

Armagh City, Banbridge and Craigavon Borough Council Equality Action Plan for the Period 2018-2019

Progress against the Action Plan will be reported annually and the plan will be subject to review as staffing structures and resources have not yet been finalised.

This document is available in a range of formats on request. See page 2 for contact details



FURTHER INFORMATION AND ALTERNATIVE FORMATS

This document can be made available in alternative formats including:

- Large Print
- Braille
- Easy Read
- Audio alternative format
- Other languages

It can also be downloaded from the Council's website at:

www.armaghbanbridgecraigavon.gov.uk

If you would like a copy in an alternative format, please contact:

Armagh City, Banbridge and Craigavon Borough Council

Mary Hanna
Policy & Diversity Officer
Armagh City, Banbridge and
Craigavon Borough Council
Armagh Office
The Palace Demesne
Armagh City
BT60 4EL

Tel: 028 3752 9600

E: mary.hanna@armaghbanbridgecraigavon.gov.uk

Community Plan Strategic Theme 1 –Confident, Healthy, welcoming Community

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable processes

Inequality by section 75 category	Positive Action Measures	Performance Indicator		Provisional Timescale & Description of Monitoring arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
Development of a performance management framework(in accordance with statutory requirements and guidance issued by the Department for Communities).	Development of a performance management framework that reflects the requirements of section 75 of the N.I Act 1998	Performance Improvement Objectives that promote equality of opportunity and good relations	Services that promote equality of opportunity and good relations	Throughout the lifetime of this plan Monitoring Arrangements These are reviewed annually. A cross departmental working group was set up to inform the new Performance Improvement Objectives	Performance Directorate	1.0

Community Plan Strategic Theme 1 – Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable processes

Inequality by section 75 group	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of monitoring arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
Inclusion of equality and good relations into the Council's Departmental/operational Plans and service plans	Inclusion of equality and good relations into the Council's Departmental/operational Plans and service plans	Departmental /operational plans and service plans must reflect where appropriate the Council's Commitment to the promotion of equality and good relations	Services that promote equality of opportunity and good relations	Throughout the lifetime of this plan Monitoring Arrangements The Departmental /operational plans and service plans are reviewed annually. Check Measures and how effective they are at promoting equality of opportunity and good relations	All Directorates	1.1

Community Plan Strategic Theme 1 – Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable processes

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
Ongoing screening for equality of opportunity and good relations in all Council decision making	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.	All Council decisions are made having mainstreamed section 75 responsibilities into the decision making and service delivery process	All screening decisions are included in a policy screening report and issued quarterly to consultees in accordance with the requirements of the Equality Scheme	Throughout the lifetime of this plan. Monitoring Arrangements The Council has developed guidelines for the development of Council policies and all policies must have a completed equality screening form attached before they are considered by the relevant Council Committee.	All Directorates	1.2

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Increased Customer satisfaction with Council services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
A number of staff members and elected members did not receive equality and disability training while employed by the former Councils	Delivery of Equality and Disability Training to elected members, line managers and employees	All staff members will be offered some training dependant on their role within the organisation.	Increased understanding among staff members and elected members of equality scheme, equality and anti-discrimination legislation and issues affecting colleagues and customers	A minimum of two sessions to be delivered each year. Monitoring Arrangements Training to be reviewed annually	Training Officer and Policy & Diversity Officer	1.6,6.0, 8.1

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable processes

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
Need for greater awareness amongst Council staff of equality and good relations issues.	Equality Working Group to meet and discuss relevant equality issues	Meet at least three times per year	<p>Increased awareness and understanding amongst staff members.</p> <p>Equality duties further mainstreamed into strategic and operational plans and decision making processes.</p>	<p>Meetings to be held at least three times per year</p> <p><u>Monitoring Arrangements</u></p> <p>Feedback from members on its effectiveness</p>	Policy & Diversity Officer	1.5

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable
Increased customer satisfaction with Council services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
All categories						
Incomplete monitoring information	Identify gaps in monitoring information	Equality Officer to meet with each service area to identify gaps in monitoring information	Gaps in monitoring information identified with a view to developing recommendations	Gaps identified and recommendations developed by June 2018	Policy & Diversity Officer and relevant Managers	1.7
The Council and partners have a duty to ensure opportunities for the full participation of all section 75 groups in the community planning governance structure and its operation	Section 75 groups will be targeted during the recruitment of members for the Community Panel	The Community Panel will be established	Section 75 groups will be involved in the community planning process	February 2018	Community Planning Manager	1.3

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community
 Theme 2 Enterprising Skilled Tourism Economy

Corporate Plan Theme Committed Council – Take a one Council approach with clear, robust and accountable processes
 Increased customer satisfaction with Council services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
Men and Women						
Staff members do not have clear information on the rights of transgender customers when using Council facilities	Clear guidelines to be developed for staff members working with transgender customers	New Guidelines to be developed by staff members which will help transgender customers using Council facilities	Improved Customer Service for transgender customers	Draft Policy to be shared with representative groups and discussed with Council departments by March 2018	Policy & Diversity Officer and relevant Manager	7.0
Through positive civic leadership, the Council can raise awareness of the issues affecting women in the workplace	Organise an International Women's Day Event	International Women's Day Event to be held in March. Target audience will be post primary students	The event will raise awareness of the issues affecting women in the workplace	October (annual event) Monitoring Arrangements Feedback from the Participants	Policy & Diversity Officer	7.1

