenged                              | No Coalition meeting took place in 2019.<br><br>Implementation of BSL and ISL Charter ongoing.   |
| 10 | 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, Belfast Zoo | 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 | Initial discussions have taken place. The JAM card accessibility communication tool is in place at various customer centres.   |
| 11 | Create a translation protocol document for Sign Language Users and disabled people accessing council's online   | A number of identified BCC online material and electronic  | Sign Language Users are aware of accessible  | A 'Making Communications Accessible' Guide is currently being finalised. This Guide will list protocols for translation  |

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|    | Action Measures partly achieved  | Milestones / Outputs   | Outcomes/Impacts   | Reasons not fully achieved  |
|----|--|--|--|---|
|    | material and electronic documents  | documents to be produced in accessible formats   | communication within the council   | and communication accessibility.  |
| 12 | Provision of tailor-made course to employees   | Deliver 2 tailor made disability courses to employees  | Develop the capacity of the organisation to support people with disabilities, focusing on communication                          | None were delivered.<br>Four neurodiversity training sessions delivered.  |
| 13 | <p>Roll-out Diversity Awareness training programmes for council employees:</p> <ul style="list-style-type: none"> <li>- continue delivery of disability equality awareness training;</li> <li>- continue to seek nominations from staff with disabilities to provide specific awareness raising session around disability</li> <li>- continue providing access to diversity e-learning programme;</li> <li>- continue delivery of classroom based diversity training;</li> <li>- identify and target awareness raising sessions on specific areas of disability</li> </ul> | <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>Develop the capacity of staff to ensure awareness of the legal obligations in relation to employment and service delivery</p> | <p>11 dates were agreed. Five training sessions delivered. Six cancelled due to low registration</p> <p>Thirteen dates were agreed. Nine sessions delivered. Four cancelled due to low registration</p> <p>33% of new staff attended diversity training within six months of starting employment</p> <p>21% new staff attended disability awareness training within six months of starting employment</p> |

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|    | Action Measures partly achieved   | Milestones / Outputs   | Outcomes/Impacts  | Reasons not fully achieved  |
|----|---|--|---|---|
|    | <ul style="list-style-type: none"> <li>- incorporate equality and diversity module into Tier 3 Training</li> <li>- Unconscious bias training will be rolled out to Corporate Management Team</li> </ul>   | All Corporate Management Team to attend Unconscious Bias training  |   | <p>Senior leadership programme delivery delayed as a result of COVID 19.</p> <p>Currently sourcing provider.</p>                        |
| 14 | <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>   | <p>Communicate outcomes of research and plan next steps if applicable</p> <p>Disability Action Plan uploaded to the Members Portal</p>   | Develop the capacity of Members to ensure awareness of the legal obligations in relation to employment and service delivery   | Disability Action Plan has been uploaded to the Members' Portal. Disability Awareness training for members is still under consideration |
| 15 | <p>To promote and review disabled toilet access and engage with disability groups to encourage wider use</p> <p>To promote the Changing Places facilities across the City and review the existing process</p> <p>To provide information and training (where necessary) to front-line staff about RADAR key, including its use and how to apply for it</p> | <p>Report on the review of existing process and the number of stakeholder organisations engaged for 19/20</p> <p>Increase in choice of available Changing Places facilities across the city from 3 to 5 over the next 24 months</p> <p>Ensuring a continuing presence of Changing Places facilities are available on BCC and Changing Places website</p> | <p>Improve awareness of disabled toilet facilities for people with disabilities</p> <p>Improve accessibility to Changing Places facilities across the City</p> <p>Improve social inclusion for people with disabilities</p> | Changing Places facilities were provided at the Spring Fair but were not available for the Summer Rose Fair as no provider.             |

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4. Please outline what action measures **have not been achieved** and the reasons why.

|   | Action Measures not met   | Reasons   |
|---|---|---|
| 1 | 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 | No pre recruitment and training programmes delivered in 2019/2020. External recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies. Ring-fencing certain posts has been included in the Draft Inclusive Growth strategy and will be progressed when feasible. |
| 2 | Continue to promote/communicate our options for access to information/forms/ people/services in relation to council buildings   | Due to the Covid -19 this action has been delayed. This action is now part of the Language Officer role.  |
| 3 | Promote the range of alternative formats that are available   | Due to the Covid -19 this training has been delayed.  |
| 4 | Organise specialist training/workshop for Project Sponsors/Project Managers/APMs regarding the relevant DDA issues on capital build scheme  | Due to the Covid -19 this training has been delayed.  |

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) Qualitative

The new Disability Action Plan 2019-2022 has been developed during this reporting period.

