



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2019-20

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

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

Signature:

A handwritten signature in black ink, which appears to read "Karen 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 2019 and March 2020

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PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1** In 2019-20, 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 1st April 2019 – 31st March 2020, Clanmil received 3 prestigious awards for our scheme at Durham Street, Belfast including Chartered Institute of Housing 'Best Housing Development', Construction Employers Federation (CEF), best 'Social Housing Award' and Belfast Telegraph Residential Development of the Year' award. Our scheme at Ballinaskea Heights, Derry also won the Royal Institute of Chartered Surveyors (RICS) award for best 'Residential Scheme of the Year'. The Association's work within schools to promote shared neighbourhoods also took the top prize in the 'Promoting Equality' category at the same awards ceremony. Clanmil is currently working to deliver four new shared neighbourhoods in Dundrum, Belfast, Banbridge and Crossgar.

During the financial year 2019/2020, Clanmil commenced construction/procured 144 new homes for social housing. During the year £39 million was invested in new homes; of which Housing Association grant of circa £18 million was received from the Department of Communities. In addition to this there were 346 new homes handed over to new tenants.

At 31 March 2020, Clanmil had 5313 units of accommodation in management.

During 2019-2020, Clanmil aimed to better promote equality of opportunity and good relations through ongoing work in the following key areas:-

1.1 TENANT ENGAGEMENT

Improving the structure, quality and strategic impact of Tenant Engagement is an important priority for Clanmil. A consultation exercise on Tenant Engagement was conducted by Empowering Communities during the year. This was branded as “The Big Conversation” and all tenants were encouraged to take part in the exercise. Empowering Communities were selected as the delivery partner as they are the Independent Tenant Organisation for Northern Ireland. 369 surveys were completed in full. The report and recommendations are being considered alongside the results of the Tenant Satisfaction survey to inform the continued evolution of tenant engagement in Clanmil.

Clanmil has invested in the recruitment of a new Senior Engagement Officer who was appointed in March 2020. The SEO will be responsible for developing a 3-year action plan that will include the implementation of all accepted recommendations.

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.

During 2019/20, 11 active Tenant Associations had 128 active tenant members attending meetings on a regular basis.

During the year, we also set up a Service Improvement Panel which is a newly formed collection of active tenants who will help improve the way we deliver services. The members are playing an important role in bringing about positive changes to our housing services. The panel will be responsible for examining and improving different areas of our services and we will provide an update on future work in the next reporting period.

1.3 CLANMIL IN BLOOM

Tenants are encouraged and supported to participate and influence the environment which they live in through ‘Clanmil in Bloom’. Tenants are empowered to make where they live a better place for everyone – through upkeep of communal spaces including the development and enhancement of communal seating and recreation areas. 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 August 2019. In 2019/20 a total of 59 communities participated in Clanmil in Bloom.

During the evaluation for Clanmil in Bloom 2019, several participants expressed an interest in planting trees, specifically fruit trees in their neighbourhoods. Clanmil worked with TOTL (Trees of the Land) who assisted with developing a programme of fruit and native tree planning projects in Clanmil communities (more details on this scheme are outlined on page 12).

1.4 DEVELOPING COMMUNITY COHESION

As well as a good home we want our tenants to have opportunities to get the most they can from life. Over the past year we continued to make a significant impact through our Community Development work. Community Projects delivered in-year include:

- **Cross-Community Sports Coaching Project** (Cross Community Good Relations through Sport)

The Cross-Community Sports Coaching Project was carried out between September – December 2019, in partnership with Community Sports Network (CSN) and delivered as part of the T:buc Shared Housing initiative. This Good Relations Programme focused on working with 4 Secondary and 2 Primary Schools based in the Newtownabbey area. The programme provided an opportunity for participants to learn new skills as well as develop positive relationships with their peers from other schools. The 4 Secondary Schools that took part in the project were the Girls Model, Blessed Trinity College, Hazelwood College and Edmond Rice. The 2 Primary Schools were Carrs Glen and Hazelwood Primary.

The initiative was adopted from CSN's Sheer SKILL Programme and ran for a period of 11 weeks - SheerSKILL is a sports leadership and personal development programme that offers a range of accredited sports coaching courses, skill based practical sessions, good relations awareness workshops as well as work experience opportunities in the community with professional coaches. The SheerSKILL programme also engages the young people in learning opportunities that includes activities & qualifications in a range of sports, such as Dodgeball, Cricket, Disability Inclusion and, Heart Start. The activities and qualifications received are supported through Sport Leaders Qualifications, which guide the young people through the leadership role.

