



## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

### Contact:

<ul style="list-style-type: none"><li>Section 75 of the NI Act 1998 and Equality Scheme</li></ul>	Name: K Gilmore, Group Director of Corporate Services Telephone: 028 9087 6000 Email: karen.gilmore@clanmil.org.uk
<ul style="list-style-type: none"><li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li></ul>	As above <input type="checkbox"/> Name: Telephone: Email:

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

<http://www.clanmil.org/equalitymatters.php>

### Signature:

A handwritten signature in black ink, appearing to read 'K Gilmore', is written inside a rectangular box.

**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 2018 and March 2019**

## INDEX

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

<b>Section 1</b>	<b>Equality &amp; Good Relations Outcomes, Impacts &amp; Good Practice</b>	<b>Page No</b>
------------------	----------------------------------------------------------------------------	----------------

1.1	Tenant Fora	5
1.2	Tenant Association Development	5
1.3	Tenant Scrutiny	6
1.4	Clanmil in Bloom	6
1.5	Developing Community Cohesion	6
1.6	Clanmil Community Development Fund	8
1.7	The Good Relations Duty	8
1.8	Partnerships & Housing Provision	10
1.9	Social Value	10
1.10	Welfare Reform	11
1.11	Empty Homes Strategy	11
1.12	Political Representation	11
1.13	HR Mainstreaming	12
1.14	Supporting People	12
<b>2</b>	<p><b>Outcomes or Impacts on Individuals as a Result of Action Measures</b></p> <p>Persons of different racial groups</p> <p>Persons of different age groups</p> <p>Persons with &amp; without a disability</p> <p>For those with dependants</p> <p>Awareness Raising</p> <p>Other Initiatives for Participation</p> <p>Communication</p>	

<p><b>Section 2</b></p>	<p><b>Progress on Equality Scheme commitments and action plans/measures</b></p> <p>Arrangements for assessing compliance</p> <p>Equality Action plans/measures</p> <p>Arrangements for consulting</p> <p>Arrangements for assessing and consulting on the likely impact of policies</p> <p>Arrangements for publishing the results of assessments</p> <p>Arrangements for monitoring and publishing the results of monitoring</p> <p>Staff Training</p>	
<p><b>Section 3</b></p> <p><b>Part B</b></p>	<p>Public Access to Information and Services</p> <p>Complaints</p> <p><b>Looking Forward</b></p> <p><b>Section 49A of the Disability Discrimination Act 1995 &amp; Disability Action Plans</b></p>	

## **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 2018-19, 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.

In February 2019, Clanmil Housing won two top prizes and a Highly Commended at the annual Housing Awards organised by the Chartered Institute of Housing, the professional body for the housing sector. The awards, which were announced on Friday 22 February at Titanic Belfast,

recognise the outstanding contribution to local communities of people working in housing and homelessness across Northern Ireland and the Republic of Ireland. Clanmil's new Cullingtree Meadows supported housing scheme in west Belfast for people living with dementia was named Best Housing Development. The scheme is run by Clanmil in partnership with the Belfast Health and Social Care Trust. The restoration of the 19th century Rosetta Cottages in South Belfast by Clanmil's Hearth Heritage Division was highly commended in this category.

The Association's work in schools to promote shared neighbourhoods took the top prize in the Promoting Equality category. Clanmil is currently working to deliver four new shared neighbourhoods in Dundrum, Belfast, Banbridge and Crossgar.

In September 2018, the Association were delighted to achieve "Investors in People" Silver accreditation under the new standard and we are using this as a framework to keep developing our people offer.

During the financial year 2018/2019, Clanmil commenced construction/procured 414 new homes for social housing. During the year £42 million was invested in new homes; of which Housing Association grant of circa £15 million was received from the Department of Communities. In addition to this there are 848 homes also under construction.

At 31 March 2019, Clanmil had 5015 units of accommodation in management.

During 2018-2019, Clanmil aimed to better promote equality of opportunity and good relations through ongoing work in the following key areas:-

### **1.1 TENANT FORA**

A key strategy area for our Housing staff is to attract general needs family tenants to the Tenant Forum. With this in mind the Neighbourhood Tenants Forum met to reflect the issues affecting family and single housing groups. The Forum is a consultative group made up of general needs tenants who agree general housing related areas. During the year we commenced discussions regarding re-structuring of the Neighbourhoods Forum Meetings and will report on those changes in the 2019-20 reporting period.

During 2018-19 the Association also carried out two Older Peoples Forum Meetings to reflect the issues affecting those older people living in our Independent Living accommodation. During this year the themes of the meetings were around our planned upgrades of many of our Independent Living housing schemes and involving the forum in how we envisaged the planned maintenance upgrades taking place and the solutions to the practical implications for those living in the homes due for upgrade. Other items discussed over the year include the pilot of our modernising of services in our IL schemes, updates of our Treasure House Project and the potential future tenant participation models.

This year we completed the pilot project to modernise our services at our Older Peoples schemes. A focus group was set up to ensure we are maximising the opportunity to hear the opinions of tenants throughout NI. Throughout the 2017/18 period, we commenced the pilot with 4 Independent Living schemes in the Ballymena/Ahoghill areas and 3 staff members are involved in this. In 2018/19 we evaluated the initial pilot and the learnings influenced how we will roll out future implementation in other geographical areas. An update will be provided in 2019/20 return.

