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 2025 and March 2026

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	5
1.2	Customer Portal	6
1.3	Clanmil in Bloom	6
1.4	Developing Community Cohesion	7
1.5	Celebrating Good Relations	7
1.6	Clanmil Hardship Fund	8
1.7	Older Peoples Strategy	8
1.8	Other Customer Initiatives	9
1.9	Partnerships & Housing Provision	9
1.10	Welfare Reform	10
1.11	Political Representation	10
1.12	HR Mainstreaming	11
1.13	Supporting People	11
2	**Outcomes or Impacts on Individuals as a Result of Action Measures**	
	Persons of different racial groups	12
	Persons with & without a disability	12

	Awareness Raising Related to Section 75 Duties	12
	Key Focus Areas for the Year Ahead	12
	Communication	13
Section 2	**Progress on Equality Scheme commitments and action plans/measures**	
	Arrangements for assessing compliance	15
	Equality Action plans/measures	16
	Arrangements for consulting	17
	Arrangements for assessing and consulting on the likely impact of policies	18
	Arrangements for publishing the results of assessments	20
	Arrangements for monitoring and publishing the results of monitoring	20
	Staff Training	22
	Public Access to Information and Services	22
	Complaints	23
Section 3	**Looking Forward**	23
Part B	**Section 49A of the Disability Discrimination Act 1995 & Disability Action Plans**	25

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 2025-26, 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 2025/2026, we invested over £12.4m in our existing homes, completed 199 new homes and have 856 homes under construction. We also invested £12.4m on maintaining and improving our homes including £148k in improving energy performance with solar power to 32 homes.

During the year we completed our new scheme at Deerpark in April 2026 which has been designated as Housing for All and we are also promoting our recently completed homes at Dargan House at Loftlines in Titanic Quarter, Belfast and new homes under construction at Garden Street in Magherafelt and Lough Neagh Terrace in Crumlin as Housing for all Schemes. The total Housing for All schemes we have are currently 12 with a further 2 in development.

Our Housing Management team in Belfast were awarded the CIH All-Ireland Award in March 2026 to recognise their deep commitment to customer well-being during an extremely complex situation following sectarian attacks on their homes. The team stood alongside our customers offering safety, dignity and humanity during this really difficult time.

In October 2025, Clanmil received external recognition for its commitment to customer engagement when the Senior Engagement Officer was awarded the All-Ireland Tenant Engagement Award. This achievement reflects the organisation's strong focus on involving customers in shaping services and communities.

In February 2026 we were successfully re-accredited by Investors in People and we were officially awarded Gold in our accreditation process. The Gold accreditation has only been awarded to the top 28% of organisations assessed worldwide.

At 31 March 2026, Clanmil had 6,173 units of accommodation in management and 12,200 people living in our homes. We also had 333 colleagues based across the business at the same date.

During 2025-2026, 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

Our Service Improvement Panel (SIP) 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.

The review resulted in improved standards, clearer communication and greater consistency across schemes, helping customers access important information more easily. The Customer Portal SIP focused on improving the customer experience of using The Portal by identifying ways to make it easier to navigate and more user-friendly. As a result, improvements were made to the system, staff training was introduced through Cademi, our elearning solution, with the aim that customers will benefit from a more accessible digital service and better support from front-line colleagues.

In Clanmil, we have a Customer Council and there are 10 customers as members of this group, elected by their Local Engagement Forum who meet quarterly and they bring forward any issues discussed at Local Customer Engagement Forums and other customer groups to the Board and Senior Team at Clanmil. They cover strategic areas such as business strategies and policies. We have 111 customers involved in all the Customer Panels that make up The Customer engagement Programme. The average age of our engaged customers is 60.

During 2025/26 Clanmil engaged customers were also involved in other review areas:-

- Hoarding Policy
- Fire drill letters
- Strategy 2030 – this was reviewed with customers by Executive Director of Customer & Communities and is due to launch in May 2026.
- Gas boiler letters
- ICT and Digital Inclusion Policy
- Volunteer Policy
- Unacceptable Behaviour Policy
- Parking and Vehicular Access Policy
- CIB procedure
- Reviewing the Customer Annual report was a combined piece of work between staff and customers
- Assisting to co design the Community Investment Strategy

- 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 2025/26, 105 Estate Walkabouts were carried out by our Housing & Assets Officers, 131 actions raised and closed. Feedback was provided to the customers by staff and to all customers of the development not just the customers who attend the Estate Walkabout.

