

# NB Housing



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

### Contact:

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

[www.nb-housing.org](http://www.nb-housing.org)

### Signature:

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2019 and March 2020**

## **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.*

#### **Introduction to NB Housing**

NB Housing has a clear vision to commit to providing outstanding social housing for those in need. We continue to aspire to a strong promotion of equality of opportunity and good relations for all prospective and current tenants, residents and staff.

Within the 2019/20 reporting period, we have expanded our area of operation to Ballymena, Coalisland, Ballygowan and Newtownards with the majority of stock predominately in North and West Belfast including, Ardoyne, Cliftonville, Oldpark, Lower Antrim Road, Lower Shankill, Limestone Road, Ligoneil, Crumlin Road, Lower Falls and Newtownabbey.

NB Housings second Strategic Plan 2018-2021 and Annual Business Plan 2019 spells out an organisational mission to provide outstanding social housing. We continue to accommodate a cross section of the Section 75 groups.

At the end of the reporting period we had increased our social housing portfolio from 1004 to 1049 units over the year. This comprises:

- 918 units of General Needs Housing, made up of
  - 598 houses
  - 126 bungalows
  - 194 apartments
- We also provide accommodation for specific needs groups
  - 63 units of Sheltered Housing
  - 68 Supported Housing units

Whilst the majority of housing we provide is for general needs and families we also provide accommodation and support specific groups. These are:

- Sheltered accommodation and support for the elderly at Holy Rood House
- Independent 55's and over in McCorry House providing one-bedroom apartments and support provided by our Tenant Support Officer.
- Homeless young people aged 18-25 at our Flax Foyer Scheme
- Accommodation for vulnerable families at Thorndale House in joint management with the Salvation Army
- Hostel accommodation in partnership with Rosemount Ltd for recovering alcohol dependent residents

- A Shared Housing initiative providing 22 one- and two-bedroom apartments in partnership with Newington Housing Association at the Delaware building on the Limestone Road.

NB Housing is governed by a voluntary Board of 12 members. Responsible for effective governance of the Association the Board comprises of Chair, Vice Chair, Secretary, Treasurer and 8 members.

The Chief Executive is responsible to the Board of Management for the operational management of the association as a corporate body and therefore will ensure that the association fully complies with the Equality Scheme.

At the end of this reporting period we had a team of 39 staff to include a Senior Management team comprised of Chief Executive, Director of Development & Property Management and Director of Housing Management & Corporate Services. Our 5-line managers include the Finance Manager, Housing Manager, Foyer Scheme Manager, Development Manager and Maintenance Manager, who manage teams of officers, administrative, support and caretaking staff.

Following a review of our staff structure we recruited for 4 further positions to aid in the delivery of our Strategic Plan. We extended both our Housing and Maintenance teams to include an Assistant Housing Officer, Assistant Maintenance Officer, Community Development & Tenant Support Officer and an Assets Officer.

### ***Examples of Key Policy and Service Delivery Developments throughout reporting period 2019/20:***

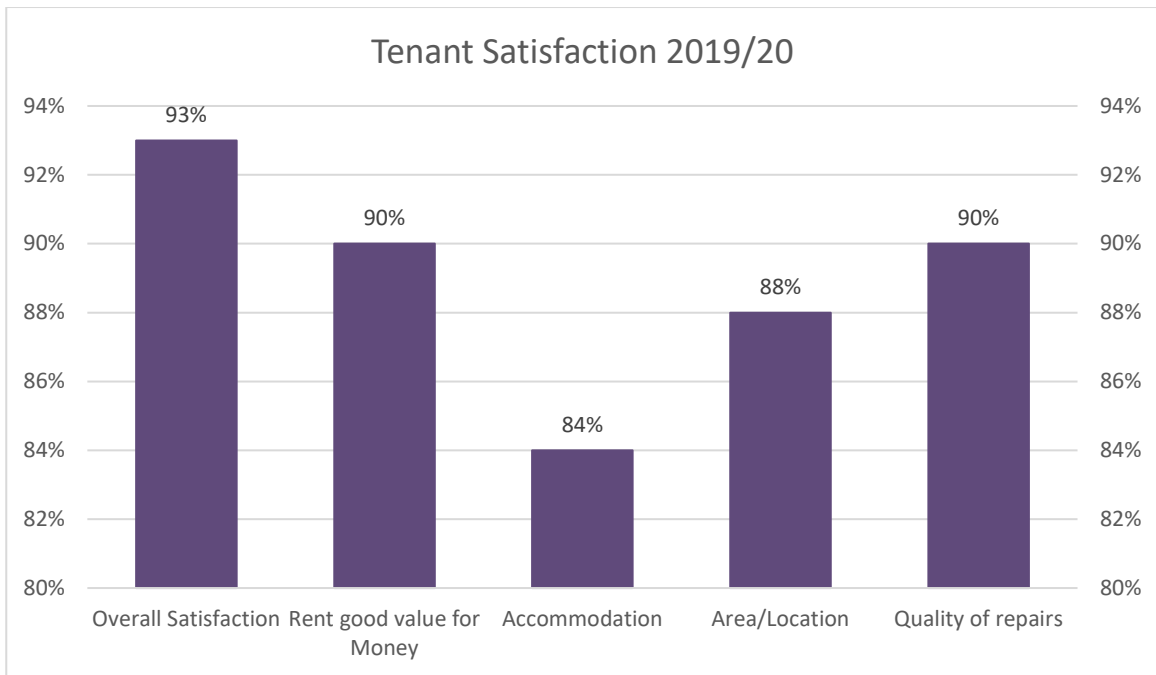
#### **Communication**

Tenant engagement and communication with our tenants is at the forefront of what we do. As part of our commitment to the Department for Communities Tenant Participation Strategy we have provided tenants with a menu of involvement or opportunities to give them a choice on how to become active in the decision-making process and influence how the association operates when it comes to the issues that matter most to them.

