

North Belfast Housing Association Ltd (NB Housing)



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2015-16**

Contact:

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<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:
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 2015 and March 2016

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 2015-16, 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.

NB Housing is committed to developing great homes and proud communities while meeting the interest of our residents, stakeholders and partners. Since the merger of both Filor and Flax Housing Associations in May 2014 we have continued to provide high quality social housing for the Ardoyne, Oldpark, Lower Shankill, Crumlin Road areas of North Belfast with some expansion in West Belfast.

The Associations' vision is:

“To lead physical, social and economic regeneration through outstanding social housing”

This vision is embedded into our Corporate and Operational Plans. In 2015-16 we have continued to provide properties for those with varying needs. We have increased our social housing portfolio to 924 units and provide accommodation to a wide range of service users.

The majority of housing we provide is for general needs families however we also provide accommodation and support specific to homeless young people aged 18-25 at our Flax Foyer Scheme, as well as accommodation and support to 55's and over in McCorry House, and sheltered accommodation for the elderly at Holy Rood House. Additionally we operate joint management partnerships with the Salvation Army in the provision of accommodation for vulnerable families at Thorndale House and hostel accommodation in partnership with Rosemount Ltd for alcohol dependent residents.

NB Housing Mission is:

“To provide affordable rents and homes that build vibrant neighbourhoods and communities”.

NB Housing is a value based organisation through which we aim to deliver on both the Corporate and Operational plan year on year. Through our values we will aim to ensure:

Leadership: We will demonstrate or leadership through the excellence of our housing and services and the professionalism of our team.

Aspiration: We encourage the aspiration of our employees in their own personal and professional development. In the same manner we encourage communities to aspire to better standards of housing and regeneration.

Personal: We build homes not houses. We consider the needs of families, individuals and the community before anything else in our developments.

Esteem: We value more than the physical regeneration of housing stock, but the restoration of esteem that people have for themselves, for their home and for their community.

Community/Togetherness: We will listen to and respect each other working together to achieve a vibrant and prosperous community. We act collectively as one team to support one another, working cooperatively, respecting each other's views and making our work environment enjoyable.

Integrity: We will be accountable and transparent to our customers, respectful of our tenants and proud of our service delivery.

The objectives for the organisation have been agreed by our voluntary Board of Management who is responsible for the effective governance of the Association. The Board comprises of 13 members, including the Chair, Vice Chair, Secretary and Treasurer. 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.

Within this reporting period we have restructured our staff teams to include the Senior Management team which comprises of Director of Development and Property Management and Director of Housing Management and Corporate Services. We have expanded a further level of Management to include the Finance Manager, Housing Manager, Foyer Scheme Manager and Maintenance Manager who line manage our officers and support staff to make up a staff team of 31 employees.

The Board has agreed a 3 year Corporate Business Plan and has set challenging but achievable targets for our team to deliver this plan using 5 Strategic Themes:

Fit for Purpose – How we will manage our processes to reduce risk, increase efficiency and implement sound governance arrangements.

First Class Quality Service – How we will meet the expectation of our tenants, customers, partners and funders.

Building for the Future – How we will expand our business and provide more social housing for those in need.

Our People – How we will attract and retain motivated staff and how we will encourage our team to achieve the challenging targets contained within our plan.

Housing Plus – How we will ensure that we continue to provide additional support and services for clients in receipt of Supporting People Services.

Examples of Key Policy and Service Delivery Developments:

- NB Housing continues to ensure 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 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.

- Our Tenant Forum continues to meet quarterly to receive information regarding the association plans and policies and procedures. We have expanded this method of communication out to individual schemes to allow tenants to discuss issues pertinent to their living environment or community.
- We encourage tenant feedback by surveying our tenants on an annual basis and each time they receive maintenance or repairs to their property.
- Tenants receive a quarterly newsletter and annual report that keep them informed of the performance of the Association.
- The operational plan for this period included the introduction of a text messaging service. NB Housing is the first Housing Association in Northern Ireland to provide an intelligent two-way communication platform text messaging service for tenants delivering increased communication with tenants. It also gives tenants a quick and easy method of communication, which promotes the operation of “self-service” information regarding rent accounts, repairs, payments, satisfaction surveys etc. at a time that suits tenants best. The aim of the communication solution is to improve engagement and customer satisfaction among NB Housing tenants and the response has been instantaneous, with many tenants demonstrating this as their preferred method of communication.
- Our development department has offered community consultation in preparation for a new development of 18 homes the Forthriver area of West Belfast.
- 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. Between 1st April 2015 and 31st March 2016 the Association completed 23 adaptation requests with a total expenditure over this period of £23,868.96. Works included mobility assistance by the way of handrails or grab rails, the provision of level access showers and bathroom fitments. Completed adaptation components included 8 level access showers, 11 mobility assistance adaptations and 4 electrical.
- We continue to engage with local community organisations to ensure services are accessible to our residents and tenants. In our Foyer scheme for 18-25yr olds we engage with BYTES, Ashton Centre, The Daisy Project Ardoyne Youth Club Extern, Start 360, Princes Trust who provide a number of key living and work skills and preparation for employment and independent living in the community.
- We partnered with BYTES in the provision of a staffed computer suite at