This programme not only provides local schools, sports clubs & community organisations with new energetic leaders but it is also seen as being a stepping stone for many young people; as the programme enhances their opportunities to gain access to higher and further education as well as employment.

Facilitators were present at each session to guide the future leaders through the learning process and to provide mentored opportunities to deliver upon their newly acquired skills. In terms of learning, the initiative focused on 5 key themes;

- Good Relations;
- Team work;
- Communication;

- Inclusion;
- Personal Development.

Good Relations

The young people were encouraged to work together to recognise value within identity, whilst focusing on the positive aspects of similarities and difference.

The Secondary School children (YR12 -13) got the opportunity to gain accredited qualifications whilst engaging with their peers from other schools. In addition to this, they also gained practical experience coaching and supervising younger children from their own, as well as, neighbouring communities.

Team-Work

The secondary school pupils worked together during several phases of the programme. The young people firstly come together for team building exercises at the start of the programme at Belfast Activity Centre. They then engaged in 2 planning and good relations sessions. They then worked as a team to visit 2 primary schools to provide structured coaching sessions. Finally, the young people worked together to coordinate and facilitate a multi-sport celebration event that also included the 2 primary schools.

Communication

Throughout the programme the young people worked together as a team encouraging participants to develop positive relationships with their peers from other schools as well as assisting them to develop good communication skills.

Inclusion

The programme sought to engage approximately 36 young people from the 4 Secondary Schools and 60 children from Primary Schools in the Newtownabbey area. At 3 stages throughout the programme the teenagers engaged with the Primary Schools to facilitate coaching sessions in dodgeball, Olympic handball and Kwick Cricket.

Celebration of Achievement

The final session of the programme included an Award Ceremony that saw all participants who successfully completed the course receive their accredited certificates.

Legacy of Programme

The legacy of this programme includes young people using their newly acquired skills and experience to deliver coaching sessions within their local Youth and Community Centres. By developing the skills and confidence of the next generation of young leaders in this way forms the is key to building positive relationships between communities. This initiative creates the opportunity for longer term integration and can be seen as a positive

contribution for developing healthy, peaceful and integrated communities. Following the completion of this initiative, Clanmil was developing a follow up programme with CSN that was looking at setting up coaching opportunities for the young people who successfully completed the course to ensure they gained adequate experience by putting their new found skills into practise. This part of the longer-term programme was halted due to the Covid-19 crisis but hopefully will be brought back on track with 'social distancing' rules.

Community Sports Network will facilitate the complete programme. CSN facilitators will tutor the young people through the governing body awards; they will teach the skills required to deliver safe and effective coaching sessions, which the young people will replicate when they visit the primary schools. Throughout the whole process CSN staff will mentor and guide the young people to enhance their skills, confidence and knowledge as they build relationships with one another.

- *36 young people receive Accredited Coaching Certificates*
- *11 facilitated sessions held*
- *60 Primary School children engaged in sporting activities*

1.5 CLANMIL COMMUNITY DEVELOPMENT FUND

Wellbeing is important to Clanmil and we are passionate about investing in initiatives that strengthen communities and support individuals. We therefore invest in activities that have a significant and positive social impact. In 2018/19, 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. 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 2019/20 Clanmil awarded £6,800 of grants to 8 Community Projects. The community groups that benefitted cover S75 including people with a disability and the elderly.

1.6 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 2019/20, 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 Felden, Newtownabbey and a new scheme in Dundrum as new Shared Housing developments.
- We promoted and successfully achieved Shared Neighbourhood status in Hawthorn Gardens, Banbridge and the Embankment in South Belfast. These new schemes offer shared housing options, regardless of race, religion or background.
- We are currently promoting new schemes in Crossgar and Whiteabbey as Shared Neighbourhoods.

- **Port Building Good Relations Work**

Clanmil worked in partnership with Ballynafeigh Community Development Association to update a local directory for our new tenants in the Port Building. 60 directories were produced and distributed to all the new tenants. The directory gives details of local services, history of the area, useful contact numbers, church services among other things and has been a great addition for tenants who didn't really know the area. There will be a phase 2 of the directory where we will again work with BCDA and involve our tenants and the wider community in creating a newer updated version later in the year.