Tenant Participation events have included:

- *Annual Tenant Satisfaction Surveys*: providing feedback on how we can improve service delivery
- *Tenant Meetings*: These can be scheme based, or general meetings to give tenants an opportunity to discuss issues that may be impacting on them. In 2019/20 a total of 25 tenant meetings were held.
- *Tenants Newsletters*: Informing tenants of upcoming events, useful contacts, how the Association is performing etc
- *Tenant Consultations*: Feedback on repairs and planned developments. Tenants have opportunity to inform the Association on how satisfied with their homes. This may lead to further improvements moving forward.

We encourage tenant feedback by surveying our tenants on an annual basis and each time they receive maintenance or repairs to their property. Our annual survey is posted out to all tenants and residents. A summary of key results is outlined below:



As part of our commitment to keeping tenants informed we produce a quarterly newsletter and annual report keep tenants informed of the performance of the Association. Information on useful topics is delivered in our quarterly newsletter for example:

- Access to services offered by the Association and other useful links
- Contents Insurance
- Debt advice
- Effective Recycling
- Energy efficiency/Fuel Poverty
- Emergency Repair contacts
- Health and Safety Issues e.g. Fire Safety, Gas Safety
- Information and tips from Consumer Council
- Office operating hours
- Outcome of clean up days, prize draws etc
- Results Tenant Satisfaction Surveys
- Rate rebate information
- Support signposting to Advice Space, North Belfast Advice Partnership, Ligoneil Advice Partnership, Family Hubs
- Universal Credit Updates

Examples of these publications can be accessed on our website [www.nb-housing.org](http://www.nb-housing.org)

Tenants Meetings continue to discuss issues that are of concern to tenants. Meetings occur with tenants residing in apartment buildings primarily and with supported tenants. A total of 25 tenants' meetings were held in the year to discuss topics such as progress on planned maintenance works, anti-social behaviour, maintenance issues, residents social fund, to name just a few.

Tenant consultation and engagement is carried out when maintenance and development works are to be commenced. We had a number of improvement schemes within 2019/20 all of which tenants were consulted on e.g.

- Oil to Gas conversions to 12 properties
- External Redecoration Scheme to 200 properties
- 23 Kitchen replacements
- 31 Boiler replacements
- External door replacement to 24 properties
- External thermal works to one property

Once works are completed tenants are invited to provide feedback on the improvements.

Our tenant texting service is ongoing and has proved successful as it provides immediate contact with tenants who may not have made contact in the past. This is a key improvement in communication with tenants as it ensures two-way engagement to ensure service delivery.

Communication at NB Housing head office is aided with Loop service and our website provides a Browse aloud function for both text, volume adjustment and language translation to assist those with sight and hearing impairment and where English is not a first language. Tenants are also supported via Big Word and Flex Language Services in relation to translating tenancy documentation into their chosen language and interpretation services for any tenancy related communication.

## **Community & Tenant Engagement**

*Working in Partnership:* The introduction of our new Community Development and Tenant Support Officer has allowed us assign dedicated efforts to work in partnership with many other local agencies providing general advice on a variety of Housing and Support issues. Some of the community agencies have included:

- Ardoyne Association Housing & Environmental Subgroup
- Upper North Multi-Agency Meeting
- Glencairn Residents Group & Interagency group
- Ligoneil Community Cohesion Group
- Tenant Participation Practitioners Network (TPPN) meetings with Supporting Communities who have set up a 3-monthly forum for Housing Associations. The idea is that Housing Associations share good practice ideas in relation to Community Development and Tenant Participation
- North Belfast Advice Partnership: Providing advice on benefits, impact of welfare reform, housing issues, provision of food banks etc.
- NB Housing continues to be represented at many of the community meetings held through our area of operation. These meetings will consist of members of other housing associations, NIHE, local community workers, local councillors, advice sector, and tenant representatives.

*Supporting Young Homeless People:* We work in partnership with many services providing support to our young residents at Flax Foyer. This year agencies have included:

- **Food Cloud scheme** with Lidl who provide donations of any unsold food to the Foyer. We also avail of local food banks.
- **Daisy Project** provides a drop-in facility at the Foyer for anyone who is looking information/advice/counselling relating to Drugs or Alcohol misuse issues. This is a confidential service.
- **HYPE** attend the to provide information on Sexual Health
- **New Life Counselling** provide a group session in relation to Mental Health to better understand mental health and get some practical ideas to help deal with any issues.
- **Chest, Heart and Stroke** provide a Health and Homelessness Service. This consists of Health Checks, Information sessions, Choose Healthy talks, Stop smoking sessions, De-stress and pampering sessions
- **Bytes** ran a programme called Life Mapping in the Foyer. This covered mapping resident's life's out and building self-esteem, confidence and opportunities for the future.
- **Northern Ireland Youth Programme (NIYF)** are currently running a Relentless Change Project for 16-25-year olds who have a housing issue and want to create change.
- The **Ashton Centre** attends to provide 1:1 support to residents with CV writing, job applications, training etc.