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(b) Quantitative

Monitoring milestones in action plans and reporting to ECNI in annual report.

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?

No. This report relates to a one year action plan (2019/2020) and the council has now developed a new three year Disability Action Plan 2019-22.

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?

This report relates to a one year action plan (2019/2020) and the council has now developed a new three year Disability Action Plan 2019-22.

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<sup>i</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

<sup>ii</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

<sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

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

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

### Appendix 1: Disability Action Plan 2019-22 – Update 2019-20

| Strategic priority  | Outcomes   | Action Measures   | Timescale | Responsibility | Performance Indicators  | Status at end of 2019/20  |
|---|--|---|-----------|----------------|---|---|
| <b>Strategic Priority 1</b><br><b>Encouraging the participation of disabled people in public life</b> | 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<br><br>% attendance at each meeting from cross section of disability organisations/individuals<br><br>% of staff/members who understand purpose of the ECF and find it useful<br><br>Effective feedback mechanism established, and used by members | The Equality Consultative Forum review is still ongoing.<br><br>Due to the Covid -19 this action has been delayed.<br><br><br><br><br><br><br><br><br><br>Partially |
|   | 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  | 1 Equality Consultative Forum took place in 2019.<br><br><br><br><br><br><br>Partially<br>Due to the Covid -19 has been partially achieved.                         |
|   | 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                                      | 2020      | EDO            | Report on the key findings and make recommendations as appropriate  |   |

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|  |  | those with a disability within the council area |  |   |   |  |
| Improved opportunities for disabled people to engage with and influence policy makers                              | The Disability Advisory Panel ( DAP) attend and participate in consultation processes    | 2019  | EDO/Language Officer<br><br>EDO/Language Officer | 4 projects per year to receive advice and guidance from the DAP<br><br>Number of changes made to policies/services as a result of their input | Quarterly meetings completed including consultations on at least 4 projects.<br><br>Changes were made to various services due to advice and input from the DAP. Completed   |  |
| 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<br><br>Disability Advisory Panel to meet at least 3 times per year              | DAP met 4 times during 2019/2020.<br><br>Completed  |  |
| 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   | Sign Language Users Forum met 3 times during 2019/20<br><br>Completed   |  |
| 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 3 times a year  | Four staff network meetings arranged.<br><br>Three held<br>-presentation from Carers NI<br>2x future planning/ development of network (branding; updating terms of reference etc)<br><br>One meeting cancelled due to Covid 19- RNIB had been invited |  |

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|  |  |   |      |    |  | Completed   |
|  | 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<br><br>Ring-fence 20% of places available on pre-recruitment and training programmes to people with disabilities | No pre recruitment and training programmes delivered in 2019/2020.<br><br>External recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies. Ring-fencing certain posts has been included in the Draft Inclusive Growth strategy and will be progressed when feasible.<br><br>Not completed |
|  | Disabled people are provided with appropriate support to enhance employability and obtain employment | Review recruitment process in respect of adjustments provided to applicants with autism and learning difficulties   | 2019 | HR | % of changes implemented   | Guidance on role of support worker has been drafted. To be finalised/ approved.<br><br>Partially  |
|  | 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   | 3 reasonable adjustments were requested and 3 were provided at interview stage- 100% of requests were provided.<br><br>The Guaranteed Interview Scheme was not applied mainly because we have not been applying short-listing criteria when internally trawling posts and   |

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|  |  |   |      |    |  | external recruitment limited as a result of ongoing corporate change process to mitigate potential staff redundancies  |
|  |  |   |      |    |  | Partially  |
|  | 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 4 events a year   | <p>1 mock interview session delivered</p> <p>1 Special schools careers fair attended.</p> <p>Corporate HR attends the Belfast Special Schools Business Education Partnership meetings and has offered to provide site visits and mock interview sessions- no uptake in 2019/2020.</p> <p>Similar assistance was offered to disability organisations- one organisation took up offer of mock interview</p> <p>Completed</p> |
|  | Disabled people have the opportunity to participate in work experience   | Facilitate at least 30 work experience placements for people with disabilities<br>Participate in annual job shadowing initiative promoted by NIUSE (internal) | 2019 | HR | 30 placement opportunities facilitated, including three via the job shadowing initiative | <p>25 placement opportunities facilitated. This represents 83% of the total number agreed.</p> <p>N.B. due to significant ongoing operational changes, the total number of placements facilitated</p>  |

