

## Clanmil Housing Group



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

**Contact:**

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

<https://www.clanmil.org.uk/about-us/transparency/equality>

**Signature:**

A handwritten signature in black ink, appearing to read "Karen Gilmore", enclosed within a rectangular border.

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2021 and March 2022**

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## **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 2021-22, 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.*

Clanmil Housing Association is committed to fulfilling its responsibilities under Section 75 of the Northern Ireland Act 1998. In its Equality Scheme, the Association gave an undertaking to carry out an Equality Impact Assessment (EQIA) on each policy, or group of related policies, where screening had indicated significant issues in relation to one or more of the nine equality dimensions.

During the financial year 2021/2022, 109 new social and private homes were completed and work commenced on 618 new homes. During the year £37.8 million was invested in new homes; with £16.3 million private finance invested in new homes.

At 31 March 2022, Clanmil had 5,665 units of accommodation in management.

During the year we were sorry to lose our Group Chief Executive, Clare McCarty, who retired after 37 years of dedicated service to Clanmil but welcomed our new Group Chief Executive, Carol McTaggart in January 2022.

We updated and submitted our Disability Action Plan for 2021-2026 to the Equality Commission on 31 March 2021 and received acknowledgement of our submission from the Commission on 1 April 2021. The Disability Action Plan was circulated to all colleagues across the business and placed on our website at [www.clanmil.org/Disability-Action-Plan-2021-2026](http://www.clanmil.org/Disability-Action-Plan-2021-2026)

In March 2022, we also commenced the process of Investors in People re-accreditation. All colleagues completed online surveys and the Assessor carried out 40 face-to-face meetings with colleagues across the business. We were delighted to retain our Silver IIP status and in 2022/23 will work through an Action Plan and update on progress in the 2022/23 annual return.

During 2021-2022, Clanmil aimed to better promote equality of opportunity and good relations through ongoing work in the following key areas: -

### **1.1 SERVICES DURING COVID-19 PANDEMIC**

With the easing of COVID restrictions in Autumn 2021, we tentatively re-opened our communal areas in our Independent Living schemes following completion of risk assessments for each scheme. We continued to request safety measures be followed i.e. wearing of masks in communal areas, continuing to encourage social distancing and we introduced a desk booking policy for those who returned to work in the Head Office. Colleagues book a space in the office with reduced numbers attending the office during the year. Risk Assessments were completed for all office working, scheme attendance, events and activities and communicated to everyone in advance.

Visitors were also permitted to return to our Housing with Care homes as long as government guidance was followed.

We also resumed our repairs services to our tenants and continued measures to deliver these essential services safely to the people in their homes during this time. This includes minimising face-to-face contact as much as possible to ensure the safety of our colleagues, customers and contractors.

We communicated to all staff by issuing FAQs and Line Managers as changes were introduced and Line Managers fed those changes back to their teams.

We recommenced in-person, classroom-based training and face to face interviews also resumed, with risk assessments completed. However, for colleagues and applicants' comfort, we also offered virtual interviews as an alternative to face to face attendance and we enhanced our e-learning packages for colleagues to carry out mandatory training.

### **1.2 TENANT ENGAGEMENT & TENANT ASSOCIATION DEVELOPMENT**

Improving the structure, quality and strategic impact of Tenant Engagement is an important priority for Clanmil. A consultation exercise on Tenant Engagement was conducted by Empowering Communities during the year. This was branded as "The Big Conversation" and all tenants were encouraged to take part in the exercise.

A Tenant Association is a constituted group that can provide a mechanism for tenants to communicate collectively with Clanmil and to work together to improve where they live. This includes service improvements and enhanced social engagements in the scheme/neighbourhood. Clanmil values the importance of Tenant Associations highly and encourages actively supporting tenants who wish to develop a Tenant Association where they live.

In 2020, we set up a Service Improvement Panel which is a newly formed collection of active tenants who will help improve the way we deliver services. The members are playing an important role in bringing about positive changes to our housing services. Some areas the Service Improvement Panel worked on in 2021/22 was a review of our window cleaning services with a view to review the relationship between customers and contractors and set up a service level agreement which will set the standards that customers can expect from the window cleaning service.

In April 2021, we developed seven Local Engagement Forums (LEFs) across Northern Ireland to listen to our tenants and involve them in shaping and improving our services to them. We included an article in our Winter Together magazine to encourage anyone who lives in a Clanmil home to get involved. We commenced the first Local Engagement Forum Meetings over 3 evenings for tenants will a follow up meeting in May 2021.

In January 2022, we set up a Central Customer Council. There are 9 tenants elected by their Local Engagement Forum who meet quarterly and they bring forward any issues discussed at LEF's and other customer groups to the Board and Senior Team at Clanmil.