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 2025/2026, a tenant satisfaction survey was conducted, and 838 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 1 tenant representative who attend the forum meetings to help us make positive changes and ensure the health and safety of all our customers and colleagues.

1.2 CUSTOMER PORTAL

Our Customer Portal, Clanmil Connect aims to give tenants a digital option that would allow them to self-serve at a time convenient to them. In the financial year 2025/26 we had an additional 244 registrations to the portal – giving a total of 2419 up to 31st March 2026 This is approximately 39% 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 e.g. the customer can now view their repairs appointment to see the date and time this has been scheduled.

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. In 2025/26, the competition attracted 122

applications across 44 of our schemes and 106 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. 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 15,000 participants engaged with these initiatives.

As part of this work, 67 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.

1.5 CELEBRATING GOOD RELATIONS

Participatory Budgeting continued to be one of the most successful ways of empowering local people to shape their own communities. Working in partnership with local councils, the Northern Ireland Housing Executive, Health Trusts, the Public Health Agency, community organisations and other housing associations, we delivered Participatory Budgeting events across Northern Ireland, enabling local residents to vote directly on projects that would benefit their neighbourhoods.

One of the largest events took place across the Newry, Mourne and Down District Council area, where almost 10,000 people engaged with the programme. Through a collaborative investment from statutory and community partners, including Clanmil, Ark Housing, Arbour Housing and Radius Housing through the Shared Housing Programme, 98 community groups shared £98,000 to deliver projects that will have a lasting impact within their local communities.

In Antrim and Newtownabbey, the Whiteabbey 'Grab a Grand' Participatory Budgeting event saw more than 300 residents cast their votes to support local projects. Delivered in partnership with Antrim and Newtownabbey Borough Council, the Northern Ireland Housing Executive and Northern Regional College, the initiative awarded funding to 12 community groups, with Clanmil contributing £9,000 and Antrim and Newtownabbey Borough Council contributing a further £3,000. Northern Regional College also supported the event by providing the venue and involving students through their social enterprise programme.

By working collaboratively with partners and placing decision-making in the hands of local people, these programmes continue to strengthen community relationships, support grassroots organisations and ensure investment reaches the projects that matter most to local communities.

1.6 CLANMIL HARDSHIP FUND

In 2025/26, 486 grants were awarded which helped 686 customers. The total amount awarded was £49,812. Below is a breakdown of where the grants were allocated:

Categories of Spending		
Food	23%	£11,693
Starter Packs	22%	£11,000
White Goods	20%	£9,904
Electricity	13%	£6,528
Paint	7%	£3,439
Bed/Bedding	6%	£3,233
Gas	3%	£1,583
Carpet	2%	£1,200
Oil	2%	£792
Other (Including Paint Packs, Mobile Phones, Tablet, Data, Clothing	1%	£440
Total	**100%**	**£49,812**

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 second Annual Outturn Report on delivery of the strategy was presented to the Board in December 2025. Some of the key highlights delivered in Year 2 of the strategy include:

- Out of the 752 homes under construction at 31 March 25, 140 homes were designated for older people.
- We shared our experience of collaboration with Health partners at the CIH All Ireland Summit 2025, showcasing our Cullingtree Meadows, Belfast scheme for older people with dementia run in partnership with Belfast HSC Trust.
- Innovation in our activities programmes across Independent Living schemes; e.g. roll out of Boxercise programme to Independent Living schemes; 'Joy of Eating' programme promoting grow your own produce; and Clanmil in Bloom programme which had entries from 18 older people's schemes.

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

1.8 OTHER CUSTOMER INITIATIVES

During the reporting year, we assisted 100 customers to obtain a Discretionary Support Grant with the average award being £1,019.

