

Clanmil Housing Group



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report

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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:

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

INDEX**PART A – SECTION 75 OF THE NORTHERN IRELAND ACT 1998 AND EQUALITY SCHEME**

Section 1	Equality & Good Relations Outcomes, Impacts & Good Practice	Page No
1.1	Tenant Engagement & Tenants Associations	4
1.2	Tenant Portal & Customer Service Centre	6
1.3	Clanmil in Bloom	6
1.4	Developing Community Cohesion/Good Relations Duty	7
1.5	Clanmil Hardship Fund	7
1.6	Older Peoples Strategy	7
1.7	Mobility Scooter/Electric Wheelchair Policy Development	8
1.8	Hoarding Policy	8
1.9	Partnerships & Housing Provision	8
1.10	Welfare Reform	10
1.11	Political Representation	10
1.12	HR Mainstreaming	11
1.13	Supporting People	14
1.14	Housing for Irish Travellers	14
2	Outcomes or Impacts on Individuals as a Result of Action Measures	
	Persons of different racial groups	15
	Persons with & without a disability	15

PART A

	Awareness Raising Related to Section 75 Duties	15
	Key Focus Areas for the Year Ahead	16
	Communication	16
Section 2	Progress on Equality Scheme commitments and action plans/measures	
	Arrangements for assessing compliance	18
	Equality Action plans/measures	19
	Arrangements for consulting	20
	Arrangements for assessing and consulting on the likely impact of policies	21
	Arrangements for publishing the results of assessments	22
	Arrangements for monitoring and publishing the results of monitoring	22
	Staff Training	24
	Public Access to Information and Services	25
	Complaints	25
Section 3	Looking Forward	
Part B	Section 49A of the Disability Discrimination Act 1995 & Disability Action Plans	27
	Appendix 1: Together: Building a United Community (T:BUC) /Housing for All list of Programmes / Initiatives 2022/2023	

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.

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 2022/2023, we invested over £9m in our existing homes, completed over 305 new homes (target: 288) and had a further 357 homes on site at the end of March 2023. We also invested £3m on upgrades and improvements inc £130k in improving energy efficiency in our homes.

At 31 March 2023, Clanmil had 5,851 units of accommodation in management.

During 2022-2023, Clanmil aimed to better promote equality of opportunity and good relations through ongoing work in the following key areas: -

1.1 TENANT ENGAGEMENT & TENANTS ASSOCIATIONS

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 2022/23 was a review of our window cleaning services 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 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. During 2022/23, over 30 new customers joined our new local forums in the Fermanagh, Newtownards, Newtownabbey and Lisburn areas.

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 meet at agreed times, such as the evenings, and online, to allow people with children to also participate.

The Council members assisted with the development of the Customer Engagement Strategy (2022/25) and will be involved with its monitoring and review. During 2022/23 they were also involved in the review of our policies such as the Customer Annual Report, Older Persons Strategy, Customer Strategy and the rent letters that went out to customers Feb 2023.

In October 2022 we introduced Estate Walkabouts with the Customer Engagement Team. We had walkabout at three schemes in Summer 2022 and will be rolling these out across Northern Ireland later this year and into 2023.

In December 2022 we launched our new Customer Strategy and Customer Promise, setting out our commitment to a customer centric approach across Clanmil, and held our first Customer Conference in Cookstown in March 2023 which was attended by over 100 customers. We also established a Customer Committee, bringing together customers and board members to ensure that customers' needs and safety are at the heart of Board decision making. Our Customer Annual Report for 2021-22 was distributed to all our Customers which set out what we did during the April 2021 – March 2022 period and what our key focusses are for our customers in the 2022/2023 period.

In May 2022, a tenant satisfaction survey was conducted and 923 customers completed the survey. The results from the survey report let us know what services are working well for our customers and where we could do better.

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.

We have formed a Repairs Consultation Group who are working alongside our Assets Team to scrutinise our response repairs service, and we have established a joint customer and colleague service improvement group to carry out in-depth examinations of specific service areas. We are looking forward to receiving their

recommendations following their first review looking at our window cleaning service.

During 2023/24 we will carry out an equality screening exercise on the demographics of our tenant representatives to get more widespread representation on the fora.

