

## ***Armagh City, Banbridge and Craigavon Borough Council***



### **Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19**

**Contact:**

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<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above x (double click to open) Name: Telephone: Email:

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

<https://www.armaghbanbridgecraigavon.gov.uk/council/equality/>

**Signature:**

A rectangular box containing a handwritten signature in black ink. The signature appears to read 'Mary Hanna'.

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2018 and March 2019**

## **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**

### **Section 1: Equality and good relations outcomes, impacts and good practice**

- 1** In 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

Following the launch of the Borough's first Community Plan – Connected in May 2017 a number of thematic action planning teams were set up during this reporting period and six plans were also developed. A number of measures included in these plans will assist in the promotion of equality of opportunity and some will be further explored for inclusion in the Council's Equality and Disability Action Plans. The Community Plan has three strategic themes of Community, Economy and Place from which nine long term outcomes have been identified. The plan is underpinned by three cross cutting themes of equality, connectivity and sustainability.

The governance structure for the Community Plan is two tiered, with a Community Planning Strategic Partnership, which has strategic oversight of the process and six Thematic Action Planning Teams reporting into the partnership. An Engagement Working Group, consisting of staff from the Council and Community Planning Partners has also been formed to support the Community and Voluntary Sector Panel and to develop a coordinated approach to community engagement. The Community and Voluntary Sector Panel provides a means of ensuring that all sectors are actively involved and working in partnership to support the community planning process. Panel members were recruited during the reporting period and there is representation from the disability Sector.

In May 2018 the Performance Improvement Plan for 2018-2019 was approved.

In June 2018 the Council launched its new Corporate Plan covering the next five years 2018 to 2023. The close alignment between our Corporate Plan and the Community Plan has ensured that the cross cutting themes of equality, connectivity and sustainability are integral to everything we will deliver within our Corporate Plan.

We are committed to promoting equality, good relations and inclusion and believe them to be central to improving quality of life for everyone. A peaceful and inclusive society is vital to ensuring that we have a welcoming, confident and safe community.

During the reporting period the Council issued for consultation its Performance Improvement Plan 2019-2020.

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A cross departmental working group informed the development of this plan which included the Council's Policy & Diversity Officer. Five draft performance improvement objectives were agreed. Each objective is linked to the relevant borough community plan strategic theme and relevant Council priority.

The objectives include;

1. We will support businesses to improve economic growth across the borough
2. We will improve the physical appearance and maintain above average levels of cleanliness for our urban and rural areas.
3. We will improve our methods of obtaining customer feedback and increase the numbers of service areas with baseline satisfaction levels.
4. We will implement Building Control and Planning Service Improvement Plans
5. We will increase participation in Council led health, cultural and social activities, that seek to protect and improve physical and emotional wellbeing.

A number of the key actions in the plan address specific inequalities, particularly in relation to the fifth improvement objective

The departmental business plans include where appropriate measures which specifically promote equality and good relations. These are linked to the objectives included in the annual performance improvement plan and the Corporate Plan.

The cross departmental Customer Care Project Team was set up to take a lead role in developing a Customer Care Strategy and oversee the implementation of an associated Customer Care Action Plan. The Customer Care Strategy was launched in September 2017. The Customer Care Action Plan 2018/19 was agreed during the reporting period and a number of equality measures were included in this plan such as the delivery of equality and disability training and the roll out of the JAM Card Project.

In September 2018 the final Audit of Inequalities and Equality Action Plan were issued to Consultees. The Council received two written responses to the consultation. One amendment was made to the staff training measure in the Equality Action Plan to reflect the commitment in the departmental business plan.

Policy screening reports were issued in April and September 2018 and January 2019.

During the reporting period the concept designs for Dromore Public Realm were developed. A number of meetings were held with Disability groups, the Council's Regeneration Officers, Policy & Diversity Officer and the Design Team. Disability Groups included The Mae Murray Foundation, Guide Dogs NI, Disability Action, RNIB and The Inclusive Mobility & Transport Advisory Committee (IMTAC).

The purpose of the scheme was to enhance the streetscape of the outer Market Square, Bridge Street and Church Street areas of the town centre, situated within the designated Dromore Conservation Area. The scheme will provide improved access and

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movement to and within public and pedestrian spaces and will enhance the physical appearance of the town centre for the benefit of all users.

