

## CLANMIL HOUSING GROUP



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

**Contact:**

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

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

**Signature:**

A rectangular box containing a handwritten signature in black ink. The signature appears to read "K. Gilmore" in a cursive, slightly stylized script.

**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 2020 and March 2021**

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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 2020-21, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

Clanmil Housing Association is committed to fulfilling its responsibilities under Section 75 of the Northern Ireland Act 1998. In its Equality Scheme, the Association gave an undertaking to carry out an Equality Impact Assessment (EQIA) on each policy, or group of related policies, where screening had indicated significant issues in relation to one or more of the nine equality dimensions.

During the financial year 2020/2021, Clanmil commenced construction/procured 595 new homes for social housing. 254 homes were completed and we also purchased 266 new units with only a relatively short close down of our construction sites. During the year £29.65 million was invested in new homes; with £20.06 million private finance invested in new homes.

At 31 March 2021, Clanmil had 5,517 units of accommodation in management.

During the year we were delighted that a number of our colleagues, tenants and volunteers were nominated for a Housing Hero's Award through NIFHA for all the great work they carried out during lockdown which highlighted their dedication to helping others through the pandemic.

We updated and submitted our Disability Action Plan for 2021-2026 to the Equality Commission on 31 March 2021 and received acknowledgement of our submission from the Commission on 1 April 2021. The Disability Action Plan was circulated to all colleagues across the business and placed on our website at [www.clanmil.org/Disability-Action-Plan-2021-2026](http://www.clanmil.org/Disability-Action-Plan-2021-2026)

During 2020-2021, Clanmil aimed to better promote equality of opportunity and good relations through ongoing work in the following key areas: -

#### **1.1 SERVICES DURING COVID-19 PANDEMIC**

Beginning late March 2020 - 2021, during the lockdown due to the COVID-19 pandemic, we saw an increase of 57% of our tenants accessing money advice with our team supporting 777 people on 1407 issues. We also assisted 23,678 of our tenants

to access support contacts, made 290 food referrals and signposted 202 people to prescription delivery services and made check-in calls with 77,413 of our more vulnerable customers. We also made 984 calls to check on tenant's wellbeing and we kept our Housing with Care residential homes largely COVID free.

Our ICT team organised for the delivery of laptops across NI to allow all our staff to work from home and ensure there was no disruption in service for our customers. We kept our website and social media pages up to date throughout the pandemic, giving our customers a breakdown of services that were initially paused due to COVID and when those services were reinstated.

We invested £35k in PPE right across the business, ensuring our care homes and schemes were fully stocked at all times. We re-designed our Head Office and set up temperature measuring machines, hand sanitising stations and a safe working environment for those staff who chose to continue to work in the office on a part-time basis. These arrangements are still in place and we will continue to follow all guidance set out by Government. We have also introduced a Home & Agile Working policy which sets out future working arrangements for those based in our Head Office. This policy was widely consulted and agreed by all staff teams.

We liaised with our Occupational Health Advisors to source vouchers for seasonal flu jabs and offered those to all colleagues who declared they would like to avail of one.

We communicated to all staff by issuing weekly FAQs, Line Managers had more frequent check ins with their teams, shielded and furloughed our vulnerable staff where needed and provided advice on well-being and mental health assistance. We also provided staff with regular updates on changes such as travel arrangements, vaccination dates and changes to furlough and shielding.

We offered training to all staff through AwareNI – Mood Matters & Parenting NI to support staff's well-being during the pandemic, working from home, home schooling and providing care and support for dependent care providers.

We moved all our recruitment interviews online to assure applicants felt safe and able to attend when shortlisted for interviews.

We successfully received funding of almost £10,000 from The National Lottery Community Fund which we used to purchase equipment and organise training to enable our tenants who were socially excluded as a result of the pandemic to keep connected and limit social isolation.

Colleagues volunteered to deliver 230 Christmas Dinners to older people living in our sheltered schemes. Colleagues also volunteered to call a tenant who lives alone on Christmas Day, so they had someone to have a chat with on the day.

## **1.2 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. In April and May 2020, a tenant satisfaction survey was conducted by telephone and email (due to COVID) and 800 customers completed the survey. 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. We also benchmarked the results of the surveys against the COVID-19 Impact Monitoring Report issued by Housemark in April 2021.

In November 2020 we set up a Customer Feedback and Tenancy Engagement Group and the working group allows a platform at which all business departments can collaboratively discuss and agree a set of projects and activities, goals and outcomes relating to Customer Experience, Engagement and Feedback. The Group have continued to meet monthly since it was set up and have drafted an Action Plan to address the areas identified for improvement in the Tenant Satisfaction Survey.

Work on our new Strategic Plan commenced in October 2020 with consultation carried out with key stakeholders including tenants’ groups, staff groups, the Board, and the Executive Team. The focus of the new Strategic Plan is to reposition the organisation with a focus on our customers, communities and influencing change. The Strategic Plan was launched in May 2021.