## **1.2 TENANT ASSOCIATION DEVELOPMENT**

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

A review of the support provided to Tenant Associations was undertaken in 2018/19. This led to the development of a new procedure, a new template Constitution, a new Code of Conduct and a new Terms of Reference for Tenant Groups.

Training on the new procedure, associated documentation and how to set up a Tenant Association was delivered to staff (19) and tenants (48) together. Training was delivered in Dungannon, Portrush, South Belfast and West Belfast. The training was to enhance governance and financial management skills within Tenant Associations.

Our five new Tenant Associations were constituted during the year in Slemish Court, Stronge Court, Templer Court, Brennan Court and Cramsie Court. During 2018/19, 16 active Tenant Associations had 130 tenants active members attending meetings on a regular basis.

## **1.3 TENANT SCRUTINY**

Clanmil's Tenant Scrutiny Panel completed its first scrutiny exercise in 2019, this examined arrangements for handover of properties. This exercise produced a report with recommendations being presented to the CEO and Group Director of Housing and Customer Experience. An action plan has been developed along with an agreed framework of milestone reporting. The roll out of the recommendations is being taken forward in close liaison with the Tenant Scrutiny Panel members and a programme of further scrutiny exercises is being developed by the panel with assistance from staff.

Further Scrutiny Panel Training has been organised for 2019, 8 tenants have been recruited for this training and a new scrutiny exercise on the Design Guide has been decided on as the next phase of scrutiny.

## **1.4 CLANMIL IN BLOOM**

Tenants are encouraged and supported to participate and influence the environment which they live in through 'Clanmil in Bloom'. Tenants are empowered to make where they live a better place for everyone – through upkeep of communal spaces including the development and enhancement of communal seating and recreation areas. This competition provides an important relationship building channel between tenants and the Association, culminating in an annual awards ceremony attended by tenants which took place in September 2018. In 2018/19 a total of 54 communities participated in Clanmil in Bloom.

## **1.5 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. During the year we continued the delivery of our 3-year Community Development Framework by focussing on the following key areas of work:

- **Cross Community schools Art Project in Glengormley**

Five primary schools located in the Glengormley area engaged in the Creative Arts Project. These included schools from the controlled, maintained, integrated and Irish Medium sectors. This encompassed 150 Children from P6/P7 streams. The children worked together with artists from Community Arts Partnership to produce an art piece that will be permanently located in Clanmil's new development on the Carnmoney Road.

- **Ballymena & Antrim Partnership Project**

A new partnership that consists of four Independent Living schemes (Gloonan, Slemish, Moatview and Allen) and a General Needs scheme in Wakehurst Ballymena has been created to develop community initiatives. Tenants from the schemes meet bi-monthly to develop social programmes. Events held to date include: Information & Networking event (Dec 2018) attended by 55 tenants; Film Hub event (March 2019) attended by 60 tenants

- **Community Garden and Art Based Project in Felden**

A Community Garden and Mosaic have been developed by tenants living in Felden. Fifteen residents from Felden worked with Groundwork NI to develop plans for two community gardens. Art workshops were held with eighteen young people. These workshops were specifically set up to design and make a series of mosaics that have now been installed within one of the community gardens. Tenants in Felden are now setting up an inter-generational Gardening Club to look after the two Community Gardens.

- **Barbering Course in Caffrey Hub**

In Clanmil's Community Hub 14 tenants completed a barbering diploma course. Tenants attended came from West Belfast, South Belfast, Lisburn and Crumlin. The course was organised in partnership with Upper Andersontown Community Forum. 12 tenants completed a Hair and Beauty Diploma with each completing 2 Diplomas. 4 tenants who completed these courses have commenced employment and 2 are in

further training.

- **Treasure House Project**

The 6<sup>th</sup> and final year of the Treasure House Project was delivered this year. This was an extension granted by the Big Lottery. Treasure House is delivered in partnership with National Museums Northern Ireland and provides opportunities for our tenants and residents from Independent Living Schemes and Residential Care Homes to visit NMNI sites across Northern Ireland. This highly successful project focusses on reducing loneliness amongst older people, learning new skills and making the museums accessible to older people. Over 250 older people attended the events throughout the year with 89% of those saying that they enjoy the workshops as they open opportunities to engage in social and cultural activities that they wouldn't normally have access to.

Clanmil has also collaborated with 3 other Housing Associations, NIFHA and TIDES to develop a PEACE IV Good Relations Programme. This programme has a dedicated Good Relations Officer for 10 Clanmil Neighbourhoods.

## **1.6 CLANMIL COMMUNITY DEVELOPMENT FUND**

Wellbeing is important to Clanmil and we are passionate about investing in initiatives that strengthen communities and aid individuals. We therefore invest in activities that have a significant and positive social impact. In 2017/18, Clanmil introduced a Community Fund which aims to support voluntary and community organisations to deliver one of the following fund objectives:

- people developing social and employability skills;
- people working to create a better local environment and safer communities;
- people improving their physical and mental health and well-being.

