

Clanmil Housing Group



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name:	Karen Gilmore, Exec Director of People & Organisational Development
	Telephone:	028 9087 6000
	Email:	karen.gilmore@clanmil.org.uk
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above	<input checked="" type="checkbox"/> (double click to open)
	Name:	
	Telephone:	
	Email:	

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 2024 and March 2025

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	7
1.3	Clanmil in Bloom	7
1.4	Developing Community Cohesion	7
1.5	Celebrating Good Relations	8
1.6	Clanmil Hardship Fund	9
1.7	Older Peoples Strategy	9
1.8	Other Customer Initiatives	10
1.9	Partnerships & Housing Provision	11
1.10	Welfare Reform	12
1.11	Political Representation	12
1.12	HR Mainstreaming	13
1.13	Supporting People	15
1.14	Housing for Irish Travellers	15
2	Outcomes or Impacts on Individuals as a Result of Action Measures	
	Persons of different racial groups	16
	Persons with & without a disability	16

	Awareness Raising Related to Section 75 Duties	16
	Key Focus Areas for the Year Ahead	16
	Communication	17
Section 2	Progress on Equality Scheme commitments and action plans/measures	
	Arrangements for assessing compliance	20
	Equality Action plans/measures	21
	Arrangements for consulting	22
	Arrangements for assessing and consulting on the likely impact of policies	23
	Arrangements for publishing the results of assessments	25
	Arrangements for monitoring and publishing the results of monitoring	25
	Staff Training	28
	Public Access to Information and Services	28
	Complaints	29
Section 3	Looking Forward	29
Part B	Section 49A of the Disability Discrimination Act 1995 & Disability Action Plans	31

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 2024-25, 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 2024/2025, we invested over £19.6m in our existing homes, completed 100 new homes and have 752 homes under construction. We also invested £9.6m on upgrades and improvements inc £50k in improving energy efficiency in our homes.

At 31 March 2025, Clanmil had 5,980 units of accommodation in management. We also had 333 colleagues based across the business at the same date.

In March 2025 we commenced our Investors in People (IIP) re-accreditation process and we were awarded a prestigious ‘Gold’ accreditation by IIP, the international standard for people management. The Gold accreditation has only been awarded to the top 28% of organisations assessed worldwide.

During 2024-2025, 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 enhances 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. Tenant Associations are independent, but they receive support from Clanmil staff in terms of attending some of their meetings through the year.

Other engagement areas for customers within the Customer engagement programme include Our Service Improvement Panel. (SIP) This is a collection of 7 active customers and relevant staff members depending on the project in hand to review service areas, put forward recommendations for change and the SIP exercises help improve the way we deliver services. The members play an important role in bringing about positive changes to our housing services. Some areas the Service Improvement Panel worked on in 2024/25 was a review of rubbish disposal and recycling in our schemes in Belfast with recommendations for change and how we are communicating information to our customers in schemes that are unstaffed. Both reviews involved a change in templates and monthly checks by staff and continue to be monitored until all recommendations are closed out.

In Clanmil, we have a Customer Council and there are 9 customers as members of this group, 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. They cover strategic areas such as business strategies and policies. We have 104 customers involved in all the Customer Panels that make up The Customer engagement Programme. The average age of our engaged customers is 60. We are keen in the coming year to take affirmative action to get lesser represented age groups and demographics involved.

The Customer 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 and other customer meetings 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 Clanmils new Customer Handbook in 24/25. The Chair and Vice Chair along with two other customers monitor and review the Customer Engagement Action Plan to ensure the agreed areas are closed out on and timeframe them in for the year, both staff and the selected customers do this together. During 2024/25 Clanmil engaged customers were also involved in other review areas:-

- General Needs Standard of Service was co designed
- Customer Handbook previously mentioned was co designed
- Accreditation for Tenant Participation had the Customers input all over this
- Zero Tolerance Poster the Readers Panel reviewed
- Gas Poster – as above
- Reviewing the Customer Annual report was a combined piece of work between staff and customers
- Reviewing the Terms of Reference for the Customer Council was completed in October 2024

- Assisting to co design the Community Investment Strategy in Nov and Dec 2024
- Our biannual Newsletter which all customers receive twice a year was produced and co designed with our Comms Team and The Reader Panel a focussed customer group.

