

## EQUALITY COMMISSION FOR NORTHERN IRELAND

### Public Authority 2009 – 2010 Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006

This report template includes a number of self assessment questions regarding implementation of the Section 75 statutory duties from **1 April 2009 to 31 March 2010**. This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2009 to 31 March 2010**. Please enter information at the relevant part of each section and ensure that it is submitted electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive to the Commission by **31 August 2010**.

In completing this template it is essential to focus on the application of Section 75 and Section 49. This involves progressing the commitments in your equality scheme or disability action plan which should lead to outcomes and impacts in terms of measurable improvement for individuals from the equality categories. Such outcomes and impacts may include changes in public policy, in service provision and/or in any of the areas within your functional remit.

Name of public authority (Enter details below)

**Belfast City Council**

Equality Officer (Enter name and contact details below)

**Michelle Hand, Belfast City Council**  
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## **S75 Executive Summary**

- What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?

## **EQUALITY**

### **Disability Issues**

The Disabled Access Group, chaired by the Director of Parks & Leisure, meets quarterly to assess the Council's arrangement for meeting the requirements of the Disability Discrimination Act (DDA) 1995.

Council has renewed its contract with DisabledGo, a company that provides a specific Belfast web-based access guide, for a further three years. The access guide empowers disabled people and their families through the provision of detailed accessibility information on 950 venues across Belfast.

Between the months of January 2009 and September 2009, the Belfast site received over 66,830 hits from 27,620 visitors.

### **Disability Action Plan**

Under the Disability Discrimination (NI) Order 2006, two new duties took effect from 1 January 2007 requiring public authorities, when carrying out their functions, to have due regard to the need to:

- promote positive attitudes towards disabled people and;
- encourage the participation by disabled people in public life.

The Belfast City Council Disability Action Plan was submitted to the Equality Commission on 30 June 2007. We continue to review and update on an annual basis those action plans and will submit a revised Disability Action Plan next year in tandem with the Revised Equality Scheme.

## **Annual Disability Event**

Council held its 2009 Annual Disability Event on 30<sup>th</sup> April in the Waterfront Hall. Council linked in with RNID (Royal National Institute for Deaf People) who chose the event to launch their 'Deaf Awareness Week', highlighting the dangers of over-exposure amongst young people to loud music. The event was well-attended and feedback received very positive.

## **Equality Reference Guide and Equality Toolkit**

Council developed and launched an Equality Reference Guide and an Equality Toolkit in 2008. Both publications address a range of work-related equality issues and aim to assist employees in understanding equality issues and the equality screening process. Both publications will be revised and updated in the coming year to reflect new equality guidelines from the Commission.

## **Consultation**

In support of our commitment to equality Council continues to provide consultees with information concerning the screening of our policies in the reporting year as well as updated information on our Disability Action Plan. Council hosts two Consultative Fora a year and makes all screened documents available on the website for consultation and feedback.

## **Older People**

Council continues to provide a range of services specifically targeted at older people, such as the provision of Home Safety Checks, Safety of Seniors events, concessionary pricing on entry to Council facilities and a range of activities delivered through our Community Centres.

Council's All-Party Reference Group on Older People continues to meet on a quarterly basis to examine issues affecting older persons and recently hosted the 3<sup>rd</sup> Annual Seniors' Convention.

There is also a Council-wide Officer Group and the Belfast Healthy Ageing Strategic Partnership comprising of Council, NIHE, Belfast Trust, Belfast Healthy Cities, EHSSB and Translink.

Council continues to deliver on its commitment towards the equality and well-being of older people through the following initiatives:

- **Annual Seniors' Convention**

Council hosted its second Annual Seniors' Convention on 18<sup>th</sup> May 2009 in Belfast Waterfront Hall. The event was themed around, 'Managing your Personal Finances' and included a range of speakers on topics relevant to personal finances and was supported by the Health Trust, Law Centre and Citizens' Advice Bureau.

- **Fuel Stamps Scheme**

Council has been working in partnership with local oil retailing companies across Belfast to develop a fuel stamps scheme. This has been a huge success with 47 retailers currently selling the stamps and 22 oil companies accepting the stamps as payment or part payment for home heating oil.

The scheme achieved the milestone of £100,000 worth of stamps sold (at a cost of £5 each). The average amount saved by each customer is £119 per card. It is estimated that currently over 500 households are benefiting from the scheme through the 'Be Warm' campaign. The stamps are available to purchase from a range of neighbourhood shops, credit unions, post offices and leisure centres.

- **Transport**

Council, in partnership with Disability Action, runs a free bus service for older people (aged 50 or above) travelling to and from Roselawn Cemetery and City of Belfast Crematorium.

Council has also been promoting the Translink 60+ smartpass and has recently introduced discounted refreshments at Council tea rooms, coffee shops and cafés on production of the smartpass.

- **Assisted Bin Lifts**

Assisted bin lifts are available to those persons unable to present their wheelie bin for emptying and also for bulky waste collections. A doctor's

letter or referral from a relevant organisation is required to use the service which is applied to households and not to individuals.

- **Seniors Information Directory**

Council also produces, in partnership with Belfast Healthy Cities, the Seniors Information Directory. This is available in hard copy or can be downloaded from the Belfast City website, which provides a dedicated page of information for older people. The page receives over 1,000 hits each month.

- **Good Morning Project**

Council supports and publicises the Good Morning Project, a special scheme which aims to keep older people connected to their communities through daily phone calls. The scheme has now been extended from the initial 3 areas covered to a city-wide service.

- **Older People's Fora**

There are now 6 Older People's Fora meeting in the Greater Belfast area, representing approximately 100 older people's groups

- **Good Neighbourhood Award**

The Good Neighbour Scheme organised by Council was acknowledged at an awards ceremony hosted by the Lord Mayor who presented awards in recognition of the valuable work by some residents of the city in supporting older people in their area.

- **Inspirational Life Awards**

The prestigious All-Ireland Inspirational Life award scheme held its inaugural awards ceremony in Belfast on 8<sup>th</sup> March 2010. The scheme was established to highlight issues around ageing and the promotion of the rights of older people and Council attained an award for its work in promoting older people's issues under the strategic theme of 'Better Support for People and Communities'.

- **Benefits Guide**

Council also produced a Benefits Guide for older people which was provided free as an insert in the March 2010 edition of City Matters.

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## Young People

- **Youth Forum**

Council's Youth Forum has been established for four years. The Forum comprises of 36 young people (aged 13-18; 21 if disabled or have recently left care) and focuses on issues relating to young people. The Forum is recognized as a best practice model with which to engage young people in public decision-making. The Forum also assists with the organisation of the Annual Young People's Awards.

- **Young People's Awards Scheme**

The Belfast Community Safety Partnership within Council hosts the Annual Young People's Awards Scheme, last held on 30<sup>th</sup> March 2010 in the Waterfront Hall. The Awards Scheme recognizes the contribution of young people in improving community safety in Belfast through environmental projects, intergenerational activity, drug, substance and alcohol misuse etc...