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|  |   |  |      |                 |  | was also reduced. 82% of the overall target was facilitated<br><br>Partially  |
|  | 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  | Corporate training provided every three months for managers who are new to managing absence<br><br>Completed  |
|  | Develop the capacity of the organisation to support staff with disabilities                                       | Provide ongoing advice and support to employees in relation to reasonable adjustment requirements<br><br>Investigate options around how staff could be encouraged and feel confident in declaring a disability via internal HR system<br><br>Conduct a voluntary monitoring exercise | 2019 | HR/De partments | Monitor number of reasonable adjustments requests and those subsequently provided<br>Create database of types of reasonable adjustments made<br>Publish results from investigation /voluntary monitoring and make recommendations as appropriate | Database of reasonable adjustments created. 176 reasonable adjustments, both permanent and temporary were made, 77 of which were DDA related. Examples include purchase of equipment, phased return to work; redeployment; use of discretion, support for medical appointments, sign video; access to work support costs; light duties; homeworking<br><br>Voluntary monitoring survey yet to be conducted. Put on hold due to Covid-19.<br><br>Discussions to take place with Disability Staff Network/trainers and IT team regarding suggestions to increase disclosure.<br><br>Partially |

## PART B

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|  |   |   |      |  |   |  |
|  | 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   | High level results published in August 2019.<br><br>Agreed actions following feedback will be incorporated into future action plan, as appropriate<br>Completed  |
|  | 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   | A new updated version of the 'A Walk in the Park' publication was produced and there has been increased demand for copies.<br>Completed  |
|  | 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 | The council formally consulted on the LDP draft plan between August and November 2018. During this time the LDP team completed 66 engagement events to promote consultation and engagement with the draft Plan Strategy. These included public information and drop in events and specific engagement with under-representative groups such as the Senior's Forum and Equality Consultative Forum (multiple identities including age and disability). Of respondents who completed the equality monitoring section of the draft Plan Strategy consultation |

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|  |  |   |                            |                                     |   | <p>responses, 44 respondents (40%) said they had a disability.</p> <p>There was no further engagement during 2019/20 as the LDP process does not provide for general engagement at this stage. The next significant LDP engagement stage, following the Independent Examination and adoption of the Plan Strategy, is the draft Local Policies Plan stage, which envisaged in early 2022. Completed</p>   |
|  | <p>Disabled people who are considering starting a business are supported</p> | <p>Deliver targeted outreach to encourage and support disabled people to consider enterprise and start a business</p> | <p>Ongoing/ 2019- 2022</p> | <p>Place and Economy Department</p> | <p>Increase in % participants with disability on enterprise awareness initiatives</p> | <p>For many disabled people, starting a business provides greater flexibility and choice around working hours, working conditions and for many, provides greater independence than working for someone else. Data collated from the Go for It Programme indicated a 12% increase from 18/19 among those declaring a disability. 26% of participants declared a disability. (Note, information is provided on a voluntary basis, as it is not compulsory for clients to disclose; however, it does provide an indication of statistical evidence for monitoring purposes). Additionally, our Economic Development Team have proactively engaged with Disability Action to guide our outreach activities via our Enterprise Working Group. This</p> |

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|  |  |                        |                              |   |   | ensures that our outreach services are flexible to meet the needs of disabled people - and our officers and contractors are fully understand sources of support available to assist disabled people.<br>Completed |
| 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<br>Put in place reasonable adjustments to support disabled people access support programmes designed to help them start a business | Ongoing/<br>2019- 2022 | Place and Economy Department | Hold 2 meetings per year minimum with representative bodies/stakeholder groups                          | Disability Action are engaged in our Enterprise and Business Growth Working Group which took place once in 2019/20. A second meeting was not held due to resourcing issues. All programme and support is flexible to take account of the needs of disabled people. The Economic Development Team regularly engage with disability specialist organisations such as USEL, NOW Group and the Orchardville Society to develop interventions to support the development of their businesses. Each of these organisations have participated in our business support programmes.<br>Completed |   |
| Disabled people are supported to access employability initiatives                            | Review and consider opportunities to engage disabled people in the Belfast Employability Pathway (Belfast Workplace)   | Ongoing/<br>2019- 2022 | Place and Economy Department | 6 monthly retrospective measurement of participant numbers on disability focused employment initiatives | The Skills and Employability Team operated a pilot 'Loaf Employment Academy' specifically designed for and engaged 40 people with disabilities (mainly learning disabilities) with an expected 50% into employment rate.  |   |

