



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report


Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	<p>Name: Ellen Boyd (Customer Accessibility and Equality Officer) Antrim Civic Centre 50 Stiles Way Antrim BT41 2UB</p> <p>Telephone: 028 9446 3113</p> <p>Email: ellen.boyd@antrimandnewtownabbey.gov.uk</p>
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	<p>As above <input checked="" type="checkbox"/> (double click to open)</p>

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

<https://antrimandnewtownabbey.gov.uk/council/equality/>

Signature:

A handwritten signature in black ink, appearing to read 'L. Bond', is enclosed within a rectangular black border.

**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 2019 and March 2020

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 2019-20, 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.

Date	Key policy/ Service delivery development (theme & programme)	Improvement Achieved (what did we do)	Outcome Achieved (is anyone better off?)	Did this promote equality of opportunity and Good Relations?
2019/20	Equality and Diversity Working Group	Elected Member and Officer working group, meet quarterly to collectively progress the EAP and DAP improvements.	Achievements noted within this annual report.	Yes
2019/20	T:BUC Theme - Children and Young People. Summer Intervention Programmes: <ul style="list-style-type: none"> • BEAT • Youth Zone • Diversionary Activity • Grant Aid 	Activity endeavoured to improve attitudes between young people from different backgrounds. Delivery of BEAT Summer Intervention Programme from July 2019 – BEAT was delivered in 4 hotspot areas of ASB, 3 nights a week for 8 weeks in Rathenraw, Crumlin, Rathcoole, and	Targeted Outcomes: An increase in the number of participants who are more favourable towards people from an ethnic, Catholic or Protestant Background.	Yes

		<p>Glengormley; delivering 77 (3 hour) sessions of high risk youth intervention over the summer. Facilitating over 231 hours of High Risk Youth engagement activities. Good Relations content with BEAT programming included; ethnic food, cultural dance, disability sports, arts/crafts, cultural music, diversity and inclusion and Arabic awareness. 128 young people registered on the BEAT programme.</p> <p>Delivery of Summer Intervention Grant Aid Programme: Glengormley Amateur Boxing Club (GABC) Summer Intervention Project 2019 - The provision of an 8-week summer diversionary programme of activities for 30 young people aged 14-18 years who are not usually associated with the boxing club.</p> <p>Alternatives in July – 2-week diversionary programme delivered over the 12th July, delivered to a cross community group of 14 young people aged 14 – 18 years who would typically be involved in sectarian anti-social behaviour during this time. The programme consisted of educational activities, visits to sites of historical importance and fun activities which included; single identity, cross community, peace walls visit, bonfire</p>	<p>BEAT 100% of participants stated that they enjoyed taking part in the programme. 97% of participants stated that they would take part again next year. 94% of participants stated that their knowledge had increased.</p> <p>Summer Intervention Grant Aid Programme: GABC – This project drew young people away from interface areas during the summer and reduced sectarian tensions by providing an outlet for youths to engage and take part in a tough programme of training promoting mutual respect for others.</p> <p>The project directed young people away from various anti-social behaviour toward a constructive, focused and tough summer training camp. Young people were motivated to participate in a challenging programme and brought others to sample and</p>	
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PART A

		<p>visit, group work activities, and tour of Derry's Walls.</p> <p>Bawnmore Multi Cultural Day – the delivery of 3 diversionary activity days during August 2019 to provide an alternative activity to an internment bonfire and anti-social behaviour. Activity included cultural music, dance, arts and crafts. Approx. 200 people attended each day; total 600 people attending.</p> <p>Summer Schemes- 6 Summer Schemes were delivered in partnership with the Leisure Section. Good Relations supported the schemes by assisting with the scheduling of Good Relations activities such as; World Drumming, Chinese Fan Dancing, Bollywood Dance and Mexican Dance. The age range of participants was 6-12 years of age, and the schemes ran for 5 weeks in July and August 2019.</p>	<p>partake themselves. Neighbours in the immediate area commended the club coaches in the work being done and the impact of reducing anti-social behaviour.</p> <p>Alternatives in July – Project staff facilitated informal conversations with participants at the start of the programme to gauge levels of awareness of sectarian attitudes and alternative cultures. Each day concluded with a feedback session where all participants reflected on the programme and progress. Following the programme an evaluation event was held to measure the impact of the programme.</p> <p>Bawnmore Multi Cultural Day – 3 standalone days.</p>	
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PART A

2019/20	<p>T: BUC Theme - Children and Young People.</p> <p>Youth Diversity Programmes:</p> <ul style="list-style-type: none"> • Detached Youth Programme • High Risk Youth Programme • Bee Safe 	<p>Activity endeavoured to improve attitudes between young people from different backgrounds.</p> <p>High Risk Youth Intervention Programme</p> <ul style="list-style-type: none"> - Delivery of ASB awareness raising workshops, Good Relations workshops and group activities to high-risk young people, with challenging behaviours that impact on communities, and the promotion of positive change in young people. • 5 programmes delivered in Crumlin, Mossley, Glengormley, Randallstown and Antrim. • 26 hours detached youth work delivery • 442 hours of group work delivery • 32 hours' end of project admin and evaluations <p>Delivery of the Bee Safe Programme - Bee Safe is an interactive programme aimed at primary 7 children, at a time when they are preparing for transition onto secondary education. Bee Safe delivers a variety of workshops exploring personal safety; including home safety, bus safety, healthy relationships, cultural diversity and awareness. Workshops were facilitated by various delivery agencies including: Women's Aid, PSNI, Translink, AIYCC and Beyond Skin.</p>	<p>Targeted Outcomes:</p> <p>An increase in the number of participants who are more favourable towards people from an ethnic, Catholic or Protestant Background.</p> <p>High Risk Youth -</p> <p>Staff observations indicate that there has been evidence of some behaviour and attitudinal change from all young people (50) currently and previously engaged on the project.</p> <p>-Number/ percentage of participants that are less likely to engage in anti-social behaviour as a result of participation</p> <p>All young people currently and previously engaged on the programme have indicated that they are now more aware of the impact and consequences of ASB and what low-high level ASB is and have indicated that they would be more mindful of this when</p>	Yes
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PART A