- **Employment Initiatives**

During 2009/10 the council commenced participation in the Young Persons Employment Initiative, working in partnership with DEL and Bryson House to provide 6 months work experience to young unemployed people between the ages of 18 and 24. Around 30 young people commenced work placements across various council departments in March 2010. The programme is being run on a pilot basis and it is hoped that the programme will become a permanent element of the council's outreach programme.

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- **Community Outreach Initiative**

Belfast City Council currently operates an extensive work experience placement scheme which offers unpaid placements to students from schools and further education/university establishments. During 2009/2010, the council facilitated 152 student placements.

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We also attend jobs and careers fairs, conduct 'site visits' to promote the council as an employer of choice and provide training and development opportunities for young people on interview awareness skills using mock interview sessions. We also deliver presentations to students, teachers and disability groups to advise them of job opportunities and the recruitment and selection procedures. During 2009/2010 we assisted with 9 mock

interview sessions and attended 11 careers fairs, 1 teacher insight day and facilitated 2 site visits.

### **Additional information**

- long term unemployed- facilitated 11 site visits and 16 placements facilitated
- attended 3 NIACRO events and 5 placements facilitated

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### **Gender**

- **Women's Steering Group and Gender Action Plan**

In January 2006, the council signed up to the Women in Local Councils initiative and established a Women's Steering Group to promote gender equality between women and men. The Women's Steering Group produced the council's first Gender Action Plan and continue to be responsible for its implementation, monitoring and review.

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At our annual event on 9 March 2010, to mark International Women's Day, Dame Jane Roberts, former Leader of the London Borough of Camden and Chair of the Councillors Commission talked about the incentives and barriers to serving on local councils and what needs to be done to ensure that elected members fully reflect the diverse communities that they serve. The Council's Lord Mayor and Chief Executive also attended and spoke at the event. The organisational values and behaviours which underpin equality and diversity were also considered in a joint elected member and officer workshop and will be further considered as part of the development of the council's OD strategy.

Other gender activity during the year included the delivery of our Women Leaders Programme - a joint female elected member and officer leadership development programme. 14 women participated in the programme in January 2010.

Focus for 10/11 will be around developing appropriate networking and development opportunities for women working at all levels within the council as well as increasing the participation of women in public life.

Our best practice in this area has been recognised by requests for study visits from other councils to share our practice and learning including Lyon City council and Trafford Council.

### Good Relations Partnership

The Council's work in the areas of equality and good relations is directed by the Good Relations Partnership. The Partnership was established in Spring 2008 and replaced the Good Relations Steering Panel. The Partnership meets on a monthly basis and is made up of one Councillor from each of the party political groups on the Council, plus representatives from the main churches, trade unions, business sector, minority ethnic groups and the Community Relations Council. Its role is to guide the direction of equality and good relations work previously undertaken by the Panel, with the additional responsibility of managing the Council's work in delivering the Peace III Programme.

### Key Initiatives led by the Good Relations Unit

In partnership with other organisations in the city, both statutory and voluntary, the Council has made considerable progress in some of the most difficult and sensitive areas of good relations work, of which the main areas are:

- Bonfire management programme
- Re-imaging communities programme
- Good relations training
- Anti-racism work
- Migrant workers – support for a Migrant Workers' Forum
- Migrant awareness training
- Local government officers' working group on racial equality and integration
- Eurocities DIVE project on migration and integration
- Initiatives around the interfaces in Belfast
- Memorabilia Working Group
- Management of a Good Relations Fund of around £350,000 to support local initiatives that promote better community and race relations in the city
- St. Patrick's Day small grants scheme
- Mainstreaming good relations principles in to wider areas of council work, for example:
  - St Patrick's Day 2009 – outdoor event

- Community safety and anti-social behaviour
  - Links between good relations and community development
  - Links between good relations and economic development
  - Speeches by the Lord Mayor and senior politicians
- What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by **Section 75**?
    - Revise and submit new Equality Scheme in accordance with revised guidelines, and accompanying Action Plan
    - Conduct Audit of Key Inequalities
    - Review and strengthen the role of the Consultative Forum
    - Review and revise current Equality and Good Relations training
    - Identify suite of equality indicators
    - Continue to mainstream equality issues within Council and in partnership with other agencies
    - Continue to deliver support to Departments in relation to screening, consultation and policy development
    - Coordinate the implementation of the Disability Action Plan Year 4 updates
    - Continue to deliver good relations training across Council
    - Continuing good relations inputs into a range of Council initiatives

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- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3 and reference the title of the relevant EQIA in the space provided below:

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	● <a href="#">Faith Forum</a>	
Persons of different	● <a href="#">Anti-Hate Crime training</a>	

political opinion		
Persons of different racial groups	<ul style="list-style-type: none"> <li>• <u>Migrants' Forum</u></li> </ul>	
Persons of different age	<ul style="list-style-type: none"> <li>• <u>Seniors' Convention; Youth Forum</u></li> </ul>	
Persons with different marital status		
Persons of different sexual orientation		
Men and women generally		
Persons with and without a disability	<ul style="list-style-type: none"> <li>• <u>Disability Action Plan; Disability event;</u></li> </ul>	
Persons with and without dependants		

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## Section 1: Strategic Implementation of the Section 75 Duties

- Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2009-10

Please refer to Appendix 1 for details of the Council's Corporate Plan, which sets out the Council's corporate vision and aims. It is clear that several of the key elements relate to our work

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## Section 2: Screening

- Please provide an update of new/proposed/revised policies screened during the year.

<b>Title of policy subject to screening</b>	<b>Was the <u>F</u>ull Screening Report or the <u>R</u>esult of initial screening issued for consultation? Please enter <u>F</u> or <u>R</u></b>	<b>Was initial screening decision changed following consultation? <u>Y</u>es/<u>N</u>o</b>	<b>Is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o? If yes indicate year for assessment.</b>
Waste Management Customer Service Charter	<u>R</u>	<u>No</u>	<u>No</u>
Pilot Memorial Safety Project	<u>R</u>	<u>No</u>	<u>No</u>
Flexible Retirement Guidelines	<u>R</u>	<u>No</u>	<u>No</u>
Transport Policy	<u>R</u>	<u>No</u>	<u>No</u>
BCC Essential Skills Policy	<u>R</u>	<u>No</u>	<u>No</u>
Learning and Development Policy	<u>R</u>	<u>No</u>	<u>No</u>
Bryson House Long-Term Unemployed Project	<u>R</u>	<u>No</u>	<u>No</u>
Closure of Clara Street Civic Amenity Site	<u>R</u>	<u>No</u>	<u>No</u>

Cemetery Rules	<u>R</u>	<u>No</u>	<u>No</u>
Allotments Strategy	<u>R</u>	<u>No</u>	<u>No</u>
Events policy	<u>R</u>	<u>No</u>	<u>No</u>
Friends Group	<u>R</u>	<u>No</u>	<u>No</u>
Belfast Integrated Strategic Tourism Framework	<u>R</u>	<u>No</u>	<u>No</u>

### Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2009-10, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2009-10

#### EQIA Timetable – April 2009 - March 2010

Title of Policy EQIA	EQIA Stage at end March 09 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.
None		

- Where the EQIA timetable for 2009-10 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

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#### Ongoing EQIA Monitoring Activities April 2009- March 2010

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
N/A		

- Please outline any proposals, arising from the authority’s monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:

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2010-11 EQIA Time-table

Title of EQIAs due to be commenced during April 2010 – March 2011	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6

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**Section 4: Training**

- Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.