These objectives are focused around local people being active in developing their own solutions. We believe that organisations that put equality right at the heart of project design and implementation are more likely to achieve better outcomes. Organisations are asked to conduct an appropriate baseline and evaluation survey to help us understand the impact created by the activity undertaken. We use the Housing Association Community Trust Wellbeing Valuation Approach and advise on how to use this tool.

In 2018/19 Clanmil awarded £11,304 of grants to 13 Community Projects. The community groups that benefitted cover all 9 groups under S75 i.e. those who were holding events/projects for the young, elderly, disabled and the wider community within which they work. Eight of these projects have already submitted their evaluations and, using the HACT Social Value Calculator, their projects have created a Social Impact of £69k.

## 1.7 THE GOOD RELATIONS DUTY

Clanmil Housing Association has incorporated their Good Relations duty into the policies and procedures for Community Consultation within the Association. During 2018/19, the Association carried out the following:

- Under the 'Together: Building a United Community Strategy' led by the Executive Office, which sets out the vision for improving community relations, Clanmil has already developed a number of schemes through the Shared Housing Programme. In 2018/19 we promoted and successfully achieved Shared Neighbourhood status in Embankment (55 homes in South Belfast), Main Street Dundrum (16 homes in County Down) and Dromore Street Banbridge (32 homes in County Down). These new schemes offer shared housing options, regardless of race, religion or background.
- Clanmil worked with four local schools on a fun and educational arts programme. This initiative brought together Sacred Heart Primary School, Dundrum; Cumran Primary School, Clough, Dundrum cross community playgroup and Knockevin Special Needs Early Years Centre, Dundrum. This was a really significant step as it was the first time these 4 schools worked together. Through the project the children were encouraged to consider the concept of what sharing meant to them. For the older children, discussions around the reality of segregation stimulated important discussion about how they see the future. Through these workshops a piece of art was created to signify what sharing means in the local community and this is now on public display in the new development. The children also named the development Brunels View.
- For the scheme in the Embankment, South Belfast, community workshops organised by Clanmil initiated engagement between Bredagh's GAA Club's and the chairman of Ballynafeigh Cultural and Heritage Society (BCHS). Clanmil worked with these groups to develop trust and a relationship that resulted in what is believed to be the first visit by a GAA club to an Orange hall in Belfast.
- In Banbridge workshops on facilitation with Banbridge High School, St Patrick's Banbridge and New-Bridge Integrated College have engaged children in the reality and challenges of integration. Clanmil is also working in partnership with Crossgar Area Community Association to promote a new shared neighbourhood in Crossgar.
- Clanmil has continued to deliver Good Relations programmes at our new Shared Neighbourhood in Felden, Newtownabbey.
- The work carried out by our Housing team was recognised at the Chartered Institute of Housing NI awards in March 2019 where Clanmil won the Promoting Equality award.

- On 4<sup>th</sup> July 2018, HAIP (Housing Associations Integration Programme) was launched. HAIP is a unique cross-border initiative aimed at promoting good relations across housing associations in Northern Ireland and the Border Regions. The €1.1m project, which is funded by the EU's Peace IV Programme managed by the Special EU Programmes Body (SEUPB), will bring together social housing residents from a range of religious and cultural backgrounds to share experiences, learn about differences and embrace diversity in the communities in which they live. The aim of Housing Associations Integration Project is to build, improve and sustain positive relationships with local people and their neighbours from different cultures and countries.

The project will be delivered by a new partnership involving four of Northern Ireland's largest housing associations (Radius, Clanmil, Choice and Apex), TIDES Training, Northern Ireland Federation of Housing Associations (NIFHA), and the Irish Council for Social Housing.

## **1.8 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.
- Treasure House – We successfully received funding for 1 more year of our Treasure House Project. This is an initiative funded by the Big Lottery Fund between Clanmil and National Museums Northern Ireland. With main objectives of reducing social isolation and loneliness amongst older people whilst promoting opportunities to learn new skills and develop a new or existing skill.
- 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 partnered with Film Hub NI to bring films into the heart of the communities we work with within the Ballymena/Antrim areas. The aim of the partnership is to help people living in our neighbourhoods to improve health and well-being in their communities.
- 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 successfully opened our new dementia supported housing scheme Cullingtree Meadows, Belfast in June 2018. 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 have developed a partnership with AgeNI to offer additional capacity to our financial inclusion offer to tenants. In 2018/19, 42 tenants received advice and advocacy through our AgeNI partnership to the value of £9.8k

## **1.9 SOCIAL VALUE**

Understanding the Social impact of our business is extremely important as we continue to increase the return on what we do as well as increase the amount that we measure. Clanmil uses the Housing Association Charitable Trust (HACT) Wellbeing Valuation Tool.

In 2017/18 our Wellbeing initiatives carried out by the Association were valued at £4,200,000 and in the 2018/19 reporting period that valuation increased to £5,800,000 (an increase of 27.6%).

In October 2018, the Association won a top prize at the Social Enterprise NI Awards. The awards, which were presented at a gala event in The Stormont Hotel in Belfast, showcase the work of the social enterprise sector in Northern Ireland. There were more than 100 entries this year and the ceremony was attended by over 400 guests from social enterprise, private and public sectors. This is the third year in a row that Clanmil's social impact has been recognised at the Social Enterprise Awards. The Association took the top spot for Social Impact in both 2016 and 2017.