Giving back to the Community: NB Housing is committed to supporting and empowering our tenants to be active and effective members of their community. During 2019/20 we continued to promote our NB Housing Community Funding policy where locally based charitable organisations or groups could apply for funds to develop initiatives within the community. The aim of the policy is to improve community spirit and quality of life by supporting local communities in which we operate. This year we donated to a local youth club. The donation assisted young people from north Belfast with a life changing opportunity to travel to Europe and gain experiences they would not have ever had before. The young volunteers took part in cultural experiences educating them on the consequences of stereotyping and judging others. Whilst in Romania the young people took part in voluntary work working with people in poverty, disability centres and orphanages.

Giving back to local communities, on their return the young volunteers organised numerous events within the youth club, improved their own personal development

and went on to organise different initiatives to support others within the community. The group will be planning initiatives to tackle homelessness and working with young people with disability.

### **Community Safety**

We have continued to engage a mobile security company for our apartment buildings to deter anti-social behaviour. Operating in areas of high deprivation and density, some of our tenants experience incidents of antisocial behaviour (ASB). The security service provides a means of contact should ASB arise outside office hours. The service gives our tenants an ability to report incidents and also gives assurance that resolution is forthcoming to not only ensure their safety but safety within the immediate community.

Our housing and support teams attend training in Anti-Social Behaviour management and it remains a continual item on our Housing Management team meetings agenda.

We continue to maintain links with community police, local councillors, and encourage tenant liaison with our staff teams.

Within this reporting period, NB Housing received 47 complaints of antisocial behaviour, 43 of which were resolved (91%).

### **Supporting People**

Administered by the Housing Executive for Northern Ireland, Supporting People funds a range of housing related support services for vulnerable people to improve their quality of life and attain independence. These services can be provided in tenants own homes or in Flax Foyer, sheltered housing or other specialised supported housing.

NB Housing continues to take part in the “*Let’s Keep on Supporting People*” campaign lobbying against funding cuts to maintain these much-needed services. Flax Foyer scheme relies heavily on the funds to support homeless 18-25-year olds to develop skills to maintain tenancies in the community, as does Holy Rood House for 65+ and McCorry House for independent over 55-year olds.

### **Our Staff Team**

At NB Housing we ensure all our staff avail of Equality of Opportunity in all aspects of their working life. Key developments this reporting period include;

- Recruitment and Selection: We conducted an organisational staff review this year to ensure we have the right staffing complement to provide an excellent service to all our tenants. With the introduction of Universal Credit and our commitment to developing more social homes we extended our staff team to include four new roles, an Assistant Housing Officer and Maintenance Officer, an Assets Officer and Community Development and Tenant Support Officer. These positions are providing much needed administrative support, expertise and advice to the Maintenance, Development and Housing Departments.



- We are an Equal Opportunity employer. From April 19 to March 20 we advertised a total of 3 jobs, received 17 applications, shortlisted 13, interviewed 8 and filled all 3 vacancies.
- Health and Wellbeing Strategy: In conjunction with Health Matters, NB Housing is in its final year of the Health and Well Being Strategy for staff. As the workplace is an integral setting for health promotion we wish to show our ongoing commitment to improve the health, safety & wellbeing of employees by applying the WHO Healthy Workplaces Model in support of healthy lifestyles and positive work environments. The four key avenues of influence are:
  - Maintaining a safe and healthy physical work environment
  - Promoting a positive psychosocial work environment
  - Providing personal health resources within the workplace
  - Supporting organisational involvement within the community

The Health and Well Being Action plan has incorporated many health initiatives such as the Staff Step Challenge in which staff compete to raise funds of £1004 for our nominated charity Chest Heart and Stroke.

We have also commenced training in Mental Health Awareness to equip staff with the knowledge of triggers of mental ill health, how to engage tenants who suffer and to recognise any symptoms staff too may experience. As part of this strategy two of our staff have been trained as Mental Health 1<sup>st</sup> Aiders.

Counselling and Occupational Health; our staff are offered both of these services as part of our Absence Management strategy to assist staff back to health and ultimately resume working

- Investors in People: NB Housing was reassessed in June 2019 for reaccreditation in the 6<sup>th</sup> Generation Framework of Investors in People. The Association was awarded GOLD accreditation until 2022.
- Flexitime Policy: 97% of our staff team utilise the flexitime policy promoting a positive work life balance.

### **Property Maintenance and Development**

Tenant and residents' needs are addressed through a number of key service delivery improvements throughout the year. Our adaptations service continues to address physical needs of our tenants by involving multidisciplinary teams such as OTs, Social Workers, Support workers etc. and ensuring needs are met.

The Association completed 38 disability adaptations at a total investment value of £77,925. Works included, the provision of level access showers and bathroom fitments, through ceiling lifts etc. Completed adaptation components included



PART A

Adaptation Type	Number Completed
Level Access Shower	17
Grab & Stair Rails	6
Hearing Aid Devices	5
Stair Lifts & Through Ceiling Lifts	2
Door Release Systems	2
Other Minor Adaptations	6
	<b>38</b>

The Association continues to develop homes for those in need. New builds on site during the year are

- Forthriver in the Glencairn area of Belfast completed April 2020 and will provide 24, two- and three-bedroom new build social houses.
- Hopefield off the Antrim Road in North Belfast, commenced during this year and will provide 9 one- and two-bedroom apartments. Handover is expected in September 2020.

In addition to the new builds above, our development department continues to add to our property portfolio acquiring the following houses within the reporting year.

Development Activity 19/20	Number of Homes
<b>On site</b>	
Rehabs	9
Off the shelf	4
<b>Completed</b>	
Rehab	14
Existing satisfactory purchase	2
Off the shelf	24
New build	18
<b>Total</b>	<b>71</b>

These properties consist of 2- and 3-bedroom houses in Belfast, Newtownards and Coalisland, Carrickfergus and Ballygowan. With a total investment of £6m we continue to provide homes for those in need.

