

Fermanagh and Omagh District Council



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report**

Contact:

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

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

www.fermanaghomagh.com

Signature:

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| Handwritten signature of Megan Glennie in cursive. |
| Megan Glennie Policy Officer |

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 2022 and March 2023

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 2022-23, 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.

The most recent NISRA statistics demonstrate that the Council District was home to an estimated 116,812 people in 2023.

This represents a decrease of 1,865 individuals from the last reporting period or 1.57%

The population aged 65 and over increased by 1,337 people (or 6.65%) to 21,437, whilst the working age population over the year remained stable at 70,576 people. The number of children (aged 0 - 15 years) decreased by 599 or 2.36% to 24,801.

The District is Northern Ireland largest in terms of land mass (3,000km²) and the smallest in terms of population density (approximately 39 people per km²).

As reported in the seven previous Annual Progress Reports (2015/2016, 2016/2017, 2017/2018, 2018/2019, 2019/2020 ,2020/2021 and 2021/2022), the Council has continued to initiate many key policy and service delivery developments. Additionally, the Council has continually delivered on its responsibilities to ensure that statutory and regulatory functions are delivered to a high standard.

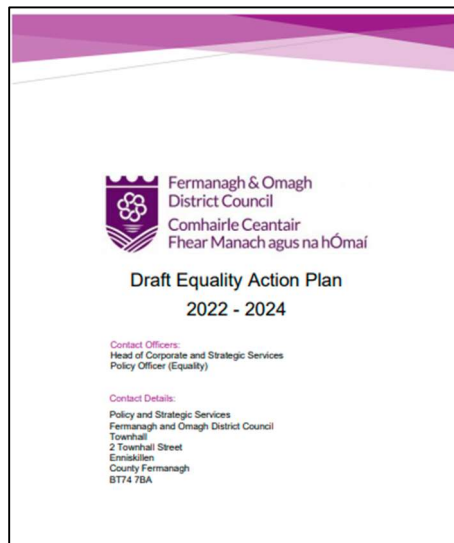
During the 2022/2023 reporting period, the Council continued to promote and mainstream Equality of Opportunity across all Directorates and Services. The implementation of the Statutory Duties was kept under regular review – being discussed by Senior Management Team (as required), as well as being included within all reports made to the Council's Committee meetings (which are subsequently ratified by the full Council at the next meeting).

A review of the organisational structure of the Council commenced in previous years, and although this reorganisation will continue into the next reporting period, each Directorate and service has a responsibility to ensure Equality of Opportunity.

During the 2022/2023 reporting period, Fermanagh and Omagh District Council developed several policy and service delivery areas aimed at better promoting equality of opportunity and good relations. The Council views a number of these developments as 'in progress' and 'ongoing'.

Some of the key policy and service delivery developments for Fermanagh and Omagh District Council are outlined below.

Equality Action Plan



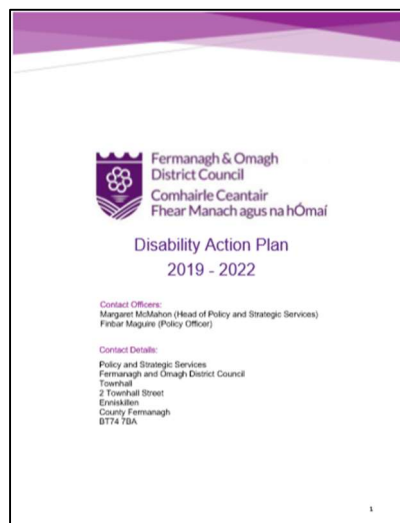
The Council's Equality Action Plan contributes to the Council's compliance with Section 75 of the Northern Ireland Act (1998) as well as setting out how the Council plans to address key inequalities as it strives to create a District where people choose to live, work and visit.

During the previous reporting period, the Council undertook a 12-week consultation process on a new Equality Action Plan for the 2022-2024 period.

The consultation period commenced on 10 January 2022 and closed on 4 April 2022. This Action Plan will form the basis of this Report.

More information on the updated Equality Action Plan can be found online here: <https://www.fermanaghomagh.com/your-council/policies/equality/equality-action-plan-2020-2022/>

Disability Action Plan



The Council's Disability Action Plan outlines how the Council will fulfil its statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (Northern Ireland) Order 2006).