- **Painting and Papering**

Clanmil worked with Womens Tec to run an 8-week painting and papering course for our new tenants in the Port Building and some of our settled tenants in the Curzon Apartments. The course itself was a great learning experience for those taking part and at the end they got a paint pack to help them decorate their new or old home. We also had the opportunity to paint a community space in Ballynafeigh Community House. The added value to this project was our longer- term tenants working from the Curzon meeting our newer tenants and helping them settle into the area.

- **Taster Sessions at The Curzon, Belfast**

Over 14 tenants from both the Curzon and Port Building came along to 10 various workshops at the Curzon. The idea came from our tenants at the Curzon who wanted to flavour of different disciplines, workshops and activities. They decided the 10 which included ancestry and tracing your family tree, making bath bombs, Yoga, health and wellbeing therapies, art and crochet. The art and the crochet workshops were very special as they were delivered by our very own skilful tenants from Caffrey. The next stage to the taster sessions is tenants voting for their top 4 so we can continue it throughout the year.

- **Community Sports Network**

Clanmil had 8 regular attendees at a weekly health, wellbeing and fitness in Ormeau Boxing Club helping delivered by the Community Sports network initially over 12 weeks. It has not only helped with attendees' physical health but also their mental health and wellbeing.

- **Felden Summer Scheme**

During July/August 2019, young people from Felden (Newtownabbey) engaged in a Summer Scheme that involved participants actively taking part in a range of exciting outdoor activities. These included caving, a high wire assault course, mountain bike tracking, and archery. The 6-week programme was carried out at the Belfast Activities Centre in South Belfast and was delivered in partnership with Belfast Community Sports Network. This initiative created the opportunity for the young people of Felden to work together in teams and to develop meaningful relationships with each other in an informal setting away that was outside of their usual environment. The project was financed through the T:buc Shared Housing initiative. 15 young people engaged with programme and 6 sessions were held in total.

- **Construction Week Cross-Community Event (Job Opportunities in Construction Cross-Community event)**

During Construction Week in October 2019, Clanmil worked on a cross-community event that brought together young people from 4 schools based in Newtownabbey. These were Abbey Community College, Hazelwood Integrated, Glengormley High and Edmond Rice. The key theme of the event focused on encouraging young people to think about the career possibilities that exist in the construction industry. The idea that working in the construction industry was 'not 'just for boys' was also highlighted. As well as short presentations from Architects, Contractors and Women's Tec, the young people could also take part in CAD 3-D Imaging workshops. Site visits to one of Clanmils development sites (Carnmoney Road) was also organised for participants. As well as learning something about the workings of the construction industry and the job opportunities it creates, participants, including teachers, also got to meet and socialise with their peers from other schools. In total 4 schools were involved, 60 young people attended and 6 teachers and class-room assistants were also in attendance.

- **Felden Good Relations Week Activity: 19th September 2019**

The Good Relations Week family event took place in Felden on Thursday 19th September. The event, which was organised to celebrate Good Relations Week, comprised of Samba Workshops and a Drum Circle, Art Workshops including mask making and a 'Cultural Cooking' demonstration led by Craic NI. This event attracted approximately 35 people that included young people and their parents/guardians. Given that this event took place on one of our T:buc Shared Housing developments, the idea of bringing people together in this positive way contributes to building good relations amongst Felden tenants leading to a more settled community. 35 people engaged in the event which had inter-generational aspects to the event and good neighbourliness amongst tenants were developed.

- **HAIP PEACE IV Programme**

The Housing Associations Integration Project (HAIP) is a three year €1.1m project funded by the EU Peace IV Programme through the Special EU Programmes Body (SEUPB). It aims to promote good relations across 40 communities through housing associations in Northern Ireland and the Border Regions. These areas were selected using criteria including geographic spread; scheme size and age; community infrastructure weakness; Housing Association local knowledge and religious/national identity balance. Clanmil has

10 participating neighbourhoods. An additional 300 people have participated in the project in the past year bringing the total number of participants to 1,694 people. NIFHA is lead partner; other funded partners are Clanmil, Radius, Choice, Apex and TIDES (training); the Irish Council for Social Housing is a non-funded partner.

HAIP was awarded the 'More than Bricks and Mortar' award at the CIH awards ceremony in February 2020. In March 2020, SEUPB advised project partners that it was shortlisting HAIP as one of five projects it supports to be nominated for the REGIOSTARS Awards. This is an annual competition organised by the European Commission's Directorate General for Regional and Urban Policy. HAIP has now progressed to the Europe Wide public vote in the 'Urban Development' category.