- 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).

### Age

Communication: The outcome of our 2019/20 annual survey has highlighted positive satisfaction rates in relation to communication.

Communication 2019/20	% of Very/ Fairly Satisfied
1. Your views taken into account	93%
2. Keeping you informed	96%
3. Opportunities for participation in management and decision making	95%

- 88% of tenants stated that when they last had contact it was easy to get hold of the right person.
- 96% of respondents said that they found staff helpful and 94% of respondents said that staff were able to deal with their query. 89% of respondents said that they were satisfied with the final outcome.
- 24% of respondents said that they would be interested in becoming involved in how NB Housing shapes their services.
- 59% of respondents indicated that they would like to access their NB Housing account/ report a repair online.

### Benefits to Society NI

The Benefits to Society Campaign was launched at the NIFHA conference in October 19. One of the Foyer staff members, told his story about being homeless, living in Flax Foyer to then going on to achieve a degree and full-time employment as a Support Worker in Flax Foyer. Communicating this positive message to young people instils hope and aspiration for those struggling with homelessness.

Digital Inclusion: Flax Foyer residents (18-25yrs) are making good use of the computer suite at The Foyer both independently and with the BYTES project.

A computer has been provided for residents use at Holyrood House (65yrs +). Our Tenant Support and Community Development Officer continues to explore further avenues for access to computers through community groups as well as in house provision.

In September 2019 Libraries NI offered a free two-hour training course for tenants on how to access universal credit online. While a small number of tenants attended, all believed it helped their understanding of how to claim Universal Credit online.

Our website provides an accessible means of contact where tenants can present questions/queries, pay their rent, make a complaint or request a repair.

Social Inclusion: Both our Foyer scheme and sheltered scheme residents are consulted in relation to activities they would like to participate in. Tenants have suggested a varied programme of activities, both social and informative that encourages both genders to attend.

Activities included:

- **New life Counselling Art Therapy:** April 2019: Young residents at the Foyer took part in three Creative Art Sessions for Wellbeing with New Life Counselling
- Tenant Participation **Coffee Mornings** July 2019
- **Live Well** October-January 2020 A six-week programme delivered by Museums NI. The programmes are inspired by the Ulster Museum collections and range of Seasonal Customs to the Georgians. The sessions are designed to give people opportunities to engage with the Five Ways to Wellbeing: Keep Learning, Connect, Be Active, Give and Take Notice. The programmes are flexible enough to reflect the needs and interests of a wide range of groups.
- **British Red Cross First Aid Training** Delivered tenants November 2019
- **Information session Energy Efficiency:** National Energy Action held a seminar about energy efficiency for tenants in November 2019 at the Heuben Centre
- **World Biggest (Macmillan) Coffee Morning: September 19:** Held at Holyrood House and raised £772 for charity. Attended by staff, Holyrood tenants, their family and Nichola Mallon MLA.
- **Intergenerational Events at Holyrood House and Ardoyne Youth Club:** November 19: An intergenerational evening was held at Holyrood House for the residents and young people. A buffet was served and table quiz organised for the residents and secondary school pupils. The Youth Club also cooked and served the tenants their Christmas Dinner in December 2019.
- **Halloween Party** October 19
- **Christmas Party** December 19
- **Bingo** every Wednesday evening at Holyrood House
- Foyer staff are running the **Cooking Programme** every Thursday
- **Foyer Christmas Party** December 2019: The Department for Communities Christmas grant provided gifts, a buffet and soft drinks for residents at Flax Foyer. The event was attended by Tracy Meharg, Permanent Secretary, Department for Communities, Clark Bailie, CEO at NI Housing Executive and representative from Council for the Homeless to see how the invaluable funding is making a positive difference in the lives of young residents.

Unfortunately, the onset of the COVID 19 crisis brought many social activities to a halt in late March 2020. Plans were put in place to review how delivery of activities could be carried out with limited contact, use of technology and one to one telephone support. This remains under constant review.

Welfare Reform: Welfare Reform remains an agenda item for our Tenant Newsletter as the impact will affect all tenants of working age in receipt of benefit. We provide information to tenants and signpost to debt advice agencies where necessary in advance of upcoming changes in an effort to reduce potential financial hardship. Staff have attended training and information sessions to ensure they understand the impact on our tenants. The reform is impacting age groups differently, for example, while over 65's will not be impacted, those between 25 -35yrs will be affected by a

shared room rate capped by the local housing allowance, and families/households who are under occupying their properties will have housing benefit cut by up to 25%.

The delivery of these sessions to both staff and tenants will increase awareness in this area.

A forum has been established with other Housing Associations to assess the ongoing impact of the introduction of Universal Credit. This forum also serves as a learning tool as the process is monitored and lessons learned are shared amongst the group to better manage the process of transition.

We continue to lobby against the removal of mitigations payments. The removal will mean tenants currently receiving supplementary payments for Benefit Cap and Social Sector Size Criteria (Bedroom Tax) will experience further hardship as payments cease.

### **Dependents**

Welfare Reform/Single Room Rate: As above, the adverse impact of Welfare Reform may be extensive. Our Foyer scheme has been preparing young people for the adverse impact particularly for this age group. Residents are supported by their keyworkers to understand the implications as they move on to independent living in the community.

Flax Foyer and Strand Foyer teamed up to represent Foyer accommodation for young homeless people at a Homelessness Awareness Event in March 2020. Held at Grosvenor House, in Belfast, the event provided good networking opportunities and staff delivered information on services and for young homeless people.