Further information on the Council's Disability Action Plan will also be referenced later within this Progress Report.

During the previous reporting period, the Council undertook a 12-week consultation period to develop a new Disability Action Plan for the 2022-2024 period.

The consultation period commenced on Monday 10 January and closed on Monday 4 April 2022. This Plan will form the basis of the current Report.

Equality Screening

There were several key Council policies screened for potential impacts on Equality of Opportunity. These included:

- Council's Adult and Child Safeguarding Policies
- Travel and Subsistence Policy (employees)
- Risk Management Policy
- Council's Biodiversity Strategy

Lobbying and Consultation

The Council continued to lobby on a cross-Council, cross-border basis in relation to many strategic issues. In total, over the 2022/2023 period, the Council responded to 14 public consultation processes.

Some examples of the responses that have been submitted by Fermanagh and Omagh District Council over the past 12 months include:

- Public consultation on Emergency General Surgery at South West Acute Hospital (Western Health and Social Care Trust).
- Consultation on the Affirmative Action Plan (Northern Ireland Housing Executive).
- Consultation on the Reform of Adult Social Care in Northern Ireland (Department of Health)
- Consultation on Increasing the Minimum Age of Criminal Responsibility (Department of Justice)

Elected Members and Civic Receptions



In total, there were 40 Civic Receptions from 1 April 2022 to 31 March 2023. Throughout the year the Chairs and Vice Chair also represented the Council at many events. In total, there were approximately 495 civic engagements, and these comprised of both online and in-person events and photo opportunities.

Examples of these include:

- Launching and attending Age Friendly events.
- Recognising the work of local community organisations.
- Publicising the various grant and funding schemes available.
- Celebrating the work, and achievements, of members of the Fermanagh and Omagh District.



Disability Advisory Group

During the 2022/2023 reporting period, there were 5 meetings of the Disability Advisory Group.

The Chair, and Vice Chair, of the Disability Advisory Group for the period remained unchanged for the reporting period:

- Chair: Councillor Victor Warrington
- Vice Chair: Dermot Devlin (Volunteer Member).

Again, due to the continuing nature of restrictions, all meetings of the Group during the reporting period were held virtually, allowing all Members to engage and participate fully in meetings.

During the 2022/2023 reporting period, the Disability Advisory Group undertook some key pieces of work including:

- Liaising with external organisations to share information on the needs of people with disabilities across the District.
- Providing feedback on access to Council facilities and venues for people with disabilities such as:
 - Provided feedback on the revised Assistant Bin Policy and associated procedures.
 - Members carried out 6 Mystery Shopper Audits for local parks and walkways.
 - Provided advice on the designs for the Grange Playpark Redevelopment.
 - Helped to identify the impacts that the cost-of-living crisis had on people with disabilities and carers.
 - Developed the 'A.I.M. for Better Access Toolkit'. The project, funded by the PHA, created a useful document that provides advice on accessibility for businesses, community groups and public sector organisations.
 - Provided Hearing Loop Awareness Sessions for front-facing Council staff.
 - Members took part and delivered talks at 'DisAbility Awareness Week'.
 - Created a catalogue of inclusive images to help ensure people with disabilities are represented in future publications.
 - Provided information for a number of consultations, including the Removal of Emergency General Surgery at the South West Acute Hospital.

International Day for People with Disabilities



To celebrate International Day for People with Disabilities in December 2022, Fermanagh and Omagh District Council, in conjunction with Derry City and Strabane District Council planned, programmed and delivered various events, activities and information sessions between 3rd December and 9th December

in recognition of the day. (The programme was funded by the Public Health Authority).

- FODC & DCSDC programmed over 30 activities.
- In total 223 people attended the events.
- The week encouraged people with disabilities to attend fun activities, meet new people and learn new skills.

Information Sessions were provided by the following organisations:

- Angel Eyes NI
- Guide Dogs NI
- Headway
- Mencap
- Mae Murray Foundation
- RNID
- Shopmobility
- National Trust

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2022-23 (*or append the plan with progress/examples identified*).

Fermanagh and Omagh District Council consulted upon an Equality Action plan for 2022-2024 between January and April 2022.