The Council act as a central consultative panel to Clanmil and have a meaningful role in monitoring and decision-making processes. Any policies or decisions that affect Clanmil customers are shared with the Council before being signed off at senior and Board level.

The Council members are currently assisting with the development of the Customer Engagement Strategy (2022/25) and will be involved with its monitoring and review.

In March 2022, a tenant satisfaction survey was conducted by telephone and email (due to COVID) and 820 customers completed the survey (49% over the phone and 51% via online channels, i.e. email and text with a link to the survey). The report and recommendations are being considered alongside the results of the Tenant Satisfaction survey to inform the continued evolution of tenant engagement in Clanmil.

Our Health & Safety Forum meet quarterly to discuss, prioritise and drive forward a range of health and safety issues throughout all parts of our business. We also have 2 tenant representatives who attend the forum meetings to help us make positive changes and ensure the health and safety of all our customers and colleagues.

### **1.3 NEW TENANT PORTAL & CLANMIL WEBSITE LAUNCH**

Clanmil Connect, our new online customer service portal was launched on 31st January 2022. By 31st March 2022, we had 969 users (about 18% of all households). The aim was to give tenants a digital option that would allow them to self-serve at

a time convenient to them. It is a simple and convenient way for tenants to access our services including reporting repairs, making payments and getting in touch with our teams.

A group of tenants were involved in the planning, testing and development of the new platform.

The Clanmil Connect portal launched at the same time as our new website which has been redesigned in line with our new branding. The new site has improved features that make it more interactive and user-friendly. Reach Deck accessibility support is also included on the website which provides speech, reading and translation support to those browsing the website.

#### **1.4 CLANMIL IN BLOOM**

Tenants are encouraged and supported to participate and influence the environment which they live in through 'Clanmil in Bloom'. Tenants are empowered to make where they live a better place for everyone – through upkeep of communal spaces including the development and enhancement of communal seating and recreation areas. This competition provides an important relationship building channel between tenants and the Association. Clanmil In Bloom (CIB) has been running for over 15 years and in 2021, 59 participants took part. In September 2021, 38 of those participants attended an awards ceremony in The Clayton Hotel, Belfast.

#### **1.5 DEVELOPING COMMUNITY COHESION/GOOD RELATIONS DUTY**

As well as a good home we want our tenants to have opportunities to get the most they can from life. Over the past year we continued to make a significant impact through our Community Development work. Community Projects delivered in-year are attached as an appendix to this document entitled Together: Building a United Community (T:BUC) /Housing for All list of Programmes / Initiatives 2021/2022.

#### **1.6 CLANMIL HARDSHIP FUND**

In 2020, we created a hardship fund for customers struggling with the cost of living. Through this fund and the Housing Association Charitable Trust Energy Hardship Fund, in the 2021/22 period, we have supported just over 230 people with electricity and gas top ups and food vouchers. We are reviewing this to make more provision to provide support in the year ahead and will report on that in the next progress report.

As well as that, we have recently partnered with Good Things Foundation and joined the National Databank. Access to the internet is now an essential and low-income families are four times more likely to be digitally excluded. The National Databank provides free sims and mobile data (as well as talk minutes and texts) to

people in need via Good Things Foundation's network of local community partners. It's like a 'food bank' but for internet connectivity data.

We are also active members of the Cliff Edge Coalition with a membership of 100 organisations with shared commitment to extending and strengthening mitigations. Through the Coalition's work, we secured a firm commitment to extend mitigations in the New Decade, New Approach deal.

### **1.7 OLDER PEOPLES STRATEGY**

This year we are embarking on refreshing our strategy towards older peoples services. The pandemic has only magnified the issues already facing our ageing population. At Clanmil we have made some recent changes to resource our teams to ensure that we are equipped to offer our older tenants a high-quality housing support service now and into the future. We are co-designing a new older persons strategy with our customers and colleagues to ensure that we offer what people want and need to live independent, fulfilling lives, safely and free from isolation. We will report on activities in the 2022/23 progress report.

### **1.8 MOBILITY SCOOTER/ELECTRIC WHEELCHAIR POLICY DEVELOPMENT**

The new policy has been drafted and has been reviewed by the Fire Safety Group and we anticipate it will be ready for final sign-off and go-live by September 2022.

The policy is informed by guidance issued by the National Fire Chiefs Council in 2018. We recognise the independence mobility scooters and electric wheelchairs provide to our tenants. The aim of the policy is to ensure that tenants can continue to avail of these, but that they are stored and charged as safely as possible, in line with the guidelines issued by the National Fire Chiefs Council.

A new poster has been produced advising tenants of our policy. This was reviewed and approved by the Tenant Readers Panel. The poster is on display in communal areas across our stock.

In December 2021, a webinar was presented to frontline housing team to brief them on the policy and what is required in the management of these appliances. This has been followed up with a key checklist they can refer to.