We signpost our tenants to various advice agencies to raise awareness to families in particular, as tenants considering a transfer to other accommodation may be impacted. The outcome of the equality action plan has positively highlighted the need to provide relevant and timely information to our tenant base. We are now also carrying our benefit checks to ensure our tenants struggling with rent payments are receiving all benefits they are entitled to.

Lack of 2-bedroom accommodation: This accommodation type will be in high demand particularly for those vulnerable tenants in need of a carer, and single parents. At the end of this reporting period NB Housing 2-bedroom accommodation represented 44% of its total stock. This will continue to rise as new developments and acquisitions are finalised going some way to meet need in this category.

### **Disability**

Lifetime Homes: The Lifetime Homes Standard incorporates a set of principles that should be implicit in good housing design that maximizes utility independence and quality of life. The Lifetime Homes Standard seeks to enable 'general needs' housing to provide, either from the outset or through simple and cost-effective adaptation, design solutions that meet the existing and changing needs of diverse households. NB Housing seeks to deliver on these principles on all new build properties. Our new build stock is built to Lifetime Homes standard with incorporation a further 24 lifetime homes at our new build scheme at Forthriver and 9 apartments at Hopefield Avenue in Belfast to be handed over in September 2020.

Adaptations: NB Housing completed 38 adaptations to homes throughout the year. Adaptions can include fixed aids or additions to assist mobility or activities of daily living.

Communications/Electronic: We continue to deliver our browse aloud function for hearing or sight impaired on our website. Text phone provision is also available and head office is serviced by the loop system. Frailer tenants in our sheltered scheme are equipped with pendant and pull cord devices to access assistance outside office hours. This provides assurance for those tenants' dependent on support services.

### **Gender Imbalance**

Activity Programmes: Whilst activity programmes are essential in group living accommodation to prevent social isolation, it is as important to ensure activity planning is appropriate across genders.

As reported above our sheltered schemes delivered a varied activity programme this past year and encouraged inclusion of all tenants which received a positive response. We continue to survey and meet with tenants to gauge interest and participation in future activity planning.

This reporting period we were made a successful application to the National Lottery Community Fund receiving funds for a dance floor, smart TV, board games, hostess trollies, folding tables and coffee urns. These items were purchased following consultation with residents of Holyrood and McCorry House supported schemes to encourage interactive activities for both genders.

### **Political Opinion**

A potential inequality was highlighted within our Audit of Inequalities and therefore included in our action plan. This related to perceptions for potential employees who have "political convictions". NB Housing continues to request application to Access Ni for all potential support staff and continues to recruit staff based on the Merit Principle.

### **Race**

Communications: Our current tenant profile has 0.85% of households who do not have English as a first language, this is a decrease from 1% last year. We continue to engage with both Big Word and Flex Language Services who have provided translation and interpretation services for our tenants. We continue to provide information on our services on our website which is serviced by Browse Aloud. This enables tenants or prospective tenants to translate information to any language.

Good Neighbour Agreements: For the promotion of Good Relations all of our tenants are required to sign up to the principles of the Good Neighbour agreement. The agreement encourages all tenants to,

*"Respect all neighbours and their property, irrespective of their religion, race, ability, culture or political belief."*

## Sexual Orientation

Our training programme includes staff development of awareness of LGB&T community to continue to improve positive attitudes among staff and tenants.

The support-based training in relation to LGB&T has provided a practical approach to the issue's groups may experience and how our support staff can manage. Staff practice and response is enhanced and as a result providing positive outcomes for our residents. Agencies consulted to provide support include, Gender Jam, Rainbow, Cara Friend, HYPE, GPs, and Gender Assessment Clinic at Knockbracken. We held an LGB&T event in November 2019. An awareness raising event was well attended by Foyer residents, Board, staff and management. Residents and a visiting speaker discussed transgender experiences and provided information in relation to support groups.

- 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:

With the introduction of our new Community Development and Tenant Support Officer we have increased involvement and participation in community forums and meetings. This has permitted a contribution to discussions within local communities that may have positive impact in the lives of those across Section 75 groups. For example, support from local Family Hubs, greater access to benefits, discretionary housing payment applications, food banks, etc. Below is a snapshot in one quarter of support provided to tenants to assist in the maximisation of benefits and the positive impact this can make.

Welfare benefit/grant	No of tenants	Weekly increase (total for all tenants)	Backdating/One payment (total for all payments)
Discretionary Support	3		£1848.50
Tax Credits	1	£327.96	
Housing Benefit	5	£257.10	£943.56
Discretionary Housing Payment	4	£51.03	£508.34
Charitable Grant	1		£500
Welfare Supplementary Payment	3	£32.53	£313.56
Universal Credit	2	£ 73.10/ £81.48 for 6mos	
Careers Allowance	1	£66.05	£793.80
Income related ESA	1	£81.05	£5860
Rates Rebate	3	£31.77	£330.02
CB JSA	1	£73.10	
<b>TOTALS</b>	<b>25</b>	<b>£1075.17</b>	<b>£11,097.78</b>

PART A

The impact Welfare Reform has had on many households has meant incomes are reduced. However, with appropriate support those in need can avail of income they may not have been aware of given the complications of the system.

- 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:

With the introduction of Universal Credit and the lengthy waiting times to process claims, it was necessary to review procedures with respect to arrears. Action on arrears cases was extended to consider up to 13 week waiting time for a claim to be awarded. The decision meant households were not subjected to tenancy terminations whilst awaiting claim decisions.

- 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):*

Welfare Reform saw a negative impact for Universal Credit claimants i.e. groups under 65 yrs. It became clear households were struggling as rent accounts saw increasing arrears. Monitoring of the impact of the change in procedure, providing support and information has assisted individuals and families on low incomes to better understand the process. The impact is under continual review.