the Foyer to encourage upskilling of residents in their employability and IT knowledge.

- As a valued based organisation, our role in the community is important to both staff and the tenants we serve. We continue to work with others locally and have engaged in intergenerational activities such as the Foyer resident's involvement in Christmas and Halloween parties in the local community centre. We have also provided support to local initiatives such as Homeless World Cup, contract social clauses to enable construction apprenticeships, representation and advice at local community hub on Welfare reform etc.
- Other key service developments in this reporting period included a Satisfactory rating in the Department for Communities Inspection of the Association in Dec 2015-Jan 2016 and Investors in People Accreditation for the 6th Generation Framework, giving assurance to our tenants and staff that our policies, procedures, management and governance of the services are of a high standard.

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2015-16 (*or append the plan with progress/examples identified*).

Review of preferred methods of communication:

NB Housing annual surveys seeks feedback from our tenants and residents on their preferred methods of communication. Whilst 76% of tenants surveyed still prefer contact in writing, telephone, or a visit, we are continuing to offer other means of communication such as texting, email, website, etc so that all methods are accessible.

To address the digital divide our action plan encouraged the uptake of training for our older tenants in computer skills. Unfortunately this did not generate the interest we had hoped and have therefore plans to provide access to an onsite computer by installing broadband into our Sheltered Housing scheme. Our 18-25 years olds are making good use of the computer suite at The Foyer and are receiving and giving instruction in IT skills.

We have updated our website and provided accessible means of contact through the website, where tenants can present questions/queries, pay their rent, or make a complaint. Our browse aloud function for hearing or sight impaired, as well as a translation option for various languages also increases accessibility for both current and prospective tenants with differing needs.

In partnership with NIFHA, Advice Agencies and other Housing Associations we have participated in the delivery of a Welfare Reform Clinic to keep tenants informed of the upcoming changes in an effort to reduce potential financial hardship.

Consultation and Engagement

We are engaging regularly with our tenants to ensure they are kept informed by

circulating newsletters, invites to tenant forums, information on how to get involved in tenant participation strategies, etc. Tenants are involved and as new tenants become housed the engagement process is highlighted.

Gender Imbalance/Social Inclusion

Our sheltered scheme tenants have been surveyed in relation to activities within the scheme. Tenants have suggested a varied programme of activities that encourages both genders to attend.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2015-16 reporting period? (*tick one box only*)

Yes x 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:

N/A

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*):

PART A

Other (please specify and give details):

N/A

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 2015-16 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:

Job Descriptions were reviewed as part of the merger process in 2014. As new positions arise, adherence to association rules on equality of opportunity is integrated in to the job description.

5 Were the Section 75 statutory duties integrated within performance plans during the 2015-16 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:

NB Housing Training and Development Plan include training on Equality Awareness as part of all staff induction. Throughout the plan staff will attend various additional training sessions or seminars as part of our commitment to equality of opportunity. Training attended throughout this reporting period has been provided by the Equality Commission, Labour Relations Agency and other training providers.

PART A

In the 2015-16 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 2015-16 report
- Not applicable

Please provide any details and examples:

NB Housing 3 year Corporate Plan was approved by the Board in 2014 in which Equality is integrated. Likewise our Operational Plan for 2015/16 incorporates our objectives on Equality.