The feedback from stakeholders which included the disability groups helped to shape the final design for Dromore Public Realm. The Dromore Public Realm Scheme was subject to an equality screening exercise and issued for consultation. The policy was screened out. It was agreed that existing obstacles will be removed with improved surfaces, wider footpaths, de-cluttering of street furniture, directional guidance paving and safer crossing points providing enhanced access and movement throughout the town centre, leading to potential future regeneration opportunities in the area.

During the reporting period Recite Me was added to the Corporate and the GetActive ABC websites. It is cloud based software that provides an accessibility toolbar on the Council's websites. Some of the functions include the ability to increase and decrease font size, change the colour and background of text, convert text to a range of languages and the ability to download text as an audio file.

A captioning service was also made available at a number of Committee meetings to ensure that an elected member was able to fully participate in the meetings. This service assists people with hearing loss.

The AccessAble contract formerly Disabled Go was renewed for another year. The Council has agreed to fund the review of the Detailed Access Guides on [www.AccessAble.co.uk](http://www.AccessAble.co.uk) relating to Armagh City, Banbridge and Craigavon. Working with over 350 partners AccessAble produces Access Guides to places people want or need to visit, publishing them on [www.AccessAble.co.uk](http://www.AccessAble.co.uk) and the AccessAble App. The Access Guides are for anyone with accessibility requirements. A number of links were added to the Council's Corporate and the GetActive ABC websites to ensure that our Customers have all the relevant accessibility information they need about our venues. Links have also been included on the visitarmagh website.

In November 2018 Policy Screening and Equality Impact Assessment Training was provided to Heads of Department and Managers. A total of 27 staff members attended. Evaluation of the training revealed that participants had a better understanding of the subject matter and appreciated the case study examples provided.

In December and January 2019 four sessions of Equality and Disability Training were delivered. A total of 42 staff members attended. Evaluation of the training revealed that the training was interesting and informative and the use of video clips helped to further explore real life scenarios.

During the reporting period over 100 staff received JAM Card Awareness Training.

In October 2018, the Council hosted its annual local democracy event. Fifteen local students participated in the event at Craigavon Civic and Conference Centre. The students had the opportunity to meet with councillors and officers to discuss a wide

range of issues including community planning, sports development, the local development plan and the Policing and Community Safety Partnership.

They also heard a presentation from Joanne Harris, Soroptomist International who outlined the work that they do and the solutions to address the range of issues faced by rural isolated women and girls.

Lord Mayor of Armagh Banbridge and Craigavon, Councillor Julie Flaherty said, "It was brilliant to see so many young people attending this event and for us as councillors to be able to enjoy face-to-face discussions with the next generation on the issues that matter to them.

The event really engaged with our young people and we were delighted to be able to show them how our council works and what we do on behalf of our local community. The students were enthusiastic in all aspects of the event, had insightful questions for us and actively contributed their own ideas on how to improve council services and make this area a better place for young people to live and study."

During the event, students were challenged with scenario questions to consider how they would plan and deliver certain services if they held the political reins. This included conversations on what they would do to encourage women, girls and people with a disability to be more physically active, how to ensure that children and young people can contribute to the community plan and what they consider to be the biggest issues and challenges faced in terms of policing and community safety.

In November 2018 the Council officially became a JAM Card friendly organisation.

The JAM Card – which stands for Just A Minute – is a social innovation from the NOW Group, an organisation that supports people with learning difficulties and autism into employment. It was their service users who said they would like a discreet way of telling people that sometimes they need a little extra time and patience.

The JAM Card was created first as a credit card sized card and has recently been developed into an app for smartphones.

The card or app can be used to alert staff in leisure centres or community centres for example that the person needs a little bit of patience and understanding when interacting with you.

Over 140 staff from the Council had taken part in JAM Card awareness training which provided them with the knowledge they need to ensure that users of the JAM Card feel welcome in their establishment.

An e-learning module was also made available and continues to be made available to all new members of staff.

“I am absolutely delighted and extremely proud to say that this council is officially a JAM Card friendly organisation,” commented the Lord Mayor of Armagh, Banbridge and Craigavon, Councillor Julie Flaherty.