Tenants are given written advice on the safe storage and charging of their appliances. Our aim is to eradicate all high-risk cases and to minimise the number of medium risk cases. Our Assets Officers and Neighbourhood Services Officers will review these cases and identify / provide alternative means of storage and charging, for example, external secure storage sheds, where possible.

A review is underway to ensure that all current users of mobility scooters / electric wheelchairs have a Personal Emergency Evacuation Plan (PEEP) in place if one is needed.



Potential new tenants, in particular at Independent Living schemes, will be advised at viewings of our policy, so they are fully informed in advance of signing a tenancy. Current tenants who wish to purchase an appliance will be advised if their current accommodation can facilitate the safe storage and/or charging of an appliance.

## **1.9 HOARDING POLICY DEVELOPMENT**

The new policy has been drafted. It has been reviewed by the Fire Safety Group and we anticipate it will be ready for final sign-off and go-live by September 2022. We have a Hoarding Toolkit and Hoarding Register Prior and during 2021-22 training was delivered to frontline staff on managing hoarding.

## **1.10 PARTNERSHIPS & HOUSING PROVISION**

Throughout the reporting period we continued to work in partnership with the following statutory agencies:

- Support Connect - Working in partnership with NIHE Supporting People Innovation Fund, Alpha Housing and Elemental software we are developing an exciting new social prescribing service. The one-year pilot will see us deliver services to older people living between 2 Clanmil / Alpha schemes as well as older people living in the neighbouring communities. Our drivers are to reduce loneliness & isolation as well connect people with their local community and improve wellbeing. The project was delayed due to the pandemic, but we are working to launch in the early Autumn and excited to see how this new dimension will influence service delivery to our customers and neighbours.
- Mulholland After Care Services (MACS) in Downpatrick providing houses for 8 young people leaving the care system.
- Inspire Well-being (previously NIAMH) at our scheme, Filor Court in Oldpark Road, Belfast who provide direct services to 39 of our tenants who have mental health issues.
- Women's Aid in Omagh and Cookstown to provide women and their children suffering violence and abuse within the home with temporary refuge.
- Clanmil are also members of Advice NI and avail of training for our Housing Management staff in areas such as Universal Credit and Welfare Reform.
- We have a longstanding partnership with Belfast Health & Social Care Trust providing high quality and award-winning support and care for those living with dementia. We currently run 3 specialised dementia schemes in the Greater Belfast area i.e. Mullan Mews & Sydenham Court in East Belfast and Cullingtree Meadows in West Belfast. We continue to work closely with the Trust and the local community to provide services to this scheme and to promote a dementia friendly community by raising awareness with those local stakeholders.
- We continued to work with Positive Futures to provide accommodation for people with autism to live independently in their own homes with Positive Futures providing wraparound care and support to those individuals.
- We developed a working partnership with Hummingbird to provide young people leaving care to get a starter tenancy in their own home. Hummingbird

will provide support services to those young people to equip them with the skills move on and acquire their own permanent tenancy in the future.

- We are currently working alongside NI Housing Executive and other Housing Association's to develop a bespoke Housing Apprenticeship scheme and the details of the scheme have been agreed and recruitment for apprentices is now ongoing.
- Clanmil Housing, Radius Housing, and the Hub, Cookstown jointly organised a cultural parade in Cookstown to celebrate Good Relations week in September 2021. The activities included a Chinese Lion, Bollywood Dancers, Polish Dancers, Dhol Drummers, African musician, Lithuanian Group, Romanian Dancers, Slovak Folk-Dance group, East Timor dance group, Streetwise Samba band, Irish dance group. The Hub choir and a range of other family orientated activities. The event attracted participation from over one thousand members of the Cookstown community.

### **1.11 WELFARE REFORM**

Through our Welfare Reform Action Plan we have worked to inform tenants of Welfare Reform and the mitigation measures, supported tenants to avail of mitigation payments and we are in delivery of projects that will ensure tenants are better equipped should mitigation measures be removed.

We have provided support and advice for new Universal Credit claimants. We also work to manage the impact of Universal Credit upon tenant arrears. We currently have 1 Senior Money Advisor and 4 Money Advisors who are regularly in contact with our tenants to provide advice on debt management, benefits etc.

In 2021/22 we assisted 786 tenants with money and benefits advice, generating a financial improvement of £2.86 Million. With no let-up in the cost-of-living crisis, Clanmil is stepping up efforts to support customers during these tough times.

### **1.12 EMPTY HOMES STRATEGY**

The Department for Communities launched an Empty Homes Strategy and Clanmil was allocated £9.2m of loan funding in an effort to bring empty homes back into use. The strategy became effective in 2014/15 and from that time to date we have purchased 120 properties. Of these 120 properties, 96 have already been refurbished and have been made available as market rented homes.

Clanmil were also allocated £3.2m of loan funding to deliver affordable homes and to date we have made available 46 properties using this funding.