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Increased customer satisfaction with Council services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescales & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
Racial Group, Disability						
The Council has not yet circulated an updated list of providers for alternative formats and translation services	The Council will update its list of providers regarding alternative formats (including easy read and/or Audio Transcription) Translation services including BSL and ISL translation	An updated translation and interpretation service to be established	Customers will be able to communicate with the Council in a range of languages and alternative formats	An updated translation and Interpretation service to be made available by January 2018	Policy & Diversity Officer	4.0
Disability						
A number of venues have been surveyed by Disabled Go but there is a lack of awareness of the initiative	Organise an annual consultation event to be held with consultees. Explore additional ways of raising awareness of the initiative with members of the Customer Care Project Team	Annual Consultation Event to be held	Greater awareness of the initiative and more disabled people availing of services/facilities in the Borough.	Annual Monitoring Arrangements Feedback from consultees and staff members	Policy & Diversity Officer Customer Care Project Team	8.3

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Increased customer satisfaction with Council services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
Disability						
The NOW Group has introduced the JAM Card (an abbreviation of 'Just a Minute) for people with learning disabilities/difficulties to use when accessing services. There is less awareness of this initiative in this Borough	Explore opportunities to work with the NOW Group to raise awareness of the JAM Card project.	Raise awareness with staff members so that they know how to interact with disabled people when presented with the JAM Card	Greater awareness of the initiative and more disabled people availing of the Council's services	2018-2019 Monitoring Arrangements Feedback from customers and staff members	Policy & Diversity Officer Customer Care Project Team	8.4
Racial Group, Disability, Age						
The Council does not have a policy on organising events which takes into account the needs of different racial groups, disabled people as well as older and younger people	Establish a working group of Officers from a cross section of departments to scope out relevant issues			January 2018	Policy & Diversity Officer	4.2,5.1,5.4,8.3, 8.4

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council- Increases Customer Satisfaction with Council Services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Reference
		Output	Outcome/Impact (For s75 categories)			
Racial Group, Disability, Age						
		Relevant issues will be identified by the working group		February 2018	Policy & Diversity Officer and Members of the Working Group	
	Meetings to be held with local disability organisations	Relevant Issues will be identified by the disability organisations		April 2018	Policy & Diversity Officer and Members of the Working Group	
	A policy to be developed which takes into account the needs of different racial groups, disabled people as well as older and younger people	Officers will take into account the needs of different equality groups when organising events	The Council's events will be more inclusive for all participants	May 2018 Monitoring Arrangements The effectiveness of the policy will be reported annually as part of the Council's section 75 progress reporting requirements.	Policy & Diversity Officer and Members of the Working Group	

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council-Increased Customer Satisfaction with Council Services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
Racial Group, Disability, Age						
The Council does not have a policy on communicating with disabled people, older people, younger people and different racial groups	Establish a working group of Officers from a cross section of departments to scope out relevant issues			January 2018	Policy & Diversity Officer	5.1,5.4,8.3,8.4
Racial Group, Disability, Age						
		Relevant issues will be identified by the working group		February 2018	Policy & Diversity Officer and Members of the Working Group	

Community Plan Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council – Increased Customer Satisfaction with Council Services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s75 categories)			
Racial Group, Disability, Age						
	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	Officers will take into account the needs of different equality groups in both written and oral communication	Improved engagement with all customers	May 2018 Monitoring Arrangements The effectiveness of the policy will be reported annually as part of the Council's section 75 progress reporting requirements	Policy & Diversity Officer and Members of the Working Group	

Community Planning Strategic Theme 1 Confident, Healthy, Welcoming Community

Corporate Plan Theme Committed Council- Take a one Council approach with clear, robust and accountable processes
Increased Customer Satisfaction with Council Services

Inequality by section 75 category	Positive Action Measure	Performance Indicator		Provisional Timescale & Description of Monitoring Arrangements	Lead Responsibility	Inequalities Audit Reference
		Output	Outcome/Impact (For s.75 categories)			
Age						
The Council wants to hear the views of young people in relation to the delivery of Council services	Organise a Local Democracy Event	Local Democracy Event to be held in October Target audience will be post primary students	Improved engagement with young people	October (annual event) Monitoring Arrangements Feedback from the Participants	Policy & Diversity Officer	5.5
Religious Belief, Political Opinion						
The Council does not have a flags and emblems policy	The Council's Good Relations Reference Group will progress the development of the Flags and Emblems Policy	The Council's Good Relations Reference Group will explore the options for progressing a Flags and Emblems Policy		2018-2019	Good Relations Reference Group	2.0,2.1