**4.1** The number of courses delivered and delegates trained from April 2008 to March 2009

Course Title	No. trained	No. courses
Disability awareness for employees	250	16
Disability awareness for mangers & supervisors	38	4
Equal Opportunities and Good Relations for employees	224	18*
Equal Opportunities and Good Relations for managers and supervisors	56	6

\* 17 courses were delivered for EO&GR and 1 EO only (18 in total)

**4.2** Between April 2009 and March 2010 the council implemented a number of key elements of the Equality and Good Relations training strategy under the aims of awareness, challenge and capacity building:

- Delivery of Ending Hate Crime training to BCC employees

- Delivery of the Migrant Awareness training programme in partnership with South Belfast Roundtable on Racism to BCC staff
- A series of staff cultural awareness visits to various locations of religious or cultural significance in Belfast (Belfast Islamic Society; Jewish Synagogue and Traveller Support Group, An Munia Tober).

## **Section 5: Communication**

- Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.

**5.1** The work of the Good Relations Unit which comprises both Equality and Good Relations work is directed by the Good Relations Partnership. The Partnership meets monthly and is responsible for monitoring budgets, work plans and policy development. The Partnership is comprised of Councillors and representatives of the main Churches, Trade Unions, the CRC, the business sector and the minority ethnic groups and meets monthly.

**5.2** The Equality Officer and Good Relations Officers report on the progress of the implementation of Section 75 to the Chief Officers' Management Team at officer level and to the Good Relations Partnership at political level; the Good Relations Partnership is a Working Group of the principal Committee of the Council, the Strategic Policy & Resources Committee.

**5.3** Progress reports are submitted to meetings of the Good Relations Partnership and Strategic Policy and Resources Committee biannually before adoption by full Council. The minutes of these meetings are available to the public via public libraries, on request and the Council's website.

**5.4** The Council has a continued commitment towards Equality and Good Relations, demonstrated by the willingness of elected Members and senior **officers to contribute to seminars, conferences and events, both internal** and external, highlights a commitment to equality at the highest level of the Council's business.

**5.5** As evidenced by the Corporate Plan, the Council is committed to civic leadership and promoting equality and good relations. Opportunities are

taken where possible to communicate the Council's commitment to equality and good relations. These include speeches given by the Lord Mayor and Committee Chairmen. On a more informal basis, the Equality Officer and Good Relations Team give advice to various Departments on a range of issues.

**5.7** Internal Council newsletters are used as a vehicle to provide up-dates to inform employees of equality/good relations developments and future issues. The website is also continually updated on equality matters.

**5.8** The external Council newsletter – *City Matters* – includes articles and up-dates to inform the wider population about developments in the field of equality and good relations. *City Matters* is currently circulated to 130,000 households in Belfast. We promote the fact that it is available in Braille and audio; production in other formats is also available on request.

**5.9** We maintain communication with our consultees on the AA list. We consult with user groups, targeted stakeholders and Section 75 groups in the early stages of development of new policies and service reviews.

**5.10** Screening consultations are conducted with our AA list, focus groups and are presented on our website. The external communication of our commitment to the statutory duties and communicating progress has been enhanced with the creation of our Consultative Forum.

The Lord Mayor's Office was in frequent dialogue with the staff from the Unit on a range of issues relating to equality and good relations. The previous Lord Mayor Councilor Naomi Long, took the theme of 'Belfast without Barriers' for her year in office. Councillor Long, a former Chair of the Good Relations Partnership, worked very hard to promote equality and good relations through supporting the ongoing engagement with the Roma community, culminating in a reception in the Lord Mayor's parlour; hosting a series of Belfast Breakfast Seminars; and launching Peace III initiatives such as ICTU 'Shared Workplace' Project and GEMS 'Living in Belfast' integration project.

A Youth Forum, established by the Council, has continued to provide a platform for young people in the City to consider Council policy and initiatives, as well as highlighting issues that they felt were important and of which the Council should be made aware.

## **Section 6: Data Collection & Analysis**

- Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.
- Please outline any use of the Commission's Section 75 Monitoring Guide.

**6.1** The Council holds statistical information, such as the Baseline Profile of Belfast, which is up-dated annually and used in the development of the Council's Corporate Planning process.

**6.2** The Council carries out a major Public Consultation exercise every two years. The purpose of the survey is to find out what people in Belfast think about living in Belfast and Council services.

**6.3** Each Council department conducts appropriate surveys and focus groups related to their own requirements.

**6.4** The Council monitors uptake of services as part of its normal procedure but details and standards vary. Consultation with service users is also common with many services having user forums, customer panels etc.

**6.5** The Council has developed a comprehensive monitoring system for all employees.

## **Section 7: Information Provision, Access to Information and Services**

- Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.
- 7.1** The Council is committed to providing information in alternative formats as stated in its Equality Scheme. Links have been made and arrangements are in place with key agencies and organisations to produce work in alternative formats and languages as required.
  - 7.2** We have consulted on making all our documents available in alternative formats and have added plain English, easy read, digital daisy and signed video to our list of alternative formats.
  - 7.3** The Council has adopted the BS 8300 standard in relation to compliance with the DDA 1995. It has also registered with Disability Action's Business Support Scheme. The Business Support Scheme is a partnership between companies and Disability Action in their approach towards good practice on disability issues. The aim of the scheme is to encourage companies to be forward thinking in their approach to disability issues within the workplace, to improve their services for people with disabilities and to acknowledge their efforts.
  - 7.4** All Council Departments have been requested to include the text-phone number on their stationery and other publications.
  - 7.5** The Council's major public documents, such as *City Matters*, are made available in alternative formats on request, i.e. in other languages, on disc or audio cassette, large print or in Braille, plain English, easy read, digital daisy and signed video.
  - 7.6** Corporate Communications is committed to making the Council's website accessible. The Council's website is maintained at level AA of the W3C web content accessibility guidelines 1.0.
  - 7.7** The Council's website is reviewed annually in relation to the plain English campaign. The Council's website plain English crystal mark has been maintained.
  - 7.8** Signers have been employed at focus group meetings, seminars, interviews and launches as appropriate.

**7.9** The council is committed to increasing our representation of disabled people in the workforce. We have successfully implemented the Human Resource actions identified in the Disability Action Plan for 2009/2010 and have facilitated 37 work placements. In addition we .conducted 1 mock interview session with Cedar Lodge and attended 3 other events (e.g. careers fair, business insight day, site visits (in conjunction with other sections), talk to school re job opportunities.