This Equality action Plan was approved and ratified by Council in May 2022 and forms the basis for this Progress Report. The Report and Plan can be found:

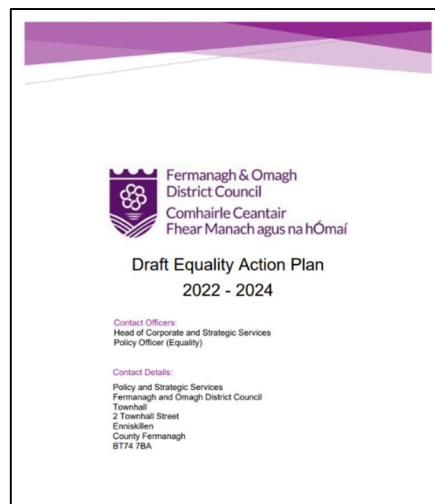
Link to Committee Report: <https://fermanaghomagh.public-minutes.com/#2256027f1846b797b7bb4249f78310f5>

Link to the Equality Action Plan 2022-2024 - [Equality Action Plan 2022 - 2024 – Fermanagh & Omagh District Council \(fermanaghomagh.com\)](https://fermanaghomagh.com/equality-action-plan-2022-2024)

The actions within the Equality Action Plan are identified and split into five strategic themes and these are:

- A. Equality of Opportunity.
- B. Accessible Services.
- C. Spoken, written and signed language forms.
- D. Equality Monitoring and Data Collection.
- E. Employees and Elected Members

Strategic Theme One: Equality of Opportunity



In relation to this theme, there are 10 actions identified and five of these are ongoing actions, which will be ongoing for the duration of the Equality Action Plan. These include:

- A3.** Ensure that Equality and Good Relations is embedded to all key Council documents e.g. Corporate Plan, Community Plan.
- A5.** Implement a Disability Action Plan for the Council which meets the

objectives of the Disability Discrimination Act

A8. All new, and revised, policies will be approved subject to screening outcomes for Equality of Opportunity.

A9. Deliver an approved Good Relations Action Plan.

A10. Raise the profile of underrepresented Section 75 Groups (and other protected groups) within the District.

In terms of completed actions **A1** was completed following the 12-week consultation period on the new Equality Action Plan for 2022-2024. This commenced in January 2022 and closed in April 2022. **A2** is completed on an annual basis with the Council submitting its Annual Equality Progress Report.

Action **A4** relates to the development and consultation for the Council's Disability Action Plan, and this has also been completed at the same time as the development and consultation of the Equality Action Plan as outlined above.

Action **A6** relates to reviewing the consultation processes in relation to groups/individuals with disabilities. These were reviewed throughout the year as the Council was consulting on various issues/policies. During this reporting period, the Council continued to monitor the significant changes that were made to the way in which the Council consults following the Covid-19 pandemic and subsequent restrictions on face-to-face meetings. As a result, the Council continued to use online consultation events, targeted sessions with relevant groups were organised. Consultees who would usually provide feedback on a one-to-one basis, were encouraged to give their feedback by telephone and by virtual meetings.

Strategic Theme 2: Accessible Services

This theme contained four actions, two of which are ongoing for the duration of this Equality Action Plan.

Action **B1**, follows on from action **A6** in terms of consultation processes and making sure that they are open and accessible to everyone – including those with disabilities. This action has been completed and Council have produced a Consultation and Engagement Strategy, inclusive of all Section 75 categories.

The changes outlined in response to action **A6** have also had a positive impact on people with disabilities – allowing more participation in consultation processes. Online consultation events have worked very well for people with disabilities, and as such will be considered for all consultations going forward.

Another development in terms of action **B1** is developing the capacity of the Disability Advisory Group and its members to play key roles in the development of Council projects and strategies. Council Officers are now more aware of the Group and its importance, with many actively seeking opportunities to consult with the Group. This has been an important development in ensuring that the needs of people with disabilities are taken into consideration at an early stage of the policy development or project design stage. Some of the projects that the Members of the Disability Advisory Group have advised on include:

- Leisure Services and Leisure Complexes.
- Advertising boards on pavements, as well as other street furniture.
- Difficulty accessing services

The Members of the Group have also liaised with other external organisations to obtain a feel for their work, and concerns that the people they represent may have throughout the District.