In 2024/25, 90 Estate Walkabouts were carried out by our Housing & Assets Officers. Feedback was provided to the customers by staff and to all customers of the development not just the customers who attend the Estate Walkabout and our Senior Housing Officers are responsible to follow up on actions raised and ensure they are closed out or placed on a planned programme of works.

Our second Customer Conference took place in Belfast which was attended by over 100 customers. It was at this event where Clanmil were awarded Silver for the accreditation of Tenant Participation in our business. An external assessor carried out a rigorous process marking our approach to Customer Engagement under 10 standards and then meeting both staff and customers ensuring what we say we are doing, we are doing on the front line with our customers. Clanmil now have a roadmap to achieve Gold and we will be working towards that Gold over the next 2/3 years.

Clanmil has a Customer Committee, bringing together customers and board members to ensure that customers' needs and safety are at the heart of Board decision making.

During 2024/2025, a tenant satisfaction survey was conducted, and 900 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.

Our Repairs Consultation Group (RCG) is made up of 2 staff members and 5 customers who meet quarterly. The Group reinforce what Clanmil are doing and get messages out to wider customers. In 2024/25 the group primarily discussed our repairs service ensuring the communication piece to our customers was given its importance. The Group were an integral part to developing the lots for the new Repair Contracts and have met two of the Contractors so far at their RCG meetings.

1.2 TENANT PORTAL

Our Tenant Portal, Clanmil Connect aims 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.

In the financial year 2024/25 we had an additional 375 registrations to the portal – giving a total of 2,175 up to 31st March 2025. This is approximately 36% of 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.

We are also mindful of tenants who are less digitally enabled and have multiple other channels for them to receive a service.

Our website also includes 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 and there is also a Clanmil Connect app to further improve accessibility for customers.

1.3 CLANMIL IN BLOOM

Clanmil in Bloom, our annual gardening competition, encourages our customers and supports them to participate and influence the environment in which they live. Gardeners of all ages are encouraged to apply with nine categories to choose from. Customers 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 2024/25, the competition attracted 97 applications across 33 of our schemes and 89 customers and kids attended the awards event.

1.4 DEVELOPING COMMUNITY COHESION

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. A wide range of community projects were delivered, including residentials for participants from minority ethnic backgrounds, sports initiatives, cultural workshops, health and wellbeing programmes, summer schemes, and school-based activities. In total, over 2,800 participants engaged with these initiatives.

As part of this work, 141 diverse events were held across the year, designed to enrich the lives of our residents and the wider community. These events included vibrant

festivals, live music performances, creative arts sessions, and wellbeing activities — all aimed at fostering inclusion, promoting wellbeing, and building a strong sense of community.

One example of our community engagement events was the Picnic in Castle Park in Newcastle; this has grown into a cherished annual event. Inspired by the Eden Project's 'Big Lunch', it encourages connection and combats loneliness. Over 250 people attended to enjoy family activities, refreshments, and meet local support services like SureStart, Home-Start, MACS, YMCA, and housing providers.

More details are available on request.

1.5 CELEBRATING GOOD RELATIONS

The Hobbit Cottage & Fairy Trail at the Crumlin Men's Shed is a unique and imaginative community project that offers something special for all ages. The project was funded through the Shared Housing Programme, led by the Mens Shed and delivered in partnership with the local community in Crumlin. The centerpiece is the handcrafted Hobbit House—an eye-catching, whimsical structure set within beautifully maintained gardens, designed to spark curiosity and creativity in both children and adults.

This child-friendly, themed area includes a magical fairy trail and garden pathways that invite exploration and storytelling, making it an ideal destination for families, school groups, and community visits. Beyond being a place for leisure and fun, the site also hosts nature-based workshops and educational activities, encouraging outdoor learning and environmental awareness. Throughout the year, as many as 300 people visited the site either through school trips or by family days out. The fairy-themed village encourages imaginative play; children are usually assigned tasks and work together to build tiny houses, an activity that “sparks creativity,” nourishes their imaginations and lets them practise empathy, teamwork and fine motor skills. Exposure to greenspace also reduces stress and improves mental and cognitive health for people of all ages.

The project not only enhances the local environment but also supports mental wellbeing, social connection, and intergenerational engagement—bringing the community together through creativity, craftship, and shared purpose.