## **1.3 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 to improve where they live. This includes service improvements and enhanced social engagements in the scheme/neighbourhood. Clanmil values the importance of Tenant Associations highly and encourages actively supporting tenants who wish to develop a Tenant Association where they live.

In 2020, we set up a Service Improvement Panel which is a newly formed collection of active tenants who will help improve the way we deliver services. The members are playing an important role in bringing about positive changes to our housing services. On 13<sup>th</sup> October 2020 we launched our Tenant Readers Panel with colleagues and active tenants. The Tenant Readers Panel met to discuss a number of areas including our standard letters regarding anti-social behaviour and annual rent reviews to ensure the message was clear, concise and right. They also consulted on our draft Mobility Scooter Policy and the rollout of new local Engagement Forums and managing meetings as part of those forums. Following on from the Tenant Readers Panel meetings, we then produced a corporate Style Guide which sets out the tone and language used in how we communicate in our correspondence with all our customers.

On 15<sup>th</sup> October 2020, we launched our Fire Safety Advisory Group discussions virtually with colleagues and active tenants participating to discuss the role of the Fire Safety Group and during Fire Safety Week we provided tips on how to remain fire safe in your home through social media platforms.

Our Health & Safety Forum meet quarterly to discuss, prioritise and drive forward a range of health and safety issues throughout all parts of our business. We also have 2 tenant representatives who attend the forum meetings to help us make positive changes and ensure the health and safety of all our customers and colleagues.

#### **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. Unfortunately, in 2020/21 we were unable to carry out our Clanmil in Bloom initiative, which usually ends with an awards ceremony, but we continued to encourage our customers to take part to enhance the communities they live in. Clanmil in Bloom did take place in Summer of 2021 and we will report on that in the next report.

#### **1.5 DEVELOPING COMMUNITY COHESION/GOOD RELATIONS DUTY**

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

- **Follow Up on Good Relations Video: Bawnmore/Longlands/Felden – January 2021**

A video was produced that followed up on a previously released film in 2016 that included views and comments of a group of young people from Bawnmore and Longlands. Topic areas that were discussed in the original video included;

- Views about Felden in the context that it was being promoted as a Shared Community (Felden was at construction stage at the time)
- Views about living in Newtownabbey generally and particularly in and around Bawnmore/Longlands and Felden.
- The group also shared their views on Good Relations work that was taking place in the area at the time. (Millennium Park Shared Space, Felden being promoted as a Shared Community, work of Bawnmore Youth Team and Peace Walls Initiative, Work of NACN)

The idea behind the new video was to re-engage with all the young people who took part in the original film and to tease out through Zoom interviews if attitudes had changed over the last 4 years. Community Partners, Felden residents and local politicians were also interviewed. The new video also included footage of the Felden development and highlighted some of the Good Relations initiatives that had been delivered over the last few years. For completeness the video also highlights some of the Good Relations work that is being carried out by our Community Partners and their links with Clanmil (NACN, Whitewell Surgery, Glengormley Good Relations Forum, Bawnmore Community Association).

- **Family Fitness- Health and Wellbeing Project – November 2020**

The project supported families with equipment and coaching sessions in order that they could play together and stay active whilst promoting positive physical and mental health. Due to 'lockdown' measures and Covid – 19 restrictions, the ability to take part in sporting activities was reduced yet the importance of such activities for reducing stress and anxiety has been well documented. This project was therefore aimed at bringing resources to families in an effort to encourage them to keep fit and to have some fun at the same time. The project also created the ability for families to interact with each other through Community Sports Network (CSN) and Clanmil's social media platforms as well as the potential of participating with other families within a social bubble.

Participating families were identified by community organisations that are represented on the Cross-Community Felden Advisory Group. Neighbourhoods involved include Whitecity, Whitewell, Felden, Rathcoole and Bawnmore. All participating families received a Sports Kit Bag containing various, easy to use, pieces of sports equipment. To compliment the equipment, CSNs qualified Sports Coaches have produced a series of 6 on-line training videos that participating families were able to log into on a weekly basis. As well as giving ideas as to how the equipment could be used, the videos will also include fun challenges and activities. All participating families were encouraged to post their training sessions up onto a dedicated social media platform that was managed by CSN. Best efforts were rewarded with prizes thus encouraging a bit of friendly competition amongst families.

Good relations was encouraged through the positive engagement of families in the project and their sharing of on-line videos that highlighted their sporting fitness routines. Family involvement in the 'friendly' competition element of the project contributed to developing good relations in the Newtownabbey area.

- **Christmas at Home Cultural Interactive Boxes – December 2020**

Working in partnership with ArtsEktra and local community groups, the project consisted of distributing culturally orientated interactive boxes to 97 households and 82 children living in the Felden development. 250 Boxes were also distributed to households in Whitecity, Bawnmore and Longlands, Rathcoole, Whitewell and Glengormley. Contents of the boxes included recipes for Christmas foods that is

traditional in other countries, information cards on how Christmas is celebrated in other countries, culturally orientated craft kits, Christmas sweet treats, puzzles and games. The project increased understanding and respect for other cultures and increased engagement of Felden tenants and residents who live in neighbourhoods located within a five-mile radius of Felden.