As a result of changes to access to information and services *(please specify and give details):*

As above the introduction of the Community Development and Tenant Support Officer has given tenants additional one to one support to combat decreasing incomes due to welfare reform.

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:

5 Were the Section 75 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:

Staff Appraisal and Development Plans are agreed once Business Planning for the year is complete. As an association built on strong values we ensure our values are integrated into each appraisal document. We provide social housing for those in need. Our mission is;

*"To provide affordable rent and homes that build vibrant neighbourhoods and communities"*

At NB Housing we realise the important role that the community and voluntary sector and the general public have to play to ensure the Section 75 statutory duties are effectively implemented. Our equality scheme demonstrates how determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 statutory duties.

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

Please provide any details and examples:

Our Annual Business Plan for 2019/2020 has incorporated NB Housing targets in fulfilling our statutory equality and good relations duties of our Equality Scheme and Disability Action plan.

*“Meet all our statutory and regulatory reporting requirements, including DfC regulatory returns, statutory accounts, Charities Commission, HMRC, Fair Employment, Equality Schemes and Disability Action Plan reports”*

### Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed:

24

Actions ongoing:

2

Actions to commence:

0

Please provide any details and examples *(in addition to question 2)*:

As per 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)*:

There have been no amendments to the action plan during 2019/20

PART 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:

Our Development and Maintenance Department consult with tenants before work commences and after it is completed. Tenants are asked for satisfaction levels once complete. Between the period of April 19 and March 20, 903 tenant satisfaction surveys were completed representing 20% of works orders. Satisfaction levels were over 90%. Likewise planned and completed developments will be consulted upon. These too have received positive results for the same time period.

NB Housing Tenant Participation Strategy spanned 2017-20. The purpose of the strategy is to ensure tenants have a voice in the way service of the Association are delivered. We consult regularly with tenants through a menu of involvement. These range from Annual satisfaction surveys, telephone calls, one to one meetings, tenants meetings etc. The outcome of our tenant participation strategy provided the following positive results.

- o Throughout the span of the 2017-2020 strategy we reviewed our action plan and put in place improvements that would aid the further consultation and participation. 24 of 33 outcomes with the strategy were achieved. Our Annual Satisfaction Survey showed increasing response rates with 14% of tenants involved in the survey last year. Results have shown a high level of satisfaction with overall NB Housing performance at 93%.
- o We measured how we consult and communicate with tenants. Communication is a major element within the strategy. Again, 93% of tenants surveyed were satisfied their views were considered, this is central to our strategy.

PART A

- In the final year of the Tenant Participation Strategy 2017-2020 there were 25 Tenant Participation Meetings held and a total of 7 community events. This has been an increase on statistics in previous years.

2019/20	Q1	Q2	Q3	Q4	Total
Community events held	0	1	2	4	7
Tenant participation meetings	4	7	8	6	25
Total No of residents attending	10	26	29	44	109

- Meeting attendance alone exceeded the target of 2% of tenants being involved in some method of participation. Throughout the year meeting attendance represented 10%.
- We have now also a tenant representative on the Housing Panel.
- Areas covered and discussed at the tenant meetings included; Anti-social behaviour complaints, how tenants are impacted and solutions on how these incidents can be resolved. This in turn leads to changes in ASB management e.g. we employed a security service to give tenants assurances that issues are being dealt with promptly
- Maintenance/Repairs: Direct consultation with maintenance team to discuss refurbishment of a sheltered scheme, outstanding and suggested repairs
- Policy & Procedure: Review of complaints procedure was discussed with residents. Outcome was that tenants believed the policy was easy to understand and process was simple, resulting in no amendments to the policy.

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*)

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

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

As outlined above

PART A

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)*

- 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)**

[www.nb-housing.org](http://www.nb-housing.org)

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

0
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**16** Please provide the **number of assessments** that were consulted upon during 2019-20:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) 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:

N/A



No adverse impact

- 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:

N/A

### **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.

**Equality Training**  
**Julie Allen Consulting**  
11/04/19

**Housing Adaptations: How to help your client**  
**Housing Rights**  
*Skainos Centre*  
11/04/19

**Substance Misuse Awareness**  
**ASCERT**  
29/04/19

**Recognising & Dealing with Fraud in Housing**  
**NIFHA**  
30/04/19

**Understanding Illicit Drugs**  
**ASCERT**  
13/05/19

**Tenant Participation Training**  
**Empowering Communities**  
*Gatelodge Office*  
16/05/19

**Welfare Changes: Universal Credit Update**  
**NICVA**  
*61 Duncairn Gardens, Belfast*  
23/05/19

**Tackling Domestic Abuse in the Housing Sector**  
**CIH NI**  
03/07/19

**Young People, Substance Misuse and Mental Health**  
**ASCERT**  
12/09/19  
13/09/19

**Complaints Handling**  
**Jack Moore Training Solutions**  
*NIFHA*  
20/09/19



PART A

**Tenant Participation Training  
Empowering Communities**  
*Grove Community Housing Association*  
10/10/19

**Delivering Genuinely Affordable Homes in Northern Ireland  
CIH & Housing Rights**  
*Skainos Centre, 241 Newtownards Road, Belfast*  
14/10/19

**Domestic Abuse in a Digital World  
Belfast Area Domestic & Sexual Violence and Abuse Partnership**  
*Agape Centre, 236-266 Lisburn Road, Belfast, BT9 6GF*  
15/10/19