Equality action plans/measures

7 Within the 2015-16 reporting period, please indicate the **number** of:

Actions completed:	19	Actions ongoing:	2	Actions to commence:	3
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Please provide any details and examples *(in addition to question 2)*:

Age

NB Housing surveyed and profiled its tenants in the 2015-2016 period. The process takes place annually. 76% of tenants have indicated a preference to letter correspondence, telephone and one to one contact as a preferred method of contact. Our older tenants in our sheltered schemes continue to show little interest in the use of electronic contact however we will pursue this avenue for future incoming tenants whose preferences may differ.

We continue to operate our text phone service and have introduced the texting service for all tenants organisation wide. We have seen a positive uptake in texting response from tenants.

Younger residents at the Foyer continue to make use of the computer suite and engage regularly with the BYTES programme.

Social activity at Holy Rood was evaluated to determine attendance and tenant's surveys to ensure all residents had an age appropriate activity to attend. Again attendance this past year has been low with an increase in tenants taking part in

activity outside the scheme in the local community.

Welfare Reform information has been provided so all those impacted may achieve a full understanding of the impending changes. Changes may impact anyone of working age, (16- 64yrs) in relation to Disability Living Allowance, Benefit Cap, Employment and Support Allowance, Housing Benefit, and the introduction of Universal Credit. NIFHA on behalf of the Housing Association movement have continued to lobby government in regard to the changes. NB Housing has been keeping tenants informed and whilst we have surveyed all tenants to establish who the changes will impact most, information is slow to return. This remains an ongoing action.

Dependents

Welfare reform will introduce new criteria to calculate housing benefit payments called the Social Sector Size Criteria. The size of the property and the number of people living in it could significantly reduce housing benefit entitlement if under-occupied. Whilst the criteria will not impact those over state pension age, it will potentially impact single people, single parents, and people with disabilities needing carers. NB Housing recognises the increased need for one bedroom properties for singles, and two bedrooms for those with dependent/carers. Our housing stocks includes both property types having acquired a number of 1 bedroom properties as a result of the merger and are included in our future development plans. We continue to assess demand and the impact of Welfare Reform.

Disability

As previously mentioned we have surveyed our tenants and have acted upon their communication preferences. We continue to make improvements in relation to website, texting, to address services users differing needs, for example hearing and sight impairments.

Tenants with disability have availed of adaptations to their accommodation to include level access showers, grab rails, etc. all of which have had positive impact and assist tenants to maintain their tenancy for as long as possible.

Our supported schemes will also have multidisciplinary input for those residents needing support and adaptations to address disability needs for example walking aids, health monitoring, pendant alarms etc. all of which aid independence.

Gender

NB Housing completes an Annual Fair Employment Return annually and Article 55 review every 3 years to report on recruitment outcomes in relation to applicants, appointees and leavers. At the end of this reporting period the Association had a well-proportioned in team in respect of gender, with 14 male and 17 female staff.

Race

Communications and accessibility may be difficult for those whose first language is not English or who are unfamiliar with the system. Whilst our tenant survey did not indicate a high number of tenants whose first language was other than English, our staff are aware of the language line services should documents require translation and our website has a multi-language function.

We continue to train our staff in equality awareness and practise the promotion of

Good Neighbour Agreements with all our tenancy sign ups..

Sexual Orientation

Staff have attended awareness training with Equality Commission NI in LGB & T. Our support staff would also have contact with the Rainbow Project should any residents require support. We continue to raise awareness with our staff team on reporting of any adverse issues that may arise.

Cross Category

NB Housing sought additional Board members in the reporting period. Our Board membership increased from 9 to 13 members who represent an excellent cross section of appropriate skill mix and backgrounds.

Our anti-social behaviour complaints rose significantly in 2015-16 and on review the trend was not directly related to any one specific group, but rather multiple complaints in relation to common issues. We continue to work closely with multiagency and community groups in an effort to manage ASB.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period (*points not identified in an appended plan*):

There have been no changes to the plan this reporting period.

- 9 In reviewing progress on the equality action plan/action measures during the 2015-16 reporting period, the following have been identified: (*tick all that apply*)

- X 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
- X 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*)

- X All the time Sometimes Never

- 11 Please provide any **details and examples of good practice** in consultation during the 2015-16 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

We always consult with tenants around the issues that affect them. Our Tenants Forum was established for this reason where tenants are given a voice. Tenants are notified of the upcoming meetings and invited to attend. As we are extending our tenant participation strategy, tenants were consulted on the methods by which they would like to get involved. They have an opportunity to put forward their views and opinions on how the Association provides its services. This is an ongoing and evolving process.