1.2 TENANT PORTAL & CUSTOMER SERVICE CENTRE

Clanmil Connect, our new online customer service portal was launched on 31st January 2022. 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, reporting ASB, making payments and getting in touch with our teams. A group of tenants were involved in the planning, testing, procurement and development of the new platform.

The Clanmil customer offer also recognises those that may be digitally excluded from accessing services so we further enhanced our telephone and in-person services during the reporting year. We have doubled the number of colleagues in our service centre and recruited a Team Leader to support those colleagues.

In the financial year 202/23 we had an additional 491 registrations to the portal – giving a total of 1,472 up to 31st March 2023. This was around 25% of all our households. Additional features were introduced during the year and continue to be developed to ensure that the portal is a useful tool for all our customers. These included a new design of the rent statement section which was amended as a direct result of customer feedback and an additional module for Housing requests.

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. In March 2023, we launched a Clanmil Connect app to further improve accessibility for customers.

1.3 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. The annual Clanmil in Bloom competition has been running for more than 15 years. In 2022/23, the competition attracted 75 applications initially and then with the photographic submissions, 64 were received.

1.4 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 ranged from residentials for participants from minority ethnic backgrounds, sports projects, cultural workshops, health and well-being programmes, summer programmes and schools programmes. Over 3,500 participants took part in the events throughout the year. More details are attached as an appendix to this document entitled Together: Building a United Community (T:BUC) /Housing for All list of Programmes / Initiatives 2022/2023. In 2023/24 we will be using the HACT social impact tool to measure and record the impact of the community projects so we can create and evidence the impact the work is having on the people and communities you work with.

1.5 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 2022/23, 542 tenants were awarded grants totalling £30,313 with the average amount awarded being £55. The lowest amount requested was £10 while the highest amount paid out was £259. Below is a breakdown of where the grants were allocated:

Categories of Need		
Energy Bills	80%	£24,224
Food	3%	£866
Paint	4%	£1,212
Appliances	12%	£3,700
Other e.g. Transport / Mobile Phone / Data / Top Up	1%	£311

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

1.6 OLDER PEOPLES STRATEGY

A large percentage of people i.e. over 2,000 customers (approx. 34%), who live in our homes are older people. This year we are embarking on refreshing our strategy towards older peoples' services and are aiming for it to be launched in September 2023. 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 2023/24 progress report.

1.7 MOBILITY SCOOTER/ELECTRIC WHEELCHAIR POLICY DEVELOPMENT

The new policy has been drafted and has been reviewed by the Fire Safety Group. It did not issue in this reporting year but will issue in the 2023/24 reporting period.

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 was 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.

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.

1.8 HOARDING POLICY

The new policy was issued in December 2022. Hoarding has been recognised as a Mental Health Disorder since 2013 and affects 2 – 5% of the population. The number of Clanmil tenants recognised as having hoarding tendencies is relatively small at 0.3%. Together with the policy, we have a Hoarding Toolkit and Hoarding Register and delivered training to frontline staff on managing hoarding and will incorporate training during inductions of all new front-line staff members.

1.9 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 commenced an exciting new social prescribing service. The one-year pilot began in September 2022 and 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. There are currently 79 older people participating in the scheme.
- 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 currently have 167 customers living in the 3 dementia units and 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 3 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.
- During 2022/23 we worked alongside NI Housing Executive, North West Regional College and other Housing Association's to develop a bespoke Housing Apprenticeship scheme. Recruitment took place in November 2022 and 20 in total were appointed. 7 were successful throughout the Housing Associations and the remaining 13 are joining NIHE. Appointments are confirmed and Level 3 in due to commence in September 2023.

- In March 2023, we engaged with Diversity Mark with the aim of helping us make connections and develop plans that will continue to make a real difference to Equality, Diversity and Inclusion for the benefit of all our colleagues. We submitted an application for Diversity Mark's bronze award in July 2023 and are waiting the outcome of the independent assessment in August 2023 and will report on any recommendations/actions in the next progress report.

1.10 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 2022/23 we assisted 1171 customers with money advice and helped them secure £3 million in additional benefits and supported 174 customers to furnish their homes by accessing discretionary support grants/charities with an average award of £1510 each.

In July 2022, we launched our membership of the National Data Bank. Funded by major telecom companies (Virgin Media O2, Vodafone and 3.), this is akin to a food bank but for mobile phone or computer data. We can also provide a SIM card with phone calls and data with a phone purchased from the hardship fund. This is a key tool in helping people maintain their Universal Credit claim, keep in touch with friends & family and obtain employment. We assisted 74 Clanmil customers to access this facility between July 2022 and March 2023.