To celebrate Good Relations Week from 16–22 September 2024, we proudly launched our Participatory Budgeting events in Newcastle and Carrickfergus. These events provided £1,000 grants to small, grassroots community projects, many of which would not have been possible without this vital support. These are initiatives where a small investment creates a lasting and meaningful impact at the heart of the community.

In Newcastle, we partnered with Ark Housing, Arbour, and Radius Housing to deliver a total of £15,000 in funding, supporting 15 local community groups. Meanwhile, in

Carrickfergus, we collaborated with Mid and East Antrim Borough Council and NIHE, offering £12,000 to 12 community organisations. Together, the events attracted over 250 participants, showcasing the strength and creativity of our local communities.

This annual initiative, developed in partnership with the NIHE and other housing associations is something we are proud to lead and support as a key part of our commitment to community empowerment and good relations.

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 2024/25, 497 grants were awarded which helped 738 customers. The total amount awarded was £34,521 with the average amount awarded being £69. The lowest amount requested was £10 while the highest amount paid out was £300. Below is a breakdown of where the grants were allocated:

Categories of spending		
Electricity	34%	£11,620
Food	14%	£4,667
White Goods	12%	£4,303
Paint	8%	£2,747
Beds/bedding	6%	£2,243
Gas	4%	£1,279
Other (including heating oil & payment to Kings Row customers due to Flooding)	22%	£7,662
Total	100%	£34,521

1.7 OLDER PEOPLES STRATEGY

Our Older Peoples Strategy was launched in December 2023 to ensure our homes and services continue to meet the changing needs of Northern Ireland's ageing society. The strategy was co-designed and launched by tenants with the Minister for Communities. In year 1 of the Strategy there were 4 strategy milestones around our standards of service which have all been achieved. These include launching the strategy, renewing lettable standards, refreshing and relaunching our standards of service and reviewing our arrangements regarding the dementia schemes. The first output report was provided to our Board in September 2024.

Some of the areas closed down during Year 1 of the strategy include:

- We upgraded the assistive technology in our supported housing scheme for older people with dementia at Sydenham Court, Belfast.

- All HWC homes have received internal redecoration in the past 2 years to ensure the homes are kept to standards and are a modern living setting for all residents. Voids are prioritised and upgraded as necessary for incoming residents.
- We completed a programme to install internal and external fibre infrastructure at all our older peoples schemes in August 2024. This upgrade enables our older customers to choose and connect with their preferred service provider for high-speed broadband.
- We commenced boxercise classes programmes across our three Housing with Care Homes, which we are now rolling out to our Independent Living Schemes. This received prominent media covering including on UTV Life, MSN.com and the Irish News.

The strategy and action plan are available on request and can be translated into different languages and in braille on request.

1.8 OTHER CUSTOMER INITIATIVES

During the reporting year, we assisted 105 customers to obtain a Discretionary Support Grant with the average award being £1,454 compared to 158 customers in 2023-24 obtaining on average £1,545. The discretionary support budget has been cut and the eligibility criteria tightened, with many more items deemed not essential, in many cases grants for flooring are being refused. It is likely that some customers will be unable to furnish their properties in the future.

The Money Advice Team's partnership with Bryson Energy continued to pay dividends as we were awarded the highest allocation of energy grants amongst all the Northern Ireland HAs. A total of 95 Clanmil customers benefited from £200 each towards electricity, making the total amount awarded £19,000. A further £1,000 towards heating was awarded from the NEA (National Energy Action) fund.

We sent 397 customers texts giving advice about switching energy suppliers and information about social broadband and mobile tariffs

In November 2023, we launched the "Housing Perks" (HP) app for Customers and staff. HP is a digital solution to the cost-of-living crisis for housing association tenants. It provides discounts on the everyday essentials such as groceries, white goods, clothing and leisure. According to research by Nimble fins³ using data from the Office of National Statistics in 2023 the average weekly food & non-alcoholic drink spend in Northern Ireland was £94 pw. With savings of between 4-6% most household could save £200 per year on grocery shopping alone. We currently have just under 1400 downloads on the app with over £550k spent in the app with Customers saving a collective £30k. At the start of FY25 we launched a rent contribution option to HP.