### 1.13 POLITICAL REPRESENTATION

We continue to engage and work alongside NIFHA, NI Housing Executive and other Housing Association's to lobby and promote the work of Housing Associations with our political representatives.

We engage with umbrella organisations to lobby for changes to welfare reform and the extension of the mitigation package in Northern Ireland and with regards to the future of Supporting People. Supporting People helps us support over 1000 older people at Independent Living schemes and over 100 people living at schemes specialising in the care and support for those living with a diagnosis of dementia.

During the development of any housing scheme, Political Representatives are kept up to date about the scheme design and are briefed on scheme proposals. *(Details of engagement with political and elected representatives are available on request).*

In 2021 -22 we undertook approximately 5 specific scheme consultations. This included discussion with Political representatives, local community groups, issuing neighbour notification letters to outline proposals to wider neighbours of our proposed new homes in that area. Given the ongoing operating environment over 2021/22 due to Covid 19 we continued to work with our Strategic Planning Consultant and to ensure as wide a reach and participation from local communities we continued to use a digital platform to engage and consult on our proposals. This included:

- Creating a specific scheme web site with public access to the scheme proposals and the ability to comment and engage
- Web chat facility for local people to engage directly
- Hosting public webinars to present our proposals and for stakeholders to pose comment and query through a chat function, with smaller "break out Chat Rooms" to allow those interested participants to engage directly with Clanmil staff.

In May 2020, we commenced work on our new 5-year Strategic Plan. As part of that work, we carried out a Stakeholder Survey to help influence the plan. Feedback was gathered from 55 of our key stakeholders, including political reps, about their experience of Clanmil and opportunities for collaboration in the future. The survey findings fed directly into our new Shaping Our Future 2026 strategic plan which is our guide for the next five years i.e. 2021 – 2026. This has been updated in August 2022 with a stakeholder engagement survey for improving public policy relation to housing or other things that impact our tenants.

The Associations corporate twitter account was set up to engage with political representatives directly and had 4,407 followers at 31<sup>st</sup> March 2022.

The Clanmil newsletter "Collaborate" is published twice per year and distributed to approx. 900 political and community representatives in Northern Ireland. We also

distributed our magazine “Together” to all our customers in Summer 2021 and Winter 2021.

In March 2022, we also produced and distributed to our full staff team a “Key Asks” briefing – asking our staff to use every opportunity to highlight important social housing issues that would have an impact on people who live in our homes, with political representatives in the run up to the May assembly elections. Areas such as social housing waiting lists, welfare and poverty and ensuring sustainable communities.

#### **1.14 HR MAINSTREAMING**

All our policies and practices meet legislative and best practice requirements in regard to equal opportunity.

We now have 9 trained Mental Health First Aiders working across our Head Office and Independent Living schemes and will be looking for 2 more colleagues to volunteer to attend during the 22/23 reporting period.

Along with the launch of the Well-being policy, we commenced a well-being calendar of events in January 2021. The activities included:

- Clanmil Movie Club – was introduced in April 2021 with an aim to encourage colleagues to spend time together virtually, watching a movie and encouraging interactions during lockdown – 18 colleagues involved.
- Clanmil Walking Club – Introduced in May 2021 to coincide with Mental Health Awareness week – 23 colleagues involved
- Menopause Awareness Workshop in September 2021 – 20 colleagues attended
- Mental Health Awareness Session for Men in January 2022 – 15 colleagues attended
- We launched a Clanmil Cookbook in January 2022 with colleagues providing recipes from national dishes around the world.
- We carried out online nutrition workshops with an emphasis for eating to beat diabetes as part of Diabetes Awareness Week in June 2021.
- We carried out a virtual Pride cocktail hour in August 2021, in lieu of attending the Pride parade which was cancelled due to the pandemic.
- We sent invites to colleagues to get involved in World Blood Donor Day in June 2021.
- We distributed some helpful tips for working from home during the winter period to all colleagues.

Activities will continue throughout 2022/2023 and we will report on those activities further in the next annual report.

We kept all our colleagues up to date during the pandemic by issuing FAQ's, providing advice on self-isolating vaccinations etc and whenever changes to

restrictions were announced by Government. This helped us inform and support all our colleagues so they were aware of the changes and the impact it would have on them in the changing work environment.

As part of Mental Health Awareness Week in May 2021, we shared weekly messages on our internal intranet to promote well-being and tips to look out for each other and to break down the stigma of mental ill-health in the workplace. 8 weekly 'check ins' between colleagues and Line Managers replaced the traditional annual appraisal. Frequent conversations ensure equality and diversity remains to the fore, promoting a healthy, positive workplace. Areas discussed include mutual respect, harmonious working and pro-active team working.

We continued to promote our work-life balance package for staff, facilitating and approving requests from staff under our flexible working policy. During the 2021/22 period there were 9 requests for flexible working options.