- **Around the World in 5 Nights Project**

As part of Good Relations Week in September 2020, we partnered with CRAIC NI, to host five bedroom stories virtually from around the world. We had one story over 5 nights from Polish, Portuguese, Moroccan, French and Japanese speakers which took place on our corporate Facebook platform.

- **Cross Community Employability and Advice Initiative – launched March 2021**

The six-week initiative is targeted at participants aged 16 plus. The programme was designed to enhance the lives of participating tenants and residents in terms of employment, income, health & wellbeing and overall lifestyle. The programme will boost employment prospects by building participants' confidence and developing employability skills to increase their chance of employment.

A range of bite size employability workshops delivered to participants with a view to increase their knowledge base. These workshops range from drawing up CV's, personal development, interview techniques and job searching. The programme also highlights the importance of health & wellbeing and will include topics to encourage participants to look after their body & mind. All sessions are carried out in small groups to ensure individuals feel comfortable communicating in front of others as well as meeting new people from different neighbourhoods and cultural backgrounds. The programme also includes team building exercises that include water rafting and other outdoor activities.

- **Clanmil 2020 Christmas Card Design – December 2020**

Clanmil have developed strong links with schools in Banbridge involved in the delivery of joint projects and Good Relations programmes. A teacher from Banbridge High school is a member of the Hawthorn Gardens Advisory Group. Banbridge school art department designed the promotional flyer for the Captain Crozier Project (Bridging/Cultural workshops project). Because of the success of this project, Clanmil asked the group to design Clanmil's 2020 Christmas Card. Note: This is not a Shared Housing Good Relations project and was not deemed to be eligible for Shared Neighbourhood Funding. It is an added benefit activity as a result of the Shared Programme and represents the embedding of the Shared Neighbourhood Programme into Clanmil as an organisation.

- **Halloween Disco at the Door event – October 2021**

Tenants in Hawthorn Gardens developed a bonding event for their neighbourhood at Halloween. In line with the COVID-19 pandemic restrictions a socially distanced 'Disco at the Door' event was organised. Tenants dressed up and danced at the doors of their homes. Prizes were awarded to the best dressed. The event was attended by 30 tenants.

This project links with the GRP Objective – 'Develop programmes/interventions to allow tenants the opportunity to interact enabling relationship and capacity building within the community'. Tenants were involved in the design and decision-making in relation to the event. 30 tenants in total attended.

- **Christmas Lights & Cultural Boxes**

Working in partnership with ArtsEktra, tenants in Hawthorn Gardens, working with Clanmil Community Cohesion Officer, developed a Christmas bonding activity. In line with COVID-19 restrictions, it was agreed that cultural boxes were distributed to all households in Hawthorn Gardens. Tenants in Hawthorn Gardens were involved in agreeing what would be included in the Christmas boxes – with a particular interest in exterior Christmas Lighting for each household in the Hawthorn Gardens development. A community Christmas Lights switch on event took place with families standing in their doorways and socially distancing.

A tenant led Christmas Cultural project was developed to allow tenants the opportunity to interact with each other in a safe way. This was to enable relationship and capacity building within the community. 32 attended Christmas lights event and 60 Cultural boxes were distributed.

- **Employability, Skills & Resilience Project - Health & Wellbeing – October/November 2020**

The Employability skills and Resilience project was delivered on a cross community basis with students from Banbridge High school and St Patricks College Banbridge. 149 pupils from both schools completed the project.

The pupils had been working together on projects delivered as a part of the shared neighbourhood programme prior to the outbreak of the COVID-19 pandemic. When schools reopened after the first "COVID-19 lockdown", teachers wanted to ensure continuity of engagement between schools in as safe a way as possible. Teachers from both schools worked in partnership in the design and delivery of the project. The project facilitator and respective teachers updated each group of students on how work was progressing with the other school. This ensured that there was continued information sharing between schools and meant that the momentum was not lost during this period. 148 pupils participated.

- **Tak£500 Project**

Clanmil contributed £3,500 to this Participatory Budgeting project. Clanmil's contribution supported 7 successful projects in the Banbridge DEA (the DEA that the Shared Neighbourhood is in). The project has been a great success despite challenges arising from the COVID-19 pandemic and associated restrictions. The programme was redesigned to be delivered online.

In total 66 groups were successful following an online public vote. All projects have received their funding and will be completed in summer 2021.

The seven projects funded by Clanmil's Housing for All are as follows:

- Materials for hosting mental health awareness programmes in 5 schools.
- Vegetable patch in the school grounds
- Purchase new equipment.
- Fees for facilitator and venue hire to host drama classes.
- Online piping tuition
- A 'Toy Library' where boxes of toys are loaned to local families.
- Christmas event and equipment.