We held 9 financial wellbeing workshops for customers to improve benefit take up and the energy efficiency of their homes.

1.9 PARTNERSHIPS & HOUSING PROVISION

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

- 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 2 specialised dementia schemes in the Greater Belfast area i.e. Sydenham Court in East Belfast and Cullingtree Meadows in West Belfast. We currently have 55 customers living in the 2 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.
- Clanmil is part of a joint Housing/Health Forum with Department of Health, NIHE and other Housing Associations seeking to improve access to OT services and streamline processes to reduce waiting times. This forum is currently developing an information sharing protocol.
- We have a working partnership with the Northern Trust to provide housing and support services to young people leaving care, some of whom are asylum seekers.
- We worked alongside NI Housing Executive, Northwest Regional College and other Housing Association's to develop a bespoke Housing Apprenticeship scheme. We had 2 new apprentices join our Housing Management Team in August 2024 and they commenced Level 3 in NVQs in Business Administration in September 2024.
- We worked closely with our customers during planned maintenance works, to ensure their views and ideas were incorporated into refurbishments and homes remain fit for the future. We held consultation meetings during the year at the appropriate schemes. Customer Liaison

Officer provides 1-2-1 consultation where there is colour choice for kitchens and bathrooms for each home.

- We worked with BT and other social tariffs for customers received benefits as highlighted by Ofcom. Our Money Advice team have communicated this information to customers, including through the Together Magazine. They helped 12 older customers to access social tariffs during the year.

1.10 WELFARE REFORM

In 2024/25, we assisted 1335 customers with money advice and helped them secure £3.8 million in additional benefits.

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 2024/25 we completed the fourth 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. A mid-year update on how we were achieving together was sent to all colleagues on 16 January 2025 and we communicated our 2024-25 Business Plan Close Down report and our 2025-26 Business Plan to all colleagues in July 2025, setting out what we wanted to deliver for our customers and colleagues in Year 5.

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 2024-25 we made progress on the implementation of our Influencing Plan, proactively engaging with elected and community representatives on issues that impact Clanmil and our customers. We also continued to profile our work and our

impact in the media and on our social channels and also used these platforms to seek to influence on sector issues. We are using our 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

The Association's corporate X account was set up to engage with political representatives directly and had 4,676 followers at 31st March 2025.

We also distributed our magazine "Together" to all our customers in Summer and Winter 2024.

1.12 HR MAINSTREAMING

- **Diversity Mark**

At Clanmil, we are committed to building an organisation that is inclusive, diverse, and a progressive exciting place to work, where all employees are encouraged to participate and be able to flourish and succeed.

As a business, we have always promoted equality and demonstrated our commitment to the principles of equality, respect and inclusion - principles which guide a lot of what we do.

The Diversity Mark is awarded to companies following an independent assessment process which ensures they have reached the required standard of commitment to advancing Diversity and Inclusion.

Following our successful submission in October 2023, we retained our Bronze Standard in 24/25 and continue to work through our Action Plan.

All our policies and practices meet legislative and best practice requirements in regard to equal opportunity. We also reviewed all our HR policies to ensure all policies are reflective of the changing profile in Northern Ireland.

We have 6 trained Mental Health First Aiders working across our Head Office and Independent Living schemes.

During 2024/25 we carried out the following well-being related activities:

- In September 2024 we held a Staff Conference in Ulster Folk & Transport Museum and over 300 colleagues attended. On the day we had an inspirational speaker join us to talk about keeping well in work. We also

had exhibitions from a number of local charitable companies e.g. Cancer Focus NI, Therapies at Home, Diabetes UK and Diet Advice from Belfast Health & Social Care Trust.

- 2 x Well-Being Committee meetings took place in August 2024 and in January 2025, the Colleague Committee merged with the Colleague Committee and agreed an action plan of events for the April 2025/26 period. These will be reported in the next report.
- Articles on Westfield Health & The Well-Being Committee were included in Staff Magazine which issued in July 2024.
- We launched our Happiness Survey with all internal staff on 22nd February 2024. We had a 75% return where colleagues were asked to comment on areas such as well-being and their personal experiences of working for Clanmil. Throughout the 24/25 year, we carried out Happiness Pulse Surveys to ensure we were addressing any concerns and communicating to all individual teams on the progress.
- We held 2 Menopause Café's in August and December 2024.
- Gender Pay Gap Reporting – although we await legal implementation of this area in Northern Ireland, we worked with an external consultant to produce a report for the 2024/25 period.
- Diversity screen our HR policies to ensure all policies are reflective of the changing profile in Northern Ireland.