“Representatives from the NOW group came to talk to councillors earlier this year and we were so impressed with the idea that we couldn’t wait to sign up and become part of it. Ensuring excellent customer service for everyone who uses our facilities is of paramount importance to us and this training means that users of the JAM Card will feel welcome and comfortable at all times in any of our buildings.”

The launch of the JAM Card was referenced in both the Council’s external magazine Borough Link and the Council’s internal magazine The Inside Line.

In advance of the JAM Card launch a number of meetings were held with Facility Managers to advise them of the progress made to date in relation to Customer Care and they were advised of the JAM Card launch and the availability of materials to further promote the initiative. Following the success of these meetings it was agreed that further meetings would be arranged to communicate corporate initiatives and to get feedback on those initiatives. It has also proven to be an effective communication tool for advising staff about a range of equality initiatives.

The Council organised events to mark International Women’s Day.

On the 5 March 2019 Joan Burney Keatings MBE, Chief Executive of Cinemagic, joined an esteemed line-up of women to inspire local women for International Women’s Day 2019.

More than 100 students and guests from a variety of organisations and schools across the borough attended the event.

Nuala McKeever, one of Northern Ireland’s most well-known comediennes and actresses, compered the event.

The theme for 2019 was ‘Balance for Better’ and calls for every aspect of society to share responsibility for driving a gender-balanced world. With this theme in mind, an inspiring line up of women came together at Craigavon Civic and Conference Centre to discuss innovative ways in which gender equality can be advanced.

Taking to the stage were guest speakers, Keeva Murtagh from The Prince’s Trust, Alison Matthews owner of VirtuAli Administrative Solutions, Inspector Rosemary Leech MBE from the Road Policing Development and Joan Burney Keatings MBE Chief Executive of Cinemagic.

The speakers illustrated the potential that exists all around us. Covering essential topics such as personal drive, ambition, dedication and a commitment to excellence, the audience was treated to an exclusive insight into how these women overcame obstacles to get to the top of their respective industries.

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Lord Mayor of Armagh, Banbridge and Craigavon Councillor Julie Flaherty, who officially opened the event, said: “We are delighted to welcome such amazing female role models to our borough to hear how they have triumphed in their chosen career and managed to keep going amid struggles they encountered along the way. Our International Women’s Day is all about inspiration and we hope our young people have come away feeling inspired and realise that they too can achieve great heights and success.”

An International Women’s Day Event was also held for staff members on the 11 March 2019, bringing together over 50 employees.

Championing women’s achievements and challenging bias, the event also promoted this year’s theme of #BalanceforBetter, which represents a call-to-cation to drive gender balance across the world.

The event saw three inspirational speakers, Roslyn Bell, Gayle Alexander and Lisa Strutt, take to the fore to share their experiences, guidance and support as well as encouraging us all to strive for gender balance in our spheres of influence.

During the reporting period a number of action measures within the Equality Action Plan were completed. See question 2 below.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

Positive Action Measures as stated in the Council's Equality Action Plan

1. Development of a performance management framework that reflects the requirements of section 75 of the N.I Act 1998

During the reporting period the Council issued for consultation its Performance Improvement Plan 2019-2020.

A cross departmental working group informed the development of this plan which included the Council's Policy & Diversity Officer. Five draft performance improvement objectives were agreed. Each objective is linked to the relevant borough community plan strategic theme and relevant Council priority.

The objectives include;

2. We will support businesses to improve economic growth across the borough
3. We will improve the physical appearance and maintain above average levels of cleanliness for our urban and rural areas.
4. We will improve our methods of obtaining customer feedback and increase the numbers of service areas with baselines satisfaction levels.
5. We will implement Building Control and Planning Service Improvement Plans
6. We will increase participation in Council led health, cultural and social activities, that seek to protect and improve physical and emotional wellbeing.

A number of the key actions in the plan address specific inequalities, particularly in relation to the fifth improvement objective

2. Inclusion of equality and good relations into the Council's Departmental/operational Plans and service plans.

The departmental business plans include where appropriate measures which specifically promote equality and good relations. These are linked to the objectives included in the annual performance improvement plan and the Corporate Plan.

3. All Council strategies, plans, projects and services to be screened for equality of opportunity and good relations in accordance with the requirements of the Council's Equality Scheme.