- **Captain Crozier Project**

The Captain Crozier Project focuses on celebrating a piece of local shared history. Polar explorer Captain Crozier was born in Banbridge and was involved in six polar expeditions and led the ill-fated Franklin expedition in 1847.

Learning about this local figure provides stimulus for learning and interaction between students from St Patrick's College and Banbridge High School. Year 8 pupils in both schools completed a unit of work on Captain Crozier and his achievements.

- 220 pupils at various levels involved in the online facilitated session. This allowed for interaction between schools during lockdown.
- 30 pupils from Banbridge High school involved in writing the narrative for the book.
- 30 pupils from St Patrick's College involved in the book artwork design.

- **Banbridge Schools Mental Health (Mindfulness) Ambassadors Project**

The project was suggested by students from three schools in Banbridge who Clanmil worked with teachers and pupils in Banbridge High School, St Patricks College, Banbridge and New Bridge Integrated, Banbridge to establish a Joint School council. This group has developed a Mindfulness Ambassadors programme.

Mindfulness Ambassadors from the three schools will work together to create support materials and deliver mindfulness sessions across the three schools. The project is about young people recognising that they are not on their own and to support mindfulness as a tool in enhancing mental health.

Mindfulness Ambassadors from the three schools will work together to create support materials and lessons which they will deliver to classes across the three schools. 65 students from three schools involved in the project, involved in the training and providing peer support to other students. Project is ongoing.

- **Cultural Box in the Community**

In partnership with Home Start, Banbridge and Laurencetown, Lenaderg & Tullylish Community Association cultural boxes were distributed across the communities of Banbridge Laurencetown, Lenaderg & Tullylish. 60 boxes were distributed in total. Home Start, Banbridge distributed their boxes to ethnic minority families who they have links with.

60 cultural boxes, targeting mainly ethnic minority groups, were delivered in December 2020 and contained the following:

- Recipes for Christmas Foods made in other countries.
- Information on how Christmas is celebrated in other countries.
- A Cultural Christmas Sweet Treat
- Christmas Craft from around the World

- **Health & Wellbeing Plans- Signposting project**

Laurencetown, Lenaderg & Tullylish Community Association (LLTCA) are undertaking a project to support 20 older people with the co-production of personal Wellbeing plans. These plans are tailored to the needs of each individual.

Covering aspects of life such as physical health, mental health, connectedness/IT, free time and setting achievable goals these plans will give people something tangible to focus on and allow all involved to commit to a set of goals which will be re-visited after 6-8 weeks.

This project was completed in March 2021 and a full evaluation report is pending. There were 20 participants on the programme.

- **Aware NI – 8- week Mindfulness**

The Mindfulness Project delivered by Aware NI introduced the main aspects of Mindfulness. The course is for adults and was promoted to tenants in Hawthorn Gardens and people who live in the local surrounding area. The course had 16 participants and was delivered online with a one-day online retreat. The 8-week Mindfulness course was for adults who had a particular interest in learning more

about the practice and theory of mindfulness. There were 16 participants who took part on the online course.

Content included in the workshop is as follows:

- Awareness of Breathing
- The Bodyscan
- Mindful Movement
- Mindful Walking,
- Mindful Eating.
- Mindfulness in everyday life

## **1.6 CLANMIL HARDSHIP FUND**

In late summer 2020, we saw the creation of an emergency Clanmil Hardship fund. The fund enabled all Clanmil staff across the organisation to act on their own judgement and respond quickly to situations where a small spend of up to £25 can bring relief to a tenant in acute need. It has allowed us to help out with, for example, some basic supplies where there is no food in a house, or a payment towards power/heat, or things like mobile phones and top ups. By 31<sup>st</sup> March 2021, we helped over 40 tenants mainly with food and electricity and mobile phones. The creation of the fund has given colleagues a chance to react quickly to support tenants in need and we hope to be able to support this again in the future.

## **1.7 POLICY & ENGAGEMENT**

Highlighting the impact of policy and procedures on our tenants is an important role of any advice service and we therefore take an active role in local policy development alongside partners in the advice field and social housing sector.

This year we participated in working groups with Department for Communities (DfC) on discretionary support to improve the client's journey and trialled the new online application process which has improved access to vital support for our tenants.

We were also active members of the The Cliff Edge Coalition with a membership of 100 organisations with shared commitment to extending and strengthening mitigations. Through the Coalition's work, we secured a firm commitment to extend mitigations beyond March 2020 in the New Decade, New Approach deal.

We helped NIFHA, successfully lobby DfC on the 53 week year on Universal Credit which directly resulted in reducing arrears by over £60k and we lobbied Land Property Services to make the rate rebate scheme fairer to improve the outcome for our tenants.