Action **B2** relates to scoping the need for an inclusive communication channel. Council has continued with the services of Sign Video into this reporting period, ensuring that the service is available for people with hearing impairments.



Action **B3** remains ongoing and will continue into the next reporting period with regular training sessions organised in terms of improving employee knowledge and confidence for those who may work or interact with LGBTQIA+ customers.

Strategic Theme Three: Spoken, Written and Signed Language Forms

This theme consists of two ongoing actions (which will be ongoing for the duration of this plan):

- C1. Ensure a consistent approach to the provision of translation and interpretation services to help people with limited, or no, English.
- C2. Ensure that meetings and events have appropriate interpreters and/or other assistance in attendance as required.

Both actions **C1** and **C2** are ongoing. Sign language interpreters have been arranged for meetings when required and indeed for meetings of the Omagh Access Advisory Group sign language interpreters are automatically arranged. The Council has continued to make reasonable adjustments for customers who have little or no ability to speak English – making documents available in other languages and arranging for interpreting when needed.

Strategic Theme Four: Monitoring and Data Collection

There are two actions within this theme, both of which will run into the next reporting period following the Council elections in June 2023.

D1. Establish the Section 75 breakdown of the Council's Elected Members.

D2. Review the monitoring information being collected by Council, to identify any potential gaps or opportunities to capture additional monitoring data.

A significant amount of work has been undertaken in terms of action **D1** and will be completed following the recent Council elections in June 2023. This will be completed during the next reporting period. Action **D2** is undertaken by all Council services when they are collecting monitoring information.

Strategic Theme Five: Employees and Elected Members

This theme revolves mainly around awareness raising for both our employees and Elected Members. As a result, the four actions are ongoing and will be for the duration of the plan.

The actions are:

E1. Increase the awareness of Elected Members in relation to the promotion of Equality of Opportunity, Good Relations and the Disability duties.

E2. Increase the awareness of Council employees in relation to the promotion of Equality of Opportunity, Good Relations and the Disability duties.

E3. Increase the awareness of developments in good practice and concerns/issues raised with Council services

E4. Diversity Champion will participate in training and networking events, as required.

In terms of actions **E1** and **E2**, both Elected Members and Council employees have participated in a significant number of awareness raising sessions since the start of this Equality Action Plan and throughout the 2022-2023 reporting period.

These awareness sessions have included:

- PHA funded Makaton Training
- PHA funded JAM Card Training
- Hearing Loop Awareness Training
- Presentations from organisations such as RNID, Angel Eyes NI, Guide Dogs NI, Mencap.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2022-23 reporting period? (*tick one box only*)

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

Please provide any details and examples:

Examples, and further details, are contained within the Council's response to question 2 in this document.

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:

Details and examples are included within the Council's response to question 2, i.e.:

- Putting in place appropriate mechanisms for integrating both spoken, written and signed language forms in a way that best meets the needs of local language communities.
- Putting in place appropriate systems to improve equality monitoring and data collection.
- Putting in place appropriate measures to remove barriers to accessing services which affect staff and service users with disabilities.
- Raising levels of awareness and understanding among staff of the full range of equality services and activities.

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*):

N/A

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

N/A

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

Putting in place appropriate systems to improve equality monitoring and data collection.

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

Putting in place appropriate measures to remove barriers to accessing services as outlined above

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

- Establishing an appropriate system to include and mainstream equality of opportunity at a strategic level of the Council.
- Putting in place appropriate mechanisms for integrating both spoken, written and signed language forms in a way that best meets the needs of local language communities.
- Raising levels of awareness and understanding among staff of the full range of equality services and activities

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 2022-23 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:

Since the formation of Fermanagh and Omagh District Council (April 2015), the Section 75 duties have been integrated within job descriptions and personnel specifications across the Council. This continued for the 2022/2023 reporting period.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2022-23 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:

The Section 75 statutory duties were integrated across the Council within several Performance Plans, and Service Delivery and Improvement Plans, during the year.