## **1.10 WELFARE REFORM**

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

We have provided support and advice for new Universal Credit claimants. This includes sessions in computer skills to help tenants navigate the new system. We also work to manage the impact of Universal Credit upon tenant arrears.

## **1.11 EMPTY HOMES STRATEGY**

The Department for Communities launched an Empty Homes Strategy and Clanmil was allocated £9.2m of loan funding in an effort to bring empty homes back into use. The strategy became effective in 2014/15 and from that time to date we have purchased 108 properties. Of these 108 properties, 96 have already been refurbished and have been made available as market rented homes. We awarded a further refurbishment contract for the remaining homes at end of March 2019.

During the year we also completed construction on a mixed tenure scheme in Lisnasharragh. This was a 30 unit scheme of which 25 properties were for social housing and 5 properties were all sold via the equity share model.

## **1.12 POLITICAL REPRESENTATION**

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).*

During the year we held approximately 3 significant events – Glenwhirry, St Gemma’s and Brookfield Mill (St Gemma’s and Brookfield are design and build schemes and we participated with the developer for these events) and we had 10 opportunities to discuss ongoing development plans.

The Associations corporate twitter account which was set up to engage with political representatives and had 3513 followers at 31<sup>st</sup> March 2019.

The Clanmil Connect magazine is published twice yearly and is distributed to approx. 900 political and community representatives in Northern Ireland.

We continue to engage and work alongside Housing Associations, NI Housing Executive and NIFHA with regards to the future of Supporting People funding and the campaign to ringfence for Housing providers.

## **1.13 HR MAINSTREAMING**

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

We built on our Mental Well-being Strategy; 3 staff members were nominated to be Mental Health First Aiders focusing on assisting colleagues who suffer from mental ill health or a disability and we continue to partner with Action Mental Health who provide support to staff to stay in work. We have plans for more colleagues to receive the training in 2019.

8 weekly ‘check ins’ between colleagues and Line Managers replaced the traditional annual appraisal. Frequent conversations ensures equality and diversity remains to the fore, promoting a healthy, positive workplace. Areas discussed include mutual respect, harmonious working and pro-active team working.

We continued to promote our work-life balance package for staff, facilitating and approving 6 requests from staff under our flexible working policy;

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 engaged with the NOW Group in June 2018 which led to us becoming a JAM card friendly organisation. The training provided our staff with valuable knowledge about how to provide excellent customer service when serving a person with a disability.

#### **1.14 SUPPORTING PEOPLE**

The Supporting People (SP) programme is a UK wide reform of the way in which housing support services are commissioned and funded. The Supporting People programme currently funds housing support services in over 900 housing support schemes providing support to approximately 15,000 service users at any one time.

Clanmil received funding amounting to £542,569.34 (excluding £99,817.31 SNMA for the HWC Homes) from Supporting People, in the 2018/19 period, which is administered by the Housing Executive.

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*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;
- Carried out diversity awareness events throughout our schemes;
- Clanmil provides Grouped Housing for Travellers at Briar View on Glen Road (6 Homes) and designated houses for Travellers at Dobsons Way, Bessbrooke. Clanmil also provides support for travellers who live in general needs housing within our stock.
- Carried out events at our shared future schemes such as film nights and coffee mornings. Our shared future schemes provides homes to a number of tenants who have different cultures and beliefs and the activities are aimed at making the schemes inclusive places for the tenants to live.

#### **For persons of different age groups:**

- On 25<sup>th</sup> May 2018, Clanmil held a number of big picnics throughout our schemes in Northern Ireland as part of Eden Projects annual Big Lunch initiative. People living at Independent Living and Supported Housing schemes in Portrush, Coalisland, Newtownstewart, Cookstown, Belfast, Lisburn, and Londonderry hosted the picnics along with friends and family to enjoy some good weather, food, friendship and fun. Spirits were high at the schemes which featured attractions such as photo booths, crafts, music and interactive circus performers.
- In 2018/19, over 300 of our tenants from 39 Independent Living Schemes and residential Care homes attended Treasure House workshops to mark the fifth/sixth year of the Treasure House Project. Treasure House is a unique Big Lottery funded project that gives older people living at Clanmil's housing schemes a chance to

take part in workshops and experiences at Northern Ireland museum sites on a monthly basis. The project is designed to help prompt memories and start conversations with an aim to combat loneliness and social isolation. In 2018/19, 94% of attendees reported the project enhanced their quality of life and 99% reported learning new skills/interest. 100% of attendees reported their enjoyment of the programme and 100% said it encouraged them to interact and feel part of a group. We also had 9 regular volunteers, 6 of whom were over 55 years old.

- In Summer of 2018 we held a Summer Festival in Sailortown where we have 68 homes. The Festival was in partnership with New Lodge Festival Committee, Household Arts and Sailortown Regeneration Group. Events organised were included a guided 'musical' walking tour around Sailortown featuring local musicians, a traditional 'Barra' market and Basque performers. The festival was enjoyed by our tenants of all ages in the scheme and neighbouring areas.
- During the Summer of 2018, young people from Ardglen Place in North Belfast enjoyed an action packed break as they tried their hand at a range of exciting outdoor activities. From caving, to Canadian canoeing on the Lagan, taking on a high wire assault course and negotiating mountain bike trails, these young dare devils were certainly up for a challenge! The activities took place at the Belfast Activities Centre in South Belfast and the six-week programme, delivered in partnership with Belfast Community Sports Network, was part funded by Belfast City Council.