The Money Advice Team's partnership with Bryson Energy continued in 25/26. A total of 99 Clanmil customers benefited from £200 each towards electricity, making the total amount awarded £19,800.

We sent 1663 customers texts giving advice about switching energy suppliers and information about social broadband and mobile tariffs and discounts for paint.

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. We currently have just under 1800 downloads on the app with over £1 Million spent in the app with Customers saving a collective £50k. In 2025 we launched a rent contribution option to Housing Perks. In June 2025 the app was updated to allow customers to use the savings to be towards their rent arrears. This app was used by customers to clear a combined £2,236 of their rent arrears for free.

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 to provide women and their children suffering violence and abuse within the home with temporary refuge.
- Belfast Health & Social Care Trust to provide high-quality 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.
- Mid & East Antrim Borough Council, the Ulster Scots Agency and NIHE to support the Royal Landing Festival in Carrickfergus which attracted approximately 13,000 visitors.
- Seapark Athletic Club and Mid and East Antrim Borough Council to support the annual Storm the Castle event in. This well-established community

event welcomed over 1,000 participants and promoted health, wellbeing and community spirit through sport and family activities.

- Picnic in the Park in Newcastle attracting around 5,000 local residents and visitors. Delivered by Unit T and inspired by the Eden Project's Big Lunch, the event encourages neighbours to come together, helping to reduce loneliness and social isolation while strengthening community connections.
- We also supported the St Patrick's Day celebrations at Antrim Castle Gardens in partnership with Antrim and Newtownabbey Borough Council and Choice Housing. More than 3,000 people attended this family-focused event, celebrating Irish and Scottish cultural traditions through music, dance, arts and crafts, providing an opportunity for people from different backgrounds and generations to come together and celebrate shared heritage.
- Play & Unite Summer Camp, delivered under the Shared Housing Programme in partnership with Ark Housing, Apex Housing, Choice Housing, Woven Housing and Sport Changes Life, the programme brought together 150 children from football clubs across Greater Belfast for a week of sport, teamwork and workshops promoting good relations, anti-racism and anti-sectarianism. The programme concluded with a family celebration event, bringing overall attendance across the week to approximately 3,000 people and demonstrating the positive impact that sport can have in building friendships and breaking down barriers between communities

1.10 WELFARE ADVICE

In 2025/26, we assisted 1,100 customers with money advice and helped them secure £3.1 million in additional benefits.

Our Money Advice team supported over 600 customers with managed migration to Universal Credit which involves transitioning from legacy benefits to Universal Credit, requiring claimants to respond to migration notices and apply by specified deadlines to maintain financial support.

ESA claimants, who went through the managed migration process, are more likely to be vulnerable than some other cohorts of legacy benefit claimants because – by virtue of being eligible for ESA – they are sick or disabled, and many will have poor mental health or learning disabilities. The team intervened to prevent customers benefits being terminated despite being under pressure from an increase in service users and the teams capacity being reduced.

1.11 POLITICAL REPRESENTATION

We continue to engage and work alongside NIFHA, CIH, 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. We have been involved in lobbying for maintaining grant levels for new social homes development in Northern Ireland. 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).*

1.12 HR MAINSTREAMING

During 2025/26 we carried out the following well-being related activities:

- 3 x Well-Being Committee meetings took place in June 2025, October 2025 and February 2026 to review policies, agree an action plan of events and the IIP action plan.
- We carried out 2 days of health checks with Chest, Heart & Stroke Association for colleagues.
- We held workshops with Benenden Health to promote the benefits of private healthcare.
- We continued with our Clanmil Voice surveys and Happiness Action Plans were introduced in all departments to address issues raised. By the end of the year our Net Promoter Score was +16.
- Diversity screened our HR policies to ensure all policies are reflective of the changing profile in Northern Ireland.
- We increased our offer of paid Paternity Leave from 2 weeks to 4 weeks.
- Our Health & Safety Manager organised a Darts Marathon to raise funds for MacMillan Cancer Support.
- We continued to promote our work-life balance package for staff, facilitating and approving requests from staff under our flexible working policy. During the 2025/26 period there were 11 requests for flexible working options. 8 from female colleagues, 3 from male colleagues.
- We actively promoted 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 own time.