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|  |  | <p>Provide specific adaptations/support to enable participants to take part in council employability initiatives</p> |  |  |  | <p>As part of section 75 monitoring, disability information is collected from participants on each academy prior to starting to take account of adjustments needed to ensure opportunities are available to all. Of those participants that were monitored 321 did not highlight any disability and 18 reported that they had a disability (around 5%).</p> <p>The team have engaged extensively with a range of disability organisations – Disability Action, Orchardville, Action on Hearing Loss, NIUSE, USEL to ensure that the academies are accessible to people with disabilities. In practice, people with a range of disabilities are selected onto, complete and gain employment. Adjustments and adaptations are made to help disabled people take part in employability initiatives. For example, a sign language interpreter was provided for a participant on our Social Care Employment Academy and by making this adjustment, they were able to obtain employment. Participants’ support assistants have attended interviews and training with them and this adaptation has enabled</p> |
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|  |   |   |                                |                                     |   | <p>them to participate in our Employment Academies.</p> <p>Following survey feedback at a Stakeholder Workshop in December 2019, the Skills &amp; Employability team’s engagement with Disability Action/NIUSE has established stronger and smoother pathways from the disability sector provision onto the council’s academies.</p> <p>Given the impact of Covid-19, the Skills and Employability team aims to ensure that employability academies reach the correct target audience and shorten referral pathway to organisations who work with disadvantaged groups. Although plans are still being developed, it is expected to include disability organisations.<br/>Completed</p> |
|  | <p>Disabled people have appropriate support so that they can participate in the cultural life of the city on an equal basis</p> | <p>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</p> | <p>Ongoing/<br/>2019- 2020</p> | <p>Place and Economy Department</p> | <p>Deliver small capital enhancement projects that will increase access for disabled people to quality cultural product and experiences<br/>10 projects 19-20</p> | <p>To remove participation barriers and ensure disabled people are fully engaged with high quality culture, arts and heritage experiences, our Tourism, Culture, Heritage and Arts Unit delivered the Access and Inclusion Programme which has facilitated eight capital enhancement projects.<br/>Completed</p>  |

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|  | 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 | <ul style="list-style-type: none"> <li>- The project teams leading on the Springfield Dam, PEACE IV and DfC Connecting Open Spaces project, engaged with the Disability Advisory panel to discuss the emerging concept designs. A site visit was conducted to a similar example to explain and explore adaptations and changes. A number of amends were made to the designs, for example, accessible friendly fishing stands.</li> <li>- The Boodles Dam project has taken a number of design aspects into consideration: The gate operates in two modes, with one as a release of the sliding latch by use of a RADAR key where the gate maybe opened beyond the normal closing point allowing large mobility vehicles and some path maintenance equipment to pass through. In addition the works include a 2m path around the dam which will facilitate access by people with disabilities.</li> <li>- The Council's Local Investment Fund (LIF) offers</li> </ul> |
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|  |  |  |  |  |  | <p>funding to local projects which aim to make a real difference in people's lives at a neighbourhood level by addressing local community needs - it supports a wide range of local community groups, including many groups that have users with a range of mobility and disability. One particular project – new sensory garden of residents of a care home – consulted on the specific needs and input view of older people with disabilities, which resulted in path widening around the garden; specific heights of garden furniture; improving paving and access points to the garden; improved gates to allow better access.</p> <ul style="list-style-type: none"><li>- In 2019 the Department was successful in securing a bid for capital funding to improve accessibility for people with disabilities, to improve some key public assets eg to automate all the doors at the Tropical Ravine, at Botanic Park. Accessibility has also been improved at the facility, with the introduction of sensory facilities for sight and hearing-impaired visitors</li></ul> |
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|  |  |   |      |                               |  | <ul style="list-style-type: none"> <li>- The Council's Leisure Transformation Programme is a significant programme of capital investment to a range of new Leisure facilities across the city. In the new Leisure centres – Lisnasharragh, Andersonstown and Brook – each have Changing Places Facilities installed as part of these new facilities.</li> <li>- Specific to one of the Council's new leisure centre – Brook Leisure Centre– it has a state-of-the-art new sensory swimming pool (the first of its kind as a public swimming pool) with specific lighting, submersible lifting platforms and a number of adaptations to improve accessibility for people with disabilities. Completed</li> </ul> |
|  | 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 the Department for Infrastructure | TBC  | Planning and Building Control | Monitor implementation of licensing Pavement Cafes | The council awaits further guidance from the Department of Infrastructure to progress this action.<br>Partially   |
|  | 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                       | 2019 | Place and Economy             | Number of businesses that participate              | The Economic Development unit provided support to Shopmobility to enable people with mobility requirements to access shops and services in the city centre. The organisation also received  |