We carried out equal opportunities monitoring to ensure fairness and equal opportunity requirements are being met.

We actively promote equality of opportunity for people with a disability, make reasonable adjustments to assist them whilst in work and for new employees who join the Association, providing occupational health services and free confidential counselling if required.

We commenced a working partnership with Chest, Heart & Stroke Association, in conjunction with the Public Health Agency in October 2020. As part of the project, we surveyed all staff on key areas of well-being and set up feedback sessions with all staff in October 2021.

In January 2022, we established a Well-being Committee to roll out the key recommendations from the survey and in February 2022, 4 colleagues attending training to become Well-being Champions.

### **1.15 SUPPORTING PEOPLE**

The Supporting People (SP) programme is a UK wide reform of the way in which housing support services are commissioned and funded. The Supporting People programme currently funds housing support services in over 900 housing support schemes providing support to approximately 15,000 service users at any one time. Clanmil received funding amounting to £524,570 (excluding £99,328 SNMA for the HWC Homes) from Supporting People, in the 2021/22 period, which is administered by the Housing Executive.

We have embarked on an exciting new partnership to pilot a Hub & Spoke Digital Social Proscribing model with Alpha Housing Association and the NI Housing Executive. Supporting Peoples Provider Innovation Fund has been secured to improve customer experience for our own tenants and those living in the

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community around their schemes. The Project is at an initial stage and we will be working to appoint a Team Leader & Team Facilitators in Summer 2022 and envisage the project commencing in September 2022 and can provide more detail in the next Annual Progress Report.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2021-22 (*or append the plan with progress/examples identified*).

For persons of different **racial groups**, we carried out the following action measures/key service delivery areas:

- Provided translation services for key housing policy documents for non-English speaking tenants.
- Clanmil provides Grouped Housing for Travellers at Briar View on Glen Road (6 Homes) and designated houses for Travellers at Dobsons Way, Bessbrook. Clanmil also provides support for travellers who live in general needs housing within our stock.
- In September 2021, Good Relations week was celebrated across our neighbourhoods focussing on dance, music, crafts and cuisine of diverse cultures and nationalities including Indian, Chinese, Caribbean, and African.

**For persons with & without a disability:**

- During the period 1 April 2021 – 31 March 2022, we received 315 adaptation requests. 294 were completed by the Association. Further info is available on page 36.
- Provided accommodation to meet the needs of disabled groups including older people with dementia, people with physical disabilities, people with learning disabilities, people with chronic mental ill health.
- Worked with support services in partnership with other agencies to provide homes for people with disabilities.
- In 2021/22 the Safeguarding Team met on 2 separate occasions. The 6 staff members help safeguard adults with care and support needs and ensure safeguarding arrangements are in place for vulnerable residents including those with disabilities.

**For those with Dependents:**

- In December 2021, some of our staff members volunteered to make phone calls to some of our tenants who live alone, on Christmas Day.

**AWARENESS RAISING RELATED TO SECTION 75 DUTIES**

- Availability of information on our website.
- Articles in Clanmil Together – tenant publication.
- Throughout the year we also continued to promote our work through our corporate account on Twitter, Facebook and Instagram with 4,407 followers on Twitter, 5,600 followers on Facebook and 1,226 followers on Instagram at 31<sup>st</sup> March 2022. Our followers are made up of tenants, consultee groups, service providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies
- Our colleagues all celebrated Mental Health Awareness week in May 2021 by attending Developing Emotional Resilience training.

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- In February 2021, we sent out daily tips during Energy Saving Week on social media.
- On 7<sup>th</sup> October 2021, we took part in #HousingDay sharing the importance of living in a secure and safe home.

### **KEY FOCUS AREAS FOR THE YEAR AHEAD**

In the coming period i.e. 2022/23 we aim to focus on a number of key equality and diversity areas including:

- Gender Pay Gap Reporting – although we await legal implementation of this area in Northern Ireland, we are keen to commence this with or without the legislation as a good practice measure
- Explore jobs appropriate for our tenants to make our workforce more representative
- Reprofile of the Equality section of our website
- Volunteering throughout our workforce to engage with more community relations and diversity events to raise profiling across the business e.g. Belfast Pride/Mela Festival etc.
- Diversity screen our HR policies to make all policies reflective of the changing profile in Northern Ireland
- Run more Cultural Cuisine events with Craic NI which we successfully carried out previously

### **COMMUNICATION**

Throughout 2021-22, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

#### **INTERNALLY**

- Action for Happiness calendars are shared on our internal intranet system monthly to encourage wellness tips and points to promote mental well-being and kindness.
- Promotion of key health events promoted such as Mental Health Awareness Week in May 2021 and Health & Safety in Work Day in April 2021.
- Pride was celebrated virtually with a cocktail making event and quiz.