Some examples of services achieving this include:

- Services/Directorates collecting, and collating, Monitoring Information for programmes, projects, etc. This helps to ensure that the needs of all Section Categories are being met.
- The Council's Policy and Strategic Services section has the Section 75 Statutory Duties embedded throughout its Performance Plans including: Progress Reporting. Equality Screening. Equality Consultation Database and Public Consultations. Equality Monitoring. Implementation and Monitoring of the Council's Equality Action Plan.
- All Committee Reports, before being presented to Elected Members, must consider the Section 75 impacts and include details of this on the report being presented.

Performance measures relating to the Section 75 Statutory Duties have been integrated into the Corporate Plan, as well as playing a key part within strategic planning. For example, within the Corporate Plan 2020-2024 stating that the vision for Fermanagh and Omagh is 'a welcoming, shared and inclusive district, where people and places are health, safe, connected and prosperous...' Ultimately, this is the shared vision which will influence the work of the Council until 2024. Furthermore, within the Community Plan 2030, 'Equality, Inclusivity and Diversity' is noted as one of the shared values and key principles. It states that: 'Equality, inclusivity and diversity are placed at the core of all of our services and actions, as we work towards achieving a shared future for all'.

6 In the 2022-23 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 2022-23 report
- Not applicable

Please provide any details and examples:

Objectives, targets and performance measures relating to the Section 75 statutory duties have been integrated throughout the organisation. This has been done via the Corporate Plan Update as well as through other key pieces of work including the Performance Improvement Plan and strategic planning. The Corporate Plan 2020-2024 document states that the vision for Fermanagh and Omagh is ‘a welcoming, shared and inclusive district, where people and places are health, safe, connected and prosperous...’

The Council’s updated Equality Scheme, Equality Action Plan, Disability Action Plan, as well as the responsibility for their implementation lies within the Corporate Service and Governance Directorate. These documents set out how all Council Directorates and Services should comply with Section 75 of the Northern Ireland Act (1998).

All Directorates and Services have responsibilities for various aspects of Equality and the Equality Scheme. Section 75 is of particular importance to the Council and particularly in relation to the Council’s Strategic Management and Planning. For example, Equality Screening is mandatory for all new/revised Council Policies, Strategies and Plans.

Equality action plans/measures

7 Within the 2022-23 reporting period, please indicate the **number** of:

| | | | | | |
|--------------------|---|------------------|----|----------------------|---|
| Actions completed: | 7 | Actions ongoing: | 13 | Actions to commence: | 2 |
|--------------------|---|------------------|----|----------------------|---|

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

All actions within the Council’s Equality Action Plan have been referenced in response to question 2. All ‘ongoing’ actions are ongoing for the duration of the Plan and will be carried forward into the next reporting period.

Two actions are to commence: they will commence following the Council election and will be reported on during the next reporting period.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2022-23 reporting period (*points not identified in an appended plan*):

This Equality Action Plan is a new plan for this reporting period. Last year’s Annual Progress Report consisted of actions for the 2020-2022 Equality Action Plan. The

current plan was consulted upon for a period of 12 weeks and was ratified by Council in May 2022.

9 In reviewing progress on the equality action plan/action measures during the 2022-23 reporting period, the following have been identified: *(tick all that apply)*

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

Arrangements for consulting (Model Equality Scheme Chapter 3)

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

- All the time Sometimes Never

11 Please provide any **details and examples of good practice** in consultation during the 2022-23 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:

The Council has undertaken several public consultations over the course of the 2022-2023 reporting period. These include:

- Consultation on Visitor Experience Development Plan 2022-2032
- Consultation on Fermanagh Lakeland Forum Redevelopment
- Consultation on Place Shaping Plan for Omagh
- Consultation on Place Shaping Plan for Enniskillen

Some examples of the good practice undertaken by the Council include:

- Public advertisement in the local newspapers.
- Publishing articles on the 'Latest News' section of the Council's website.
- Making documents available in alternative formats/languages upon request.
- Arranging focus groups for specific consultations (e.g. Community Planning).
- Presenting relevant Policies to appropriate Council Committees/Sub Groups (e.g. Access and Inclusion Steering Group, Disability Advisory Group).
- All consultations are communicated via the Council's Social Media channels (Facebook and Twitter). Reminder messages in relation to consultations are also communicated via Social Media in addition to the Council website.