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|  |   | customer focus support programmes   |          | Department            |   | mentoring support to sustain their organisation and investigate social enterprise opportunities.<br><br>The Economic Development team had planned to work in partnership with city stakeholders to deliver a range of workshops for city retailers that would include accessibility in the city centre. This will be initiated again in the 20/21 work programme, to take account of the impact of the COVID-19.<br>Partially |
|  | Those with complex needs and disabilities have access to facilities to enable them to participate in the life of the city throughout the week | 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 | City Hall Changing Places available.<br><br>Partially   |

| Strategic priority   | Outcomes  | Action Measures   | Year             | Responsibility | Performance Indicators  | Status at end of 2019/20  |
|--|---|---|------------------|----------------|---|---|
| <b>Strategic Priority 2</b><br><b>Promoting positive attitudes</b> | Public attitudes to disabled people are more positive and negative attitudes are challenged | Facilitate biennial event on a current theme linked to council priorities e.g. Festival of Learning or Accessible Belfast | 2019<br><br>2019 | EDO and HR     | 2 events held with external/internal press and communications | 1 event held on International Day of People with Disabilities Day highlighting public and employment accessibility. Key speakers included Direct Access, NI Employers for |

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| towards Disabled People |   | Evaluate feedback and develop an action plan to improve disability initiatives, where appropriate   |                  | EDO and HR                               | Attendance by a wide range of relevant organisations and disabled people<br><br>Feedback used to improve further events and future policies/initiatives                | Disability and People with Disabilities. A successful event incorporated with a choir performance from a group with people with learning disabilities. Attended by a wide range of organisations and disabled people. Feedback was positive and the Council will organise a similar event in 2021.<br><br>International Day for People with Disabilities event held in December 2019<br>Completed |
|                         | 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  | Film was launched in November 2019. Video clips were showcased including Sign Languages and Disabled Communications.<br>Completed   |
|                         | Public attitudes to disabled people are more positive and negative attitudes are challenged | Language Officer to represent council at the Coalition on Deafness<br><br>Effective partnership working with the British Deaf Association | 2019<br><br>2019 | Language Officer<br><br>Language Officer | Attend at least 1 Coalition on Deafness meeting<br><br>Develop and implement a 3 year BSL and ISL Charter Action Plan in partnership with the British Deaf Association | No Coalition meeting took place in 2019.<br><br>Implementation of BSL and ISL Charter ongoing.<br>Partially   |
|                         | Disabled people can participate fully in all activities facilitated by the                  | Raise awareness of council's Disability Event Plan  | 2021             | Language Officer/                        | A number of completed event action plans received  | Completed   |

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|  | council and are encouraged to do so  |   |      | Departments                               |  |   |
|  | Disabled people are able to choose between options in terms of the way they receive and benefit from council services    | Increase information in Sign Language to Sign Language users at City Hall and Tropical Ravine   | 2020 | Language Officer<br>Facilities Management | Sign Language videos to be made available at City Hall Visitors Exhibition and Tropical Ravine   | Sign Language videos completed and launched at both venues.<br>Completed  |
|  | 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<br>Facilities Management | Portable Loop Systems in place at a number of identified venues                                  | Installation of Portable Loop Systems at Belfast City Hall, Belfast Castle, Malone House and Roselawn Cemetery.<br>Completed              |
|  | 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, Belfast Zoo | 2019 | Language Officer                          | A number of communication tools for people with learning disabilities at customer centres        | Initial discussions have taken place. The JAM card accessibility communication tool is in place at various customer centres.<br>Partially |
|  | 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                  | Monitoring of AccessAble app on-g Completed oing.   |
|  | Disabled people are aware of the availability of accessible  | Improve accessibility in contacting and   | 2019 | Language Officer                          | Pilot and deliver a Sign Language Video Relay Service and Video Remote Interpreting Service. VRS | VRS and VRI pilot on-going since May 2019. The pilot will end in October 2020.  |