During the Council's shadow period, the Council developed guidelines for the development of Council policies and all policies are required to have a completed screening form attached before they are considered by the relevant Council Committee. The Committee reporting template also includes a section- Equality or Good Relations Implications. This ensures that any equality or good relations



implications are brought to the elected members' attention. Equality Impact Assessments are conducted where it is considered proportionate to do so in order to further examine the policy for equality impacts, mitigation and/or opportunities to promote equality of opportunity. Staff members are regularly reminded to adhere to these guidelines. During the reporting period a number of policies were screened as part of the policy development process. Policy screening reports were issued in April and September 2018 and January 2019.

4. Delivery of Equality and Disability Training to elected members, line managers and employees

In December and January 2019 four sessions of Equality and Disability Training were delivered. A total of 42 staff members attended. Evaluation of the training revealed that the training was interesting and informative and the use of video clips helped to further explore real life scenarios.

During the reporting period over 100 staff received JAM Card Awareness Training.

5. Equality Working Group to meet and discuss relevant equality issues.

The Equality Working Group met in January 2019.

6. Identify gaps in monitoring information

It has been agreed that section 75 monitoring of the Council's workforce will be undertaken

7. Section 75 groups will be targeted during the recruitment of members for the Community Panel.

Section 75 groups were targeted. Panel members were recruited during the reporting period and there is representation from the disability Sector.

8. Clear Guidelines to be developed for staff members working with Transgender customers

A guidance document was developed and during the reporting period the Council's Heads of Department provided further comment. The guidelines will be issued to staff during the next reporting period.

9. Organise an International Women's Day Event

The Council organised events to mark International Women's Day.

See section 1

10. Organise an annual consultation event to be held with consultees.  
(AccessAble) Explore additional ways of raising awareness of the initiative with members of the Customer Care Project Team.

The AccessAble contract formerly Disabled Go was renewed for another year. The Council has agreed to fund the review of the Detailed Access Guides on [www.AccessAble.co.uk](http://www.AccessAble.co.uk) relating to Armagh City, Banbridge and Craigavon. Working with over 350 partners AccessAble produces Access Guides to places people want or need to visit, publishing them on [www.AccessAble.co.uk](http://www.AccessAble.co.uk) and the AccessAble App. The Access Guides are for anyone with accessibility requirements. A number of links were added to the Council's Corporate and the GetActive ABC websites to ensure that our Customers have all the relevant accessibility information they need about our venues. Links have also been included on the visitarmagh website. Further work will be undertaken in the forthcoming period to raise awareness and enhance the initiative.

11. Explore opportunities to work with the NOW Group to raise awareness of the JAM Card project.

In November 2018 the Council officially became a JAM Card friendly organisation.

The JAM Card – which stands for Just A Minute – is a social innovation from the NOW Group, an organisation that supports people with learning difficulties and autism into employment. It was their service users who said they would like a discreet way of telling people that sometimes they need a little extra time and patience.

The JAM Card was created first as a credit card sized card and has recently been developed into an app for smartphones.

The card or app can be used to alert staff in leisure centres or community centres for example that the person needs a little bit of patience and understanding when interacting with you.

Over 140 staff from the Council had taken part in JAM Card awareness training which provided them with the knowledge they need to ensure that users of the JAM Card feel welcome in their establishment.

An e-learning module was also made available and continues to be made available to all new members of staff.

12. A policy to be developed on organising events which takes into account the needs of different racial groups, disabled people as well as older and younger people

During the reporting period a first draft was shared with Officers from a range of departments and a number of amendments were made.

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13. Guidance to be developed on communicating with disabled people, older people, younger people and different racial groups which will take into account the views of the working group and disability organisations.

During the reporting period a first draft was shared with Officers from a range of departments and a number of amendments were made.

14. Organise a Local Democracy Event

In October 2018, the Council hosted its annual local democracy event. Fifteen local students participated in the event at Craigavon Civic and Conference Centre. The students had the opportunity to meet with councillors and officers to discuss a wide range of issues including community planning, sports development, the local development plan and the Policing and Community Safety Partnership.

They also heard a presentation from Joanne Harris, Soroptomist International who outlined the work that they do and the solutions to address the range of issues faced by rural isolated women and girls.