- Online consultation arrangements (i.e. Zoom Meetings, and Webex Meetings), due to the Covid-19 pandemic and restrictions on the potential for face-to-face meetings.
- Facility to provide feedback via telephone – again due to the restrictions on face-to-face meetings.

12 In the 2022-23 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: (*tick all that apply*)

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*): Online meetings i.e. through Zoom, Microsoft Teams etc

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:

In relation to targeting groups of people, or individuals, from specific Section 75 categories, the Council has found that varying the method of consultation is most effective. For example, when a service/directorate would like to interact with individuals who may have a disability (or groups that work with people who have a disability) then focus groups may be most effective. This can be facilitated by meeting with the Disability Advisory Group of one of the Access Advisory Groups (based in either Enniskillen or Omagh). This ensures that services/directorates have confidence that they are speaking to people who have a disability or work with people who have disabilities.

The Council's Corporate and Strategic Services section manages the Equality Consultation Database and aims to have representation from each of the Section 75 Categories. This Consultation Database is updated regularly to ensure it is up-to-date and compliant with the General Data Protection Regulations

PART A

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2022-23 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2022-23 reporting period? (*tick one box only*)

Yes No Not applicable – no commitment to review

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

| |
|----|
| 14 |
|----|

16 Please provide the **number of assessments** that were consulted upon during 2022-23:

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

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

N/A

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

Yes No concerns were raised No Not applicable

Please provide any details and examples:

- 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:

N/A

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 2022-23, and the extent to which they met the training objectives in the Equality Scheme.

As mentioned in response to question 2 of this Progress Report, there were several training sessions and awareness raising sessions for Elected Members and employees.

As part of the International Day for People with Disabilities various events, activities and information sessions were planned, programmed and delivered. (The programme was funded by the PHA). Over 30 activities were programmed and in total 223 people attended. The week encouraged people with disabilities to attend fun activities, meet new people and learn new skills.

Information Sessions were provided by the following organisations:

- Angel Eyes NI
- Guide Dogs NI
- Headway
- Mencap
- Mae Murray Foundation
- RNID
- Shopmobility
- National Trust

Also included within the response to question 2, there were several sessions arranged for Council employees and Elected Members including

- PHA funded Makaton Training
- PHA funded JAM Card Training
- Hearing Loop Awareness Training

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

Makaton Training

Full day training session delivered by suitably qualified trainer.

11 staff members took part in the training – representing The Townhall, Connect Centres, Registry, Marble Arch Caves, Omagh Leisure Complex and Enniskillen Castle Museum

JAM Card Training

To date 350 staff members across Arts, Culture, Leisure, Customer Services, Registration, Regulatory Services, Community Services, Place Shaping & Planning, Policy, Communications, HR, Parks & Open Spaces, Waste and Elected Members have started/completed the training.

Hearing Loop Awareness Training

A member of the Access Advisory Group provided talks at three Hearing Loop Awareness Sessions on 19/10/22, 24/10/22 and 26/10/22. Twenty-two members of staff from front-facing services attended the sessions.

Feedback was very positive, and it resulted in better customer service, staff confidence and services upgrading loop systems.

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

26 Please list **any examples** of where monitoring during 2022-23, across all functions, has resulted in action and improvement in relation **to access to information and services**:

During the reporting period, there were a number of improvements in relation to Access to Information and Services. These have included a variety of improvements made following advice and accessibility audits undertaken in conjunction with the Access Advisory Groups in relation to:

- Grange Park redevelopment
- Cost of Living Crisis
- Enniskillen Place Shaping Consultation
- Foundry Lane Improvement Plan
- Fermanagh Lakeland Forum redevelopment

Members of the Access Advisory Groups also helped to capture over 30 images of inclusive areas/ activities within the district. These images include the individuals and will be used in future marketing.

Access Guides and Storyboards

Funded through PHA, fourteen new Access Guides have been developed to help provide a written and visual preview of the levels of access provided in each Council venue.

Eight new storyboards have been developed to provide autistic people and people with dementia with a way of processing each step of their customer journey.

'A.I.M. for Better Access' Toolkit

The 'A.I.M. (Access Inclusion Model) for Better Access' Toolkit is a free resource, produced by people with disabilities and older people, that aims to make public buildings, local businesses and community groups more accessible. It is part of the Council's Access Inclusion and Age-Friendly Programmes and has been supported by the Public Health Agency (PHA).