- **Shared Neighbourhood Banbridge Momentum Project**

Seventy year 12 pupils participated from Banbridge High School and St Patrick's College Banbridge.

The programme was facilitated by LearnSpark who provided a bespoke programme on resilience and adopting the correct mind-set. The course provided students with the motivation and drive they need to set their own targets, manage the multiple pressures they face both in and outside of school. They learned how to take control of their thinking and emotions to achieve a greater sense of empowerment.

The approach was on a Good Relations level as seventy pupils from two schools in Banbridge representing both communities participated. The joint workshops allowed pupils from both schools to recognise the skills required such as leadership and how to use these skills to move successfully into the field of work immediately or into apprenticeships etc when school studies have been completed.

The project addressed the issue of working together and tolerance in the workplace and in housing as these pupils may well come to live in the shared housing. Learnspark are a recognised provider to work with young people in any areas like revision motivation etc.

The training will covered the following topics:

- Leadership – Building confident and inspirational leaders
- Developing Memory Skills – The course will focus on the development of students' long-term memories, developing methods and strategies for remembering key information.
- Time Management Skills
- Presentation and Public Speaking Skills including communicating techniques
- Mindfulness – Building resilience, focus and concentration.
- Building Self-confidence and motivation

- **Trees of the Land**

During the evaluation for Clanmil in Bloom 2019, several participants expressed an interest in planning trees, specifically fruit trees in their neighbourhoods. Clanmil sourced a partner organisation i.e. TOTL (Trees of the Land). TOTL assisted with

developing a programme of fruit and native tree planning projects in Clanmil communities. This included:

- Copses in communal landscaped areas
- Trees planed in the garden of each household in a scheme or neighbourhood.

Trees of the Land is an annual tree planning programme. TOTL is a cross-border initiative working to establish young native trees across the island of Ireland. The tree planning takes place provincewide on one selected date in February. The selected date this year was on Saturday 15th February 2020. Clanmil ran the planning across three days.

1400 native Irish tress including 137 fruit trees were planted across 25 of our communities. The planning was supported by 90 volunteers.

1.7 PARTNERSHIPS & HOUSING PROVISION

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

- Mulholland After Care Services (MACS) in Downpatrick providing houses for 8 young people leaving the care system.
- Inspire Well-being (previously NIAMH) at our scheme, Filor Court in Oldpark Road, Belfast who provide direct services to 39 of our tenants who have mental health issues.
- Women's Aid in Omagh and Cookstown to provide women and their children suffering violence and abuse within the home with temporary refuge.
- Clanmil are also members of Advice NI and avail of training for our Housing Management staff in areas such as Universal Credit and Welfare Reform.
- We have 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 currently run 3 specialised dementia schemes in the Greater Belfast area i.e. Mullan Mews & Sydenham Court in East Belfast and Cullingtree Meadows in West Belfast. We continue to work closely with the Trust and the local community to provide services to this scheme and to promote a dementia friendly community by raising awareness with those local stakeholders.
- In October 2019, we held an event to launch the Lore of the Land book at Abercorn Court. This was a great project exploring Folklore and the supernatural in association with the Museums services and funded by PEACE IV. Tenants from four schemes participated.
- We have developed a partnership with AgeNI to offer additional capacity to our financial inclusion offer to tenants. In 2019/20, 42 tenants received advice and advocacy through our AgeNI partnership to the value of £9.8k

- In June 2019, we launched Clanmil's joint community project with Apex & Habinteg Housing Association - 'Big Oaks from Little Acorns Grow'. The project was a walking route in the Waterside area of Derry, that is cross community, intergenerational, health promotion & outdoor activities, reducing isolation. It's the first time 'Grow Wild NI' has awarded this grant in Derry.

1.8 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 2019/20 the Social Impact recorded by the organisation was valued at £4.46m.

1.9 WELFARE REFORM

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

We have provided support and advice for new Universal Credit claimants. We also work to manage the impact of Universal Credit upon tenant arrears. During the year we also recruited 2 new Trainee Money Advisors as this is an ever growing and demanding part of our Housing Management services.

1.10 EMPTY HOMES STRATEGY

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

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

1.11 POLITICAL REPRESENTATION

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

We engage with umbrella organisations to lobby for changes to welfare reform and the extension of the mitigation package in Northern Ireland and with regards to the future of Supporting People. Supporting People helps us support over 1000 older people at

Independent Living schemes and over 100 people living at schemes specialising in the care and support for those living with a diagnosis of dementia.