## **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.
- Clanmil are also members of Advice NI and avail of training for our Housing Management staff in areas such as Universal Credit and Welfare Reform.
- We have a longstanding partnership with Belfast Health & Social Care Trust providing high quality and award-winning support and care for those living with dementia. We currently run 3 specialised dementia schemes in the Greater Belfast area i.e. Mullan Mews & Sydenham Court in East Belfast and Cullingtree Meadows in West Belfast. We 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 partnered with Engage with Age to provide a spooky Halloween and pumpkin carving event at our dementia scheme, Mullan Mews, in East Belfast.
- In partnership with Darragh Cross GAC, we launched a healthy eating project for young people and adults aged 11 and over. This was a six-week course carried out online where a box of ingredients was delivered each week with new recipe ideas.
- We entered a partnership with Positive Futures to provide accommodation for people with autism to live independently in their own homes with Positive Futures providing wraparound care and support to those individuals.
- We also commenced a working partnership with Hummingbird to provide young people leaving care to get a starter tenancy in their own home. Hummingbird will provide support services to those young people to equip them with the skills move on and acquire their own permanent tenancy in the future.

## **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. We currently have 1 Senior Money Advisor and 4 Money Advisors who are regularly in contact with our tenants to provide advice on debt management, benefits etc.

During the year, the Money Advice service provided money and benefits advice to 777 tenants and made over 77,000 COVID-19 welfare calls to our tenants and helped secure an average of £1,213 for 126 new tenants to help furnish their homes, assisted

235 tenants in making Universal Credit Claims and helped prevent 27 tenants moving to Universal Credit who would have lost £3,500 each a year.

### **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 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021, we undertook consultation on approximately 7 new development opportunities (carried out virtually due to the pandemic), this included notification of our proposals to adjoining neighbours, use of online tools such as webinars as well as remote feedback channels to gather comments on our proposals for new homes in an area, along with discussions with local elected representatives.

In May 2020, we commenced work on our new 5-year Strategic Plan. As part of that work, we carried out a Stakeholder Survey to help influence the plan. Feedback was gathered from 55 of our key stakeholders, including political reps, about their experience of Clanmil and opportunities for collaboration in the future. The survey findings fed directly into our new Shaping Our Future 2026 strategic plan which is our guide for the next five years i.e. 2021 – 2026.

The Associations corporate twitter account was set up to engage with political representatives directly and had 4,110 followers at 31<sup>st</sup> March 2021.

The Clanmil Connect magazine is published annually and distributed to approx. 900 political and community representatives in Northern Ireland. We also distributed a COVID specific magazine to all our customers entitled "Clanmil Stronger Together".

### **1.12 HR MAINSTREAMING**

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

We circulated to all our team members a new Well-being Policy focussing on how we can support colleagues Mental, Physical and Financial well-being. We have 7 trained Mental Health First Aiders working across our Head Office and Independent Living schemes. Along with the policy we commenced a well-being calendar of events in January 2021 which included training in well-being for adults and children. The activities will continue throughout 2021/2022 and we will report on those activities further in the next annual report.

We kept all our colleagues up to date during the pandemic by issuing FAQ's, providing advice on self-isolating, shielding, travel, vaccinations etc and whenever changes to restrictions were announced by Government. This helped us inform and support all our colleagues so they were aware of the changes and the impact it would have on them in the changing work environment.

We also reviewed and changed our working hours, patterns etc to assist those working from home with small children to home school and provide care to. We offered split shift working to allow all staff, not just parents, to work their contracted hours differently to the traditional 9-5 business operating hours, allowing staff to work around their caring responsibilities. We also ran virtual workshops with Parenting NI in January & February 2021 to suppose parents working from home with caring responsibilities for children home-schooling.

As part of Mental Health Awareness Week in May 2020, 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. During the pandemic, we set up a Clanmil Movie Club where colleagues get together to watch a chosen movie from their homes and we set up a Walking Club to encourage colleagues to improve their physical and mental well-being by carrying out a walking challenge.

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 requests from staff under our flexible working policy. During the 2020/21 period there were 2 requests for flexible working options.

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 commenced a working partnership with Chest, Heart & Stroke Association, in conjunction with the Public Health Agency in October 2020. As part of the project, we surveyed all staff on key areas of well-being and later in 2021 will establish a Well-being Working Party to roll out the key recommendations from the survey. We will also avail of Well-being Champion training and Mental Health First Aider training and Chest, Heart & Stroke will assist us to implement a 3-year Action Plan to address health and well-being initiatives across the business.

### **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 £526,963.94 (excluding £99,055.84 SNMA for the HWC Homes) from Supporting People, in the 2020/21 period, which is administered by the Housing Executive.

We have embarked on an exciting new partnership to pilot a Hub & Spoke Digital Social Proscribing model with Alpha Housing Association and the NI Housing Executive. Supporting Peoples Provider Innovation Fund has been secured to improve customer experience for our own tenants and those living in the community around their schemes. The Project is at an initial stage and will be rolled out during 2021/22 and we will report further in the next Annual Progress Report.