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

- During the period 1 April 2018 – 31 March 2019, we received 339 Aids & Adaptations requests. 261 requests were completed by the Association at a cost of at a cost of £340,084.80 claimed with grant funding.
- We became a JAM Card friendly business in June 2018 working alongside the NOW Group to provide training to internal staff members. Through this partnership we have gained valuable knowledge about different types of disabilities and learn how to engage with our customers who have learning difficulties and experience communication barriers.
- Provided accommodation to meet the needs of disabled groups including older people with dementia, people with physical disabilities, people with learning disabilities, people with chronic mental ill health;
- Worked with support services in partnership with other agencies to provide homes for people with disabilities.
- In June 2018 we opened our latest dementia care scheme on the site of Grovetree, Grosvenor Road, West Belfast. This scheme is jointly managed by Clanmil & Belfast Health & Social Care Trust.

**For those with Dependents:**

- On 17<sup>th</sup> August 2018, families living in the Dungannon area gathered at

Dungannon Park on Friday 17th August for Clanmil Music in the Park. The event was organised by Clanmil Housing Association and supported by the Special EU Programmes Body (SEUPB) €1.1m Peace IV project. Clanmil Music in the Park was an opportunity for residents in the area from different neighbourhoods and backgrounds to come together and take part in a day full of fun, games and exercise. Activities included face painting, crafts, live music, a BBQ, fun run and karaoke competitions.

- On 25<sup>th</sup> May 2018, Clanmil held a number of big picnics throughout our schemes in Northern Ireland as part of Eden Projects annual Big Lunch initiative. People living at Independent Living and Supported Housing schemes in Portrush, Coalisland, Newtownstewart, Cookstown, Belfast, Lisburn, and Londonderry hosted the picnics along with friends and family to enjoy some good weather, food, friendship and fun. Spirits were high at the schemes which featured attractions such as photo booths, crafts, music and interactive circus performers.

### **AWARENESS RAISING**

During the 2018-19 reporting period we developed a programme of awareness raising on the Section 75 duties and the commitments in our equality scheme by undertaking the following:

- During the year we carried out 33 tenant meetings in our older people schemes and 39 in our neighbourhood schemes.
- Availability of information on our website;
- Articles in the Staff Newsletter and Clanmil Connect – tenant publication;
- Continued to develop our social media channels by joining Instagram in January 2017 and we currently have 707 followers. Throughout the year we also continued to promote our work through our corporate account on Twitter and Facebook with 3513 followers and 3062 followers in total at 31<sup>st</sup> March 2019. Our followers are made up of tenants, consultee groups, service providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies.
- We took part in a round table discussion with Equality Commission and other Housing Association reps on 13<sup>th</sup> September 2018 re Disability Action Plans and highlighting the work of Housing Associations on raising awareness regarding disabilities in the workplace.

### **OTHER INITIATIVES FOR PARTICIPATION**

- During the year, Clanmil's Money Advisors assisted our tenants who require advice on areas such as benefits, debt etc. During the period 2018/19 the Money Advisor's work also helped 510 tenants access £1.6m in unpaid benefits and charitable payments.
- The Association hosted a visit from Gentoo Housing on 12<sup>th</sup> September 2018 to provide an overview of the work they carry out with their tenants who are living with domestic violence.

- In June 2018, 4 staff members supported our UK Muslim colleagues by fasting as part of UK Housing Fast initiative to raise awareness of food poverty and celebrate the diversity of people living and working in UK Housing. The initiative was to support the charitable act of giving during Ramadan and food donations were passed to local food banks. Our partnership continues with colleagues partaking in the reverse advent calendar initiative. Colleagues donated items of food throughout June and December which were donated to a local food bank.
- In September 2017, we set up a Clanmil Community Choir to give staff an opportunity to spend some time with our tenants as well as each other. In September 2017 there were 15 choir members. In 2018/19 that number increased to 24 choir members who are made up of tenants, staff and 3 colleagues who have left Clanmil's employment. The choir meet in their own time, weekly, for choir practice and the choir is made up of inter-generational, inter-denominational volunteers, some with disabilities, who practice together in a creative and relaxed environment. Throughout the 2018/19 period, the Choir attended 8 public appearances, recorded their first song at a professional studio, made a promotional video and launched it on social media. The choir was set up to tackle social cohesion and address well-being and loneliness and continues to go from strength to strength.
- We carried out engagement events at our independent living schemes as follows:
  - Promotion of Falls Awareness Week on 24<sup>th</sup> September 2018
  - Celebrated Older Peoples Day on 1<sup>st</sup> October 2018
  - Carrying out coffee mornings and lunch clubs where older tenants can get together and encourage social interaction at the schemes.
  - Our schemes have also been carrying out social events/coffee mornings/fundraisers for charity
  - Regular lunch clubs and dance evenings, encouraging tenants to get to know their neighbours and reduce social isolation
  - Extensive range of reminiscence, crafts and exercise-based activities provided by our Activity Co-ordinator staff

Other events carried out by our staff during the reporting period include:

- During the 2018/19 period staff at Head Office raised money for various charities including Simon Community through their #SweatersForSimon event to raise money for homelessness. £318 was raised in total. In May 2018 a number of colleagues ran the Belfast Marathon in aid of Mencap and raised £1,646.06.