**7.10** The council is currently working with Belfast Employers Service Team (BEST), formerly the Citywide Employability Consortium (CEC), and other public sector organisations e.g. N.I. Housing Executive and Belfast Trust, in developing a pre-employment training programme for the long-term unemployed.

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**7.11** The Human Resources team is continuing to develop the community outreach initiatives and is currently working with the Probation Board for Northern Ireland (PBNI) and the Youth Justice Agency (YJA) to provide work experience placements for ex-offenders who are required to carry out community service orders.

**7.12** The Council has established an accessible 'council job' facility which will assist applicants in completing application forms.

**7.13** The council is aware of the need to continue to develop robust monitoring systems. To this end, we are committed to improving our monitoring systems. A comprehensive monitoring system to monitor our employees across all Section 75 groups was introduced. We have completed two voluntary monitoring surveys and have established internal equality groups as a result of these surveys. We will conduct the monitoring of all our employees on a 2-3 yearly basis.

**7.14** A welcome pack outlining contact details for services and signposting to other key agencies is available in 12 languages and is accessible through our website.

## **Section 8: Complaints**

- Please identify the number of Section 75 related complaints:

- received and resolved by the authority (including how this was achieved);
- which were not resolved to the satisfaction of the complainant;
- which were referred to the Equality Commission.

## 8.1 None

## Section 9: Consultation and Engagement

- Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.
- Please outline any use of the Commission's guidance on consulting with and involving children and young people.

9.1 The Council remains committed to effective consultation and conducts its consultation in accordance with the guidelines set out in its Equality Scheme, which contains over 200 groups and organisations on the AA list with whom the Council consults during the EQIA Process.

9.2 The Council places fundamental importance on listening to and responding to the views of Belfast residents. Our next survey to find out what people in Belfast think about living in Belfast is due to be conducted in 2010. The findings from this survey will help us to renew our service commitment and shape our priorities.

9.3 The Council has developed its own set of Consultation Guidelines, informed by a consultation exercise with Section 75 groups to determine how they wished to be consulted. The major methods of engaging with Section 75 groups include focus groups, stakeholders groups, section 75 group panel, disability organisations, youth organisations and surveys.

9.4 Consultation processes during this current year 2009-10 included:

- Face to face meetings with section 75 groups
- Residents' survey
- Focus groups with stakeholders groups across Departments

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- Documentation circulation (section 75 screening forms, policy documents)
- Seniors Fora consultation
- Section 75 review
- Consultation on DisabledGo website
- Annual Disability event
- Internal employee equality groups (general, disability and sexual orientation)
- Consultative Forum (twice a year)
- Youth Forum consultation

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## **Section 10: THE GOOD RELATIONS DUTY**

- Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.

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GOOD RELATIONS UNIT¶

### **10.1 Good Relations Partnership**

The Council's work in the areas of equality and good relations is directed by the Good Relations Partnership, made up of one Councillor from each of the party political groups on the Council, plus representatives from the main churches, trade unions, business sector, minority ethnic groups and the Community Relations Council. The Partnership has the additional responsibility of managing the Council's work in delivering the Peace III Programme.

### **10.2 EU Programme for Peace and Reconciliation – Peace III Programme**

The Good Relations Partnership is also responsible for the delivery of the Council's substantial Peace III Programme, which aims to build positive relations and tackle sectarian and racist attitudes with a focus on conflict resolution and mediation at the local level.

In the current Phase of the Programme, over £6,000,000 has been allocated to Belfast. There are 23 programmes and 51 locally led projects under the following four themes:

### **Building Shared City Space**

To secure and expand the public places of the city, from which no citizen feels excluded and through which all citizens can travel freely and safely

### **Transforming Contested Spaces**

To reduce intercommunity tensions and conflict and to support the integrated regeneration of those communities at the interface, having dealt with the legacies of conflict

### **Building Shared Cultural Space**

To celebrate and give place to the different backgrounds and traditions of the citizens of Belfast and build a collective responsibility to ensure there is a place for identities other than our own

### **Building Shared Organisational Space**

To build and sustain institutions which are fair and accessible to all, are committed to change through dialogue and in which every citizen knows they are represented and can participate

### **Impact**

To date we have identified 6,000+ participants and 18,000+ attendees at events. Based upon monitoring returns approximately 60% of participants are under 25 years of age and 18% of participants are from ethnic minorities. Participation rates by protestant and catholic community background are equal.

Based on analysis of the qualitative data available to date, the current programmes have made significant progress in achieving the desired outcomes set out in the original plan developed in 2008.

These include:

- protection and growth of existing shared areas
- good practice models developed for replication
- arterial routes enhanced as shared accessible safe spaces with reduction in manifestations of sectarianism and racism
- improved cross border relations
- increased sharing and interaction in council open spaces
- reduction in tension at targeted interfaces
- improved coherence and co-ordination in public policy approach and Increased co-operation between agencies

- availability of mediation resources
- increased cross community contact and engagement in cross community networks
- decrease in incidents at bonfire sites and anti social behaviour
- increased respect for communities own traditions and cultures
- increased co-operation between faith groups, churches and congregations
- increased cross border contacts and relationships
- improved employability
- young people constructively engaged in understanding and respecting different cultures
- improved services for migrant workers and increased capacity in the black and minority ethnic sector.

In addition to lead organisations delivering projects, we have identified over 600 other groups and organisations involved in projects as stakeholders. Outputs from the programme include over 80 publications and thousands of individual training sessions. 21 posts have been created or supported within projects under this current phase.

Further information on all programmes and projects under Phase I is available on our website [www.belfastcity.gov.uk](http://www.belfastcity.gov.uk)

An Inter Departmental Working Group at officer level supporting the Programme meets monthly and has potential to complement existing and future bids for ERDF funding under the Peace III Programme.

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### 10.3 Key Initiatives led by the Good Relations Unit

In partnership with other organisations in the city, both statutory and voluntary, the Council has made considerable progress in some of the most difficult and sensitive areas of good relations work. Apart from our ongoing core work, we feel it is important to highlight some key current initiatives and innovative projects, led by our own Good Relations Officers.

The Good Relations Partnership met monthly and considered a wide range of items of business. The following summarises the key projects/events during the year.

- **Memorabilia Working Group**

The Working Group on Memorabilia in the City Hall is made up of the 6 elected Members of Council. A 'brainstorming' session for all Councillors on the subject of City Hall memorabilia was held in November 2009. The Working Group has commissioned a consultant who has prepared a report entitled "Reflecting the People; a City Hall for the 21<sup>st</sup> Century". This report was discussed by party groups and has been agreed in principle by the Council. It outlines a future programme of events and activities for the next few years to work towards a more balanced and inclusive display of artefacts in the City Hall. Possible funding packages to resource this programme are being explored.

One of the main actions taken to achieving a better balance of artefacts in the City Hall was the commissioning of an artwork to reflect Irish heritage and history. There was a huge response, with 55 submissions received at the closing date of 5 February. Five artists were short listed and the Panel agreed that the commission should be awarded to Keith Drury.

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#### o **Bonfire Management Project**

The Bonfire Management Project is now in its 4<sup>th</sup> year. 19 groups signed up for the project in 2009. Following on from last year's successful pilot beacon in Woodvale Park, 6 groups replaced bonfires with beacons this year.