As part of Mental Health Awareness Week in May 2024, we shared weekly messages 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 continued. 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 2024/ 25 period there were 8 requests for flexible working options. 5 from female colleagues, 3 from male colleagues.

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 also work alongside Workable NI for colleagues who are living with a mental health condition who meet regularly with our colleagues and support them in the workplace. During the year we had 1 colleague who required their assistance.

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 own time.

In 2024/25, Clanmil received funding amounting to £559,612 (excluding £137,579 SNMA for the Housing with Care Homes) from Supporting People, 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 2024-25 (*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 2024/25 we continued our working partnership with the Northern Trust to provide homes for young people leaving care. We currently have 2 young people living in one of our properties in Glenwherry, Belfast. We also have 4 young people who are undocumented asylum seekers. We are working with the young people to help them by providing housing services.

For persons with & without a disability:

- An update on the Disability Action Plan is available at Part B of this Annual Progress Report.
- During the period 1 April 2024 – 31 March 2025, we received 224 adaptation requests. 184 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.

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 X, Facebook and Instagram with 4,652 followers on X, 7,000 followers on Facebook and 1,477 followers on Instagram at 31st March 2025. Our followers are made up of tenants, consultee groups, service providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies.

KEY FOCUS AREAS FOR THE YEAR AHEAD

In the coming period i.e. 2024/25 we aim to focus on a number of key equality and diversity areas including:

- 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.
- Enhance our colleague care and support offer e.g. extended paternity leave etc to assist colleagues with home responsibilities
- Introduction of new rewards and recognition offer e.g. introduction of a Life Event day.
- Offer student placement options to those in University studying relevant subjects to allow them the opportunity to learn and train for their future employment opportunities.
- Introduce a new app for all colleagues to access - Clanmil Chat - a digital space where everyone at Clanmil, no matter what do or where they work, can access all the news about Clanmil including policy and procedure reviews and updates and communicate across the wider colleague team on mobile devices.
- Introduce HACT value measurement tool to better evaluate impact.
- Diversity of engaged tenants so its more representative.

COMMUNICATION

Throughout 2024-25, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

INTERNALLY

Staff newsletter – articles regarding the following:

- Internal Mental Health First Aiders and how they can support colleagues.
- Internal Colleague Committee & Health Champions – who they are, what they do etc
- Promotion of Westfield Health Services and the new GP line to assist colleagues attain a prescription without having to wait for an appointment with their own GP
- Diversity Mark – what it is, what we aim to do, how we will achieve our targets etc
- Promotion of key health events promoted such as Mental Health Awareness Week in May 2024 and World Day for Safety and Health at Work in April 2024.
- We continued our Christmas Giving campaign in December 2024 by donating food and non-food items to local foodbanks.

EXTERNALLY

- Inclusion of articles in our tenant magazines, Clanmil Together, which have included during 2024 -2025:
 - Top Tips to Live Well
 - Upgrades to our homes and our independent living schemes
 - Bereavement Support Payments
 - Information on Estate Walkabouts
 - Information on Home & Contents Insurance
 - Information on our Money Advice service including promotion of the Housing Perks App

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2024-25 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 2024-25 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 2024-25 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 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***

During the year we updated our Dignity at Work Policy. Within the context of the policy, staff are required to promote a positive and productive working environment, foster an environment where staff feel respected and valued and uphold the goals of professionalism, respect, impartiality and integrity as set out in our Dignity at Work Policy.

We will also be rolling out internal training for all colleagues right across the business in 2025.

- 6** In the 2024-25 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 2024-25 reporting period, please indicate the **number** of:

Actions completed:

21

Actions ongoing:

2

Actions to commence:

1

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 2024-25 reporting period (*points not identified in an appended plan*):

N/A

- 9 In reviewing progress on the equality action plan/action measures during the 2024-25 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 2024-25 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 continuation 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 2024-25 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☒ Information/notification by email with an opportunity to opt in/out of the consultation
- ☒ Internet discussions
- ☒ Telephone consultations
- ☐ Other *(please specify)*:

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 between October 2024 – March 2025. We got 900 responses.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2024-25 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 16.