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|  | information and make use of it   | communication for Deaf Users   |      | Facilities Management  | on website and VRI at Cecil Ward Building, Belfast Zoo and Olympia Leisure Centre                        | Completed   |
|  | 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 | A 'Making Communications Accessible' Guide is currently being finalised. This Guide will list protocols for translation and communication accessibility. Partially  |
|  | Disabled people are aware of the availability of accessible information and make use of it | Increased provision of an accessible City Matters magazine for disabled people   | 2019 | Language Officer/Comms | Audio version of each quarterly City Matters magazine produced   | Ongoing. Recordings are produced and distributed to people with sight loss at the same time when the magazine is distributed to every household in Belfast.<br><br>An audio version of each edition of City Matters (Belfast residents magazine) is produced normally 4 editions per year along with versions in Braille and large print<br>Completed |
|  | 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                        | Ongoing since June 2019.<br><br>26 disability related articles have been printed.<br><br>Marketing and Corporate Communications team liaises with Equality & Diversity officers on updated disability   |

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|  |  |  |      |                        |   | information/opportunities and promotes these across key external channels such as City Matters (Belfast resident's magazine) 4 editions per year and also on the Council's external digital channels (website) where applicable<br>Completed   |
|  | 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 2 meetings per year with key staff   | 1 meeting held to discuss arrangements for council documents in alternative formats.<br><br>An audio version of each edition of City Matters (Belfast residents magazine), normally 4 editions each year, is produced along with versions in Braille and large print<br>Completed                                    |
|  | 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 | 3 meetings held with Corporate Communications<br>Consult with Corporate Communications to identify a number of audio providers and to assign a provider for the new council's website | Marketing and Communications team have built accessibility in to the procurement of the new website. It will meet WCAG 2.1 requirements.<br><br>The Online Team promotes accessibility throughout the council internally through articles in Interlink, face-to-face briefings and Team Brief articles.<br>Completed |

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|  | <p>Disabled people are aware of how council services can support them</p> <p>Promotion of positive attitudes towards disabled people</p> | <p>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</p> <p>Include articles related to disability and ensure photography of disabled people is included</p> | <p>2019</p> <p>2019</p> | <p>Corporate Communications/ Lead Communications/ Language Officer</p> | <p>% of images in printed documents featuring positive images of disabled people</p> <p>Number of documents provided in alternative formats</p> <p>% of people who found the information relevant and useful assessed by appropriate evaluation tool</p> | <p>Images introduced in City Matters magazine during 2019. 11 disability images were printed in the City Matters magazine.</p> <p>4 City Matters magazines provided in audio format. Completed</p> <p>Over 3 editions printed in 2019 (Summer, Autumn, Winter) and the Spring edition in 202 approximately 12 positive images were featured along with 26 articles relating to disability. Completed</p> |
|  | <p>Staff will be engaged and awareness will be raised about particular disabilities</p>  | <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>   | <p>2019</p>             | <p>HR/ED O</p>   | <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>   | <p>10 articles included on staff intranet relating to disability related awareness days/ weeks</p> <p>1 article highlighting the event to mark International Day for People with Disabilities</p> <p>Two Disability Staff Network meeting articles</p> <p>Eight articles specific to health and wellbeing</p> <p>12 other articles e.g. awareness raising sessions (Action on</p>                        |