## **COMMUNICATION**

Throughout 2018-19, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

### **INTERNALLY**

- Provision of a briefing for staff at Head Office at weekly ANNA sessions on the Equality duties. Topics covered at some of the ANNAs throughout the year included:
  - A presentation by NOW Group on JAM Card initiative
  - An overview of our healthcare trust run with Westfield Health

- A presentation of NVQ certificates to our apprentices
  - Insight into work of Special Olympics by internal staff member who volunteers on Special Olympics Board
  - Cheque presentation and review of work by Children’s Heartbeat Trust
- Information is circulated internally on the intranet regarding equality events taking place in Northern Ireland to promote equality of opportunity e.g. Belfast Pride Festival in August 2018, Mela Festival in August 2018 & Community Relations Week which ran from in September 2018.
  - Cultural difference messages are shared monthly through our internal intranet. Interactive quizzes are set; featuring cultural traditions and multi-cultural countries – these allow colleagues to learn and engage in a fun way.
  - Promotion of key events promoted by Equality Commission for NI such as Age Awareness week, Race Relations week etc.
  - Promotion of Housing Day on 9<sup>th</sup> October 2018 which celebrated the sector’s work to bring out a sense of pride and achievement of the housing movement.

EXTERNALLY

- The inclusion of an update on the progression of the Equality Scheme Section 75 duties in the Annual Report;
- Inclusion of articles in the tenant magazine, The Clanmil Connect which have included during 2018 -2019:
  - Hints and tips during Money Week 2018
  - Changes to Universal Credit
- Articles relating to social evenings, lunches, health promotion events and coffee mornings.

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 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 2018-19 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:

All our job descriptions carry as a key task the following:

***“Staff are required to adhere to the Association’s Fair Employment and Equal Opportunities 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:

We embrace **Diversity**, everyone has a role to challenge and contribute.

- We recognise and understand the strengths and opportunities of a diverse workforce within Clanmil Housing.
- We ensure that everyone has fair and equal access to our services.
- We respond to the diverse needs and aspirations of our customers.

5 Were the S75 statutory duties integrated within performance plans during the 2018-19 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 peoples lives better.***

6 In the 2018-19 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 2018-19 report
- Not applicable

Please provide any details and examples:

The Strategic Plan 2017 – 2020 has equality as one of the key threads of the plan and provides focus for the delivery of the plan over the next three years.

### Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:

20

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 2018-19 reporting period (*points not identified in an appended plan*):

N/A

9 In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 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:

We have continued to promote Good Relations through our Shared Neighbourhood programmes. This includes a range of programmes and activities in our Shared Neighbourhood in Newtownabbey – Felden. Activities include:

**(1) Tbuc/Clanmil: Felden Creative Arts Projects: Newtownabbey**

**(a) Cross Community schools Art Project**

- Five primary schools located in the Glengormley area engaged in the Creative

Arts Project. These included schools from the state controlled, Catholic, integrated and Irish Medium sectors. 150 young children from P6/P7 streams worked with artists from the Belfast Arts Partnership to produce an art piece that will be permanently located in Clanmil's new development on the Carnmoney Road.

- The initiative consisted of running art-based workshops in each of the participating schools. At these Workshops children were encouraged to think about what 'Sharing' means to them and how sharing relates to 'play' and to shared community spaces. A final Workshop was then held in the Valley Leisure Centre that brought together all young people who are engaging in the initiative. This gave the artists an opportunity to review all of the work that has been produced by the young people to date and to agree on a final image that will reflect these ideas and designs.
- Artists are currently producing the final art piece that will be installed in a communal space within the new Carnmoney Road development. The development is expected to be completed January/February 2020.
- An exhibition is currently being developed that will explain how the art piece was designed and the extent of the involvement from young people. It is expected that the exhibition will be hosted in the local library located on the Carnmoney Road.

**(b) Cross-Community Creative Arts Project**

- The aim of the project was to bring 12 young people aged between 11 and 15 together from Felden, Whitecity, Rathcoole, Bawnmore, Longlands and Whitewell Road. The project runs for 10 weeks and will use the medium of creative arts and digital technologies to engage with the young people. Through this approach the young people will learn or be able to enhance skills that will help them develop their confidence and understanding of the innovative industries. They will also use youth-based issues as a theme to follow in a cross-community context that will address and fit with the criteria of the Tbcu/Clanmil Strategy.
- The project will involve an element of fun and will see the young people socialise away from all workshops to enable them to build friendships that would never have happened if not for the project. There will be a development, advertising and marketing part to the project that will draw on their skills to work as a team to create one common goal.
- Twelve young people are engaging in the project and are drawn from the neighbourhoods that are identified above. The course will be held in the NACN Studios in Rathcoole and visits have been planned to activity centres etc off site. The Cross Community, Good Relations based project will include the use of Innovative and Creative Arts, development of a short documentary/news report,

DJ'ing, music production and social media advertising. The project will also feature a celebratory event that will showcase the work of the young people who are participating in the initiative. This element of the project was facilitated by Ground Work.