#### **EXTERNALLY**

- Inclusion of articles in our tenant magazines, Clanmil Together, which have included during 2021 -2022:
  - Hints and tips on beating fuel poverty & support for Fuel Poverty Awareness Day in November 2021.
  - Gas Safety Guide



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- Energy Saving Tips
- Safe Storing & Charging of Mobility Scooters
- Fire Safety

We circulated information on our social media platforms throughout the pandemic in terms of service delivery and services from other statutory bodies who could provide external services to our tenants

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2021-22 reporting period? *(tick one box only)*

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

Please provide any details and examples:

**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:

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

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

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

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

Other *(please specify and give details):*

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2021-22 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:

Our Job Descriptions all include the following key point:

***“Staff are encouraged to embrace the Clanmil Housing Group’s Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation”.***

Our Job Descriptions also detail our Core Values as follows:

***Together we are stronger. It’s as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.***

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2021-22 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

PART A

Please provide any details and examples:

Our Role Profiles detail the behaviours required to work within each department. Equality is measured under key performance in all Role Profiles as follows:

- ***At Clanmil we believe in equality for all, so be ethical and work with integrity, trust and fairness.***
- ***Encourage respect and help us do our bit to make people's lives better***

6 In the 2021-22 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 2021-22 report
- Not applicable

Please provide any details and examples:

The Strategic Plan & Departmental Operational Plans have equality as one of the key threads of the plan and provides focus for the delivery of the plan.

**Equality action plans/measures**

7 Within the 2021-22 reporting period, please indicate the **number** of:

Actions completed:	18	Actions ongoing:	2	Actions to commence:	1
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Please provide any details and examples *(in addition to question 2)*:

8 Please give details of changes or amendments made to the equality action plan/measures during the 2021-22 reporting period *(points not identified in an appended plan)*:

N/A

PART A

9 In reviewing progress on the equality action plan/action measures during the 2021-22 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 2021-22 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 continuation of our Readers Panel and the Service Improvement Panel – allowing our customers to have input into our external communications and policies.

Consultations took place throughout our care homes with colleagues, residents and residents’ families on the viability of the homes over a 12-week consultation period. These were all equality screened and communication and outcomes were provided to all those involved within the agreed timeframes.

We will continue to liaise with external stakeholders on policy development and equality screening of those policies and procedures.

12 In the 2021-22 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

PART A

- Internet discussions
- Telephone consultations
- Other *(please specify)*:

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:

Tenant Satisfaction surveys were carried out by an external consultant (IFF) in March 2022. We got 820 responses, 49% over the phone and 51% via online channels, i.e. email and text with a link to the survey. It was agreed with the Consultants that if a wishes to be contacted using a different method (by post or face to face) they will pass their details to us, we will do it using internal resources and enter the responses on the portal. No requests were received.

Our Community Cohesion team carried our surveys with TBUC survey which happen 1 year and 5 years from full allocation of the scheme and 3 schemes were surveyed in 21/22, most probably face to face by our staff.

Planned Maintenance Surveys were also carried by our Tenant Liaison Officer in 21/22 - 819 tenants surveyed during the year.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2021-22 reporting period? *(tick one box only)*

- Yes       No       Not applicable

Please provide any details and examples:

Awareness-raising activities were carried out throughout the year, raising awareness of new policies e.g. mobility scooter policy which our tenants had input in drafting.

- 14** Was the consultation list reviewed during the 2021-22 reporting period? *(tick one box only)*

- Yes       No       Not applicable – no commitment to review

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

<https://www.clanmil.org.uk/about-us/transparency/equality/equality-screening>

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

PART A

10
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16 Please provide the **number of assessments** that were consulted upon during 2021-22:

10	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	Consultations for an <b>EQIA</b> 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:

All screening documents are forwarded by email to consultees, on a quarterly basis, with a request for feedback. No feedback was provided during the year.

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:

**Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)**

19 Following decisions on a policy, were the results of any EQIAs published during the 2021-22 reporting period? (*tick one box only*)

Yes       No       Not applicable

Please provide any details and examples:

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2021-22 reporting period? (*tick one box only*)

Yes       No, already taken place

PART A

No, scheduled to take place at a later date

Not applicable

Please provide any details:

**21** In analysing monitoring information gathered, was any action taken to change/review any policies? (*tick one box only*)

Yes

No

Not applicable

Please provide any details and examples:

**22** Please provide any details or examples of where the monitoring of policies, during the 2021-22 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

**23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

**Profile of Service Users at 31.03.22**

Type of Household	No of Units	% of stock
Housing with Care	41	0.7%
Supported & Shared Housing	167	3%
Independent Living	966	17%
General Needs Housing	3,604	63.7%
Category one elderly	622	11%
Equity share	74	1.3%
Hostel bed spaces	49	1%
Private rental	142	2.5%
<b>TOTAL UNITS</b>	<b>5,665</b>	<b>100%</b>



### 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 2021-22, and the extent to which they met the training objectives in the Equality Scheme.