- 14** Was the consultation list reviewed during the 2024-25 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>
[Equality Scheme 2023.docx \(live.com\)](#)

PART A

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

6

- 16** Please provide the **number of assessments** that were consulted upon during 2023-24:

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

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

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. All screening documents also consulted with internal colleagues.

The six policy consultations were as follows:

1. Gifts & Hospitality Policy
2. Remuneration Policy
3. Neighbourhood Fund Policy
4. Work Capability Policy
5. Learning & Development Policy
6. Leave Policy

- 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:

No concerns raised.

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 2024-25 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 2024-25 reporting period? *(tick one box only)*

☐ Yes ☐ No, already taken place
☐ 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 2024-25 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 31.03.25

Type of Household	No of Units	% of stock
Housing with Care	42	0.7%
Supported & Shared Housing	167	2.8%
Independent Living	966	16.4%
Neighbourhoods	3815	63.7%
Category one elderly	741	12%
Equity share	55	1%
Hostel bed spaces	49	0.8%
Private rental	145	2.6%
TOTAL UNITS	5,980	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.

Age Profile – Managing Age Diversity within the Business

The principles sources of equality information about our colleagues are from FEC Monitoring Information and internal Personnel Records.

The table shows that there are 4 different generations represented in the workforce (Baby Boomers, Generation X, Millennials, Generation Z) with each generation having its own expectations, characteristics, work habits and values.

	Count of Age Band: 21 to 30	Count of Age Band: 31 to 40	Count of Age Band: 41 to 50	Count of Age Band: 51 to 60	Count of Age Band: > 60
HWC	7	15	10	16	9
NWH	14	37	69	52	9
Schemes	5	15	26	32	17
Grand Total	26	67	105	100	35
	Generation Z/ Millennials Generation Z	Millennials	Gen X/Millennials	Gen X	Baby Boomers

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 – surveys were carried out with 900 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)	53
Care Fundamentals (HWC staff)	12
Support Planning & Risk Assessments	38
Equality Screening for Policy Writing	21
Wellbeing – E-Learning	1
Management of Stress in the Workplace	3
The Shape of Equality, Diversity & Inclusion in the Workplace After the Elections	1
Recruitment	10
Equality, Diversity & Inclusion – E-Learning	108
Colleague Confidence Sessions – 9 sessions 1 of which covers people management including sickness and wellbeing	40
Safeguarding of Adults	21

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

- 26 Please list **any examples** of where monitoring during 2024-25, 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 6.

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.

The Association's Complaints Policy has remained in place making it easy for customers to notify the business regarding any complaint relating to the delivery of services by our colleagues and/or perceived failures in complying with the Association's Equality Scheme. There is an Officer who deals with issues raised by customers/the public who logs complaints on a Complaints Register.

EMT receives reports from the Officer including data on the nature and volume of complaints received. These reports are also provided to our Board who receive an annual summary report detailing the numbers and categories of complaints received in the

previous year. The report will include any improvements made to the policy or procedures.

The Complaints Policy is published on our website at [Complaints or enquiries | Clanmil](#)

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2024-25?

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:

The Equality Scheme was reviewed and submitted to the Equality Commission for NI on 29th June 2023.

The Equality Scheme was approved by Equality Commission on 31st July 2023 and may be found on our website at [Equality matters | Clanmil](#)

The Equality Scheme will be due for review in March 2028.

- 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.

Continue on our Diversity Mark journey – closing down the actions over the next three years before consideration to reapply for Silver 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)*

- ☐ Employment
- ☐ Goods, facilities and services
- ☐ Legislative changes

PART A

☐ 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 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

The Disability Action Plan (DAP) 2021-2026 sets out how Canmil Housing is fulfilling its statutory obligations under Section 49 of the Disability Discrimination Act 1995. The plan can be found on our website at: [Equality matters | Clanmil](#)

Section 49A of the Act says that Clanmil must:

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

1. Number of action measures for this **reporting period** that have been:

21

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	Giving our customers the opportunity to have more of a say in how the business provides services

PART B

		positive changes to our policies and decision-making.	To encourage participation by our customers we looked at all the different ways that we communicate including how we ensure that the needs of those with disabilities are met. Online meetings will continue to be used by Committees, enabling a wider range of people, including those with disabilities or accessibility needs, to be given an opportunity to have their say. This was also helps those who have dependents at home to also be involved.
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 them and ensure messages are clear and concise. Our customers also had an input in rolling out local engagement forums and managing meetings.