1.11 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 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.

In 2022/23 we completed the second year of our Shaping our Future 2026 Strategy and together we made real progress towards the delivery of our five strategic aims i.e. Achieving Together, Provide services that make life easier for our customer, Creating a Brilliant and Sustainable Organisation, fit for the future, Be a respected voice to grow our impact, Reach, connect and collaborate to strengthen communities. We then communicated our 2022-23 Business Close Down report and our 2023-24 Business Plan setting out what we want to deliver for our customers and colleagues in Year 3.

One of the key aims in our Strategic Plan is “To be a Respected Voice and to Grow our Impact - We will stand up and be heard when it comes to social housing. We want people to understand the importance of the sector and we want to add our voice to future housing policy so that we can ensure the issues that really impact on peoples lives are addressed.

In 2023 we have commenced the implementation of an Influencing Action Plan to guide how we;

- Create strong, trusted and productive relationships with new and existing stakeholders
- Initiate change, influence policy and be leaders within the Housing Sector to deliver our purpose
- Call out issues that negatively impact the sector and our customers

We will update on the outputs for the year in the 2023/2024 report.

The Associations corporate twitter account was set up to engage with political representatives directly and had 4,627 followers at 31st March 2023.

The Clanmil newsletter 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 2022.

1.12 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.

In January 2021 we launched our Well-being policy and set up a Well-being Committee. During 2022/23 we carried out the following well-being related activities:

- 4 x Well-Being Committee meetings took place in April, June September 2022 & February 2023.
- The team reviewed an action plan on the main areas they will work towards closing down in 2022 arising from the review of the CIH Mental Wellness Housing charter.
- In April 2022, the Executive Director of People & Organisational Development & HR Business Partner attended an online event with Co3 entitled “Mental Ill Health – the next pandemic?” As a follow up 3 colleagues from Housing Management attended an event entitled “Reflection & Supervision”.
- The Wellbeing team worked on a number of areas including reviewing of internal policies and sickness absence forms (to include well-being discussions at return-to-work interviews).
- Articles on Westfield Health & The Well-Being Committee were included in Staff Magazine which issued in July 2022.
- The Group Chief Executive & Executive Director of People and Organisational Development spent time with departments across the business following the completion of the Investors in People report to hear their views on the details of the report and recommendations/action plan will be prepared and rolled out across the business.
- Inspire Wellbeing have also been successful in a pilot to provide bespoke training for front line staff from September until December on a) Trauma reaction b) Resilience c) Managers managing in trauma and d) smaller groups of staff for talking therapy on managing mental wellness in traumatic situations. Full evaluation of impact will be assessed. See page 25 for participant numbers.
- 20 Colleagues took part in a walking group on Pride Belfast on Saturday 30th July 2022.
- In August 2022, our Money Advice Team carried out a Cost-of-Living Crisis webinar.
- Colleague Get Together for all staff organised for 29th September 2022. This included an interactive workshop for staff, led by Laughology, on tips and techniques for managing self and wellness.
- On 12th October 2022, we carried had a feedback discussion with Westfield Health on the Service Level Agreement and Annual Reporting on uptake from colleagues across the business, following feedback given from 12 staff members on the counselling services provided by Westfield Health.

- On 19th October 2022, we carried out a virtual update session with Westfield Health regarding the benefits provided by Westfield e.g. claims / doctors line / Westfield rewards etc. 16 staff members attended.
- In November 2022, our Money Advice Team circulated information regarding debt management etc as part of #TalkMoneyWeek.
- Health checks were carried out by Chest, Heart & Stroke Association i.e. cholesterol / blood pressure checks etc in November 2022 – 12 colleagues took part.
- On 13th December 2022 we held our first Menopause Café for colleagues where they can get together informally and discuss and share experiences in all things menopause related over a coffee. 20 female participants attended the first session.
- As part of our Charitable Giving initiatives, our Community Cohesion Manager organised a Toy Swap in December 2022 where colleagues could donate toys in the run up to Christmas.
- In December 2022, the business won a Workplace Health & Recognition Award by the Public Health Agency & Chest, Heart & Stroke Association to recognise the wellbeing initiatives carried out during 2022.
- In March 2023 we organised a session on Healthy Lifestyles with Parenting NI. 3 colleagues attended.
- 2 colleagues also attended Mental Health First Aid Refresher training in March 2023. The re-fresher training was certified by IOSH and both colleagues successfully passed the assessments.
- In March 2023, we circulated to all our colleagues our Bereavement & Coping with Grief Policy with the inclusion of a section on culture and diversity and differing practices based on specific cultural arrangements.