The principle sources of equality information about tenants are tenant surveys and NICORE lettings statistics.

The Association does not allocate a tenancy to anyone under the age of 16 in compliance with the rules of the common selection scheme.

Throughout the reporting period, the following were also used in considering available data relevant to the services provided by Clanmil:

- DDA audits at all Clanmil premises.
- NICORE (NI Continuous Omnibus Recording) – statistics of all lettings made by the Association.
- Housing Executive waiting list data from the NI Housing Executive.
- Tenant Satisfaction Surveys – telephone and email surveys were carried out with 820 surveys completed.
- Complaints register and complaints feedback.
- Anti-Social Behaviour statistics.
- Rent Arrears (current tenants).
- Rent Arrears (past tenants).
- Recruitment and Selection statistics and feedback.
- Stakeholder survey.
- Council area stats.
- Welfare Reform stats.
- Meetings with new councils.
- Shared Future Interface stats.
- Programme for Government – key outputs particularly around new social houses and TBUC shared future aspirations.
- Results from surveys with internal stakeholders i.e. staff

- 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:

<u>Training Activity</u>	<u>No. of Staff Attended</u>
Corporate Inductions (where equality is covered)	36
Protection of Vulnerable Adults inc Child Protection	3
Mental Ill Health inc Challenging Behaviour & Dementia	7
Safe Administration of Medication	5
Menopause Training	22
Mental Health for Men	12
Safeguarding Adults at Risk or Harm & Child Protection	14

Equality Screening	25
Employee Equality Law Update Webinar	2
Overview of Westfield Health Services	12
Whistleblowing, Safeguarding & Modern Slavery	10
Careplanning & Record Keeping	7
Stress Awareness	20
Autism Awareness	18

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

- 26** Please list **any examples** of where monitoring during 2021-22, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Mental Health First Aider Training – 2 additional colleagues attended training to support colleagues living with a mental health condition.

Tenant Participation Group in terms of the window cleaning contracts at our schemes and the Readers Panel who helped us with better communication in areas such as our Clanmil Together Magazine.

### Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2021-22?

Insert number here:

0
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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:

2023

- 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*)

Diversity – refocussing on celebrating diversity and sharing experiences with internal and external members of society on what it is like living in Northern Ireland and to influence policy development.

**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):

Continuation of upgrades of internal IT systems – better streamlined focused services for customer. The new tenant portal has been implement but focus will be on simplifying for our tenants how they can access our services.

Scale of growth means more homes for all groups within the section 75 categories

Increased community involvement and financial inclusion

Shared future housing and work with interface groups

Increased partnership working

**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:**

**18**

Fully achieved

**2**

Partially achieved

**1**

Not achieved

**2. Please outline below details on all actions that have been fully achieved in the reporting period.**

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
Regional	Service Improvement Panel & Local Engagement Forums		To give our customers the opportunity to bring about positive changes to our housing services.
Local	New Website with Disability Enablement functions		Reach Deck accessibility support included on website which provides speech, reading and translation support to those browsing the website
Local	Readers Panel Meetings with Colleagues & Tenants		To give our customers and colleague the opportunity to discuss how we communicate with them and ensure messages are clear and concise.

PART B

			Our customers also had an input in rolling out local engagement forums and managing meetings.
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	There were 25 training sessions in equality related areas throughout the 2020/21 period (see page 22 for details)	To ensure staff are compliant and aware of their duties under Section 75 of the Equality Legislation	Enhance awareness of Section 75 Advice on policy development Focus on key disability issues in providing access to goods and services Staff are trained to provide key services whilst ensuring protection for our service providers

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	Clanmil Together Magazine	Articles included the promotion of equality and disability issues through the year and keeping well during a pandemic	To keep tenants informed on changes that will affect them i.e. COVID specific changes to business, changes to the house sales scheme and preparing for that etc.
2	Positive Corporate Imagery	Include in signage at Head Office, website and in the Annual Report	Representative of our customer base.

PART B

			Raised the profile of disability in a positive way.
3	Promotion of Corporate Facebook & Twitter Accounts	Internal staff members trained to respond immediately to queries/comments made by stakeholders on Facebook	Assist in targeting stakeholders who use Twitter to comment on the work of the Association. Facebook also allows the Association to be more responsive with regards to complaints and to highlight the day-to-day work carried out by the Association to a wider audience.
4	Promotion of Corporate Instagram Account		Assist in targeting younger stakeholders who are more likely to have Instagram accounts. Allows the Association to be more responsive with regards to market its work to a younger demographic of tenants.
5	Disability Action Plan	Disability Action Plan for 2021-2016 submitted, all internal colleagues were presented with the plan and asked for feedback. Also incorporated Disability Action Plan overview in inductions with all new staff as part of induction process	To raise awareness of disability in the Association's work with existing colleagues and new colleagues joining the Association.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	Community consultation events held to promote housing in areas. There were 5 events carried out virtually by the	Community more informed Support from local representatives