**Universal Credit and Housing  
Housing Rights**  
*The Skainos Centre*  
21/10/19

**The Social Sector Size Criteria: Researching the Potential Impacts for Tenants and Landlords  
NIHE**  
*Park Avenue Hotel, Belfast*  
24/10/19

**Universal Credit Briefing  
S. McKinley**  
*Gatelodge Boardroom*  
14/11/19

**Trans Awareness Training  
Transgender NI**  
*Gatelodge Boardroom*  
25/11/19

**Homeless and Complex Needs Training  
NIHE,**  
12/12/19

**Housing Benefit V Universal Credit- The Differences  
Housing Rights**  
*The Skainos Centre*  
16/01/20

**Housing Sector, Training Seminar on Section 75 and Section 49A  
ECNI**  
*Malone House Shaw's Bridge*  
17/01/20

**The Essentials: Helping Clients access Social Housing  
Housing Rights**  
*The Skainos Centre*  
22/01/20

**Mitigation & Welfare Reform Awareness  
Housing Rights**  
05/02/20

**Tenant Participation Training  
Empowering Communities**  
*(Board Members) Gatelodge, Boardroom*  
13/02/20

**Challenging Negative Housing Decisions  
Housing Rights**  
*The Skainos Centre*  
04/03/20

Training scheduled after this date was cancelled due to Covid 19 crisis.

NB Housing recognises that awareness raising and training play a crucial role in effective implementation of our Section 75 duties. The impact this training has had can be summarised as follows:

- Overview of Equality in the workplace to increase awareness of issues that are likely to affect people across a range of Section 75 categories.
- Will help to inform policy reviews to ensure promotion of equality for Section 75 categories
- Increased awareness of the impact Universal Credit will have on Section 75 groups in particular, young people, families, those between 25-35yr olds etc.
- Increases awareness and understanding of the impact homelessness in particular that of young people aged 18-25yr olds
- Understanding of how homelessness, debt, fuel poverty, social challenges will impact on behaviour
- The importance of Health, Safety and Wellbeing of others and ourselves in the workplace.
- Raises awareness of the issues those suffering with mental ill health endure and how to effectively support them. The training has enabled staff to understand different mental health issues and their potential symptoms. Training provided information on the steps that should be taken to ensure someone is given the support and guidance they require to seek appropriate professional help

- 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:

Our Learning and Development Plan is provided to staff and Board on an annual basis. The plan outlines training in areas that staff are required to develop skills and to raise awareness in other areas that will assist in the effective delivery of the job role.

At the end of the year the training plan and sessions delivered are reviewed to assess the positive impact of training and further learning required for the upcoming year. Each training session is evaluated immediately following delivery and is discussed as part of the performance appraisal process. Overall staff have given positive feedback on the sessions provided as training not only raises awareness and assists staff in their knowledge of legislative requirements but also ensures best practise.

The introduction of Universal Credit, has resulted in a number of our tenants being negatively impacted as available income has been stretched. Our Staff team have attended many events this past year to share knowledge and best practise on how to best manage universal credit claims, where to signpost those in debt, and generally the practicalities for tenants working through the process. An inevitable increase in rent arrears has meant staff are working closely with new claimants as they await claims being assessed and ensuring all required information is provided to allow for a seamless claim process. This aims to reduce the amount of time claimants are without reduced income to manage households. The training has

highlighted shared experiences and understanding to ensure any pitfalls of the system are recognised and avoided for the benefit of the tenant.

Equality Commission for Northern Ireland provides training sessions that are practical, informative and interactive where practitioners and service providers are able to present and discuss examples to improve practise and positive outcomes. Raising awareness of the availability of information such as policy templates, advice etc. is a valuable resource to assist in the delivery of our Equality Scheme objectives.

Our support teams provide services to both young and older clients. Both groups will experience changing needs and we must ensure our staff are equipped with the knowledge to deal with these needs. Our support planning sessions will guide staff on how to develop a holistic service which addresses individual needs of the residents, including risk assessment and an outcome-based action plan. We have seen an increase in the need for specialist training sessions in mental health awareness, health and wellbeing and wellness recovery plans etc as clients present with differing needs. The staff have found these sessions extremely helpful and have put knowledge gained into practise positively impacting on the tenants and residents.

Supporting Communities have provided invaluable advice to staff, board members and tenants to raise awareness on methods of engaging with tenants. Our Tenant Participation Strategy is due for review this year and this training has provided positive feedback of which we will incorporate into the strategy.

**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**:

- Staff restructuring and recruitment provided additional resources to access information and services for tenants
- Awareness raising of Universal Credit/Welfare Reform and attendance at information sharing forums to enable a better transition for tenants
- An increase in tenants who do not have English as a first language led to an evaluation of translation and interpreting services resulted in a new provider
- Further engagement with Supporting Communities following review of Tenant Participation Action plan to improve consultation
- One to one consultation with tenants in relation to issues affecting them, i.e. anti-social behaviour, new development plans, planned maintenance etc.
- Website access providing continual updates of information about our services and tenancy documentation

**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
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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:

November 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)*

- Continue with profiling tenants
- Further screening training for managers is being sought as a focus group within the sector.

**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 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:**

**13**

Fully achieved

**1**

Partially achieved

**1**

Not achieved

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

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

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	1.Representation on both Board and Staff Teams at NB Housing as well as Housing Sector/NIFHA Meetings	Recruitment Processes/Board Recruitment Attendance at Meetings and Sub Committee Meetings	Positive input to decision making process.
Regional <sup>iv</sup>	2.Tenant Consultation/ Engagement/Participation Strategy	Dedicated staff member recruited to drive Tenant Participation Strategy/Tenant Welfare. Choices available on methods of involvement	Increased involvement in activity particularly among older tenants. Greater interest in smaller one to one or scheme specific meetings held on site or at tenants' home.

