

DRAFT Equality Action Plan 2023 – 2026

Ensuring that Council services, facilities and information are accessible					
Theme Identified	Objective	Positive Action	Measure	Responsibility	Timescale
Access to Council information	Ensure that Information on Council services and events is accessible by all Section 75 groups	Develop the Council Website to ensure that it meets all accessibility and user standards	Ensure the Council Website is rated highly on accessibility and user standards	Accessibility and Inclusion Officer Digital Marketing Manager	Annually
		Create and maintain an accessible communications and promotional plan of Council services and events	Borough residents will be informed in a variety of formats to ensure Council services and events are accessible	Accessibility and Inclusion Officer Media and Marketing Officer	Quarterly
		Complete an audit annually in each function area to update the database of Borough residents who require Council communications in an alternative format	Ensuring that we are communicating in a format which best meets the needs of our Borough residents to enable them to access Council information	Accessibility and Inclusion Officer All Council Services	Annually

Access to Council services and facilities	Ensure that Council services and facilities are accessible by all Section 75 groups	Continue to improve access to leisure, play and recreation across the Borough for people with a disability	To ensure that people with a disability can access leisure, play and recreation with ease	Accessibility and Inclusion Officer Sport and Physical Activity Development Manager	Annually
		Carry out Staff awareness raising activity to promote the importance of making Council services and facilities accessible	This will promote to Staff the ways in which we can make continual improvements to accessibility of Council services and facilities and invoke future ideas	Accessibility and Inclusion Officer Internal Communications Officer	Quarterly
		Continue to engage with the Borough residents and visitors to attain feedback on the accessibility of Council services and facilities	This engagement with Borough residents and visitors will inform of the progress and also highlight any gaps in provision	Accessibility and Inclusion Officer All Council Services	Quarterly

Engagement	To improve the level of Section 75 data available	Each Council function to establish a mechanism to collate data from all Section 75 categories	This will enable Council to tailor its services and facilities to greater target the needs of each of the Section 75 groups	Accessibility and Inclusion Officer All Council Services	Quarterly
		Carry out Staff awareness raising activity to promote the importance of collating relevant Section 75 data	This will promote to Staff the ways in which we can collate relevant Section 75 data and how it can be manipulated effectively to make improvements to accessibility of Council services and facilities and invoke future ideas	Accessibility and Inclusion Officer Internal Communications Officer	Quarterly
		Develop a guide for Staff to enable them to understand how Council collated Section 75 data can be used to inform the development of Policies/decisions and during the screening process	This will enable Staff to understand the link between Section 75 data and how it is key to informing and promoting equality	Accessibility and Inclusion Officer	By June 2023

Ensuring that Council promote Equality, Good Relations and in an environment which has zero tolerance for Discrimination					
Theme Identified	Objective	Positive Action	Measure	Responsibility	Timescale
Compliance of Equality and Good Relations Statutory Obligations	To ensure that Council continue to promote and develop compliance of Equality and Good Relations Statutory Obligations	Equality and Diversity Working Group Meetings	Attendance of Staff and Elected Members training and awareness raising of Equality and Good Relations themes	<p>Accessibility and Inclusion Officer</p> <p>Good Relations Officer</p> <p>Relevant Directors, Head of Service and Elected Members</p>	Quarterly
		Achieve an Equality and Diversity Charter/ Accreditation to further drive inclusion	Achievement of the Charter/ Accreditation	<p>Accessibility and Inclusion Officer</p> <p>Good Relations Officer</p> <p>Relevant Directors, Head of Service and Elected Members</p>	As required

		Council Diversity Champions to attend all relevant training and networking events as required	Attendance of Staff and Elected Members training and awareness raising of Equality and Good Relations themes	Accessibility and Inclusion Officer Relevant Elected Members	As required
		Continue the Corporate Council induction to include/highlight the importance of Equality and Good Relations compliance	Attendance of Staff and Elected Members at the Corporate Council induction	Accessibility and Inclusion Officer Organisation Development Officer	Monthly
		Support Light-ups of Council Civic Buildings to highlight key Equality and Diversity themes and raise awareness	Number of light-ups of Council Civic Buildings to highlight key Equality and Diversity themes and raise awareness	Accessibility and Inclusion Officer Property Services Officer	As required