The toolkit provides some top tips for businesses and community organisations to help make accessing services easier for people with disabilities and older people. The content has been created by people with disabilities and older people through consultation with the Council's Access Advisory Group, Age Sector Network- South West Age Partnership and Regional Support Organisations, including the following; Shopmobility Enniskillen, Shopmobility Omagh, Mencap, Autism NI, RNID, deafblind NI, Guide Dogs NI, RNIB, Angel Eyes NI, Headway, WHSCT, Alzheimer's Society, Dementia NI, Equality Commission for NI, Now Group, and Developing Healthy Communities.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2022-23?

Insert number here:

| |
|---|
| 0 |
|---|

Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

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

2027 – The five year review was completed during the previous reporting period and forwarded to the Equality Commission for Northern Ireland in 2022.

- 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)*

Fermanagh and Omagh District Council will remain focused on all of the above, particularly due to the fact that the Equality Scheme has recently been reviewed.

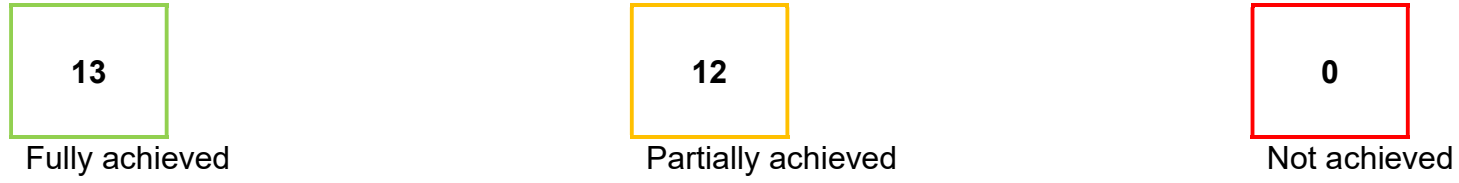
There will be a particular focus on training, learning and development opportunities for both employees and Elected Members in areas such as Equality and Disability as well as in the awareness raising for the new Equality Action Plan and Disability Action Plan.

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next 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:



* Actions outlined as ‘partially achieved’ are identified as ongoing actions that will be carried forward each year / reporting period.

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 | The number of voluntary members on the Disability Advisory Group remained in line with the increase in numbers of Elected Member representatives on the Disability Advisory Group. | During this reporting period there were: 5 meetings of the Disability Advisory Group 3 meetings of the Omagh and Fermanagh Access and Inclusion Steering Groups. | Improved participation by people with disabilities in public life. |

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| | During the reporting period, efforts were also made to increase the membership of both Access and Inclusion Steering Groups – increasing participation within each group as well as the variety of disabilities represented. | Bi-monthly reports presented to the Council's Policy and Resources Committee – for information and action. Continued online meetings, ensuring that work could continue | |
| | Organisation and delivery of a series of Accessibility Information Sessions to coincide with International Day for People with Disabilities | Worked in partnership with colleagues at Derry City and Strabane District Council to deliver over 30 activities on a variety of subjects attended by 223 people | Encouraged people with disabilities to participate in public life. |

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

| | Training Action Measures | Outputs | Outcome / Impact |
|---|--------------------------|---|--------------------------|
| 1 | Makaton Training | <ul style="list-style-type: none"> Understand the barriers faced by people with learning and communication needs | 11 staff members trained |

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| | | <ul style="list-style-type: none"> • Providing tools to support people with communication difficulties • Improve the quality of services with and enhance the lives of residents, through utilising sign and symbol knowledge to reduce discrimination within Council services. | |
| 2 | JAM Card Training | <ul style="list-style-type: none"> • Raising staff awareness of JAM (Just-A-Minute) Card • Helping staff who are front facing or communicate with the public interact with people who have a hidden disability or communication barrier | To date 350 staff trained |

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 | Provision of responsive and accessible services | A total of 8 mystery shopper audits were conducted across parks within the district | Issues with accessibility were highlighted and addressed. Improving participation in public life |
| 2 | Provision of responsive and accessible services | Fourteen new Access Guides have been developed to help provide a written and visual preview of the | Improving access to information Improving participation in public life |