Funding the year was provided through the Peace III programme under theme 2.5 'Dealing with physical manifestations'. The programme aims to create local cultural networks, in which bonfires can be considered in the broader context of culture/tradition.

The Institute for Conflict Research (ICR) completed an independent evaluation of the 2007-09 programme which, among other things, noted that the bonfire management programme has been an innovative and challenging development in relation to addressing a sensitive, political and divisive subject. There has also been significant transformation away from the paramilitary, alcohol fuelled events to more family friendly, festival occasions.

This evaluation highlighted the success of the programme and the benefits to statutory agencies and Council departments. The report made a number of recommendations which sit appropriately within the Peace III programme.

The cultural networks programme will consolidate and help to progress the work accomplished in the initial 3-year programme, with resources to further support cultural expression and heritage.

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#### o **Migrant and Minority Ethnic Support Project**

The Good Relations Unit established a project to support migrant and minority ethnic communities in Belfast, funded under the PEACE III Programme. As part of this project, the Council has established an inter-agency Migrants Forum which continues to meet quarterly. A work-plan for the forum is currently being developed. The project has also:

- commissioned the Irish Congress of Trade Unions (ICTU) to establish a cross-border programme to support and represent migrant workers in Belfast and cross border areas
- in partnership with the South Belfast Roundtable, developed and delivered a migration awareness training that explores the history of inward and outward migration and the rights of migrant workers in Northern Ireland
- delivers monthly 'Ending Hate' training to community and statutory organisations
- organised consultation sessions with migrants on issues facing them within the city
- worked with the Lord Mayor's Office within the Council to host a series of welcome receptions for the different minority ethnic communities living and working in the City.
- organised a series of diversity initiatives for staff
- commissioned GEMS to develop and deliver an integration programme for new communities in Belfast
- developed a point on Belfast City Council website to host information on migrant and minority ethnic issues  
[www.belfastcity.gov.uk/migrants/index.asp](http://www.belfastcity.gov.uk/migrants/index.asp)

With our partners in the NI Housing Executive and the Belfast Health & Social Care Trust, the project is currently mapping the range of services available to migrant communities within Belfast. The Migrant and Minority Ethnic Project Officer delivered an up-date on the project to the Good Relations Partnership in February 2010.

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### o **Racist Attacks in the City**

In April 2009, the Partnership noted with concern the increase in the racially motivated attacks on members of the migrant community within the City and expressed its condemnation of such actions. Council officers met with other relevant agencies to attempt to address the issues raised.

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### o **Diversity Awareness Programme for Council Employees**

The Good Relations Unit organised a Diversity Awareness Programme for Council employees. The purpose of this was to encourage an increased awareness of issues around diversity within the Council workforce and to provide employees with an opportunity to meet and engage with representatives from other minority ethnic or minority faith-based communities. A series of visits and training sessions were arranged from October 2009 – February 2010 including visits to An Munia Tober, the Traveller Support Group, Migration Awareness Training, visits to the Belfast Islamic Centre and to the Jewish Synagogue and a workshop on Ending Hate Crime Training.

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### o **Unite Against Hate Convention**

For the past 3 years, the Council's Good Relations and Community Safety Units have developed a partnership around the issue of hate crime. In 2008, an inaugural convention was held and judged to be successful. Consequently, a second convention was held in the Waterfront Hall in September 2009.

The Convention was opened by the Right Honourable the Lord Mayor, Councillor Naomi Long, and guest speakers included Dr Duncan Morrow, Community Relations Council; Mr. Ted Cattle, Institute for Community Cohesion; and Mr. Steve Wessler, Centre for the Prevention of Hate Violence. In addition, workshops were held

providing an opportunity for participants to voice their views on the subjects.

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### o **Re-Imaging Communities - City Hall Exhibition**

An exhibition regarding the Council's work under this programme, operated in association with the Arts Council for NI, was held in the East Entrance of the City Hall in March 2010.

#### **Templemore Avenue Mural**

The Council has supported work in a number of local neighbourhoods in the Re-Imaging Communities Programme. However, that Programme was suspended towards the end of the year due to lack of funding.

A community group in Templemore Avenue was keen to have an Ulster Young Militants mural removed as the site on which it was located was due for redevelopment and sought to develop an artwork representing the cultural heritage of the community in a nearby location as a replacement. In February 2010 the Good Relations Partnership agreed to cover the costs of its replacement through a community engagement exercise.

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### o **Interface Regeneration**

Good Relations Unit officers participated in a range of initiatives seeking to support the regeneration of those neighbourhoods located at the many interfaces in the city. This includes the Community Relations Council's Interface Working Group, which is seeking to develop a co-coordinated strategy across the public sector with regard to the regeneration of neighbourhoods, progressively working towards the ultimate removal of the barriers. The Partnership also commissioned research on a related framework on interface issues.

Officers also work with a number of individual community organisations, based round interfaces, including Suffolk and Lenadoon, Whitewell and White City, Skegoneil and Glandore, and Mount Vernon and New Lodge.

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- **Strategic policy development and support**

Good Relations Unit staff have participated in and supported a number of broader policy-making and strategic review groups, including: Safer City Group; Anti-Social Behaviour Group; Pitches Strategy Review; Transport Strategy Review Group; Health and Well-being agenda; and the Children & Young Persons' Strategy Group. In so doing, we have successfully integrated a strong equality and good relations agenda in each of these areas, as well as ensuring that the Council fulfils its equality and good relations obligations.

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- **Good Relations Plan**

Over the past 12 months, discussions were held regarding the next Good Relations Plan for Belfast, drawing on the study visit to Chicago and previous related research carried out by the Good Relations Unit. In October 2009, the Good Relations Partnership agreed the broad principles of a series of good relations actions, in line with the Council's Corporate Plan. A framework for action was agreed and work is continuing, in developing the detailed implementation plan, with the appropriate Council Committees and external partner agencies, to explore an up-dated framework for good relations in the city.

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- **Eurocities Project on Diversity and Equality (DIVE)**

Belfast City Council is a member of the Eurocities Network which brings together the local government authorities of more than 120 cities in over 30 European countries. In 2004, Eurocities members agreed to jointly promote and implement at the local level effective policies for the integration of immigrants by agreement on set principles and commitments. Belfast participated in this original project known as *INTI Cities*, which focused on benchmarking successful integration structures in European cities and promoting a model for integration governance, using an innovative methodology known as peer review.

As a result of this, the Good Relations Manager was requested to participate in a follow-up project, entitled *DIVE*, or diversity and equality in European cities, building on the expertise acquired during

the *INTI-Cities* project and using the same peer review methodology. This review was undertaken in October 2009.

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- o **European Coalition of Cities Against Racism (ECCAR)**

In October 2009, the Good Relations Partnership agreed that the Council should apply for membership of the European Coalition of Cities against Racism, to supplement and enhance its current work and demonstrate its continuing commitment to tackling racism and discrimination in all its forms. The Chairman of the Partnership and the Migrant & Minority Ethnic Project Officer attended the 3<sup>rd</sup> General Conference of the Coalition, held in Toulouse in November 2009.