Wellbeing activities will continue throughout 2023/2024 and we will report on those activities further in the next annual report.

As part of Mental Health Awareness Week in May 2022, 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.

We continued to promote our work-life balance package for staff, facilitating and approving requests from staff under our flexible working policy. During the 2022/23 period there were 9 requests for flexible working options.

We launched a new People and Culture Strategy and started a review of pay, pension, role profiles and wellbeing. As part of this, a new Colleague Committee was introduced in January 2023. Alongside the Well-being Committee one of the key focusses for the year ahead is introducing a culture of psychological safety by creating a climate of openness, empowerment and positive engagement.

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.

1.13 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 £488,767 (excluding £99,054 SNMA for the Housing with Care Homes) from Supporting People, in the 2022/23 period, which is administered by the Housing Executive

1.14 HOUSING FOR IRISH TRAVELLERS

We provide 10 homes in Newry & Belfast specifically for the Irish Traveller community. In Newry, we work alongside a Social Worker from South-Eastern Health & Social Care Trust who advocates for the Irish Traveller community. We would be liaising with the Social Worker when we receive requests for repairs to our homes and they would carry out visits alongside us when we are having discussions around welfare and benefits. Onsite visits are carried out monthly at both schemes by the Housing Officer.

- 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*).

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. More information on Housing for Irish Travellers on page 14.
- In August 2022, we held a residential for participants from minority ethnic backgrounds. These are families living in Banbridge from difficult backgrounds and are living as refugees, having fled from war torn countries. It was an opportunity to connect, to invest in the mental and physical well-being of these families helping them process the pain of them past but also plan for a better future here in Northern Ireland as welcomed and valued members of the community. 18 adults and 12 children attended the event.

For persons with & without a disability:

- During the period 1 April 2022 – 31 March 2023, we received 315 adaptation requests. 249 were completed by the Association. Further info is available on page 32.
- 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 February & March 2022, we carried out a “Be Kind, Be Inclusive Project” which is a community project partnership project involving disability services, elderly services & 6th form students from St Patrick’s College & Banbridge High school. Students from two secondary schools in Banbridge attended five elderly residential homes and Disability services in Banbridge delivering face to face Chair Yoga and Mindful Memory classes over a two-month period. Sessions delivered by the students included chair yoga and mild physical activity programmes. 60 young people from Banbridge High school & St Patrick’s College and 30 seniors from Banbridge care homes too part in the sessions.

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 4,627 followers on Twitter, 5,900 followers on Facebook and 1,226 followers on Instagram at 31st March 2023. Our followers are made up of tenants, consultee groups, service

providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies.

- We celebrated Mental Health Awareness week in May 2022 by attending Stress Management Awareness training with 8 colleagues attending.

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. This is one of our key commitments as part of the Diversity Mark accreditation, along with the development of an Equality, Diversity & Inclusion plan.
- Explore jobs appropriate for our tenants to make our workforce more representative.
- Reprofile of the Equality section of our website.
- Enhancing volunteering throughout our workforce to engage with more community relations and diversity events to raise profiling across the business e.g. Belfast Pride etc.
- Diversity screen our HR policies to ensure all policies are reflective of the changing profile in Northern Ireland

COMMUNICATION

Throughout 2022-23, 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 2022 and Health & Safety in Workday in April 2022.

EXTERNALLY

- Inclusion of articles in our tenant magazines, Clanmil Together, which have included during 2022 -2023:
 - Top Tips to Live Well
 - Upgrades to our homes and heating systems
 - Bereavement Support Payments
 - Information on Estate Walkabouts
 - Information on Home & Contents Insurance

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 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:

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 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

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 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:

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

Equality action plans/measures

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

Actions completed:

18

Actions ongoing:

2

Actions to commence:

2

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 2022-23 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 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 continuation of our Customer Council, Readers Panel and the Service Improvement Panel – allowing our customers to have input into our external communications and policies.