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

During the period 1st April 2019 – 31st March 2020, we undertook consultation on approximately 11 development opportunities, this included notification of our proposals to adjoining neighbours, meetings with community groups and discussions with local elected representatives.

The Associations corporate twitter account was set up to engage with political representatives and had 3853 followers at 31st March 2020.

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

1.12 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; 4 staff members attended training to become 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 now have 7 trained Mental Health First Aiders working across our Head Office and Independent Living schemes.

As part of Mental Health Awareness Week in May 2019, we shared weekly messages on our internal intranet to promote well-being and tips to look out for each other and to break down the stigma of mental ill-health in the workplace.

8 weekly 'check ins' between colleagues and Line Managers replaced the traditional annual appraisal. Frequent conversations 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.

1.13 SUPPORTING PEOPLE

The Supporting People (SP) programme is a UK wide reform of the way in which housing support services are commissioned and funded. The Supporting People programme currently funds housing support services in over 900 housing support schemes providing support to approximately 15,000 service users at any one time. Clanmil received funding amounting to £563,911.14 (excluding £99,056.84 SNMA for the HWC Homes) from Supporting People, in the 2019/20 period, which is administered by the Housing Executive.

2 Please provide **examples of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*).**

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

- Provided translation services for key housing policy documents for non-English speaking tenants;
- Clanmil provides Grouped Housing for Travellers at Briar View on Glen Road (6 Homes) and designated houses for Travellers at Dobsons Way, Bessbrook. Clanmil also provides support for travellers who live in general needs housing within our stock.
- Carried out events at our shared future schemes such as cultural events as detailed above in section 1. Our shared future schemes provide 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.
- We continue to incorporate Equality & Diversity training as part of new colleagues onboarding experience and we continue to run equality related events throughout all our schemes.

For persons of different age groups:

- Between June – August 2019, our tenants from 39 Independent Living Schemes attended Treasure House workshops to mark the final 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 as well as making the vast range of Museums accessible to older people or those who feel that they would not fit the demographic of a museum visitor.
- Cross-Community Sports Coaching Project (Cross Community Good Relations through Sport): referenced on page 6.

For persons with & without a disability:

- During the period 1 April 2019 – 31 March 2020, we received 337 adaptation requests. 216 were completed by the Association. We have claimed a total of £311,663.20 grant funding. Further info is available on page 34.
- 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.
- During 2019/20 we worked in partnership with Streetwise Circus and ran workshops in 9 of our independent living schemes. Workshops were based on various circus skills with most the participants having never been involved in a circus workshop before. We were able to include people in the workshops who are living with dementia. In total 74 participants from the 9 schemes took part.
- In October 2019, Cullingtrees Meadows, our supported scheme for those living with dementia held a dementia and wellbeing event.

For those with Dependents:

- Crossgar Youth League - We had the pleasure of being involved in supporting the long established Crossgar Youth League during the summer of 2019. Our Group Director of Corporate Services presented all the trophies to the young players at their annual event. We were delighted to sponsor the Clanmil Champion trophy for anyone who goes above and beyond volunteering in their communities.
- Crossgar Annual Village planting - We supported Crossgar Area Residents Association in creating planters, hanging baskets and other bright displays throughout the summer months in Crossgar.
- We got the local school children in Crossgar involved in a competition to name our new scheme in Crossgar which is now called Everogue Lane.

AWARENESS RAISING

During the 2019-20 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;
- Throughout the year we also continued to promote our work through our corporate account on Twitter, Facebook and Instagram with 3852 followers on Twitter, 4480 followers on Facebook and 1007 followers on Instagram at 31st March 2020. Our followers are made up of tenants, consultee groups, service providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies.

PART A

- Our Housing colleagues all celebrated Mental Health Awareness week in October 2019 by attending Employee Mental Health & Resilience Training where the theme was “don't be afraid to ask for help”.
- In October 2019 we also launched 2019 National Fire Safety Week where the theme was "Safer Together". The initiative encouraged everyone to check in on neighbours, family and friends and think of safety in the home.
- Also, in October 2019, as part of National Fire Safety Week, we promoted the work of NI Fire Service's new long-term project for Fire Home Safety Checks' which offers free checks and advice for older people, or anyone at risk. As part of the project the Fire Service offered visits to all our sheltered housing tenants with an internal colleague liaising with the Fire Service and tenants to avail of the free checks.
- As part of Gas Safety Week in September 2019 our Assets Teams carried out a leaflet drop and gave advice on weekly testing CO alarms with CTS Projects in our scheme, Caffrey Hill in West Belfast.