		<p>Bee Safe was delivered in the Newtownabbey and Antrim areas in April and May 2019.</p>	<p>participating in social activities and think of the consequences before acting.</p> <p>-Number/percentage of participants who feel more aware of the impact of anti-social behaviour</p> <p>As above – the young people who have participated on the project now have a better understanding of the impact of ASB and would be more likely to think before they act, being more mindful of low-high levels of ASB</p> <p>Bee Safe - Feedback surveys from teachers highlighted that:</p> <p>-100% of teachers thought the event was worthwhile for their pupils</p> <p>-100% of teachers were happy with the information received prior to the event</p> <p>-96% of teachers stated that the venue was excellent and 4% noted the venue as good.</p>	
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PART A

			<p>-91-93% of teachers expressed that the Good Relations content was Excellent or Good. 100% of teachers stated that they would participate in the event again.</p> <p>Feedback survey from pupils highlighted that: -99% of pupils stated that they enjoyed Bee Safe 2019.</p>	
2019/20	<p>T:BUC Theme - Our Shared Community.</p> <p>Reclaiming space through animation programmes:</p> <ul style="list-style-type: none"> Brighter Nights 	<p>Brighter Nights at Lilian Bland:</p> <p>In 2019-20 there were 9 x 3 hour workshops including Ethnic arts & craft, dance and drumming, disability sports and basketball during July and August at Brighter Nights with 2,930 attendees.</p>	<p>An increase in the percentage who think that leisure centres, parks, libraries and shopping centres in their area are shared and open to both the Protestant and Catholic community.</p>	Yes
2019/20	<p>T:BUC Theme - Our Safe Community.</p> <p>Moving Forward Together (MFT):</p> <ul style="list-style-type: none"> One Mile Challenge Joint Schools Programme 	<p>One Mile Challenge:</p> <p>The One Mile Challenge is a one off large scale event delivered in collaboration with ANBC, MFT Partnership, local schools, PSNI, and Community Relations in Schools. The event brought together 19 schools in the Antrim area to Antrim Castle Gardens to run/walk 1 mile together. Approximately 1000 pupils attended the One Mile</p>	<p>The event promoted greater understanding of others by bringing together controlled and Catholic maintained schools to work together in a shared space.</p> <p>The event contributed to improved relationships between cross sectional</p>	Yes

PART A

	<ul style="list-style-type: none"> Shared Learning Networks 	<p>Challenge, approximately 200 parents/ carers participated in the One Mile Toddle for Nursery aged children, and approximately 100 school staff participated in and supported the event.</p> <p>MFT Christmas Choir at Antrim Civic Centre: delivered a joint Christmas event Dec 2019. MFT Choir is made up of 160 participants across 14 cross sectional schools. The Choir brings together pupils from different community and religious backgrounds to deliver shared events and improve relationships between people from different community and religious backgrounds.</p> <p>MFT Steering Group Meetings held quarterly. The MFT steering group is made up of representatives from 19 cross-sectional schools which includes Catholic maintained, controlled, nursery, primary, post-primary and special schools.</p> <p>Shared Learning Networks: Through the MFT Partnership 4 shared learning networks were established to promote understanding and build relationships between the cross-sectional schools, and increase the perception of shared spaces and services.</p>	<p>schools, and increased perceptions of shared spaces.</p> <p>The work of the Steering Group improved relationships between the schools and the wider school community, increasing understanding, and the perception of shared spaces and services.</p> <p>An increase in the percentage of participants who feel safe going to events held in locations throughout the Borough.</p>	
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PART A

2019/20	<p>T: BUC Theme - Our Shared Community.</p> <p>Hate Crime Support Scheme</p> <p>Integration Group Programme</p>	<p>Hate Crime Support Scheme: The scheme supported local groups to run a hate crime referral and befriending scheme to provide a local support service for victims of hate crime. Utilising local community contacts to provide a long term support and befriending service. Council delivered continued support for the 'Hate Crime Card Scheme' in partnership with Community Relations Forum, PSNI and PCSP providing practical support for victims of hate crime throughout the borough through the 4 Tier Security Scheme. The scheme contributes to the reduction in fear of crime, including hate crime.</p> <p>No Hate Here launch in partnership with the PCSP.</p> <p>No Hate Here publicity leaflets translated into 6 different languages and printed.</p> <p>Integration Group Programme: Antrim and Newtownabbey Good Relations Officers attended 2 Integration Group meetings and provided updates on Good Relations activity within the Borough. Meetings focused on the ongoing support of Syrian Refugees who arrived Dec 2018 within the Vulnerable Person Relocation Scheme.</p>	<p>Increased use of shared space and service (e.g., leisure centres, shopping centres, education and housing).</p> <p>An increase in the percentage of participants who feel a sense of belonging to their neighbourhood.</p> <p>Reduction in the prevalence of hate crime and intimidation.</p>	Yes
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PART A