See section 1

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? *(tick one box only)*

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

Please provide any details and examples:

Embedding the process for policy development has been extremely important. Staff members have been regularly reminded of the duty to equality screen all new and revised policies and to ensure that this is clearly documented when presenting policies for Council approval.

Following the launch of the Borough’s first Community Plan – Connected in May 2017 a number of thematic action planning teams were set up during this reporting period and six plans were also developed. A number of measures included in these plans will assist in the promotion of equality of opportunity and some will be further explored for inclusion in the Council’s Equality and Disability Action Plans. The Community Plan has three strategic themes of Community, Economy and Place from which nine long term outcomes have been identified. The plan is underpinned by three cross cutting themes of equality, connectivity and sustainability.

The governance structure for the Community Plan is two tiered, with a Community Planning Strategic Partnership, which has strategic oversight of the process and six Thematic Action Planning Teams reporting into the partnership. An Engagement Working Group, consisting of staff from the Council and Community Planning Partners has also been formed to support the Community and Voluntary Sector Panel and to develop a coordinated approach to community engagement. The Community and Voluntary Sector Panel provides a means of ensuring that all sectors are actively involved and working in partnership to support the community planning process. Panel members were recruited during the reporting period and there is representation from the disability Sector. The eligibility criteria set for the recruitment process stated that panel members should have a good understanding of the needs of different communities experiencing inequality and disadvantage within and across the Council area, including section 75 groups and communities of place.

In June 2018 the Council launched its new Corporate Plan covering the next five years 2018 to 2023. The close alignment between our Corporate Plan and the Community Plan has ensured that the cross cutting themes of equality, connectivity and sustainability are integral to everything we will deliver within our Corporate Plan.

We are committed to promoting equality, good relations and inclusion and believe them to be central to improving quality of life for everyone. A peaceful and inclusive society is vital to ensuring that we have a welcoming, confident and safe community.

The cross departmental Customer Care Project Team was set up to take a lead role in developing a Customer Care Strategy and oversee the implementation of an associated Customer Care Action Plan. The Customer Care Strategy was launched in

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September 2017. The Customer Care Action Plan 2018/19 was agreed during the reporting period and a number of equality measures were included in this plan such as the delivery of equality and disability training and the roll out of the JAM Card Project

During the reporting period the concept designs for Dromore Public Realm were developed. A number of meetings were held with Disability groups, the Council's Regeneration Officers, Policy & Diversity Officer and the Design Team. Disability Groups included The Mae Murray Foundation, Guide Dogs NI, Disability Action, RNIB and The Inclusive Mobility & Transport Advisory Committee (IMTAC).

The purpose of the scheme was to enhance the streetscape of the outer Market Square, Bridge Street and Church Street areas of the town centre, situated within the designated Dromore Conservation Area. The scheme will provide improved access and movement to and within public and pedestrian spaces and will enhance the physical appearance of the town centre for the benefit of all users.

The feedback from stakeholders which included the disability groups helped to shape the final design for Dromore Public Realm. The Dromore Public Realm Scheme was subject to an equality screening exercise and issued for consultation. The policy was screened out. It was agreed that existing obstacles will be removed with improved surfaces, wider footpaths, de-cluttering of street furniture, directional guidance paving and safer crossing points providing enhanced access and movement throughout the town centre, leading to potential future regeneration opportunities in the area.

During the reporting period Recite Me was added to the Corporate and the GetActive ABC websites. It is cloud based software that provides an accessibility toolbar on the Council's websites. Some of the functions include the ability to increase and decrease font size, change the colour and background of text, convert text to a range of languages and the ability to download text as an audio file.

A captioning service was also made available at a number of Committee meetings to ensure that an elected member was able to fully participate in the meetings. This service assists people with hearing loss.

- 3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

Equality is one of the cross cutting themes in the Community Plan and the Council's Corporate Plan which will ensure that all future plans will reflect the needs of the section 75 groups where appropriate.

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Measures in the Customer Care Action Plan included the delivery of equality and disability training and the roll out of the JAM Card Project. Both measures have the potential to improve customer service for a range of section 75 categories.

The concept designs for the Dromore Public Realm Scheme were changed following discussion with representatives from the Disability Sector. These changes will improve the accessibility of the town centre.