**c) Community Garden and Art Based Project**

- Fifteen residents from Felden actively engaged in consultations and workshops to develop plans for two community gardens. Three consultations were held that allowed residents to contribute to drawing up the designs, planting arrangements and type/colour of plants.
- Three further art-based workshops were held within the Felden housing development that attracted eighteen young people. These workshops were specifically set up to design and make a series of mosaics that would be installed within one of the community gardens. Belfast Arts Project was the lead organisation that overseen this part of the initiative.
- Felden is now setting up an inter-generational Gardening Club with a view to looking after the two Community Gardens. In the first instance the Gardening Club will be preparing for the Clanmil in Bloom Competition. The Gardening Club will be facilitated by a professional gardener.
- Contractors were appointed to carry out the necessary work to develop the gardens. All works were overseen by Groundwork NI.

**(d) Felden Summer Scheme**

- Young people are being given the opportunity to attend the Felden Summer Scheme. Over the next six weeks young people will be taken to the Belfast Activities Centre to participate in activities that includes climbing, rowing, archery, mountain biking and caving. 17 young people are participating in the initiative. Belfast Community Sports Network are facilitating the initiative. The Chosen activities will be delivered in such a way as to encourage good team work and to assist in building the confidence of all participants.

We have also worked on the development of a successful funding application for PEACE IV alongside 3 other Housing Associations, TIDES Training and NIFHA. This £1m programme will promote Good Relations amongst Housing Association Stock across Northern Ireland and the border region of the Republic of Ireland.

**12** In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Surveys
- 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:

- 13**     Yes                     No                     Not applicable

Please provide any details and examples:

- 14** Was the consultation list reviewed during the 2018-19 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)**

Clanmil Housing uses the tools of screening and equality impact assessment to assess the likely impact of policy on the promotion of equality of opportunity and good relations. All screening documents can be found at:

<http://www.clanmil.org/equalitymatters.php>

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

2
---

- 16** Please provide the **number of assessments** that were consulted upon during 2017-18:

0
---

Policy consultations conducted with **screening** assessment presented.

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

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

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

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

- Yes
  No concerns were raised
  No
  Not applicable

Please provide any details and examples:

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

**19** Following decisions on a policy, were the results of any EQIAs published during the 2018-19 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 2018-19 reporting period? *(tick one box only)*

- Yes
  No, already taken place
- No, scheduled to take place at a later date
  Not applicable

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

- Yes
  No
  Not applicable

**22** Please provide any details or examples of where the monitoring of policies, during the 2018-19 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 31.03.19***

<b>Types of Household</b>	<b>No of Units</b>	<b>% of stock</b>
Housing with Care	41	0.8%
Supported & Shared Housing	127	2.5%
Independent Living	1023	20.4%
General Needs Housing	3172	63.2%
Category one elderly	483	9.6%%
Group housing	12	0.2%
Hostel bed spaces	49	0.9%
Private Rentals	108	2.2%
<b>TOTAL UNITS</b>	<b>5,015</b>	<b>100%</b>

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

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

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

- DDA audits at all Clanmil premises;
- NICORE (NI Continuous Omnibus Recording) – statistics of all lettings made by the Association;
- Housing Executive waiting list data from the NI Housing Executive;
- Tenant Satisfaction Surveys – online surveys and telephone surveys were carried out with 810 returns
- 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;
- Employee surveys;

- 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 Best Companies surveys with internal stakeholders i.e. staff

### Staff Training (Model Equality Scheme Chapter 5)

- 24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19 and the extent to which they met the training objectives in the Equality Scheme.

<u>Training Activity</u>	<u>No. of Staff Attended</u>
Equality at Work	31
Fair Recruitment & Selection	11
Corporate Inductions (where equality is covered)	62
Protection of Vulnerable Adults inc Child Protection	39
Dementia Awareness Training	16
Support Plans Training	38
Mental Ill Health inc Challenging Behaviour	13
Welfare Reform	33
Medication Training	12
JAM Card Training	10
Annual Review of Employment Law	2
Traveller Awareness Training	38
Section 75 Equality Screening	8
Domestic Violence & Anti-Social Workshops with Gentoo Housing	30
Values & Attitudes Training	52

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

Welfare Reform training carried out by internal staff member which was tailored to specific examples of what our service users can expect when full welfare reform initiatives are introduced in Northern Ireland. More relevant and therefore our Housing team will be better equipped to assist our tenants.

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

- 26 Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation to **access to information and services**:

N/A

### Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

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:

2020

- 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)*

- 30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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 system – better streamlined focused services for tenants and remote working of staff

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

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

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

**20**

Fully achieved

**2**

Partially achieved

**1**

Not achieved

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

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

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>	Neighbourhoods Forum to focus on issues affecting general families in social housing	1 meeting during reporting period	Tenants involved in key committees to review Influence policy making and decision making
Local <sup>v</sup>	Tenant Committees at independent living schemes throughout Northern Ireland Tenant consultation and input on major adaptations to properties	Tenant Committee meetings Tenant consultation meetings to keep tenants informed	Access grant funding input into events at schemes Tenant ability to influence to adaptations to schemes to make them more accessible