		Through this programme Good Relations activity included; funding ESOL classes in three locations across the Borough, financial contribution to central storage depot for support items for refugees, representation on Syrian refugee fora across the Borough, responding to hate crime directed at Syrian refugees, and supporting integration with the indigenous community and Syrian refugees through community engagement and Arabic awareness training.		
2019/20	<p>T:BUC Theme - Our Shared Community.</p> <p>Community Relations in Schools:</p> <ul style="list-style-type: none"> • Capacity Building Training • Celebrating Diversity Programme • Buddy Up Programme • Family Community Relations Programme • Locality-based Collaborative Education Networks 	<p>Community Relations in Schools: Community relations in Schools work with primary, post primary, nursery and special schools to delivery Community Relations programming. Additionally, supporting collaborative working through sharing of resources, skills etc in a multi-cultural, cross sectional format.</p> <p>Good Relations Pupil Programmes: During this period, CRIS staff delivered the Buddy Up Celebrating Diversity Programme with 5 schools across 2 separate deliveries.</p> <ul style="list-style-type: none"> - Whitehouse PS and St James's PS CRIS delivered a Buddy Up programme for 4 Year 3 classes (2 from each school). In total 186 of pupils participated in the project. 	<p>Increased use of shared space and service (e.g., leisure centres, shopping centres, education and housing).</p> <p>An increase in the percentage of participants who feel comfortable socialising in a shared space or space they would not traditionally visit.</p> <p>Strengthened cross-sectional, cross-community working between nursery, primary, post primary and secondary schools across the Borough; with Catholic</p>	Yes

PART A

		<p>Delivery was supported by 8 school staff and 2 parents.</p> <ul style="list-style-type: none"> - St Bernard's PS, Mossgrove PS and Glengormley IPS. CRIS delivered a Buddy UP programme for 3 Year 4 classes (1 from each school). A total of 90 pupils and 8 School staff participated in the project. - Please note that delivery of this programme was suspended due to Covid-19. CRIS has since been in contact with all 3 schools to offer online delivery and support. To date this has not been availed of. <p>Growing GRACE: CRIS delivered a collaborative engagement programme for schools within the Newtownabbey locality. This included face to face recruitment and listening exercises with 10 school leaders and the delivery of a collaborative seminar to support schools to establish a new multi-sector collaborative partnership</p> <p>Our Shared Community: CRIS supported 3 schools in Antrim to deliver cross community parent programmes. The three schools were St Joseph's Nursery School, Steeple Nursery School and Riverside Special School. The funding was used to create a temporary parent worker role that</p>	<p>Maintained and Controlled Schools.</p> <p>Increased capacity of school staff, and parents to deliver Good Relations activities, and address Good Relations issues.</p> <p>School Skills- GR Pupil Programmes:</p> <ul style="list-style-type: none"> - 152 Pupils submitted baseline forms (these were submitted by schools on behalf of pupils) - Out of the 97 pupils that completed the full Buddy Up Programme - exit/ evaluation forms were submitted by 49 pupils. <p>Whitehouse and St James'(baseline and exit):</p> <ul style="list-style-type: none"> - 82% were happy to take part - 86.5% knew that the programme was about building friendships with 	
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PART A

		<p>supported the delivery of numerous parent engagement and training programmes. These included:</p> <ul style="list-style-type: none"> - families First Parenting Skills - Gardening - Parenting for children with Special Needs - Cookery Programmes - Stay and Play - Mindfulness Programmes - Coffee Mornings - General support for parents 	<p>pupils from other communities</p> <ul style="list-style-type: none"> - 79.8% felt that they were generally happy - 85.4 % felt ok about visiting other schools/ being in a different community - 91.7% learned something new during the programme - 95.9% enjoyed participating in the programme <p>Glengormley Schools (Baseline only)</p> <ul style="list-style-type: none"> - 87.3% understood that they were participating in a cross-community programme - 79.3% were happy about taking part - 74.6% felt that the programme was about building friendships with other communities 	
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PART A

			<ul style="list-style-type: none"> - 68.2% felt that they were generally happy - 52.4 % felt ok about visiting other schools <p>Growing GRACE</p> <ul style="list-style-type: none"> - 54.5% CNR and 45.5% PUL - 100% participants felt positive about participating in the programme - 100% participants agreed that GR has a role to play in bringing people together - 100% participants felt that the event helped them - 90% participants more likely to send their child to a mixed school - 72.7% more likely to want to work in mixed environments - 72.7% more likely to want to live in a mixed community <p>Our Shared Community</p>	
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PART A