During the reporting period Recite Me was added to the Corporate and the GetActive ABC websites. It is cloud based software that provides an accessibility toolbar on the Council's websites. Some of the functions include the ability to increase and decrease font size, change the colour and background of text, convert text to a range of languages and the ability to download text as an audio file.

A captioning service was also made available at a number of Committee meetings to ensure that an elected member was able to fully participate in the meetings. This service assists people with hearing loss.

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

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

The Dromore Public Realm Scheme was subject to an equality screening exercise and consultation with disability groups was undertaken as part of that process.

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

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

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

Recite Me was added to the Corporate and the GetActive ABC websites to improve access to information about Council services.

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A captioning service was also made available at a number of Committee meetings to ensure that an elected member was able to fully participate in the meetings.

- Other (*please specify and give details*):

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 reporting period? (*tick one box only*)
- Yes, organisation wide
  - Yes, some departments/jobs
  - No, this is not an Equality Scheme commitment
  - No, this is scheduled for later in the Equality Scheme, or has already been done
  - Not applicable

Please provide any details and examples:

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 reporting period? (*tick one box only*)
- Yes, organisation wide
  - Yes, some departments/jobs
  - No, this is not an Equality Scheme commitment
  - No, this is scheduled for later in the Equality Scheme, or has already been done
  - Not applicable

Please provide any details and examples:

During the reporting period the Council issued for consultation its Performance Improvement Plan 2019-2020.

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A cross departmental working group informed the development of this plan which included the Council's Policy & Diversity Officer. Five draft performance improvement objectives were agreed. Each objective is linked to the relevant borough community plan strategic theme and relevant Council priority.

The objectives include;

- 15. We will support businesses to improve economic growth across the borough
- 16. We will improve the physical appearance and maintain above average levels of cleanliness for our urban and rural areas.
- 17. We will improve our methods of obtaining customer feedback and increase the numbers of service areas with baseline satisfaction levels.
- 18. We will implement Building Control and Planning Service Improvement Plans
- 19. We will increase participation in Council led health, cultural and social activities, that seek to protect and improve physical and emotional wellbeing.

A number of the key actions in the plan address specific inequalities, particularly in relation to the fifth improvement objective

6 In the 2018-19 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? (*tick all that apply*)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

The Community Plan has three strategic themes of Community, Economy and Place from which nine long term outcomes have been identified. The plan is underpinned by three cross-cutting themes of equality, connectivity and sustainability.

These three cross-cutting themes are also included in the Corporate Plan.



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The departmental business plans include where appropriate measures which specifically promote equality and good relations. These are linked to the objectives included in the annual performance improvement plan and the Corporate Plan.

The Equality Action Plan links the relevant Community Planning Theme and relevant Corporate priority to each of the measures included in the plan.

**Equality action plans/measures**

**7** Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:	<input type="text" value="11"/>	Actions ongoing:	<input type="text" value="4"/>	Actions to commence:	<input type="text"/>
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Please provide any details and examples (*in addition to question 2*):

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Work was undertaken during the reporting period to prepare a new plan for 2020 onwards

**9** In reviewing progress on the equality action plan/action measures during the 2018-19 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

**Arrangements for consulting (Model Equality Scheme Chapter 3)**

**10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

<input type="checkbox"/> All the time	<input checked="" type="checkbox"/> Sometimes	<input type="checkbox"/> Never
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**11** Please provide any **details and examples of good practice** in consultation during the 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has

been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

During the reporting period the concept designs for Dromore Public Realm were developed. A number of meetings were held with Disability groups, the Council's Regeneration Officers, Policy & Diversity Officer and the Design Team. Disability Groups included The Mae Murray Foundation, Guide Dogs NI, Disability Action, RNIB and The Inclusive Mobility & Transport Advisory Committee (IMTAC).

The purpose of the scheme was to enhance the streetscape of the outer Market Square, Bridge Street and Church Street areas of the town centre, situated within the designated Dromore Conservation Area. The scheme will provide improved access and movement to and within public and pedestrian spaces and will enhance the physical appearance of the town centre for the benefit of all users.