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- o **Faith Forum**

The Council's Faith Forum was established at the instigation of the Good Relations Partnership to consider, not only good relations issues, but all matters relating to the Council. It has met on a quarterly basis since November 2008. Representatives from all the major faith groups are invited to attend, and to date, the Forum has considered issues such as older people, community safety and young people.

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#### **10.4 Mainstreaming Good Relations principles into wider Council Work**

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The Unit continues to ensure that good relations principles become mainstreamed in other areas of Council work. This is most evident in the following examples:

- o **St. Patrick's Day 2010**

Over the past 3 years, the Good Relations Unit has supported the Events Unit in order to ensure that the carnival parade associated with the St. Patrick's Day celebrations was representative of the whole community. Millward Browne Ulster, the Council's Consultants, completed its standard evaluation report on this year's event. Belfast City Centre Management (BCCM) also carried out an annual survey of its members regarding the event.

The Millward Brown report included the fact that 9 out of 10 people who had attended the event had said that it had met or exceeded their expectations and that 92% had stated that they would recommend the event to others. In the BCCM survey, 90% of respondents thought the event was as inclusive as possible and over 96% agreed that the event had been organised and marshalled appropriately.

The report highlighted that significant progress, particularly around the perception of the event as an all-inclusive day, had been achieved.

### **St Patrick's Day Small Grants**

This continues to be a very popular scheme: 105 applications were received for funding under the St. Patrick's Day Small Grants Scheme 2010, with a maximum grant of £1000 and a total amount available of £32,000. A St. Patrick's Day toolkit was produced in order to assist potential applicants to improve the quality of their applications.

#### ○ **Events**

The Good Relations Unit organised an event on 14 May 2009 to mark 'Polish Cultural Week'.

#### ○ **Lord Mayor's Initiatives**

Staff from the Unit also assisted the Lord Mayors, Councillor Tom Hartley, and Councillor Naomi Long in their series of good relations and diversity events throughout their years in office.

#### ○ **Re-opening of City Hall October 2009**

In connection with the Programme of events to mark the Re-opening of the City Hall, Good Relations Unit staff worked in association with the Irish language sector in organising an Irish evening, and with the Ulster-Scots Agency in organising an Ulster-Scots evening.

The Unit also took the lead in the organisation of an event to dedicate the Staff Fountain in the courtyard of the City Hall, working in partnership with the Council's Trade Unions.

○ **Business in the Community – Anti-Racism Workplace Event Week**

The Good Relations Unit, in partnership with Business in the Community, as part of the Anti-Racist Workplace Week held an event showcasing some of the best practice initiatives used by local employers to support migrant workers and to develop a more culturally diverse workforce. The Right Honourable the Lord Mayor (Councillor Long) introduced the event, held on 21<sup>st</sup> October and hosted by the Chinese Welfare Association.

○ **Holocaust Memorial Day 2010**

Holocaust Memorial Day is an International Day of Remembrance for Victims of the Holocaust and subsequent genocides and is held annually on 27 January as that marked the anniversary of the liberation of the Auschwitz-Birkenau extermination camp. The Office of the First and Deputy First Minister requested that Belfast host the NI regional event to mark Holocaust Day.

○ **Networking Event**

A networking event was held on Tuesday, 2nd March for the Members of the Good Relations Partnership, representatives of the Migrant Forum and the Honorary Consuls in Northern Ireland.

○ **Community Relations Week**

Community Relations Week, organised by the Community Relations Council, took place this year from 27 April – 2 May 2009. The Good Relations Unit participated in the following events:

- The Unit's Migrant Worker and Minority Ethnic Liaison Officer delivered an internal training session for Council staff during that week in order to raise awareness on minority issues within the City.
- The Unit worked with Castlereagh Borough Council, to organise a cross-community religious artwork exhibition and discussion entitled "Exploring Faith and Reconciliation Through Art."

○ **International Women's Day 2010**

International Women's Day - 8 March - is an important day marked annually throughout the world to recognise the economic, political and

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social achievements of women. In 2010, an event was organised by the Ulster Hall's Community and Outreach staff on 8 March, in partnership with C21 Theatre Company and the Ormeau Baths Gallery and supported by the Good Relations Partnership. The focus of the day was a celebration of the achievements of both local women and women new to the city. These activities included an exhibition, a series of facilitated workshops and a performance of the play '3 Women'.

[The \(then\) Lord Mayor, Cllr. Naomi Long also hosted and attended a number of events in celebration of International Women's Day. These included a Reception in City Hall with over 100 people in attendance; A Connect Initiative event in the Ulster Hall; an ICTU drinks reception in the evening and a 'Q&A' session with politics students in a local grammar school.](#)

- **Survey of young people in the greater Whitewell area**

In June 2009, the Good Relations Partnership agreed to provide £4000 towards a joint initiative with Newtownabbey Borough Council in regard to the promotion of good relations in the Greater Whitewell area through the work of the Hazelwood Community Partnership. All partners identified youth as a major area of concern and engaged an independent consultant to conduct the development of a "young person centred survey" for the Greater Whitewell area, which would seek to identify year long intervention needs.

- **Briefings for elected Members**

Briefings for Council members on the broader work of the Good Relations Unit, including equality and disability, was delivered.

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## **10.5 Good Relations Grant Aid Fund**

The Good Relations Partnership approved the re-opening of the Grant Aid Fund with a maximum grant of £10,000. In June 2009, the Partnership agreed that the Fund should be closed over the summer months since it had been temporarily oversubscribed. At its meeting in September, the grant scheme was re-opened, with applications being considered in November.

To maximise its effectiveness, the Partnership agreed minor adjustments to the assessment process and the scoring bands as demand on the Fund was extremely high. This includes opening four calls for applications in each financial year as opposed to operating as a rolling programme previously. The total awarded for the financial year 2009/10 was £388,655.

▼  
**Section 11: Additional Comments**

- Please provide any additional information/comments

**N/A**

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<#>Please outline any use of  
the Commission's Good  
Relations Guide.¶  
(Enter text below)¶

Annual Report 1 April 2009 / 31 March 2010  
'Disability Duties' Questions

1. How many action measures for this reporting period have been?

48

Fully  
Achieved

5

Partially  
Achieved

n/a

Not  
Achieved

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2. Please outline the following detail 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>1</sup>	Outcomes / Impact <sup>2</sup>
National <sup>3</sup>			
Regional <sup>4</sup>			
Local <sup>5</sup>	Annual Disability Event in February 2010	Introduced Disability Action Plan to variety of organisations representing disabled people.	Raising awareness and profiling actions of Disability Action Plan and inviting feedback re: consultation
	Ensure that all reasonable adjustments are made for disabled employees when required.	Monitoring system regularly updated.	More accessible working environment. Raised awareness of managers understanding of issues which may impact on employees