		<p>Implementation of Council Action Plans:</p> <ul style="list-style-type: none"> • Disability Action Plan • Good Relations Action Plan • PCSP Action Plan 	<p>Statistics of participation in relation to programmes funded under the Council action plans</p> <p>Annual reports</p>	<p>Accessibility and Inclusion Officer</p> <p>Good Relations Officer</p> <p>PCSP Officer</p>	<p>As required</p>
		<p>Plan an internal campaign to highlight to Staff and Elected Members the Councils Diversity Champions and their roles</p>	<p>Statistics on Staff who engage with the Council Diversity Champions</p>	<p>Accessibility and Inclusion Officer</p> <p>Internal Communications Officer</p>	<p>Annually</p>

Ensuring that all Council decisions are carefully considered for the potential impacts on Equality and Good Relations to achieve positive outcomes for all Section 75 categories

Theme Identified	Objective	Positive Action	Measure	Responsibility	Timescale
Section 75 Equality Screening	Ensure all new and revised policies are screened (All Section 75 categories)	That all new and revised Council policies, procedures and decisions are equality screened before Council approval and implementation	Quarterly Screening Reports Annual Progress Report for the Equality Commission NI	Accessibility and Inclusion Officer All Directorates	As required
	Equality and Section 75 Screening Training (Mandatory)	Plan Equality and Section 75 Screening Training (Mandatory) 2 Annual Sessions	Statistics on the Staff and Elected Members to attend the training Feedback from Staff and Elected Members on the benefits of the training	Accessibility and Inclusion Officer Organisation Development Officer	Annually
	Requirement to screen all policies, procedures and decisions. (Quarterly reminders)	Ensure that quarterly reminders are planned to highlight the ongoing requirement to screen policies, procedures and decisions	Statistics on the number of reminders Quarterly Screening Reports	Accessibility and Inclusion Officer	Quarterly

<p>Consultation and Engagement</p>	<p>Section 75 Consultee List review and update</p>	<p>Annually review the Consultee list to ensure it remains up to date and relevant</p>	<p>Feedback received from Consultees</p>	<p>Accessibility and Inclusion Officer</p> <p>Lead Customer Support Officer</p>	<p>Annually</p>
	<p>Continue to provide Staff Training on the Consultation mechanisms such as Citizen Space</p>	<p>Plan departmental training sessions to ensure Staff are confident in all the Consultation mechanisms</p>	<p>Statistics on the Staff that attend the training</p> <p>Feedback from Staff on the benefits of the training</p>	<p>Accessibility and Inclusion Officer</p> <p>Lead Customer Services Officer</p>	<p>Annually</p>

Employing people in a fair, consistent and diverse manner					
Theme Identified	Objective	Positive Action	Measure	Responsibility	Timescale
Equality within the workplace	Ensure that Council operate a fair, consistent and non – discriminatory approach promoting Equality of Opportunity in all employment	Continue to ensure that work experience/ work placements are of benefit to the individual and the organisation	Feedback from Individual and Management	HR Department Accessibility and Inclusion Officer	As required
		Continue to offer a guaranteed interview scheme for applicants with a disability who meet the essential criteria for a post	Feedback from Individual and Management	HR Department	As required
		Continue to support and engage with Staff and Elected Members who may require reasonable adjustments to fulfil their roles in Council	Feedback from Staff and Elected Members and Management	HR Department Accessibility and Inclusion Officer Internal Communications Officer	As required Quarterly communications

Customer Care and Communications					
Theme Identified	Objective	Positive Action	Measure	Responsibility	Timescale
Customer care, support, information and complaints	Ensure that Council operate a fair, consistent and non – discriminatory approach to Customer Care and Communications	Ensure that all complaints/ comments are handled in a timely and positive manner to achieve the best outcome	Feedback received	Lead Customer Services Officer Accessibility and Inclusion Officer	As required
		Ensure that the Council complaints and comments procedure is accessible to all Section 75 categories equally	Feedback received	Accessibility and Inclusion Officer	Annually
		Create and maintain an accessible Communications and Promotional Plan to ensure effective promotion of Council information, events and services	Feedback received	Accessibility and Inclusion Officer Media and Marketing Officer Digital Content Officer	Quarterly