PART B

		<p>circulated to all tenants to encourage participation.</p> <p>Greater publicity of engagement both in newsletters, mail drops, one to one and website to encourage attendance</p>	<p>Responses received from a small number of tenants seeking involvement. Meetings held quarterly as a minimum.</p>
Local <sup>v</sup>	3. Review internal and external communications	<p>Yearly review of Annual Report.</p> <p>Tenants surveyed to inform of preferred methods of communication.</p>	<p>Positive imagery included in 2019/20 Report.</p> <p>NB Housing Annual Business Plan included continued use social media sites, texting service &amp; browse aloud function.</p>
	4. Recruitment Drives reaching a wide audience.	<p>Jobs advertised externally via Nijobs.com, Community NI or NIFHA. Internally via email to all staff, adverts displayed on noticeboards.</p>	<p>Applications received from those with and without disability</p>
	5. Support Staff with disabilities to fulfil career development and learning	<p>Training needs analysis for all staff. Performance appraisal process on going.</p>	<p>Training and development plans are in place for staff with or without disability. Staff inform of training needs at appraisal meeting or one to ones.</p> <p>Outcomes provide increased awareness and improved service provision.</p>

PART B

	6. Conduct Staff Survey to include disability issues	Survey distributed via Investors in People	Positive survey results. (Next survey due 2020/21)
	7. Recruitment & Support: Exit Interviews	Exit interviews held to identify needs that may impact policy direction	Policy includes reference to exit interview process. Interviews carried out for all leavers.
	8. Work with joint partners to adopt the principles and spirit of disability duties/ Links with disability groups	Quarterly and annual review meetings with joint partners. Report on performance provided. As and when required contact with external agencies to address needs.	Documented meetings/actions with Joint Management Partners. Contact with external groups for example OTs, disability action, sensory awareness teams etc to assist tenant to maintain their tenancies independently.
	9. Encourage interaction between those with disabilities and those without	Encourage attendance at community events in local areas and in-house activity	Attendance at events in local community has engaged residents with support needs.
	10. Promotion of positive attitudes	Ongoing engagement to adopt principles of disability duties	Improved services to those with disability



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

	Training Action Measures	Outputs	Outcome / Impact
1	Provide Training/Refreshers on disability duties to Board members and staff.	<p>2019/20 training plan included:</p> <ul style="list-style-type: none"> <li>○ Housing Sector, Training Seminar on Section 75 and Section 49A (ECNI)</li> <li>○ Equality in the Workplace</li> <li>○ Housing Adaptations: How to help your client (Housing Rights)</li> <li>○ Homelessness and Complex Needs Training (NIHE)</li> </ul>	<p>Refreshers that included awareness raising of Section 75 duties and legislation and the roles and responsibilities of the NB Housing Team.</p> <p>Reference to reasonable adjustment duties.</p>

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	Accessibility	<p>Information available online in various formats</p> <p>Two office sites, out of hours meetings, one to one meetings.</p> <p>Loop system available in Office</p>	<p>Greater accessibility to information for those with/without disability.</p> <p>Preferred method of contact is one to one meeting, telephone or in writing. Tenants meetings held on Scheme sites, tenant's</p>

PART B

			homes, either one of two offices to increase accessibility for tenants.
2	Tenant Consultation/ Engagement/Participation	Menu of Involvement circulated to tenants to choose most appropriate engagement option.	Paper based survey offered and implemented.  One to one or group contact with tenants regarding needs, views and opinions taken on board for the betterment of service delivery.
3	Information/Publications	Information available in alternative formats, on request. Text phone provision, browse aloud facility, large print, texting etc.	Improved access to information for tenants or applicants with sight or hearing impairment.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Encourage engagement for those with disability and those without	Arrange attendance at both local community events and in-house events	Attendance at events in local community has engaged residents and staff teams/those for with disability and without.
2	Engagement with external organisations and multi-agencies	Establish positive working relationships with external organisations	Contact with external organisations such as Chest Heart and Stroke, New Life Counselling, Aware NI, ECNI, Autism awareness, Disability action, Daisy, Belfast Trust, Local GPs, OTs, Support and Care Providers etc., has a positive impact and promotes independence for our tenants and residents.

PART B

3	Activity Programmes	Survey and feedback from residents/tenants/participants	Increased engagement between two supported schemes  Activities within supported schemes encouraged those with disability or without to promote inclusivity.
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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			

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	Establish the scale of disability amongst NB Housing Tenants (Ongoing)	Profiling questionnaires for tenants.  Use of new staffing resource to assist in the process.	To better address housing needs for tenants with disability.	Tenants are not forthcoming regarding information in relation to personal information on request.  Applications for adaptations are being received and needs addressed.

PART B

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

	Action Measures not met	Reasons
1	Include Questions in Policy Screening template to assess significance of disability duties as part of screening exercise	Screening ongoing

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**

- Tenant Satisfaction Surveys
- Tenant Activity Surveys
- Tenant Participation/Engagement Events
- Maintenance & Development Consultations
- Adaptation Consultations
- Response Maintenance Satisfaction Surveys
- Training Evaluations
- Complaints Monitoring

**b) Quantitative**

- Recruitment monitoring returns
- NICORE Statistics
- Fair Employment Monitoring
- Annual Satisfaction Survey

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?

No further revisions have been made following review of Disability Action Plan 2017.

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

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?

NB Housing continues to keep the plan under review and should opportunities for new measures arise we will endeavour to incorporate.

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

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

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