<sup>1</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>2</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>3</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>4</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>5</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

			attendance and ability to carry out duties.
	Continue to ensure that all new staff attend Disability Awareness Training (DAT) as part of their induction training.	All new permanent full time and part time staff completed training by March 2010.	Best practice approach to raise awareness and improve understanding, attitudes and workplace environment.
	<a href="#">Extend on-line recruitment system to include external applicants</a>	<a href="#">On-line facility available to external applicants. Applicants are able to download an application form off the internet and return to the Council electronically.</a>	<a href="#">Improved access</a>
	<a href="#">Review of Community Outreach Programme</a>	<a href="#">The revision of the disability outreach measures are being revised as part of the development of the Council's Diversity Strategy.</a>	<a href="#">Increased access and facilities for disabled people. Agreed way forward to assist disabled people into employment.</a>
	Promote disability awareness with all new members including new duties under the Disability Discrimination Order as part of the induction programme for Councillors.	Yearly review of induction programme content.	Improved understanding among Councillors.
	Include photography in publications and our online systems using positive imagery of disabled people using council services.	Quarterly review of publication of City Matters and other publications to ensure positive imagery.	More positive images of disabled people.
	Monitor applicants, short listed applicants and appointees with a disability.	Information available for monitoring/reporting processes	Accurate quantitative data.
	Provide at least 30 work experience placements for disabled people.	36 placements organised – 3 cancelled by disability organisations or schools.	Improved Opportunities.

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		Evaluation form sent to placements and departments. Feedback showed the requirement for health declaration forms to be completed by placements and more rigorous risk assessment procedures put in place.	
	Attend careers fairs, interview skills training and site visits to promote job opportunities disabled people.	1 site visit 1 teacher insight day 1 Mock interview session  Careers fair scheduled for Jan 10 cancelled by organisers	Increased awareness of range of jobs within BCC and the qualifications required.  Improved interview techniques for people with disabilities
	Liaise with the Disablement Advisory Service re future communication mechanisms for providing publicly advertised council vacancies to disability organisations.	This communication mechanism is updated on a quarterly basis	Increased number of disabled applicants.
	Consider amendment of application form to include disability categories in line with 'Review of Advertising' recommendations.	Consider implementation of guidance notes in line with the 'Review of Advertising' recommendations.	Improved recruitment and selection process.  Increased number of applicants with disabilities.
	Monitor reasonable adjustments made for disabled people.	Reasonable adjustments monitored on database- 3 guaranteed interviews	More accessible interview process.
	Continue engagement with Government's new 'Workable' Programme.	Continued use of Government's 'Workable' Programme to assist employees where appropriate. 1 person moved into 'open employment'	Improved opportunities.
	Launch job shop externally.	Complete.	Increased number of disabled applicants/ appointees.

		Job shop launched- advertised in local papers and the council's City Matters magazine	
	To promote the Play for All summer scheme throughout BCC Community Centres and Play Centres.	101 children with disabilities took part in 4 to 5 week schemes across 20 Council community and play schemes. 11 of these centres received staff support through Play for All scheme.	Inclusive summer schemes providing educational and recreational activities for children of all abilities.
	Facilitate access and participation at Community Centres for people with learning and physical disability.	All Council community and play centres are now DDA compliant. Specific participation programmes at 8 community centres in 2009/10. Monthly 'Saturday Clubs' including disabled children and families.	Participation in local Community Centre Programmes.
	Maintain Waterfront Hall Access Group.	Maintain minutes of engagement with disabled people – meetings have been held and include Ulster Hall.	Effective and focused forum for consultation on the Hall's services and arts issues specifically and related to disabled people.
	Include Ulster Hall in the terms of reference for the Waterfront Group.	Complete and meeting has taken place.	Effective and focused forum for consultation on the Hall's services and arts issues specifically and related to disabled people.
	Raise awareness of the facilities for disabled people at the Council's public toilets through a programme of advertising and promotion to include promotion of RADAR keys for all Belfast City Council toilets.	Annually provide Information updates to all citizens of Belfast using City Matters, our website and RADAR national publication. Ongoing.	Increased awareness of accessibility of public toilets.
	Promote facilities at Recycling	Information specifically	Improved awareness of the

	Centres specifically designed for use by disabled people.	targeted to disability groups and accessible through website and specialist disability press. Hosting placements from local schools / organisations with disabled pupils / individuals via Council HR placement Scheme.	Recycling Centres.  Increased customer satisfaction.
	Investigate facilities at recycling centres to encourage increased usage by disabled people. All new staff receive training in this area..	Three of the four recycling centres have a set of sunken bottle banks to permit low level access. Ormeau recycling centre has banks with high and low levels apertures. The sites all have signage which informs the public that assistance is available if required. Staff fully trained in Disability Awareness and selected staff trained in sign language.	Improved services at recycling centres for disabled people.
	Engage with disability groups to make them fully aware of the Assisted Bin Lift scheme and promote use of the scheme to those who require assistance.	Promote positive attitude between council and those disabled including disability groups.	Assisted Bin Lift scheme already in operation. Establish contact with disability groups either on an individual basis or collectively. Contact made with Disability Action who have links with the majority of other disability groups through News letters etc.
	Continue to review Assisted Bin Lift Scheme register to ensure accurate and up to date records in respect of those disabled.	Ensure those who require assistance receive the necessary support. Ensure operational effectiveness not affected by inaccurate	Assisted Bin Lift register already in operation.

		database.	
	Provide site visits to Cleansing Services if requested by organisations representing disabled people	Following an initial site visit it was found that the majority of feedback was based on recruitment issues and was fed back to Corporate HR.	Following a review any further visits will be organised through direct requests via the Corporate outreach programme with groups who have specific interest in Cleansing Services.
	Implement actions within the Safer Belfast Plan; specifically under the theme of Hate Crime.	Unite against Hate conference held 8 <sup>th</sup> September 2009 with over 100 in attendance. Training organisation appointed to develop and deliver the crime training programme over 15 month period.	Increased engagement and representation in community safety issues by people with disabilities.
	Produce & distribute promotional materials for the Home Safety Check Scheme targeting the visually impaired.	Completed. Promotional materials procured and distributed in 2009.  Promotional materials distributed through various centres throughout the year.	Improved scheme – more targeted and takes account of the needs of older people and people with disabilities.
	Continue to ensure that all new staff attends Disability Awareness Training (DAT) as part of their induction training and to schedule courses in the evenings and at weekends so as to accommodate p/t workers.	All new permanent full time and part time staff completed training by March 2010	Continue to raise awareness and improve understanding, attitudes and customer care.  Best practice approach to service provision.
	Monitor access to zoological gardens to encourage more disabled visitors i.e. Use of Shop Mobility Scooters.	Shop Mobility scooters available on request.	Improved access and increased visitor numbers.
	Ensure that the needs of disabled people are represented in our new	The Council's new Corporate Plan was signed off by	Needs of disabled people properly considered in our key planning

	Corporate Plan.	<p>Members in 2009. The Council's Corporate Plan demonstrates the Council's commitment to improving the quality of life of everyone who lives in, works in, visits or invests in Belfast. The Corporate Plan also highlights our commitment to implementing our Disability Action Plan. As part of the development of this plan a focus group for people with disabilities was held in early Dec 07 to probe issues and seek views/ feedback. The results from this focus group helped to inform the Council's strategic planning processes and are reflected in the final plan.</p> <p>As part of the development of the new Corporate Plan for 2011 and beyond consultation will be held with people with disabilities to probe issues and seek views/feedback. The new plan will highlight our commitment to implementing our Disability Action Plan.</p>	document.
	Ensure that our Consultation and Engagement Strategy takes account of the views of disabled people.	As part of our ongoing work on consultation processes a focus Group for people with disabilities was held in early Dec 09 to probe issues and seek views/ feedback. The	Service planning and delivery informed by views of disabled people.