The introduction of our Customer Portal which our customers were involved in the planning, testing, procurement and development of the new platform.

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

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

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 in May 2022. We got 923 responses, an increase on the previous year.

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:

Awareness-raising activities were carried out and detailed on page 15.

14 Was the consultation list reviewed during the 2022-23 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*):

1

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.

PART A

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:

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*)

<input type="checkbox"/> Yes	<input type="checkbox"/> No concerns were raised	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Not applicable
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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 2022-23 reporting period? (*tick one box only*)

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Not applicable
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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 2022-23 reporting period? (*tick one box only*)

<input type="checkbox"/> Yes	<input type="checkbox"/> No, already taken place
<input type="checkbox"/> No, scheduled to take place at a later date	<input checked="" type="checkbox"/> 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*)

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Not applicable
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Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2022-23 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 31.03.23

Type of Household	No of Units	% of stock
Housing with Care	41	1%
Supported & Shared Housing	167	3%
Independent Living	966	16.5%
General Needs Housing	3,761	65%
Category one elderly	658	11%
Equity share	62	1%
Hostel bed spaces	49	1%
Private rental	147	2.5%
TOTAL UNITS	5,851	100%

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 923 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 Staff Training

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)	60
Protection of Vulnerable Adults inc Child Protection	79
Mental Ill Health inc Challenging Behaviour & Dementia	24
Safe Administration of Medication	8
Menopause Training	20
Mental Health for Men	10
Safeguarding Adults at Risk or Harm & Child Protection	79
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
Hate Crime Training	33
Mental Health First Aid (Refresher)	2
Inspire – Managing Mental Health for Managers	11
Inspire – Therapeutic Support	9

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**:

Mental Health First Aider Training – 2 additional colleagues attended training to support colleagues living with a mental health condition and 2 colleagues were re-trained bringing the total number of Mental Health First Aiders to 9.

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 rent letters etc.

Updated website and tenant portal where tenants can log ASB incidents and follow up on repairs requests.

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:

2023 – Draft approved by Equality Commission and currently going through 12-week consultation with stakeholders – will be updated on website after consultation

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. Becoming members of Diversity Mark and actions that will be addressed as part of the accreditation.

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)*

PART A

- 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 implemented 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 ⁱ	Outcomes / Impact ⁱⁱ
Regional	Service Improvement Panel, Local Engagement Forums & Central Customer Council		To give our customers the opportunity to bring about positive changes to our policies and decision-making.
Local	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 colleagues the opportunity to discuss how we communicate with

PART B

			them and ensure messages are clear and concise. 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 29 training sessions in equality related areas throughout the 2022/23 period (see page 24 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	To keep tenants informed on changes that will affect them

PART B

2	Positive Corporate Imagery	Included in signage at Head Office, website and in the Annual Report	Representative of our customer base. 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.

PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	Community consultation events held to promote housing in areas.	Community more informed Support from local representatives 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 & Housing Associations to deliver new Housing Apprenticeship scheme – unique to Housing Sector</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>

PART B

3	Political Engagement to influence opportunities with MLAs and local councils	We continued to work on communicating with MLAs on various key policy areas during the year	Political engagement at council and MLA levels on all new housing developments. Working with MLAs on our Shared Futures Housing schemes.
4	Customer Surveys	The Association carried out a Tenant Satisfaction Survey with tenants. There were 923 surveys returned in May 2022 and an Action 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.

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 31.03.23 we invested £9.1m in maintaining and improving our existing homes.	The planned maintenance programme included replacement kitchens and bathrooms, redecoration, new windows and upgraded lifts and fire alarm systems.	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.

PART B

3	Housing provided for tenants with disabilities.	Homes designed for disabled tenants	There were no homes specifically built during the reporting period but the Association continues to work with NIHE where tenants specific needs are identified.
4	Aids and Adaptations – 315 adaptation requests. 183 Minors, 119 Intermediate and 13 Majors. 249 were completed by the Association. We claimed a total of £329,837.70 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 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.

PART B

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	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 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.	Cases that did not progress from request to a job being logged are due to being cancelled by the OT or being deemed unfeasible by our consultant due to shape or space restrictions.

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
- Training Evaluation Forms
- Staff Survey results
- Committee/Board Approval
- Investors in People Feedback & Action Plan

(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

PART B

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:

	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

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.