In 2025/26, Clanmil received funding amounting to £561,413 (excluding £137,200 SNMA for the Housing with Care Homes) from Supporting People, which is administered by the Housing Executive.

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2025-26 (*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. 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.

For persons with & without a disability:

- During the period 1 April 2025– 31 March 2026, we received 275 adaptation requests. 244 were completed by the Association.
- 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 4,595 followers on X, 7,342 followers on Facebook and 1,552 followers on Instagram at 31st March 2026. 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. 2026/27 we aim to focus on a number of key equality and diversity areas including:

- Enhancing volunteering throughout our workforce to engage with more community relations and diversity events to raise profiling across the business e.g. Age inclusion events at our schemes, Belfast Pride etc.
- Introduce an advocacy service in liaison with Inspire NI for referrals for mental health support for colleagues.
- Continue to utilise our 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.
- Diversity of engaged tenants so it's more representative.
- Continue to seek and promote Shared Future Housing for All

COMMUNICATION

Throughout 2025-26, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

INTERNALLY

Clanmil Chat App – sample of articles including the following:

- Internal Mental Health First Aiders and how they can support colleagues.
- Internal Colleague Committee– who they are, what they do etc
- Promotion of Westfield Health Services and the GP line
- Promotion of Benenden self-funded services
- Our Christmas Giving campaign in December 2025 by donating food and non-food items to local foodbanks.
- At 31st March 2026, 81% of colleagues had registered on the Clanmil Chat App (introduced June 2025).
- Promotion of our cross community customer activities and promotion of Pride events etc

EXTERNALLY

- Inclusion of articles in our tenant magazines, Clanmil Together, which have included during 2025 -2026:
    - 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
    - Wider publicity and opinion pieces in national press around sectarianism in housing in NI

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 2025-26 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 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 Role Profiles 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 2025-26 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 rolled out Dignity at Work training for all colleagues right across the business. 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.

6 In the 2025-26 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 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 2025-26 reporting period, please indicate the **number** of:

Actions completed:	22	Actions ongoing:	2	Actions to commence:	1

Please provide any details and examples (*in addition to question 2*) – see Section B

8 Please give details of changes or amendments made to the equality action plan/measures during the 2025-26 reporting period *(points not identified in an appended plan)*:

N/A

9 In reviewing progress on the equality action plan/action measures during the 2025-26 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 2025-26 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 2025-26 reporting period, given the consultation methods offered, which consultation methods were **most frequently <u>used</u> 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:

The Annual Customer Satisfaction Survey was carried out in February and March 2026. We received 838 responses, representing 15.4% response rate. 84% of the responses were received over the phone and the reminder online (email and text). Our customer satisfaction rates increased by 6% to 73% and we carried out 90% of home visits planned for the year to get to know customers better, as well as 7 scheme visits by the Board and Executive Team.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2025-26 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 2025-26 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)

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

13

16 Please provide the **number of assessments** that were consulted upon during 2025-26:

13	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 thirteen policy consultations were as follows:

1. Domestic Abuse & Safe Leave Policy
2. Anti-Social Behaviour Policy
3. Unacceptable Behaviour Policy
4. Retirement Support Policy
5. Grievance Policy
6. Flexible Working Policy
7. Family & Caring Support Policy
8. Recruitment & Selection Policy
9. Dignity at Work Policy
10. Health Care Policy
11. Leave Policy
12. Learning & Development Policy
13. Work Capability 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:

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 2025-26 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 2025-26 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 2025-26 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 31.03.26

Type of Household	No of Units	% of stock
Housing with Care	42	0.7%
Supported & Shared Housing	167	2.7%

Independent Living	965	15.6%
Neighbourhoods	3942	63.9%
Category one elderly	803	13%
Equity share	51	0.8%
Hostel bed spaces	49	0.8%
Market rentals	154	2.5%
TOTAL UNITS	**6173**	**100%**