		<p>results from this focus group have helped inform the Council's strategic planning processes and will help shape the development of the Council's new consultation and engagement strategy. As part of the My Neighbourhood programme we will be looking at consultation with people with disabilities to probe issues and seek views/feedback.</p>	
	<p>Ensure that the specific needs of disabled people are taken into consideration as part of the council's ongoing work on customer focus.</p>	<p>A customer focus baseline has been undertaken and reviewed for all Council services. This identified how much each service had considered disabled access to their services and in the design of their services.</p>	<p>Inclusive and tailored access to our services for disabled people.</p>

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

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	Training Action Measures	Outputs	Outcome / Impact
1	Contract with Disability Action to provide Disability Awareness Training to staff across Council	Training delivered to all Council staff	All new staff will receive Disability awareness training and refresher training will be provided to all current staff after three years
2	Disability training to staff and volunteers in Community Centres extended to include training re: persons with autism and ADHD.	Specialised additional training available for all staff and volunteers in community centres.	Develop skills and confidence of staff and volunteers working with disabled persons.
3	Promote Disability Awareness as part of the induction programme for Councillors	Improved Induction training for Councillors	Improved understanding among Councillors
4	Ensure that all frontline staff are specifically trained on providing services for persons with disabilities	Specific training sessions provided including training in sign language	Positive attitudes, skills and confidence developed for staff working with disabled people

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

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	Communications Action Measures	Outputs	Outcome / Impact
1	Review Council's Intranet site to ensure accessibility	Regular reviews of site re: accessibility and identified external approved organisation to assess site	Improved accessibility re: website

2	Include regular features about disability in City Matters (city-wide magazine for residents of Belfast)	4 articles featuring disability per year in City Matters	Better informed residents
3	Include regular features in Intercomm (internal staff magazine)	3 articles per year in Intercomm	Better informed staff
4	Review and improve the Belfast Waterfront Hall access Guide in respect of new duties	Guide updated and available in different formats	Improved information on access to Belfast Waterfront Hall
5	Introduction of Ulster Hall Access Guide	Guide introduced and available in different formats	Users of Ulster Hall more aware of the new improved facilities at Ulster Hall
6	Apply for Arts and Disability Charter	Development of targets and regular progress reports. Charter launched 2010.	Clear standards of accessibility for disabled people accessing the Arts

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

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	Encourage others Action Measures	Outputs	Outcome / Impact
1	Develop an action plan for improving services to older people in the City including those with Disabilities	Hosting of a Convention for Older People on 18 <sup>th</sup> May 2009 2 Health and Well-being events in November 2009 with over 600 in attendance.	Improved services for older people
2	Utilised disabled groups to participate with Belfast Annual Maritime Festival (Tall Ships)	6 disabled individuals took part in Council organised sail training via visiting ships	Encouraging participation and raising profile of participation in city-wide events
3	Support delivery of local policing plans and community engagement with local policing	Held 12 public meetings per year in venues with suitable disabled access	Supported access to meetings

	through District Policing Partnership		
4	Delivery of Safety of Seniors events	Series of events targeting seniors and disabled persons across the city	Reducing crime and fear of crime at a local level amongst older people
5	Continuation of the synergistic programme for Grove Well Being Centre (GWBC)	GWBC still working in partnership with Belfast Health and Social Care Trust and Library Boards. Currently delivering courses with a Council provided coach.	Greater opportunity for disabled customers and patients to participate in leisure services in an environment that promotes positive images to disabled people
6.	Development of class programmes in centres to encourage participation from disabled customers.	Ongoing. e.g. Andersontown LC provide swimming classes for children with autism in partnership with Autism NI and Colin Neighbourhood support group.  Similar scheme in other centres.	Increased attendance at centres and greater participation by disabled people and representative groups.

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			
2			
3			

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

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Ensure that the needs of disabled people are represented on our Community Plan Partnership.	Targeted consultation to be held with representatives of the disabled community to inform the development of the community planning process	Greater involvement in community decision making.	Community Planning work is still on hold until the final outcomes of the RPA process are known and community planning legislation is enacted. The Council has obtained funding from BIG for a Community Planning pilot around the theme of Health and Wellbeing. Consultation will take on board the need to engage with people with disabilities.
2	Ensure vacant ESS posts are filled via new 'Workable' Programme	All posts filled on a continuous basis	Enhanced job opportunities	1 vacant post-previous ESS scheme funded- new Workable scheme not funded. Need to consider financial and HR implications surrounding the potential transfer of staff into 'open employment'
3	Provision of service specific refresher training for departments	Disability Group to have encouraged take up of available budget	Departments will have considered specific disability access issues	No service specific training took place through the procured supplier.

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<sup>6</sup> **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

			which are specific to the services that they provide Inform departments of available budget	4/5 property maintenance staff attended disability access training at UUJ.
4.	Consider conducting a voluntary monitoring survey relating to Section 75 categories.	Survey considered.  If conducted, analysis completed.  Liaise with Equality Officer re focus groups.	Accurate quantitative data.	Survey for early 2010 on hold- consider conducting survey in 2010/2011
5.	Increase the number of work experience placements for people with disabilities (Waterfront Hall and Ulster Hall)	Report and evaluation of placements	Improved job experience	The Development department continues to work with Corporate HR in the allocation of work placements. The Development Department Management Team are reviewing work placements.

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

	Action Measures not met	Reasons
1	n/a	
2		
3		

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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

\_\_\_ Bi-Annual Consultative Forum, face to face meetings, publication of documentation on internet and written correspondence to Disability Representative Groups and the wider Public. Annual screening of policies.

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(b) Quantitative

\_\_\_ Customer Survey data collected and used by the Council to measure its overall success in the delivery of its services.

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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.

Please delete: No

If yes please outline below:

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

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

n/a

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Pitches Strategy	New	March 2011
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2	Extend on-line recruitment system to include external applicants	On-line external facility available to external applicants	Improved access
32	Ensure vacant ESS posts are filled via new 'Workable' Programme	All posts filled on a continuous basis	Enhanced job opportunities

6.	Review of Community Outreach Programme	Increased access and facilities for disabled people	Agreed way forward to assist disabled people into employment
75.	Increase the number of work experience placements for people with disabilities (Waterfront Hall and Ulster Hall)	Report and evaluation of placements	Improved job experience