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|  |   |   |                    |                    |   | <p>Hearing Loss); blood donation session, information sessions on welfare/ changes to benefit system; Workable NI</p> <p>13 articles relating to charity fundraising events by staff<br/>Completed</p>   |
|  | <p>Council increases the level of inclusive/accessible communications so that disabled people can access information as independently as possible and make informed choices</p> | <p>Communication tools for people with learning disabilities to be introduced at customer centres e.g. City Hall reception, Belfast Zoo</p> | <p>2019 - 2022</p> | <p>Departments</p> | <p>Appropriate communication tools introduced at selected relevant sites</p>  | <p>Sign Language translation was introduced in the Visitor Centre in May 2019. Free audio tours were introduced in August 2019, and can be downloaded via CloudGuide App in English. The Visitor Centre is fitted with an induction hearing loop and some staff are trained in deaf awareness and BSL skills. We support the JAM initiative and signage is displayed in Visitor Centre. Zoo holds an annual sensory event for visitors on the autism spectrum.<br/>Completed</p> |
|  | <p>Awareness of disability and the disability duties when compiling policies and making decisions will be increased</p>   | <p>Deliver equality screening training based on an analysis of priority areas and job roles</p>   | <p>2019</p>        | <p>EDO</p>         | <p>100% of priority one and priority two staff identified are trained<br/>Increased understanding and use of appropriate screening tools and methodology assessed by audit of screenings carried out and staff feedback</p> | <p>One Equality Screening training was completed.<br/>Completed</p>  |

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|  | 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 | 1 pilot introduction to BSL course 12 employees (2 from each Department) to be able to communicate in Sign Language | <p>Pilot completed in October 2019. 9 employees completed and passed</p> <p>Pilot course delivered. 10 people completed the training.</p> <p>100% pass rate achieved<br/>Completed</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>None were delivered.</p> <p>Four neurodiversity training sessions delivered.</p> <p>Partially</p>   |

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|  | <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"> <li>- continue delivery of disability equality awareness training;</li> <li>- continue to seek nominations from staff with disabilities to provide specific awareness raising session around disability</li> <li>- continue providing access to diversity e-learning programme;</li> <li>- continue delivery of classroom based diversity training;</li> <li>- identify and target awareness raising sessions on specific areas of disability</li> <li>- incorporate equality and</li> </ul> | <p>2019</p> | <p>HR</p> | <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>11 dates were agreed. Five training sessions delivered. Six cancelled due to low registration</p> <p>Thirteen dates were agreed. Nine sessions delivered. Four cancelled due to low registration</p> <p>33% of new staff attended diversity training within six months of starting employment</p> <p>21% new staff attended disability awareness training within six months of starting employment</p> <p>Senior leadership programme delivery delayed as a result of COVID 19.</p> <p>Currently sourcing provider. Partially</p> |
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|  |  | <p>diversity module into Tier 3 Training</p> <ul style="list-style-type: none"> <li>- Unconscious bias training will be rolled out to Corporate Management Team</li> </ul>  |      |               |  |   |
|  | <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>Disability Action Plan has been uploaded to the Members' Portal. Disability Awareness training for members is still under consideration</p> <p>Partially</p> |
|  | <p>The capacity of staff/volunteers will be increased to help them manage their</p>  | <p>Provide emotional health and wellbeing awareness training for staff and</p>  | 2019 | HR/Occ Health | <p>Deliver 4 Positive Mental Health training sessions</p>  | <p>5 Positive Mental Health sessions delivered</p>  |

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|  | own emotional health and well-being   | council volunteers (internal)  |      |                             | Deliver one mindfulness programme<br>% of staff who found the training useful            | One Mindfulness session delivered<br>Score out of 10- an average score of 9.3 from participants said they could use what they learned right away<br>Completed                                    |
|  | 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 4 stress awareness training sessions<br>% of staff who found the training useful | 4 sessions delivered<br>Score out of 10- an average score of 9.2 from participants stated that they could use what they learned right away<br>Completed  |
|  | Staff will be engaged and awareness will be raised about health and wellbeing initiatives.                        | Maintain dedicated health and well-being page on Interlink (internal)                | 2019 | HR/Corporate Communications | Include monthly updates on Interlink   | A health and well-being section exists on Interlink under the Support & Development section of the site and is updated on regular basis.<br>Completed  |
|  | 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                 | Pilot Mental Health First Aid programme evaluated and success of programme led to decision to roll out future programmes.<br>One additional session delivered<br>18 people attended<br>Completed |
|  | Promotion of positive attitudes towards disabled people   | Printed documents and brand campaigns to feature positive images of disabled people  | 2019 | Corporate Comm              | % of documents/campaigns which feature positive images of disabled people                | Marketing and Corporate Communications adopts an inclusive approach to external and internal communications  |