			Feedback from participants and schools were positive and uptake of programmes was high.	
2019/20	<p>T: BUC Theme - Our Cultural Expression.</p> <p>Local Government Partnership on Traveller Issues.</p>	<p>Local Government Partnership on Traveller Issues (LGPTI):</p> <p>The LGPTI is a partnership consisting of Elected members and Council Officers from each of the 11 Local Councils, and statutory partners. The partnership meets bi-monthly to share good practice and learning, and to identify and address issues around unauthorised encampments and inappropriate allocation of accommodation affecting the Travelling Community.</p> <p>Council Good Relations Officers attended 6 meetings from April 2019- March 2020</p>	<p>Increased sense of community belonging (widens contribution beyond community background).</p> <p>An increase in the percentage who think that the culture and traditions of the Minority Ethnic Community add to the richness and diversity of Northern Ireland.</p> <p>Improved collaborative approach to addressing issues affecting the Traveling Community. Increased opportunity to network, sharing good practice and learning with Elected Members and Officers across the region.</p>	Yes
2019/20	<p>T: BUC Theme - Our Cultural Expression.</p> <p>Good Relations Events Programme:</p>	<p>Small Worlds Café Style event was held in September 2019, and Jan 2020. Small Worlds workshops are café-style events hosted by members of Belfast Friendship Club. Table hosts share their personal perspectives about how they've coped</p>	<p>Increased sense of community belonging (widens contribution beyond community background).</p>	Yes

PART A

	<ul style="list-style-type: none"> • Good Relations Events. • Who Do You Think We Are. • Historical Commemorations 	<p>with their lives as migrant workers, asylum seekers, refugees etc. In this way, participants can have a meaningful encounter with others whose lives and life experience is probably very different from their own.</p> <p>Leading Ladies event was held on 19 September 2019 as part of Good Relations Week.</p> <p>History talks – a series of Irish History workshops were delivered in September 2019.</p> <p>Session One: Introduction night to provide an overview of the course</p> <p>Session Two: The Politics of Home Rule in Ireland, including both Edward Carson and John Redmond and The Ulster Covenant.</p> <p>Session Three: The end of World War One, the politics of Partition and The Civil War in Ireland</p> <p>Session Four: The decades of the 20's, 30's, 40's, 50's and 60's</p> <p>Holocaust memorial programme completed with the production of a Holocaust memorial video and mosaic.</p> <p>Irish Language Evening held March 2020 - a celebration of Irish Language through music, song and dance.</p>	<p>An increase in the percentage who think that the culture and traditions of the Minority Ethnic Community add to the richness and diversity of Northern Ireland.</p> <p>An increase in the percentage who think that the culture and traditions of the Catholic/ Protestant community add to the richness and diversity of Northern Ireland.</p> <p>Summer Schemes – All programmes offered a range of activities giving the children at each scheme the same opportunities. All staff looked professional and were identifiable for the public. Feedback was excellent, Interaction with children was superb and overall a very positive experience.</p> <p>Small Worlds event Sept 2019– feedback was very positive. Observations from staff were positive, with</p>	
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PART A

		<p>Leading ladies March 2020 – Madam Zhang Chinese Consul General delivering a presentation on her experience of Peace and reconciliation, and women's role in politics.</p>	<p>suggestions that the event could have been bigger and will review for future delivery.</p> <p>Leading Ladies- 100% of participants felt positive about the event.</p> <p>History Talks - 94% of participants felt positively about the programme.</p> <p>Holocaust Memorial Mosaic Project- 92% felt that the event helped them. 100% felt that they were treated well during the event.</p> <p>Irish Language Evening of Celebration- 96% felt that the event helped them. 100% felt that they were treated well during the event. 100% felt positive about attending the event.</p> <p>Leading ladies 2020- 100% Felt that the event helped them, and that they</p>	
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PART A

			<p>were treated well during the event.</p> <p>Small Worlds Event Jan 2020- 100% Felt that the event helped them, and that they were treated well during the event.</p>	
2019/20	<p>T:BUC Theme – Our Cultural Expression</p> <p>Cultural Awareness Scheme</p> <ul style="list-style-type: none"> • Good Relations contribution to ANBC seasonal events. 	<p>Delivery of Christmas around the World campaign enhanced the opportunities for positive cultural interaction at mainstream events through a series of cultural diversity workshops at 7 major multi-cultural Christmas events throughout the borough.</p> <p>2 major council events celebrating multi-cultural Halloween activities on the weekend leading to the 31st October at V36 spooked out and Spooktacular at The Junction, Antrim.</p> <p>Halloween and Christmas events providing showcases from around the world with activities, displays and performances; increasing participant's awareness of cultures and traditions different than their own.</p>	<p>Increased sense of community belonging (widens contribution beyond community background).</p> <p>An increase in the percentage who think that the culture and traditions of the Minority Ethnic Community add to the richness and diversity of Northern Ireland.</p> <p>An increase in the percentage who think that the culture and traditions of the Catholic/ Protestant community add to the richness and diversity of Northern Ireland.</p> <p>78% of Residents reported they believe that Community Relations have</p>	Yes

PART A

			<p>improved within Antrim and Newtownabbey Borough.</p> <p>88% of Residents that believe Antrim and Newtownabbey is a safe place to live.</p>	
2019/20	<p>T:BUC Theme – Our Cultural Expression</p> <p>Grant Aid: Queenspark Women's Group – Through the looking glass project.</p> <p>Listening Ear – North South Educational Visits.</p>	<p>Queenspark Women's Group - The 'Through the Looking Glass' project aims to promote good community relations by taking 15 local women from various backgrounds out of their comfort zone and challenging their long held beliefs in their own culture. The group hopes to do this by giving a balanced view of Derry/Londonderry, Apprentice Boys and the Ancient Order of Hibernians.</p> <p>Listening Ear – 4 intergenerational cross border visits, 53 participants. The attendees will gain an understanding of the subject matter which will provide them with a confidence to explain their background and also to reach out to explain about the Williamite campaign and the different legislative bodies. This knowledge will demonstrate a willingness to learn and engage and open people's minds that the attendees will engage with. Also to gain knowledge and understanding of the history and formation of both states, how this is a shared history, and how we</p>	<p>An increase in the percentage who think that the culture and traditions of the Catholic/Protestant Community add to the richness and diversity of Northern Ireland.</p> <p>An increase in the Percentage of Protestants/Catholics who think that their cultural identity is respected by society.</p> <p>The programme contributed to developing cross community relationships, a greater understanding of our shared history, the reduction of community tensions, and a mutual understanding of cultural diversity.</p>	