The principal 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	5	9	11	15	8
NWH	18	44	56	46	11
Schemes	5	19	29	34	23
Grand Total	**28**	**72**	**96**	**95**	**42**
	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
- 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.
- 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:

Training Activity	No. of Staff Attended
Corporate Inductions (where equality is covered)	67
Care Fundamentals (HWC staff)	12
Support Planning & Risk Assessments	38
Equality Screening for Policy Writing	10
Management of Stress in the Workplace	3
Recruitment & Selection	10
Equality, Diversity & Inclusion – E-Learning	108
Safeguarding of Adults	21
Disability & Work: A Strategy for N. Ireland	1
Dignity at Work	129
The Mindful Manager: Managing Stress Safely	35

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

26 Please list **any examples** of where monitoring during 2025-26, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Mental Health First Aider Training – 3 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.

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. Three 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 2025-26?

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.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period? *(please tick any that apply)*

- ☐ Employment
- ☐ Goods, facilities and services
- ☐ Legislative changes
- ☐ Organisational changes/ new functions
- ☒ Nothing specific, more of the same
- ☐ Other (please state):

Continuation of upgrades of internal IT systems – better streamlined focused services for customer. The 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

Housing for All 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 Clanmil 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:

22	**2**	**1**
Fully achieved	Partially achieved	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

		positive changes to our policies and decision-making. The two areas the Service Improvement Panel worked on in 2025/26 was a review of the notice boards in non-staffed schemes and the Portal. The Notice Boards SIP was undertaken to review the quality, consistency and accessibility of information displayed on notice boards within non-staffed schemes, following customer feedback that information was not always up to date or presented consistently.	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.
Local	Equality Screening of all policies, strategies and procedures		All our policies, strategies and procedures are screened and there is a focus in our screening template specifically for disability.
Regional	Introduced Benenden Health services as a self-funding option for all staff	To give our colleagues access to some level of private medical care at a corporate discounted rate	Gives colleagues peace of mind when it comes to early detections of medical conditions and access to surgery/consultations etc within a quicker timeframe than the NHS

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 2025/26 period (see page 26 for details)	To ensure staff are compliant and aware of their duties under Section 75 of the Equality Legislation 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.	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	Clanmil signed up as a JAM (Just A Minute) Card Partner in May	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	E-learning awareness sessions were delivered to existing staff and posters were placed on the entrance to our reception area in NWH so

	2022 and continued this partnership in 2025/26.	are in busy environments such as shops, restaurants and on public transport.	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 2025 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.

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	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.
2	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.
3	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.

4	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 all new staff as part of induction process	To raise awareness of disability in the Association's work with existing colleagues and new colleagues joining the Association.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	Community consultation events held to promote housing in areas 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	Key partnerships with the Health Trusts, (see 1.9 for further details on partnership working) Partnership working with the Cedar Foundation through Workable NI Partnership working with NIHE & Housing Associations to deliver new Housing Apprenticeship scheme – unique to Housing Sector	Housing delivered for tenants with mental health needs Provision of specialist services to tenants with special needs Maintenance services provided to Abbeyfield Housing Association

			To support colleagues living with mental health related conditions to access and remain in employment. 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.
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 838 surveys returned by March 2026. 73% of our customers surveyed told us they were satisfied with the service provided by Clanmil (an increase 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.

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 31.03.26 we invested £12.4m in maintaining and improving our existing homes.	The planned maintenance programme included an investment of £148k in improving energy performance with solar power to 32 housing schemes. We replaced kitchens, bathrooms and widows, redecorating and providing new heating and fire alarm systems, as well as processing over 33,300 repair requests.	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

			NIHE where tenants specific needs are identified.
4	We received 275 requests for aids and adaptions during the 25/26 period. A total of 244 were completed.	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. We also supported 2 student placements during the year – 1 in our Communications team and 1 in our Development team.	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
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 <u>not</u> 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 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?

- Commence an advocacy service with Inspire NI to support those in work and those returning to work with a mental ill-health condition
- Diversity development models to meet future needs – we want to adopt innovative approaches to funding, design and delivery, ensuring resilience in changing markets and flexibility to respond to evolving customer expectations.
- 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.