**2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (*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.
- Cultural Festival Boxes – in partnership with Radius & Apex Housing Associations we held a virtual festival in a box, due to COVID-19 we could not hold our cultural diversity festival in Ormeau Park as originally organised. The Festival in a Box was to bring people together to celebrate the diverse cultural traditions of those living in South and East Belfast. The box included innovative ideas, recipes and activities from cultures across the world.

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

- During the period 1 April 2020 – 31 March 2021, we received 205 adaptation requests. 135 were completed by the Association. Further info is available on page 36.
- Provided accommodation to meet the needs of disabled groups including older people with dementia, people with physical disabilities, people with learning disabilities, people with chronic mental ill health.
- Worked with support services in partnership with other agencies to provide homes for people with disabilities.
- 6 staff members attended dedicated Safeguarding Adults Training in early March 2020 and following the training, set up a dedicated Safeguarding Team to help safeguard adults with care and support needs and ensure safeguarding arrangements are in place for vulnerable residents including those with disabilities. In 2020/21 the Safeguarding Team met on 2 separate occasions virtually.
- In August 2020, Belfast's circus company, Tumble Circus brought their short to our supported housing schemes for people living with dementia. Residents and carers watched from outside the schemes as the team performed wonderful circus stunts, including acrobatics, juggling, stunt bike and clowning.

**For those with Dependents:**

- During the pandemic, some of our staff members volunteered with St Patrick's Soup Kitchen to deliver food parcels to those families in need throughout the Greater Belfast area.
- We sent letters to all our team members children thanking them for sharing their parents time with us whilst they worked from home during lockdown.

## **AWARENESS RAISING RELATED TO SECTION 75 DUTIES**

- Availability of information on our website.
- Articles in Clanmil Connect – tenant publication.
- Throughout the year we also continued to promote our work through our corporate account on Twitter, Facebook and Instagram with 4,110 followers on Twitter, 5,045 followers on Facebook and 1161 followers on Instagram at 31<sup>st</sup> March 2021. Our followers are made up of tenants, consultee groups, service providers, staff, voluntary agencies, political representatives, councillors and other social housing bodies
- Our colleagues all celebrated Mental Health Awareness week in May 2020 by attending Developing Emotional Resilience training.
- In February 2021, we sent out daily tips during Energy Saving Week on social media.
- On 7<sup>th</sup> October 2020, we took part in #HousingDay sharing the importance of living in a secure and safe home during the pandemic. We shared videos on social media from some of our customers telling us what it means to them to have a great home.

## **OTHER INITIATIVES FOR PARTICIPATION**

- Where possible, we carried out events at our schemes outside and in a socially distanced manner where older tenants could get together to encourage social interaction at the schemes.
- Our scheme staff cooked and delivered meals to our tenants throughout the pandemic.
- We celebrated with our tenants who reached milestone birthdays by organising socially distanced celebrations and our care home staff organised for one of our residents who had reached her 100<sup>th</sup> birthday to be visited by Glentoran Football Club.

## **COMMUNICATION**

Throughout 2020-21, the Association continued with its commitment to equality and communicated these both internally and externally in a number of ways:

### **INTERNALLY**

- Action for Happiness calendars are shared on our internal intranet system monthly to encourage wellness tips and points to promote mental well-being and kindness.
- Promotion of key health events promoted such as World Health Day in April 2020 and Mental Health Awareness Week from 18<sup>th</sup> – 22<sup>nd</sup> May 2020.
- In September 2020 we provided training for all our Line Managers on “Managing Suspected COVID Outbreaks”
- Promotion of Housing Day on 7<sup>th</sup> October 2020 which had a theme of providing a safe and secure home during a pandemic.

EXTERNALLY

- Inclusion of articles in tenant magazines, which have included during 2020 -2021:
  - Hints and tips on beating fuel poverty & support for Fuel Poverty Awareness Day in November 2020.
  - Staying Gas Safe
  - Special Birthday Celebrations across our schemes.
  - Published a COVID specific newsletter for all our tenants which provided details on our services and how to keep safe in their own homes during the pandemic.
  - We circulated information on our social media platforms throughout the pandemic in terms of service delivery and services from other statutory bodies who could provide external services to our tenants.

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2020-21 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 2020-21 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:

***“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 Section 75 statutory duties integrated within performance plans during the 2020-21 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:

PART A

- **At Clanmil we believe in equality for all so be ethical and work with integrity, trust and fairness.**
- **Encourage respect and help us do our bit to make people's lives better**

6 In the 2020-21 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 2020-21 report
- Not applicable

Please provide any details and examples:

The Strategic Plan has equality as one of the key threads of the plan and provides focus for the delivery of the plan.