OTHER INITIATIVES FOR PARTICIPATION

- The provision of a high-quality Money Advice service has given money and benefits advice to 712 tenants. This has created a financial benefit of £1.83m for tenants including £631k for the rent accounts of these tenants. We have worked hard to support tenants to set up their new homes. This includes securing 68 Homeless Welcome Packs and 81 discretionary grants to help new tenants establish their new homes. This is total support of £87k and averages £1,088 per tenant.
- In June 2019, colleagues 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 local food banks in the Newtownards/Newtownabbey and Lisburn areas.
- We carried out engagement events at our independent living schemes as follows:
 - Promotion of Falls Awareness Week on 23rd September 2019
 - Exercise classes
 - 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 fundraisers for charity
 - Extensive range of reminiscence, crafts and exercise-based activities provided by our Activity Co-ordinator staff

COMMUNICATION

Throughout 2019-20, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

INTERNALLY

- 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 2019, Mela Festival in August 2019 & Community Relations Week which ran from in September 2019.
- Action for Happiness calendars are shared on our internal intranet system monthly to encourage wellness tips and points to promote mental well-being and kindness.
- Promotion of key events promoted by Equality Commission for NI such as Age Awareness week, Race Relations week etc.
- Promotion of Housing Day on 8th October 2019 which celebrated the sector's work is benefitting its communities and to bring out a sense of pride and achievement of the housing movement.

EXTERNALLY

- Inclusion of articles in the tenant magazine, The Clanmil Connect which have included during 2019 -2020:
 - Hints and tips during Money Week 2019
 - 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 2019-20 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 2019-20 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 2019-20 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 2019-20 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

PART A

- ☐ No, the organisation's planning cycle does not coincide with this 2019-20 report
- ☐ Not applicable

Please provide any details and examples:

The Strategic Plan 2020 – 2023 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 2019-20 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 2019-20 reporting period (*points not identified in an appended plan*):

N/A

- 9** In reviewing progress on the equality action plan/action measures during the 2019-20 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 2019-20 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:

N/A

- 12** In the 2019-20 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 2019-20 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 2019-20:

2	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.

- 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 2019-20 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 2019-20 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 2019-20 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 31.03.20

Types of Household	No of Units	% of stock
Housing with Care	41	0.8%
Supported & Shared Housing	127	2.4%
Independent Living	1,023	19.3%

General Needs Housing	3,437	64.7%
Category one elderly	517	9.7%
Group housing	12	0.2%
Hostel bed spaces	49	0.9%
Private Rentals	107	2%
TOTAL UNITS	5,313	100%

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

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

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

- DDA audits at all Clanmil premises;
- NICORE (NI Continuous Omnibus Recording) – statistics of all lettings made by the Association;
- Housing Executive waiting list data from the NI Housing Executive;
- Tenant Satisfaction Surveys – telephone 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;
- 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 Investors in People 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 2019-20 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)	23
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 & Universal Credit	3
Medication Training	12
Mental Health First Aid	4
Annual Review of Employment Law	2
Safeguarding Adults at Risk or Harm & Child Protection	10
Developing Emotional Resilience	15

- 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:

- Mental Health First Aid Training– qualified first aiders trained to respond and provide support and assistance to any colleagues struggling with mental ill-health in the workplace;
- 36 young people received Certificates for Coaching –young people were trained to use newly acquired skills and experience to deliver coaching sessions in relation to sporting activities within their local Youth and Community Centres

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

- 26** Please list **any examples** of where monitoring during 2019-20, 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 2019-20?