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	There were 37 training sessions in equality related areas throughout the 2024/25 period (see page 27 for details)	<p>To ensure staff are compliant and aware of their duties under Section 75 of the Equality Legislation</p> <p>All new colleagues start a corporate HR induction on their first day of employment. The Equality Duties and our Disability Action Plan are covered as part of the induction.</p>	<p>Enhance awareness of Section 75</p> <p>Advice on policy development</p> <p>Focus on key disability issues in providing access to goods and services</p> <p>Staff are trained to provide key services whilst ensuring protection for our service providers</p>
2	Clanmil signed up as a JAM (Just A Minute) Card Partner in May 2022 and continued this partnership in 2024/25.	JAM Card helps people with a learning difficulty, autism or a communication barrier to tell others that they need additional time and patience when they are in busy environments such as shops, restaurants and on public transport.	E-learning awareness sessions were delivered to existing staff and posters were placed on the entrance to our reception area in NWH so visitors know they will be supported when visiting our Head Office.
3	Circulated details on webinars being carried out throughout the year to highlight and celebrate key health awareness and disability related days.	To raise awareness of the importance of health and well-being including disability. Tips were shared during Mental Health Week in May 2024 in terms of managing anxiety, depression and stress.	Webinars were circulated from Westfield Health & AXA Health Insurance and colleagues were encouraged to sign up to understand better the symptoms of anxiety, depression and stress and what to if they notice the signs in themselves or a colleague.

PART B

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
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 X Accounts	Internal staff members trained to respond immediately to queries/comments made by stakeholders on Facebook	Assist in targeting stakeholders who use X 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 2021-2026 submitted, all internal colleagues were presented with the plan and asked for feedback. Also incorporated Disability Action Plan overview in inductions with	To raise awareness of disability in the Association's work with existing colleagues and new colleagues joining the Association.

PART B

		all new staff as part of induction process	
--	--	--	--

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 and to promote positive attitudes regarding social housing.	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 the Health Trusts, MACS etc, (see 1.10 for further details on partnership working)</p> <p>Partnership working with Action Mental Health through Workable NI</p> <p>Partnership working with NIHE & Housing Associations to deliver new</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 support colleagues living with mental health related conditions to access and remain in employment.</p> <p>To provide career opportunities for those who want to join the Housing Sector as there is no</p>

PART B

		Housing Apprenticeship scheme – unique to Housing Sector	Housing Management degree available in local education establishments.
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 900 surveys returned by March 2025. 70.3% of our customers surveyed told us they were satisfied that Clanmil provides homes that are well maintained and 67.04% satisfied with the service provided by Clanmil (an increase on both figures from previous year)	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them. To identify customers with a disability and provide support on areas of social housing including money and benefits advice.

PART B

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 31.03.25 we invested £9.6m in maintaining and improving our existing homes.	<p>The planned maintenance programme included an investment of £50k in improving energy performance with solar power to 3 housing schemes.</p> <p>4 housing schemes switched from gas to individual electric heating.</p> <p>765 homes were redecorated, 161 homes had boiler replacements, 139 homes were fitted with new windows and 121 homes were fitted with new kitchens.</p> <p>A total of 27,959 repairs were carried out in total during the year.</p>	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 Association continues to work with

PART B

			NIHE where tenants specific needs are identified.
4	224 adaptation requests. 110 Minors, 112 Intermediate and 2 Majors. 184 were completed by the Association. We claimed a total of £354,896.02 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 2 apprentices join our Housing Management 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.
6	Continued to monitor the numbers of staff in post to identify priorities for action	Carried out annual exercises to encourage staff to declare any new diagnosed or long-term disabilities and health conditions	To ensure consideration is given of all identified reasonable adjustments to support staff to remain in employment, with assistance from our Occupational Health Consultants.

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
--	---------------------------------	---------------------	------------------	----------------------------

PART B

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?

PART B

(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 Staff 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.