**Equality action plans/measures**

7 Within the 2020-21 reporting period, please indicate the **number** of:

Actions completed:  Actions ongoing:  Actions to commence:

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 2020-21 reporting period *(points not identified in an appended plan)*:

N/A

9 In reviewing progress on the equality action plan/action measures during the 2020-21 reporting period, the following have been identified: *(tick all that apply)*

- Continuing action(s), to progress the next stage addressing the known inequality

PART A

- 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 2020-21 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:

Setting up the Readers Panel and the Service Improvement Panel – allowing our customers to have input into our external communications and policies

**12** In the 2020-21 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings (mostly virtual)
- 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:

Due to the COVID pandemic, consultations with tenants and colleagues were largely virtual and telephone consultations. We intend to return to face to face consultations with tenants in 2021/22 period.

PART A

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 reporting period? *(tick one box only)*

Yes                       No                                       Not applicable

Please provide any details and examples:

All awareness-raising activities were carried out virtually. This included raising awareness of new policies e.g. mobility scooter policy which our tenants had input in drafting.

**14** Was the consultation list reviewed during the 2020-21 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)**

[www.clanmil.org/equalitymatters](http://www.clanmil.org/equalitymatters)

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

1
---

**16** Please provide the **number of assessments** that were consulted upon during 2020-21:

1	Policy consultations conducted with <b>screening</b> 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.



PART A

**22** Please provide any details or examples of where the monitoring of policies, during the 2020-21 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 31.03.21

Type of Household	No of Units	% of stock
Housing with Care	41	0.7%
Supported & Shared Housing	167	3%
Independent Living	983	17.8%
General Needs Housing	3,518	63.7%
Category one elderly	598	10.8%
Equity share	51	1%
Hostel bed spaces	49	1%
Private rental	110	2%
<b>TOTAL UNITS</b>	<b>5,517</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 – telephone and email surveys were carried out with 800 surveys completed.

- Complaints register and complaints feedback.
- Anti-Social Behaviour statistics.
- Rent Arrears (current tenants).
- Rent Arrears (past tenants).
- Recruitment and Selection statistics and feedback.
- Stakeholder survey.
- Council area stats.
- Welfare Reform stats.
- Meetings with new councils.
- Shared Future Interface stats.
- Programme for Government – key outputs particularly around new social houses and TBUC shared future aspirations.
- Results from surveys with internal stakeholders i.e. staff

### 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 2020-21, 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	29
Fair Recruitment & Selection	12
Corporate Inductions (where equality is covered)	34
Protection of Vulnerable Adults inc Child Protection	24
Dementia Awareness Training	24
Mental Ill Health inc Challenging Behaviour	15
Safe Administration of Medication	9
CIPD Well-being at Work Conference	1
Safeguarding Adults at Risk or Harm & Child Protection	33
Aware Mood Matters: Developing Emotional Resilience	28
Honest Conversations: Promoting Equality & Ensuring Diversity	1
Overview of Westfield Health Services	11
Promoting Resilience in Children	10
Whistleblowing, Safeguarding & Modern Slavery	79
Careplanning & Record Keeping	9
Stress Awareness	15
Safeguarding Champions Training	1

- 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:

Safeguarding Training – a Safeguarding team was established after formal training  
Mental Health First Aider Training – to support colleagues living with a mental health condition.

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

- 26** Please list **any examples** of where monitoring during 2020-21, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Tenant Participation Group in terms of the use of mobility scooters at Independent Living Schemes and the Readers Panel who helped us with better communication in areas such as rent arrears and anti-social behaviour.

**Complaints (Model Equality Scheme Chapter 8)**

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2020-21?

Insert number here:

0
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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:

2022

- 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*)

Wellbeing – continue our 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

PART A

All new Assistant Directors and Managers in charge of policy development will receive training in S75 Equality Screening

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

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions

Nothing specific, more of the same

Other (please state):

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

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:**

**19**

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>
Regional <sup>iii</sup>	Established a Service Improvement Panel		To give our customers the opportunity to bring about positive changes to our housing services.
Local <sup>iv</sup>	Launched our Readers Panel with colleagues and active tenants.		To give our customers and colleague the opportunity to discuss how we communicate with them and ensure messages are clear and concise. Our customers also had an input in rolling out local engagement forums and managing meetings.

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	There were 40 training sessions in equality related areas throughout the 2020/21 period (see page 28 for details)	To ensure staff are compliant and aware of their duties under Section 75 of the Equality Legislation	Enhance awareness of Section 75 Advice on policy development Focus on key disability issues in providing access to goods and services Staff are trained to provide key services whilst ensuring protection for our service providers
2	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 drugs issues.	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.
3	Safeguarding Training	Established a Safeguarding Team	To help and safeguard adults with care and support needs and ensure safeguarding arrangements are in place for vulnerable residents including those with disabilities

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 & a COVID specific	Articles included the promotion of equality and disability issues through	Promote equality issues and provide practical advice for tenants.