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|  |  |  |                              | unications                               |  | including the use of articles and photographs of disabled people when opportunities arise. In 2019-2020 approximately 11 positive images of disabled people were used in City Matters, Belfast's residents magazine which is distributed to over 155,000 homes in Belfast.<br><br>Images have been used on the council's home page to promote Signvideo, play areas, Changing Places<br>Completed |
|  | 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   | Due to the Covid -19 this action has been delayed.<br><br>This action is now part of the Language Officer role.<br>Not completed  |
|  | Improve awareness of disabled toilet facilities for people with disabilities<br><br>Improve accessibility to Changing Places facilities across the City<br><br>Improve social inclusion for people with disabilities | To promote and review disabled toilet access and engage with disability groups to encourage wider use<br><br>To promote the Changing Places facilities across the City and review the existing process | 2019<br><br>2019<br><br>2019 | City & Neighbourhood Services Department | Report on the review of existing process and the number of stakeholder organisations engaged for 19/20<br><br>Increase in choice of available Changing Places facilities across the city from 3 to 5 over the next 24 months<br><br>Ensuring a continuing presence of Changing Places facilities are | The waste service continues to provide toilet provision for all, ensuring that the facilities meet a broad spectrum of needs.<br><br>To ensure the Council improves the awareness of disabled toilet facilities for people with disabilities, the service has met with several relevant professional organisations such as British Toilet Association, & Disability Action to get a lead          |

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|  |  | <p>To provide information and training (where necessary) to front-line staff about RADAR key, including its use and how to apply for it</p> |  |  | <p>available on BCC and Changing Places website</p> | <p>on best or new approaches, terminology and thinking.<br/>         As well as this the service meets (through community engage) the G8 group, who represent various community groups across the City, to ensure the agenda of toilet provision and residents needs in an age friendly Belfast is taken into any reviews or approaches</p> <p>The waste service has always encouraged a proactive approach to providing public toilets and has been a champion of the provision of Changing Places toilets and will continue to work with professional associations, and Council services to extend the range of Changing places toilets. The service however has no remit over the installation of these toilets. There are now 10 changing places facilities across the City, of which 3 are provided by Belfast or Belfast related services.</p> <p>The waste service maintains a relationship with and represents the Council to the Changing Places Org, <a href="http://www.changing-places.org/">http://www.changing-places.org/</a></p> |
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|  |  |  |             |                                     |   | <p>and ensures all Belfast CP facilities are registered. Appropriate staff within the new customer hub/contact services are all briefed on the processes to obtain a RADAR key, and promotion of the RADAR scheme is provided on the Council website.</p> <p>Completed</p> <p>Changing Places facilities were provided at the Spring Fair but were not available for the Summer Rose Fair as no provider.</p> <p>Partially</p>  |
|  | <p>Develop the capacity of the organisation to support disabled people to access the city centre</p> | <p>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.</p> | <p>2019</p> | <p>Place and Economy Department</p> | <p>Conclusion of research and determine next steps in delivery to target hard to reach groups</p> | <p>Scoping and research into the accessibility of the city centre to support the development of a diverse and vibrant city centre has been undertaken from a number of angles. This includes the development of:</p> <ul style="list-style-type: none"> <li>• the Cultural Strategy which has a priority to support high quality cultural events that are accessible, diverse and inclusive;</li> <li>• the Sundays in the City programme, which identified improvements to public transport to improve access into the city centre;</li> <li>• the City Centre Connectivity Study which has produced a Bolder Vision which sets the</li> </ul> |

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|  |   |  |           |                                  |   | <p>ambition to transform the city centre to be a healthy, shared, vibrant and sustainable space.</p> <p>To maximise the impact, these workstrands will be taken forward in an integrated way under the Future City Centre programme.</p> |
|  | 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        | <p>Improvements were made at the Autumn Fair so that the event was more Dementia friendly i.e. revised signage, provision of quiet space.</p> <p>Seven Inclusive Events plans were completed in 2019<br/>Completed</p>                   |
|  | 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  | Due to the Covid -19 this training has been delayed.<br>Not completed  |
|  | Promotion of positive attitudes towards disabled people   | Organise specialist training/workshop for Project Sponsors/Project Managers/APMs regarding the relevant DDA issues on capital build scheme | 2019      | Property and Projects Department | Deliver 2 training sessions<br>% of staff who found the training useful | Due to the Covid -19 this training has been delayed.<br>Not completed  |