PART A

		develop and form new relationships. This project is a foundation programme involving the community which to date would be resistant to cross-community involvement and cross-border engagement. We hope that relationships and confidence will grow to allow for confidence and mutual respect of others cultures and traditions will develop.		
2019/20	T:BUC Theme – Our Cultural Expression. Vulnerable Person Relocation Scheme.	Supporting the delivery of ESOL classes to 112 individuals in 27 families located within Antrim and Newtownabbey Borough; through providing suitable venues for the programme to be delivered in the Antrim area, and providing sustenance for participants attending. Classes last for two hours with both a beginner's class and intermediate class and follow the colleges term times and holidays. Ongoing communications with the Vulnerable Persons Relocation Scheme Relocation Integration Group in order to support Syrian refugees within the Borough. 2 English classes twice per week providing both basic and advanced English language. 30 participants per class. 40 participants from Syrian families living in Newtownabbey.	Increased sense of community belonging (widens contribution beyond community background). An increase in the percentage who feel a sense of belonging to their neighbourhood. An increase in the percentage of participants who feel a sense of belonging to their neighbourhood. An increase in the percentage who think that the culture and traditions of the Minority Ethnic Community add to the richness and diversity of Northern Ireland.	

PART A

			<p>100% felt that the event has helped them, and that they were treated well during.</p> <p>Strategic progression of the vulnerable person relocation scheme.</p>	
2019/20	<p>Inclusive Council Events</p> <ul style="list-style-type: none"> • Irish Language Event • Summer Events • Summer Schemes • Halloween Events • Christmas Events • Pantomimes, Christmas Theatre Shows • Inclusive Enchanted Winter Garden 	<p>Sign Language provision, Language Interpreter, Relaxed and Signed Performances, AccessoLoo (Inclusive toilet provision), Event Accessibility.</p>	<p>Accessibility for all Section 75 categories ensured through careful and considered planning.</p>	Yes
2019/20	<p>Inclusive Play Park Provision</p>	<p>Improvements to the Council Play Park Provision across the Borough. This includes:</p> <ul style="list-style-type: none"> -Play Park Inclusion -Car Parking at Play Parks -Toilet Provision <p>Total cost £434,000</p>	<p>Ensuring greater accessibility for all.</p>	Yes

PART A

2019/20	Website, Alternative formats, Council Literature Provision	<p>Ensuring that we provide Council communications in formats accessible to everyone.</p> <p>This includes:</p> <ul style="list-style-type: none"> - Browse aloud and Text help services - Language line rolled out to all Council Facilities and services. - Google Translate Language selection available. - Website intelligent user experiences to tailor information to a range of different Section 75 categories to meet the needs of all of our Customers. Now includes dedicated Accessibility section. 	Ensuring greater accessibility for all.	Yes
2019/20	Disability Sport NI Programme, Hubs and Inclusive Sports Equipment	Providing accessible sports equipment such as bikes, sports wheelchairs and tandem bikes.	Ensuring greater accessibility for all and promoting inclusion and participation of those with and without disability enjoying sport and leisure together.	Yes
2019/20	<p>Partnership working</p> <ul style="list-style-type: none"> • Mae Murray Foundation • Bridge Foundation 	<p>Working in partnership with charities and health trusts to achieve common goals.</p> <p>Through the following channels:</p> <ul style="list-style-type: none"> - Partnership/ Joint Events 	Sharing of good practice and resources to fulfil common goals for various Section 75 categories.	Yes

PART A

	<ul style="list-style-type: none"> • Sensory Kids NI • Action on Hearing Loss • The Now Group • Autism NI • Dementia NI • Northern Health and Social Care Trust 	<ul style="list-style-type: none"> - Sharing of Information - Sharing of Resources - Training 		
2019/20	New Changing Places provision	<p>Upgrades to accessible toilet/ changing provision at Council facilities with the introduction of 3 new Changing Places:</p> <ul style="list-style-type: none"> - Antrim Forum Leisure Centre, cost £65,000 - Valley Leisure Centre, cost £65,000 - Gateway Centre, Antrim Loughshore, cost £50,000 	Ensuring greater accessibility for all.	Yes
2019/20	Introduction of Pool Pods	<p>To further promote accessibility at the poolside, we have introduced Pool Pods at the following locations:</p> <ul style="list-style-type: none"> - Antrim Forum Leisure Centre - Valley Leisure Centre <p>Funding of £30,000 was received from Disability Sport NI through the Department for Communities and Sport NI, which allowed for the installation of the Poolpod in Antrim Forum. Council approved funding for a second Poolpod</p>	Ensuring greater accessibility for all.	Yes

PART A

		which was installed in Valley Leisure Centre.		
2019/20	Upgrade of Inclusive Fitness Equipment at Sixmile Leisure Centre, Ballyclare	As part of the refurbishment of Sixmile Leisure Centre a number of "Inclusive Fitness Initiative (IFA)" accredited gym equipment facilities have been included. The total cost was £13,715.	Ensuring greater accessibility for all.	Yes

PART A

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (or append the plan with progress/examples identified).