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| | | levels of access provided in each Council venue. Eight new storyboards have been developed to provide people with autism and people with dementia with a way of processing each step of their customer journey | |
|--|--|--|--|

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

| | Encourage others Action Measures | Outputs | Outcome / Impact |
|---|---|---|--|
| 1 | Organisation and delivery of a series of Accessibility Information Sessions to coincide with International Day for People with Disabilities | Worked in partnership with colleagues at Derry City and Strabane District Council to deliver over 30 activities on a variety of subjects attended by 223 people | Improved understanding of the needs of people with hidden disabilities. Additional publicity on the events and the needs of people with hidden disabilities. |
| 2 | Employment and Training – Managers and Employees were informed in relation to reasonable adjustments available, when required. | During the 2022-2023 reporting period, there were ten employees who reduced their working hours (or went part time etc.). This would include employees who have caring responsibilities for children and people with disabilities. There were seven employees who were assisted in taking a career break The Council continued its work | <ol style="list-style-type: none"> 1. All employees who require additional assistance to carry out their duties are provided with adequate support. 2. Managers are aware of their legal responsibilities. |

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| | | <p>within its Human Resources Department and the Occupational Therapy Service. This ongoing work ensures that staff have the appropriate services in place to meet their individual needs. (This advisory role takes place on an ad hoc basis - as and when needed - however, it does happen a number of times per year).</p> <p>In terms of applications, the total number of applications for Council jobs/positions was 1,172 for the reporting period. Of these applications, 56 were from people with disabilities. This resulted in four people with disabilities being successful in obtaining work with the Council.</p> | |
| 3 | Screen all new/revised policies to assess the significance of the policy on the disability duties | 100% of new and revised policies screened for impact on disability duties | Council's proactive approach would ensure that all policies and services are accessible and inclusive to people with a disability |

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 |
|---|---------|-------------------|
| | | |

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| 1 | Continue to deliver inclusive fitness/leisure programmes for everyone, including people with disabilities | During the 2022/2023 reporting period, the Council continued to promote activities that are inclusive for all, including people with disabilities and/or access requirements | Encourage people with disabilities to participate in fitness activities |
| 2 | Improve facilities in Council parks and open spaces to ensure access and inclusion for children of all abilities | Consultation took place with the members of the Disability Advisory Group on the transformations to The Grange Park | To promote inclusive play between children with and without a disability. Additionally, this should allow more young people to avail of the play facilities within the District. |

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 | Report on the progress of the Disability Action Plan annually through the submission of an Annual Progress Report | Annual Progress Report sent to the Equality Commission for NI | Report sent to Equality Commission in 2022 | Due to the nature of this action, it will always carry forward into the next year |
| 2 | Assess physical access to Council venues | Accessibility Audits and discussion with relevant groups (i.e. Disability Advisory Group and Access Advisory Groups) | During the 2022/2023 reporting period, several initiatives were continued to improve access to Council venues for example, venue audits of Council | Due to the nature of this action it will always carry forward into the next reporting period. |

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| | | | <p>venues for people with disabilities etc.</p> <p>There was also consultation with members of the Access Advisory Groups on specific Council projects including: Grange Park redevelopment; Enniskillen Place Shaping; Foundry Lane Improvement Plan; Fermanagh Lakeland Forum redevelopment.</p> | |
|--|--|--|---|--|

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

| | Action Measures not met | Reasons |
|--|-------------------------|---------|
|--|-------------------------|---------|

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|---|-----|-----|
| 1 | N/A | N/A |
| 2 | | |

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

(a) Qualitative

Annual Progress Reports

Updates provided to the Council's Disability Advisory Group

Reports presented to the Council's Policy and Resources Committee

(b) Quantitative

Participation figures for workshops

Attendance figures at events/training

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?

Fermanagh and Omagh District Council consulted upon an updated Disability Action plan for 2022-2024 between January and April 2022. This Disability Action Plan was approved and ratified by Council in May 2022

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| | Revised/Additional Action Measures | Performance Indicator | Timescale |
|---|------------------------------------|-----------------------|-----------|
| 1 | N/A | N/A | N/A |
| 2 | | | |

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?

N/A

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.