## PART B

	Communications Action Measures	Outputs	Outcome / Impact
	newsletter issued to all customers	the year and keeping well during a pandemic	
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	Internal staff members trained to respond immediately to queries/comments made by stakeholders on Facebook	Assist in targeting stakeholders who use Twitter to comment on the work of the Association. Facebook also allows the Association to be more responsive with regards to complaints and to highlight the day to day work carried out by the Association to a wider audience.
4	Promotion of Corporate Instagram Account		Assist in targeting younger stakeholders who are more likely to have Instagram accounts. Allows the Association to be more responsive with regards to market its work to a younger demographic of tenants.
5	Disability Action Plan	Submitted new 5-year Disability Action Plan for 2021-2016 and consulted with all internal colleagues on the details. Also incorporated Disability Action Plan overview in inductions with all new staff as part of induction process.	To raise awareness of disability in the Association's work with existing colleagues and new colleagues joining the Association.

PART B

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Consultation	Community consultation events held to promote housing in areas. There were 7 events carried out virtually by the Development Team during the 20/21 period.	Community more informed Support from local representatives Less likely for conflict with local community if they are consulted with
2	Partnership	Key partnerships with Inspire Wellbeing, the Health Trusts, Abbeyfield Housing Association, Engage with Age etc (see 1.8 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	Political Engagement with Lobbying opportunities with MLAs and local councils	Working with NIFHA, we worked on communicating with MLAs on various key policy areas during the year	Continued to work with the Department to raise the profile of the impact of Universal Credit Lobby on continuing the mitigation package in Northern Ireland. Political engagement at council and MLA levels on all new housing developments. Working with MLAs on our Shared Futures Housing schemes. Lobby in relation to preserving Supporting People funding.

PART B

	Encourage others Action Measures	Outputs	Outcome / Impact
4	Customer Surveys	The Association carried out a Tenant Satisfaction Survey with tenants. There were 800 and an Action Plan established to address issues arising from surveys.	To assist the Association in liaising directly with our customers to ensure a consistent and satisfactory service is provided to them.

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	DDA Audits carried out at all properties	Full audit schedule of works required and assessed.	Works categorised into emergency, urgent and routine and budgeted for
2	Due to COVID-19 we were limited in what planned works could be completed in 2020-21 and there was a need to prioritise projects. As of 31.03.21 £1,104,439million had been invested in carrying out planned maintenance to several of our assets. Independent living schemes such as Blessington Court, Harmony Court, Weavershill, Slemish Court and Hezlet Court all received vital safety critical upgrade works.	The planned maintenance programme was made up of several Fire Alarm replacements, General and Emergency lighting upgrades and external cyclical redecoration.	To provide better homes to our tenants and ensure that our Assets are well maintained and our tenants are safe and comfortable in their homes. This will continue to be a focus for the Assets team going forward.

## PART B

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
3	Housing provided for tenants with disabilities	Homes designed for disabled tenants	There were no homes specifically built during the reporting period but the Association continues to work with NIHE where tenants specific needs are identified.
4	Aids and Adaptations - 205 adaptation requests. 135 were completed by the Association. We claimed a total of £311,007.98 in grant funding.	Homes adapted to meet the needs of our customers and this includes people with a disability.	We are committed to reviewing our approach to ensure that where possible we can undertake aids and adaptations to our properties to enable our tenants to remain living independently in their homes if that is their choice.
5	Continued to identify employment opportunities for school leavers through our Apprenticeship programme	During the year we continued with our commitment to identify potential recruitment opportunities for young school leavers. We had an Apprentice join our Assets team and have identified an opportunity in our Development team that we are currently recruiting.	To provide an opportunity to have a school leaver join our team to build skills and gain experience in their chosen professions.

PART B

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Develop all new homes to lifetime home standards	All homes were started in the period	All homes designed to be accessible to all, including those with disabilities	During this period, there were also off the shelf purchases which did not comply to lifetime home standard.
2	Aids & Adaptation requests not always delivered on time		Robust policy and working procedures Dedicated staff resources Better internal/external communication to manage the process	70 works were cancelled due to; tenant refusal, death of tenant who made the request, works not feasible, Occupational Therapist cancelled or OT errors or due to COVID-19.

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

	Action Measures not met	Reasons
1	Not all homes were lifetime home standards	Due to the nature of off the shelf purchases, these are not designed to lifetime homes.

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

- Review of Action Plans
- Tenant Satisfaction Surveys
- Review of tenant call system upgrade
- Training Evaluation Forms
- Staff Survey results
- 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
- Action Plan based on results from Tenant Satisfaction Surveys

PART B

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

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

Please select

If yes, please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

7. Do you intend to make any further **revisions to your plan** in light of your organisation’s annual review of the plan? If so, please outline proposed changes?

- Continue a long-standing working relationship with Action Mental Health to support further work placements and those returning to work with a mental ill-health condition
- New arrangements for consultation on policy screening identified in Equality Scheme with representative groups
- New indicators and action plan for disability focus set out in new 5-year Disability Action Plan

## PART B

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- <sup>i</sup> **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.
- <sup>ii</sup> **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.
- <sup>iii</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level
- <sup>iv</sup> **Local**: Situations where people can influence policy decision making at lower impact level e.g. one-off consultations, local fora.