Throughout our Investors in People preparation and assessment staff were consulted about their views of the Association by an independent assessor and survey. The positive outcomes have been recommendations to further improve processes in which staff are leading through an employee focus group. Staff input will mould a reviewed Staff Performance Appraisal and Reward and Recognition Strategy within the 2016/17 reporting period.

One to one consultation with tenants in relation to change to their home is vital to achieve the best outcome for the tenant and their household. Our Development and Maintenance Department consult with tenants before work commences and after it is completed. Tenants are asked for satisfaction levels once complete.

12 In the 2015-16 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 above

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? *(tick one box only)*

- Yes No Not applicable

PART A

Please provide any details and examples:

14 Was the consultation list reviewed during the 2015-16 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)

[Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]

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

19 (1 policy area)

16 Please provide the **number of assessments** that were consulted upon during 2015-16:

0	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

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

0

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

Yes No concerns were raised No Not applicable

PART A

Please provide any details and examples:

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2015-16 reporting period? *(tick one box only)*

Yes No X Not applicable

Please provide any details and examples:

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2015-16 reporting period? *(tick one box only)*

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

Please provide any details:

NB Housing is currently reviewing its Policies and Procedures with a completion date of November 2016

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

Yes X No Not applicable

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2015-16 reporting period, has shown changes to differential/adverse impacts previously assessed:

No adverse impact to date.

- 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:

None

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 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

As part of the Staff Performance Appraisal and the needs of the organisation the training plan is developed year on year. In 2015/16 the following equality training sessions were attended:

Equality Awareness in the Workplace

Fundamentals of Autism/Autism NI

Recruiting Fairly/ECNI

LGB & T / CINI

Homelessness Advising the Full Duty Applicant/Housing Rights

Anti-Social Behaviour Training/Housing Rights

Managing Harassment in the Workplace/ECNI

Managing Sickness Absence/Labour Relations Agency

How to complete an Article 55 Review/ECNI

Equality Plan/ECNI

Equality Update/ECNI

Training offered and attended directly relates to the objectives of the Equality Scheme in that the areas and topics covered will ultimately provide staff awareness and increased knowledge in fulfilling our statutory obligations and good relations duties.

- 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:

Staff have given positive feedback on the Equality Awareness session provided as it provides an overview of what the Section 75 categories are, what our obligations as an organisation and individuals are, as well as raising awareness of potential issues or inequalities.

The support based training i.e. Autism Awareness, LGB&T, ASB etc. provided a

practical approach to the issues particular 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.

Sessions provided by ECNI and LRA are again practical, informative and interactive where practitioners and service providers are able to present and discuss practical examples to improve practise and positive outcomes.

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

26 Please list **any examples** of where monitoring during 2015-16, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Provision of improved website, browse aloud function, texting service, greater tenant engagement through forums, improved newsletters etc.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2015-16?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

28 Please indicate when the Equality Scheme is due for review:

2017

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)*

- Further training on policy screening processes
- Refresher training in Disability duties
- A continuance of screening of policies and procedures
- Review of the Equality Scheme due in 2017

PART A

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) 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:

11

Fully achieved

3

Partially achieved

1

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}	1. Representation on both Board and Staff Teams at NB Housing	Attendance at Meetings and Sub Committee Meetings	Governance and positive decision making process. Agreement of operational planning for 2 nd year of corporate plan.

PART B

<p>Local^v</p>	<p>2. Tenant Participation Strategy</p> <p>3. Adaptations Consultations</p> <p>4. Recruitment Drives reaching a wide audience</p> <p>5. Promotion of positive attitudes</p> <p>6. Review internal and external communications</p>	<p>Menu of Involvement circulated to all tenants to encourage involvement.</p> <p>Greater publicity of tenant forum both in newsletters, mail drops, one to one and website to encourage attendance</p> <p>One to one consultation on adaptation needs for those with disability</p> <p>Appropriate placement of vacant posts internally via email to all staff, adverts displayed on noticeboards. Externally via press, and online job recruitment.</p> <p>Ongoing engagement to adopt principles of disability duties</p> <p>Merger process initiated a rebranding of all marketing materials, including an upgrade to website. Tenants surveyed to inform of preferred methods of communication.</p>	<p>Responses received from a small number of tenants seeking involvement. Forum Meetings held quarterly and ongoing.</p> <p>Tenant's views/voice heard.</p> <p>Tenants disability needs addressed</p> <p>Applications received from those with and without disability</p> <p>Improved services to those with disability</p> <p>NB Housing Corporate/Operational plan included introduction of social media sites, texting service & browse aloud function continues.</p>
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PART B