The feedback from stakeholders which included the disability groups helped to shape the final design for Dromore Public Realm. The Dromore Public Realm Scheme was subject to an equality screening exercise and issued for consultation. The policy was screened out. It was agreed that existing obstacles will be removed with improved surfaces, wider footpaths, de-cluttering of street furniture, directional guidance paving and safer crossing points providing enhanced access and movement throughout the town centre, leading to potential future regeneration opportunities in the area.

**12** In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other *(please specify)*:

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

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Consultation on the Dromore Public Realm Scheme detailed in q.11 used these methods of consultation.

- 13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

Yes                       No                       Not applicable

Please provide any details and examples:

Consultees are frequently advised of the Council’s equality duties throughout the Community Planning Process. Section 75 consultees are contacted as part of the consultation on the Performance Improvement Plan. As stated above a range of consultees were engaged as part of the consultation on Dromore Public Realm.

Consultation exercises are placed on the Council’s new Consultation Hub. A number of consultations such as the Performance Improvement Plan and the Dromore Public Realm included the equality screening as part of the consultation. E-mails and hard copies of documentation are forwarded to potentially interested groups.

In advance of the JAM Card launch a number of meetings were held with Facility Managers to advise them of the progress made to date in relation to Customer Care and they were advised of the JAM Card launch and the availability of materials to further promote the initiative. Following the success of these meetings it was agreed that further meetings would be arranged to communicate corporate initiatives and to get feedback on those initiatives. It has also proven to be an effective communication tool for advising staff about a range of equality initiatives.

- 14 Was the consultation list reviewed during the 2018-19 reporting period? *(tick one box only)*

Yes                      x No                       Not applicable – no commitment to review

<https://www.armaghbanbridgecraigavon.gov.uk/council/equality/>

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

7
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**16** Please provide the **number of assessments** that were consulted upon during 2018-19:

2	Policy consultations conducted with <b>screening</b> assessment presented.
	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
	Consultations for an <b>EQIA</b> alone.

**17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

During the reporting period the concept designs for Dromore Public Realm were developed. A number of meetings were held with Disability groups, the Council’s Regeneration Officers, Policy & Diversity Officer and the Design Team. Disability Groups included The Mae Murray Foundation, Guide Dogs NI, Disability Action, RNIB and The Inclusive Mobility & Transport Advisory Committee (IMTAC).

The feedback from stakeholders which included the disability groups helped to shape the final design for Dromore Public Realm. The Dromore Public Realm Scheme was subject to an equality screening exercise and issued for consultation. The policy was screened out. It was agreed that existing obstacles will be removed with improved surfaces, wider footpaths, de-cluttering of street furniture, directional guidance paving and safer crossing points providing enhanced access and movement throughout the town centre, leading to potential future regeneration opportunities in the area.

The Performance Improvement Plan was issued with a screening assessment presented. The Council’s section 75 stakeholders were consulted.

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

Yes
  No concerns were raised
  No
  Not applicable

Please provide any details and examples:

**Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)**

**19** Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? *(tick one box only)*

Yes
  No
  Not applicable

Please provide any details and examples:

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

**20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2018-19 reporting period? *(tick one box only)*

Yes

No, already taken place

No, scheduled to take place at a later date

Not applicable

Please provide any details:

It has been agreed that section 75 monitoring of the Council's workforce will be undertaken as gaps currently exist. Further work will be undertaken with departments on where improvements can be made regarding section 75 monitoring.

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

Yes

No

Not applicable

Please provide any details and examples:

**22** Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

**23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

**Staff Training (Model Equality Scheme Chapter 5)**

**24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

PART A

In November 2018 Policy Screening and Equality Impact Assessment Training was provided to Heads of Department and Managers. A total of 27 staff members attended. Evaluation of the training revealed that participants had a better understanding of the subject matter and appreciated the case study examples provided.

In December and January 2019 four sessions of Equality and Disability Training were delivered. A total of 42 staff members attended. Evaluation of the training revealed that the training was interesting and informative and the use of video clips helped to further explore real life scenarios.

During the reporting period over 100 staff received JAM Card Awareness Training.

- 25** Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The Training programmes delivered have the job performance objectives outlined at the beginning of the training and the programme is again reviewed and summarised at the end. An evaluation sheet is issued at the end of the training. The information received in the evaluation forms is used to inform further developments to the training programmes.