Action Point		Responsibility	Progress
1. Staff Training (All Section 75 Categories)			
1.1	Deliver Training Ongoing for staff and members	HR Customer Accessibility Officer	ONGOING ACTION Screening training will be arranged as required on an ad-hoc basis.
1.2	Deliver Good Relations (GR) information in Corporate induction training	HR Good Relations Officers	COMPLETED ACTION
2. Ensure all new and revised policies are screened (All Section 75 categories)			
2.1	Requirement to screen all policies (Bi-annual reminders)	Directors Heads of Service Customer Accessibility Officer	ONGOING ACTION Reminders are sent to all Directors/ Heads of Service Bi-Annually. Monthly Committee minutes, Council items are checked to ensure all relevant items are being screened.
2.2	Policy Screening reported to Committees. Summary to P&G (Quarterly)	Customer Accessibility Officer	COMPLETED ACTION

PART A

2.3 Equality duties to be included in all revised job descriptions	HR	COMPLETED ACTION
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3. Collate relevant monitoring information (All Section 75 categories)		
3.1 Each service to consider data required to identify gaps in service provision	All services	ONGOING ACTION Council consultation includes seeking feedback from all section 75 categories.
3.2 Re-surveying staff to include all section 75 categories	HR Customer Accessibility Officer	ONGOING ACTION Section 75 survey has been designed, HR to progress.
4. All residents may not have equal access to information on services, courses and events (All Section 75 categories)		
4.1 Review advertising arrangements to ensure appropriate distribution/ communication of relevant service information. Also issue specific publications e.g. for people with disabilities and ethnic groups	Media and Marketing Customer Accessibility Officer	COMPLETED ACTION

PART A

4.2 Develop the website to ensure it is accessible to people with disabilities and those who do not have English as their first language	Media and Marketing Customer Accessibility Officer	<p>ONGOING ACTION</p> <p>Work is ongoing with:</p> <ul style="list-style-type: none"> • Texthelp Services i.e. Browsealoud • Language line has been rolled out to all Council facilities and services <p>Website accessibility standards to be reviewed to ensure improvements are made in line with the Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018.</p>
4.3 Ensure that alternative methods are readily available for all online services	All services Customer Accessibility Officer	COMPLETED ACTION
4.4 Use Pictorial information as much as possible and provide text in range of languages when necessary	All services Customer Accessibility Officer	COMPLETED ACTION
4.5 Develop and deliver a communication plan to promote equality & diversity, internally and externally	Head of Communications and Customer Services	COMPLETED ACTION

PART A

5. Lack of knowledge around different cultures		
5.1 Roll out of the GR action plan to address issues identified by the GR audit	Good Relations Officers Diversity Champions	ONGOING ACTION An application has been submitted to The Executive Office and action plan developed for 2020/21 to continue this programme of work.
6. Establish any issue with minority ethnic groups regarding access to services		
6.1 Work with Belfast based minority ethnic groups to identify groups/ individuals based in Antrim and Newtownabbey	Good Relations Officers Diversity Champion Councillors	ONGOING ACTION Work is continuing with overarching agencies in the absence of Belfast based groups. Supporting the Peace IV Programme to deliver an outreach project around diversity in the Borough.
6.2 Seek assistance from local community to identify minority ethnic groups present in the area	Good Relations Officers Diversity Champion Councillors	ONGOING ACTION Work continues with service providers including the Department for Communities (DfC) and Belfast Met to provide English classes for newcomers to the area.

PART A

6.3 Continuing support through annual good relations action plan for programme of activities to support the development of positive community and race relations including information/ events around different religions and faith groups	Good Relations Officers	ONGOING ACTION Halloween and Christmas events providing showcases from around the world with activities, displays and performances; increasing participant's awareness of cultures and traditions different than their own.
7. Under representation of disabled people in workforce (disability)		
7.1 Offer a guaranteed interview scheme for applicants with a disability who meet the essential criteria for a post	HR	ONGOING ACTION
8. Accessibility to Council Services (Age, disability)		
8.1 Reserve space at events for disabled people and the provision of 'Sign Language'	Customer Accessibility Officer	ONGOING ACTION

PART A

9. Work experience/ work placements (Age, disability)		
9.1 Improve the framework which can be used when planning and agreeing work experience and placements to identify expectations and learning outcomes	HR	COMPLETED ACTION
10. Lack of activities for older young people which can lead to anti-social behaviour (Age)		
10.1 Create shared space at various council locations including: Skateboard Park at V36, 3G pitch at Antrim Grammar/ Parkhall and develop Crumlin Glen as a community asset	Good Relations Officers Project Development Sport and Play Development Officer Peace IV Co-Ordinator Arts and Culture	ONGOING ACTION Shared space projects: <ul style="list-style-type: none"> • Skate Park V36 – Ongoing • Crumlin Glen development – Completed • Safe and Shared Space project - Ongoing
11. Older People (50+) all categorised as one group		
11.1 Survey 50+ group to identify what would be of interest to the newly categorised age groups	Sport and Play Development Officer Arts and Culture Customer Services Officer Customer Accessibility Officer GIS Officer	ONGOING ACTION Leisure programming review ongoing