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)*

Mental Wellness – Focus on promoting and raising awareness, to encourage open conversations so that people feel supported and thrive whilst doing their jobs

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

Turnover of staff – new Assistant Directors and Managers in charge of policy development will receive training in S75 Equality Screening before January 2021

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) 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):

PART A

Continuation of upgrades of internal IT systems – 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 - 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 ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}	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 ^v	Tenants Associations at independent living schemes throughout Northern Ireland	Tenant Association meetings carried out to keep tenants informed – 11 were hosted during the 2019/20 period	Access grant funding input into events at schemes Tenant ability to influence to adaptations to schemes to make them more accessible

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	There were 41 training sessions in equality related areas throughout the 2019/20 reporting period (see page 26 for details)	To ensure staff are compliant and aware of their duties under Section 75 of the Equality Legislation	Enhance awareness of Section 75 Advice on policy development Focus on key disability issues in providing access to good and services Staff are trained to provide key services whilst ensuring protection for our service providers
2	Mental Health First Aid Training	4 internal staff members were trained and join 3 other colleagues who had the training previously.	Provide support to those colleagues struggling with a mental-health related condition To provide assistance to Line Managers and colleagues who work alongside someone who lives with a mental health related condition
3	Emotional Resilience Training	Housing colleagues reported an increase with more complex situations they deal with on a day to day basis from anti-social behaviour, violence, alcohol and drug abuse.	To provide colleagues with the skills needed when they encounter a negative experience but also on how they respond and deal with those experiences on an emotional and personal level.

PART B

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	Clanmil Connect Tenants Newsletters	Articles include promotion of equality issues through the year promoting equality issues.	Promote equality issues and provide practical advice for tenants. The separation of the Chronicle is more representative of the tenants.
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.

PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	<p>Community consultation events held to promote housing in areas. There were 11 events carried out by the Development team during the 19/20 period. Tenant consultation and input on major adaptations to properties</p> <p>Tenant Engagement Surveys - “The Big Conversation” conducted by Empowering Communities. 369 surveys were completed in full.</p>	<p>Community more informed</p> <p>Support from local representatives</p> <p>Less likely for conflict with local community if they are consulted</p> <p>To inform the continued evolution of tenant engagement in Clanmil.</p>

PART B

2	Partnership	Key partnerships with Inspire Wellbeing, the Health Trusts, Abbeyfield Housing Association (see 1.4 for further details on partnership working)	<p>Housing delivered for tenants with mental health needs</p> <p>Provision of specialist services to tenants with special needs</p> <p>Maintenance services provided to Abbeyfield Housing Association</p>
3	Encouraging events for participation at schemes	500+ events throughout NI in 2019/20 including coffee mornings, lunch clubs, social evenings and health promotion events	Inclusive events to encourage tenants to participate fully in life
4	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	<p>Mitigating impact of withdrawal of SNMA</p> <p>Raised profile of the impact of welfare reform for single men, primary carers, under 35s and single parent families.</p> <p>Lobby on continuing the mitigation package in Northern Ireland.</p> <p>Political engagement at council and MLA levels on all new housing developments.</p> <p>Working with MLAs on our Shared Futures Housing schemes.</p> <p>Represented on the Stormont All-Party Working group on Housing & Construction.</p> <p>Lobby in relation to preserving Supporting People funding.</p>

PART B

5	Customer Satisfaction Strategy	Strategy drafted to encourage tenants to provide feedback to the Association on services and assistance they receive from the Association.	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them.
6	Customer Surveys	The Association procured the services of a consultant to carry out independent satisfaction surveys with tenants. There were 810 surveys returned, over 3,500 responses and an Action Plan to address issues arising from surveys.	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them.

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	DDA Audits carried out at all properties	Full audit schedule of works required, 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 some of our 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 homes specifically built during the reporting period but association continues to work with NIHE where tenants specific needs are identified
4	Aids and Adaptations – 337 adaptation requests. 216 were completed by the Association. We claimed a total of £311,663.20 in grant funding.	Homes adapted to meet the needs of our custers 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.

PART B

5	Continued to identify employment opportunities for school leavers through our Apprenticeship programme	During the year we continued with our commitment to identify potential recruitment opportunities for young school leavers. We had an Apprenticeship programme commence within our Assets team in March 2020.	To provide an opportunity to have a school leaver join our team to build skills and gain experience in their chosen professions.
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3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestonesvi / 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	59 works were cancelled due to; tenant refusal, death of tenant who made the request, works not

PART B

			Better internal/external communication to manage the process	feasible, Occupational Therapist cancelled or OT errors. There were also 62 not completed due to COVID-19.
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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

PART B

- Committee/Board Approval

(b) Quantitative

- Monitoring of NICORE stats
- Complaints
- Employee Monitoring
- New Applicants
- 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 potential withdrawal of funding	New approach to sustain levels of care	March 2021

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 and those returning to work with a mental ill-health condition
- 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.