	<p>7. Support Staff with disabilities to fulfil career development and learning</p> <p>8. Work with joint partners to adopt the principles and spirit of disability duties/ Links with disability groups</p> <p>9. Encourage interaction between those with disabilities and those without</p> <p>10. Recruitment & Support: Exit Interviews</p>	<p>Training needs analysis for all staff. Performance appraisal process on going.</p> <p>Quarterly and annual review meetings with joint partners. Report on performance provided. As and when required contact with external agencies to address needs.</p> <p>Encourage attendance at community events in local areas and in house activity</p> <p>Exit interviews held to identify needs that may impact policy direction</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. Outcomes provide increased awareness and improved service provision.</p> <p>Agree improvements with partners e.g. access provision to ground flat agreed. Contact with external groups for example Epilepsy Action NI, Disability Action etc to assist tenant to maintain their tenancies independently.</p> <p>Attendance at events in local community has engaged residents with support need to fully engage.</p> <p>Interviews carried out for all leavers. Currently policy not impacted.</p>
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PART B

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

	Training Action Measures	Outputs	Outcome / Impact
1	Fundamentals of Autism/ Autism NI	Support and Housing Staff attendance	Increased understanding of needs of tenants/applicants with autism. Provide better support.
2	Recruiting Fairly/ECNI	Management Staff attendance	Awareness raising of Section 75 duties and legislation and the roles and responsibilities of the NB Housing Team. Reference to reasonable adjustment duties.
3	Managing Sickness Absence/LRA	SMT attendance	Increased awareness of the duties in respect of managing those with disability on sickness absence.

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	Information/Publications	Information available in alternative formats, on request. Text phone provision, browse aloud facility, large print etc.	Improved access to information for tenants or applicants with sight or hearing impairment.
2	Tenant Participation	Planned meetings/notifications of Tenant Forums, One to one meetings, consultations etc	One to one or group contact with tenants regarding needs, views and opinion taken on board for the betterment of service delivery.

PART B

3	Accessibility	Two office sites, out of hours meetings, one to one meetings	Tenants meetings held on Scheme sites, tenant's homes, either one of two offices to increase accessibility for tenants.
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2 (d) What action measures were achieved to 'encourage others' to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Engagement with external organisations and multi-agencies	Establish positive working relationships with external organisations	Contact with external organisations such as Autism awareness, disability action, epilepsy action etc, has a positive impact and promotes independence for our tenants and residents
2	Encouragement engagement for those with disability and those without	Arrange attendance at both local community events in in house events	Attendance at events in local community has engaged residents and staff teams/those with disability and without.
3.	Activity Programmes	Survey and feedback from residents/tenants/participants	Activities within supported schemes encouraged those with disability or without to promote inclusivity

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			
2			

PART B

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Establish the scale of disability amongst NB Housing Tenants	Profiling questionnaires for tenants	To better address disability needs	Low response on return. Gathering of information is an ongoing process.
2	Training Refreshers on disability duties to all Board and Staff	Provide training session	To better inform of /and address disability needs	Training was provided during last year's reporting period and due in 2016/17
3	Screening of Policies and Procedures	Inclusion of questions on disability to screening template	To better assess effectiveness of policy and procedure	Currently in second year of two yearly reviews on Policies & Procedures. To be completed by Nov 2016

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

	Action Measures not met	Reasons
1	Annual Report to include a clear statement to support representation of disabled people in governance of the Association	Annual Report 2015/16 not yet complete

PART B

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

Adaptation Consultations

Tenant Activity Surveys

Tenant Profiling Surveys

Response Maintenance Satisfaction Surveys

Complaints Monitoring

(b) Quantitative

NICORE Statistics

Fair Employment Monitoring

Tenant Annual Satisfaction Surveys

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

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

YES

If yes please outline below:

PART B

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	DAP reviewed and resubmitted to ECNI in June 2014		
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?

NB Housing continues to be committed to a continuous process of improvement and where opportunities arise, as new data dictates we will endeavour to review the plan.

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- ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.
 - ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.
 - ⁱⁱⁱ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments
 - ^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level
 - ^v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.
 - ^{vi} **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.