PART A

11.2 Formulate a series of programmes and activities based on the survey results and signpost where applicable to existing programmes	Sport and Play Development Officer Arts and Culture Customer Services Officer Customer Accessibility Officer GIS Officer	ONGOING ACTION Leisure programming review ongoing
12. Concessions may be applied inconsistently (age, disability, carers)		
12.1 Review concession rates across service areas in the new Council – overarching policy to be agreed. Agree what circumstances will attract a concession and what evidence is required	Arts and Culture Leisure Community Development	COMPLETED ACTION
13. Lack of support for LGBT people in the area (Sexual orientation and gender)		
13.1 Training for staff and elected members	HR Customer Accessibility Officer	TO COMMENCE 2020/21
14. Antrim Forum Fitness Suite has individual showers for females and not for males (Gender)		
14.1 Incorporate capital provision into maintenance and replacement schedule	Leisure Property services	COMPLETED ACTION

15. Difficulty for people with disabilities in accessing council services					
15.1 Work with partners to ensure access to summer scheme provision for children with disabilities across the Borough	Community Services Customer Accessibility Officer Sport and Play Development Officer Leisure Health and Safety Officer	ONGOING ACTION			
		Type of Screening	Total Number of Children Screened	Total Number of Children requiring specific adjustments	Children not accepted onto Summer Scheme
		Summer Scheme 2018			
		Disability	45	38	0
		Medical Condition	123	45	0
		Summer Scheme 2019			
		Disability	113	62	0
		Medical Condition	198	57	1
		Year Comparison	+143 LFL	+36 LFL	1
		Easter and Summer schemes were screened to ensure any children with medical conditions and or a disability were successfully integrated onto the scheme with their individual needs being met.			

PART A

		<p>Summer 2019 Council partnered with Mae Murray Foundation to run an inclusive summer scheme where children with complex disability and medical needs had specialist staff and volunteers to manage their individual personal care needs.</p> <p>2019 Summer scheme funding provided to 4 of the 5 Special schools in the Borough.</p>
15.2 Deliver Disability Action Plan	Customer Accessibility Officer Officers as per DAP	<p>ONGOING ACTION</p> <p>The DAP is implemented and reviewed on an ongoing basis.</p>

PART A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

☒

Yes

☐

No (go to Q.4)

☐

Not applicable (go to Q.4)

Please provide any details and examples:

- **Changing Places** – To promote greater inclusion for Borough residents and visitors with complex medical and disability needs we have introduced three new changing places facilities. These are located at Antrim Forum, Valley Leisure Centre and the Gateway Centre.
- **Pool Pods** – To improve accessibility at two of the Borough's main leisure centres we have introduced pool pods to assist pool users with access needs to be lifted in and out of the pool in a dignified manner. These are located at Antrim Forum and the Valley Leisure Centre.
- **Play Park improvement works** - Improvement works will commence on 25 of the play parks across the Borough. This will include the installation of new play equipment and extensions to existing play parks at a number of sites, along with the provision of accessible parking bays, resurfacing and the replacement of fencing at some locations. In addition, accessible wheelchair swings will also be installed at play parks in Ballyclare, Crumlin, Jordanstown and Randalstown.
- **Event Accessibility** – Council events are specially tailored to be inclusive of the needs of all our Borough residents. There are several ways in which we do this:
 - Pre-event information detailing car-parking arrangements and map of event
 - Accessible viewing area for children and adults with a disability or anxiety
 - Sign Language Provision
 - Language Interpreter
 - Accessible event layout
 - Mobile changing places facility
 - Quiet and Sensory Rooms
 - Specific Inclusive Events (relaxed environment/ reduced capacity)

PART A

- 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:

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
Changing Places	Changing places facilities ensure that those with complex medical and disability needs are provided with the enhanced toileting/ changing provision they need to go about their daily lives. The addition of this provision improves inclusion in society and provides support to the individual themselves and their carer.
Pool Pods	The Pool Pods have transformed pool access for those with a disability, impaired vision, restricted mobility and pregnant women. They have provided a dignified facility which improves confidence of the user.
Play Park improvement works	The improvements and additions to the Borough Play Parks have created a more inclusive experience from arriving and parking on site to enjoying the park itself. Children who have a physical disability were very limited to what they could participate in and now have a variety of play park equipment to enjoy.

PART A

Event Accessibility	This has greatly improved accessibility of Council events and promoted inclusion of those whose needs weren't previously fully met.
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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):*
- ☐ 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):*
Based on resident/ customer feedback
- ☐ As a result of changes to access to information and services *(please specify and give details):*
- ☐ 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 2019-20 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:

These have been embedded within all Job Descriptions.