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

	Training Action Measures	Outputs	Outcome / Impact
1	There were 42 training sessions in equality related areas	To ensure staff are compliant and aware of their duties under Section 75	Enhance awareness of Section 75

PART B

	throughout the 2018/19 reporting period (see page 26 for details)	of the Equality Legislation	Advice on policy development Focus on key disability issues in providing access to good and services Staff are trained to provide key services whilst ensuring protection for our service providers
2	JAM Card training promoted throughout the organisation	10 internal staff members completed online training.	To allow better understanding and communication with visitors to the business. JAM card stickers and posters visible in reception area so people with learning difficulties and communication barriers are given time to communicate.
3	Traveller Awareness Training	To enable front line staff to better communicate and engage with the Traveller community	Focus on housing requirements for the Traveller Community More awareness of Traveller Culture Joint working with other statutory agencies on Traveller housing requirements/communities etc

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 Connect Tenants Newsletters	2 articles through the year promoting equality issues – 2 Chronicles are produced annually – 1 for Older Peoples	Promote equality issues and provide practical advice for tenants. The separation of the Chronicle is more representative of the tenants.

PART B

		and 1 for Families and Neighbourhoods	
2	Positive Corporate Imagery	Include in signage at Head Office, website and in the Annual Report	Representative of our customer base Raised the profile of disability in a positive way.
3	Promotion of Corporate Facebook & Twitter Accounts	10 internal staff members trained in how to respond immediately to queries/comments made by stakeholders on Facebook	Assist in targeting stakeholders who use facebook 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.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	Community consultation events held to promote housing in areas	Community more informed Support from local representatives Less likely for conflict with local community if they are consulted

PART B

2	Partnership	Key partnerships with Inspire Wellbeing, the Health Trusts, Abbeyfield Housing Association (see 1.4 for further details on partnership working)	Housing delivered for tenants with mental health needs Provision of specialist services to tenants with special needs Maintenance services provided to Abbeyfield Housing Association
3	Encouraging events for participation at schemes	507 events throughout NI in 2018/19 including coffee mornings, lunch clubs, social evenings and health promotion events	Inclusive events to encourage tenants to participate fully in life
4	Workable Programme NI	To assist a staff member suffering from mental health issues to ensure a workable programme is in place to assist throughout employment duration	To enable staff members to remain in employment
5	Political Engagement and Lobbying opportunities with MLAs and local councils	Working with NIFHA, we worked on communicating with MLAs on various key policy areas in the year	Mitigating impact of withdrawal of SNMA Raised profile of the impact of welfare reform for single men, primary carers, under 35s and single parent families. Assist tenants to be better informed on impact of Welfare Reform when implemented in NI Completion of Procurement & Development Reviews
6	Customer Satisfaction Strategy	Strategy drafted to encourage tenants to provide feedback to the Association on services and assistance they receive	To assist the Association in liaising directly with our customers to ensure a consistent and

PART B

		from the Association.	satisfactory service is provided to them.
7	Customer Surveys	The Association issued online and telephone surveys to carry out the satisfaction surveys with tenants. There were 810 surveys returned.	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them.

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	DDA Audits carried out at all properties	Full audit schedule of works required, assessed and published	Works categorised into emergency, urgent and routine and budgeted for completion

PART B

2	£1,423,797million was invested in Planned maintenance at just some of the following independent living and general needs schemes: Slemish Court, Somme Park, Cedar Court, Allen Court, Legion Court & The Old Mill.	Maintenance programmes included upgrading of bathrooms, kitchens, external doors, windows, Emergency lighting, Lift replacement external cyclical redecoration including enhanced remodelling of independent living schemes common rooms.	To provide better homes to our tenants and ensure that our Assets are well maintained and our tenants safe and comfortable in their homes.
3	Housing provided for tenants with disabilities	Homes designed for disabled tenants	There were no homes specifically built during the reporting period but association continues to work with NIHE where tenants specific needs are identified
4	Aids and Adaptations – there were 339 Aids & Adaptations requests. 261 requests were completed by the Association at a cost of £340,084.80 with 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.

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

	Action Measures partly achieved	Milestones <sup>vi</sup> / 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.

PART B

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	

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

	Action Measures not met	Reasons
1	Not all homes were life time home standards	Due to the volume of off the shelf purchases during the year, these are not designed to life time 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 Plan
- Tenant Satisfaction Surveys
- Review of tenant call system upgrade
- Training Evaluation Forms
- Staff Surveys through Investors in People process
- Committee/Board Approval

(b) Quantitative

- Monitoring of NICORE stats
- Complaints
- Employee Monitoring
- New Applicants

PART B

- Monitoring pre-allocated tenants re disabled
- Reasonable adjustments for staff joining/whilst employed
- Action Plan from Disability Audits
- Upgrade of tenant call system
- Policy & Procedure on Tenant Satisfaction Surveys

6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Review of residential care homes provision due to withdrawal of funding	New approach to sustain levels of care	March 2020

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?

- Establish new relationships with Action Mental Health to support further work placements
- New arrangements for consultation on policy screening identified in new Equality Scheme with representative groups
- New indicators and action plan for disability focus set out in new 5 year equality scheme

**i Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

**ii Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

**iii National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

**iv Regional**: Situations where people can influence policy decision making at a middle impact level

**v Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

**vi Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.