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

- 26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

During the reporting period Recite Me was added to the Corporate and the GetActive ABC websites. It is cloud based software that provides an accessibility toolbar on the Council's websites. Some of the functions include the ability to increase and decrease font size, change the colour and background of text, convert text to a range of languages, the ability to download text as an audio file.

**Complaints (Model Equality Scheme Chapter 8)**

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

Please provide any details of each complaint raised and outcome:

### Section 3: Looking Forward

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

The Equality Scheme was approved on 25 March 2015 and will be due for review in 2020.

29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

The Council will remain focussed on all of the above. There will be further harmonisation of policies and rolling out of the equality training programme.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) reporting period? *(please tick any that apply)*

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

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

**1. Number of action measures for this reporting period that have been:**

**7**

Fully achieved

**2**

Partially achieved

**1**

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>			

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

	Training Action Measures	Outputs	Outcome / Impact
1	Equality and Disability Training was delivered to staff in	A total of 42 staff members attended	Evaluation of the training revealed that the training was interesting and informative and the



PART B

	December 2018 and January 2019		use of video clips helped to further explore real life scenarios.
2	Jam Card Training was delivered to staff during the reporting period. The majority of staff members received face to face training and those that were unable to attend the training undertook the e-learning module.	Over 100 staff received JAM Card Awareness Training	The training will improve the customer service offered to both adults and children with disabilities.

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	Ensure strapline advising that documents can be obtained from the Council in alternative formats is included in all external publications.	The strapline is included on all publications. Under the publication of the website, customers are advised to contact the Council if they require a publication in a different format.	It is intended that publications will be accessible to a wide range of people.
2	Ensure new Council website is fully accessible, particularly for people with sensory impairments.	During the reporting period Recite Me was added to the Corporate and GetActive ABC websites. It is cloud based software that provides an accessibility toolbar on the Council's websites.	This has increased the accessibility of these websites.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Junior Sports Awards September 2018 (not an action within the plan)	One of the nominations is for Sports person with a disability	The event celebrates the achievement of sports people within the Borough and as a result raises awareness of disability in sport.
2	Senior Sports Awards March 2019 (not an action within the plan)	One of the nominations is for sports person with a learning disability and one is for sports person with a physical or sensory disability.	The event celebrates the achievement of sports people within the Borough and as a result raises awareness of disability in sport.

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Policy screening – ongoing implementation of screening requirements in relation to new and amended policies (screening form includes questions relating to the disability duties)	The completed screening forms will address the disability duties	All new or amended policies will incorporate the disability duties where appropriate.
2	Develop and deliver a range of inclusive sport and physical activity programmes and events, which will increase the skills,	1500 people with a disability engaged in a sport or physical activity annually.	More people with a disability accessing sport and physical activity opportunities independently.

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	knowledge and confidence of people with a disability, to enable them to access sport and physical activity opportunities in their local community.	3 clubs supported to become more inclusive of people with a disability, annually.	

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	Raise awareness among staff of the role of the Diversity Champions. In 2015 the Council appointed three Officer Diversity Champions and one elected member Champion. They include the Policy & Diversity Officer, HR Officer, Community Sport Active Inclusion Officer and the Council's Lord Mayor	This has been incorporated into relevant Lord Mayoral speeches and press releases.	Raising the profile of disability within the organisation	This is an ongoing measure. Further opportunities to raise awareness of the initiative need to be explored.
2	Appoint Disability Sport NI to conduct an access audit of the new South Lake Leisure Centre	Disability Sport NI was appointed and the building is being audited as the build progresses	The build will not be completed until 2020 but it is anticipated that it will be inclusive for children and adults with a range of disabilities.	Once the Audit is completed there will be an application to achieve ISF accreditation

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

	Action Measures not met	Reasons
1	Develop a work placement policy/strategy	Further engagement with the relevant agencies is required
2		

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

(a) Qualitative

This plan was made available in November 2017 following consultation with Officers and local disability consultees. The staff equality working group also considered the content of the plan.

(b) Quantitative

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?

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Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

7. Do you intend to make any further **revisions to your plan** in light of your organisation’s annual review of the plan? If so, please outline proposed changes?

A new plan will be issued for consultation during the next reporting period.

<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.