- 5** Were the Section 75 statutory duties integrated within performance plans during the 2019-20 reporting period? *(tick one box only)*
- ☐ Yes, organisation wide
 - ☐ Yes, some departments/jobs

PART A

- ☐ 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:

n/a

6 In the 2019-20 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 2019-20 report
- ☐ Not applicable

Please provide any details and examples:

PART A

n/a

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions
completed:

10

Actions
ongoing:

14

Actions to
commence:

1

Please provide any details and examples (*in addition to question 2*):

See Equality Action Plan with progress detailed.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

n/a

9 In reviewing progress on the equality action plan/action measures during the 2019-20 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

PART A

- ☐ Action(s) to address newly identified inequalities/recently prioritised inequalities
- ☒ Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

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

☒ All the time ☐ Sometimes ☐ Never

- 11** Please provide any **details and examples of good practice** in consultation during the 2019-20 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:

n/a

- 12** In the 2019-20 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

PART A

- ☒ 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)*: **Citizen Space Online Consultation Hub**

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:

n/a

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period?
(tick one box only)

☐ Yes ☒ No ☐ Not applicable

Please provide any details and examples:

n/a

PART A

- 14** Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)*

☒ Yes ☐ No ☐ Not applicable – no commitment to review

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

<https://antrimandnewtownabbey.gov.uk/council/equality/policy-screening/>

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

30

- 16** Please provide the **number of assessments** that were consulted upon during 2019-20:

4	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

PART A

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

Corporate Improvement Plan 2019 - 2020

Corporate Plan 2019 - 2030

Draft Local Development Plan Strategy 2030

PCSP Strategic Plan 2019 – 2022 and PCSP Action Plan

- 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
applicabl
e

Please provide any details and examples:

n/a

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 2019-20 reporting period? *(tick one box only)*

☐

Yes

☐

No

☒

Not applicable

PART A

Please provide any details and examples:

n/a

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 2019-20 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:

n/a

- 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:

n/a

PART A

- 22** Please provide any details or examples of where the monitoring of policies, during the 2019-20 reporting period, has shown changes to differential/adverse impacts previously assessed:

n/a

- 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:

- Corporate Improvement Plan 2020-2021

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 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

- Sign Language/ Deaf Awareness Training
- Mental Health Awareness Training
- Dementia Awareness Training
- Disability Awareness Training
- Section 75 Screening (Refresher Training)

All training is ongoing action within the Equality Action Plan objectives.

PART A

- 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:

All of the above training sessions (outlined in Q.24) were rolled out within 2019/20, and provided staff and elected members with an improved knowledge skill base.

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

- 26** Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

n/a

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

Insert number here:

1

Please provide any details of each complaint raised and outcome:

Complaint from Borough resident in relation to Epi-pen administration at a Council summer scheme. Proceedings have been issued by the Equality Commission on behalf of the child and are ongoing.

Section 3: Looking Forward

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

The Equality Scheme is due for review in 2021.

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)*

We plan to focus on further consultation with section 75 groups to obtain a greater understanding of their needs and expectations. This will help council to make further meaningful improvements to service provision.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) reporting period? *(please tick any that apply)*

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

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

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

13

Fully achieved

11

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 ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	-	-	-
Regional ^{iv}	-	-	-
Local ^v	-	-	-

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	Sign Language/ Deaf Awareness Training	<ul style="list-style-type: none"> • Staff Training 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.
2	Mental Health Awareness Training	<ul style="list-style-type: none"> • Staff Training • Staff Champions • Council promotion of Counselling service for Staff 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.
3	Dementia Awareness Training	<ul style="list-style-type: none"> • Staff Training 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.

PART B

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	<p>Implement training in the following key areas:</p> <ul style="list-style-type: none"> • Learning Disability • Hearing Loss • Sight Loss <p>For all relevant Officers and Elected Members</p>	<ul style="list-style-type: none"> • Staff Training 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.
2	<p>Provide dementia and autism awareness training for key operational staff</p>	<ul style="list-style-type: none"> • Staff Training 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.
3	<p>Ensure that our Council website is fully accessible especially for those who have a sensory impairment and promote the use of AccessAble (formerly Disabled Go)</p>	<ul style="list-style-type: none"> • Website accessibility • Online access guides 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.

PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Training on Disability to be included in annual training programmes for all staff and Elected Members	<ul style="list-style-type: none"> Disability training to be included in the Council training programme 2017-2020 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.
2	Increase in participation level of disabled persons in work experience/ placements	<ul style="list-style-type: none"> Work experience Placements 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.

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	Provide tailored training in relation to ongoing screening	<ul style="list-style-type: none"> Screening training 	Promoting positive attitudes towards disabled people and encouraging participation in Public Life.

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 of Disability Action Plan for Antrim and Newtownabbey Borough Council	<ul style="list-style-type: none"> DAP to be reviewed in 2020 	<ul style="list-style-type: none"> Action Plan 	Review due March 2020 held up due to impact of COVID-19

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

	Action Measures not met	Reasons
1	Apply for the Inclusive Sports Facility (ISF) accreditation for all Leisure Centres	To commence.

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

Customer Accessibility and Equality Officer Reviews progress of the Disability Action Plan actions with the relevant officers. Progress is regularly reported to Council.

The Council Equality and Diversity Working Group, this group comprised of Elected Members, Directors, Heads of Service and relevant Council Officers. The working group meets on a quarterly basis to progress the corporate improvements regarding equality and diversity. In addition to this, update reports are made to the relevant committees.

(b) Quantitative

The Council has received a 91.4% satisfaction rate for accessibility of facilities, events and services based on direct customer feedback.

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.

PART B

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	n/a		
2	n/a		

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?

No.

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

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

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

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

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



Good Relations Drumming at Inclusive Communities Day



Wheelchair Accessible Swing



PCSP Schools Event



Sensory Play at Inclusive Communities Day



Residents enjoying the Inclusive Enchanted Winter Garden



Inclusive Communities Day Fun with Drums



Wheelchair Accessible Roundabout



Sensory Play at Allen Park Inclusive Summer Scheme



Resident putting Pool Pod to use