PART B

		Development Team during the 21/22 period.	Less likely for conflict with local community if they are consulted with
2	Partnership	<p>Key partnerships with Inspire Wellbeing, the Health Trusts, Abbeyfield Housing Association, Engage with Age etc (see 1.8 for further details on partnership working)</p> <p>Partnership working with NIHE &amp; Housing Associations to deliver new Housing Apprenticeship scheme – unique to Housing Sector – apprenticeship roles currently advertising in August 2022</p>	<p>Housing delivered for tenants with mental health needs</p> <p>Provision of specialist services to tenants with special needs</p> <p>Maintenance services provided to Abbeyfield Housing Association</p> <p>To provide career opportunities for those who want to join the Housing Sector as there is no Housing Management degree available in local education establishments</p>
3	Political Engagement with Lobbying opportunities with MLAs and local councils	Working with NIFHA, we worked on communicating with MLAs on various key policy areas during the year	<p>Political engagement at council and MLA levels on all new housing developments.</p> <p>Working with MLAs on our Shared Futures Housing schemes.</p> <p>Lobby in relation to preserving Supporting People funding.</p>

PART B

4	Customer Surveys	The Association carried out a Tenant Satisfaction Survey with tenants. There were 820 surveys returned and an Acton Plan established to address issues arising from surveys.	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them.
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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	DDA Audits carried out at all properties	Full audit schedule of works required and assessed.	Works categorised into emergency, urgent and routine and budgeted for
2	As of 31.03.22 £2,088,490 million had been invested in carrying out planned maintenance to several of our assets. Independent living schemes such as Cedar Court, Harmony Court, Cambridge Close, Chichester Court, Gloonan House and Hughes Court all received vital safety critical upgrade works.	The planned maintenance programme was made up of several Fire Alarm replacements, General and Emergency lighting upgrades, Fire Safety Works, heating, and external cyclical redecoration.	To provide better homes to our tenants and ensure that our Assets are well maintained and our tenants are safe and comfortable in their homes. This will continue to be a focus for the Assets team going forward.
3	Housing provided for tenants with disabilities	Homes designed for disabled tenants	There were no homes specifically built during the reporting period but the



PART B

			Association continues to work with NIHE where tenants specific needs are identified.
4	Aids and Adaptations - 315 adaptation requests were received. 294 were completed by the Association. We claimed a total of £407,582 in grant funding.	Homes adapted to meet the needs of our customers and this includes people with a disability.	We are committed to reviewing our approach to ensure that where possible we can undertake aids and adaptations to our properties to enable our tenants to remain living independently in their homes if that is their choice.
5	Continued to identify employment opportunities for school leavers through our Apprenticeship programme	During the year we continued with our commitment to identify potential recruitment opportunities for young school leavers. We had an Apprentice join our Development Team who joined us on an 18-month temporary contract to allow time for completion of the programme.	To provide an opportunity to have a school leaver join our team to build skills and gain experience in their chosen professions.

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	Develop all new homes to lifetime home standards	All homes were started in the period	All homes designed to be accessible to all, including those with disabilities	During this period, there were also off the shelf purchases which did not

PART B

				comply to lifetime home standard.
2	Aids & Adaptation requests not always delivered on time		Robust policy and working procedures Dedicated staff resources Better internal/external communication to manage the process	21 works were cancelled due to; tenant refusal, works not feasible, Occupational Therapist cancelled due to COVID-19.

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

	Action Measures not met	Reasons
1	Not all homes were lifetime home standards	Due to the nature of off the shelf purchases, these are not designed to lifetime homes.

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

- Review of Action Plans
- Tenant Satisfaction Surveys
- Planned Maintenance Surveys
- Review of tenant call system upgrade

PART B

- Training Evaluation Forms
- Staff Survey results
- Committee/Board Approval

(b) Quantitative

- Monitoring of NICORE stats
- Complaints
- Employee Monitoring
- New Applicants
- Monitoring pre-allocated tenants re disability
- Reasonable adjustments for staff joining/whilst employed
- Action Plan from Disability Audits
- Upgrade of tenant call system
- Update of Tenant Portal
- Action Plan based on results from Tenant Satisfaction Surveys
- Results of Investors in People Meetings
- Results of Well-being Surveys

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?

If yes please outline below:

PART B

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			

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?

- Continue a long-standing working relationship with Action Mental Health to support further work placements and those returning to work with a mental ill-health condition
- New arrangements for consultation on policy screening identified in Equality Scheme with representative groups
- New indicators and action plan for disability focus set out in new 5-year Disability Action Plan

<sup>i</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>ii</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.