

North Belfast Housing Association Limited



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2014-15

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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 2014 and March 2015

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 2014-15, 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 was established on 1st May 2014 following the merger of both Flax and Filor Housing Associations.

Our purpose is to manage and provide high quality social accommodation for people who are in need. It is a cross community based association with a housing stock of over 900 dwellings providing accommodation for a variety of groups mainly in North Belfast, and a small number of units West Belfast. The majority of our stock is for general family use; however we also provide accommodation specific to young people in Flax Foyer, accommodation for vulnerable families at Thorndale in partnership with The Salvation Army, hostel accommodation at Rosemount House for alcohol dependent residents and accommodation with support for the elderly in Holy Rood and Mc Corry House.

The Association is governed by 9 voluntary Board members whose remit is to set the objectives for the association and share responsibility for effective governance. The Board comprises of a Chairman, Vice Chairman, Secretary and six additional members who have a range of skills and interests representative of the services and tenants of the Association.

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

The staffing structure now comprises of 3 departments, Housing, Development and Maintenance, and Corporate Services & Finance. We have a staff team of 31 staff delivering the key functions of the Association.

Our vision, mission statement and values were established following a corporate communication event that involved a cross section of staff from the newly merged association. Our approach was to ensure at NB Housing we build neighbourhoods and community. We are a housing association that simply believes housing should be better. We build homes, not houses. Homes that are affordable, secure, and promote opportunity. Homes that build community. With this in mind we agreed on our vision, mission and values for the organisation.

Vision Statement

To lead physical, social and economic regeneration through outstanding social housing.

Mission Statement

NB Housing provides affordable rents and homes that build vibrant neighbourhoods and communities.

Our Values

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

Aspiration – We encourage the aspirations 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 co-operatively, 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.

Examples of key policy and service delivery development made during this reporting period include:

TENANT CONSULTATION/COMMUNICATION

1. Over the past year the Association has taken a systematic approach to the review of its policy and procedures. This is an ongoing process.
2. We have continued to consult with tenants in the promotion of equality of opportunity and good relations.
3. Tenants Forums existed in both legacy associations and have been amalgamated to address policy issues and participation in the decision making process for the new association. Tenants across the Association were invited to participate in an NB Housing Forum. Elected positions included Chairman, Vice Chair and Secretary . The group meet on a quarterly basis to discuss issues that effect all tenants of the Association.
4. We continued to encourage the establishment of new tenant committees to further develop tenant involvement. We have a number of representatives that attend the forum from our supported living schemes Mc Corry House and HolyRood House.
5. Community Consultation in relation to proposed developments and planned maintenance programmes is ongoing.

ADDRESSING TENANT NEEDS

1. We continue to profile our new tenants to better meet their needs
2. NB Housing continues to address resident needs through adaptation services to assist tenants in maintaining their tenancies. We have provided 5 level access showers, 8 stair/grab rails, a wet room and an intercom handset to enable tenants to manage their daily activities of living.
3. Tenants feedback is regularly sought on the quality of maintenance repairs and works carried out in their homes.
4. Seeking our tenants preferred methods of communication through our annual tenant satisfaction survey enables us to provide appropriate channels to access information.
5. We completed a full planned maintenance scheme within the reporting period improving our tenant homes. Improvements included new kitchen installations in our supported schemes for the elderly, active elderly and 18-25 year old residents at the Foyer as well as family homes within the greater community. Works also included garden railings schemes, damp proof upgrades, rewiring, new bathrooms and 13 tenants decants to allow for major scale interior improvements. The programme included works on 318 homes with a total investment of £750k.

COMMUNITY / AGENCY ENGAGEMENT

1. Our Flax Foyer Residents have engaged in intergenerational activities assisting 60+ residents in our supported scheme to get involved in activity projects, community events such as Christmas and Hallowe'en parties in the local community centre
2. 18-25yr old residents in our Flax Foyer supported scheme promoted computer skills training for interested tenants throughout the Association.
3. Both tenants and staff were involved in local community events such as a Christmas Fun Fair event held in the immediate area for underprivileged families.
4. In an effort to combat anti-social behaviour, crime and generally improve the local environment in which our tenants reside we continue to engage with multiagency groups in the local area. NB Housing has representation at community forums in which problems in the local area are discussed and potential resolutions agreed.
5. Flax Foyer provides supported accommodation for 18-25 year olds. The support team work collaboratively with members of multidisciplinary teams to provide much needed services to our resident base. Training organisations play a pivotal role in the provision of information to both residents and staff in ensuring needs are addressed. BYTES, FASA, Ashton Centre, Autism Awareness, Rathbone, Youth Action etc are involved with our young people to increase opportunity to maintain tenancies in the community, become independent and promote self reliance.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2014-15 (*or append the plan with progress/examples identified*).

Tenant Satisfaction Surveys/Profiling

NB Housing seeks feedback from all our tenants on the services we provide. We are aware from our Tenants Profiling and Satisfaction Surveys that NB Housing Tenants are satisfied with their accommodation, have given positive feedback on the upgrades to their homes both through planned maintenance and adaptations works. The positive impact to this investment has meant that our supported tenants have their needs addressed.

The surveys raise awareness on our tenants needs and across Section 75 groups. As a result we can focus actions on tenant need and move forward on further development and stock improvement plans.

We continue to establish specific needs of all our customers in relation to age, disability, gender, political opinion, marital status, race, religion and sexual orientation.

Tenant Consultation

The merger process brought tenants cross community together as NB Housing with a focus to "build community". Throughout the merger process tenants have been kept informed about how the merger may impact them. Tenant feedback was positive and no concerns were raised during consultation.

Communication

We have reviewed our website and provided tenants with information that is relevant to them. We have included a Facebook link for our young people at Flax Foyer, included a browse aloud function for hearing impaired and font increase for sight impaired. Prospective tenants can also download documents/applications, or make contact for services applicable to their needs.

Training

Equality Training for staff has raised awareness of our statutory and good relations duties to better address potential adverse impact.

Fair Employment monitoring

NB Housing Fair Employment monitoring has shown an improvement in religious representation cross community as we demonstrate an increase in a previously underrepresented community. We continue to use welcoming statements in the recruitment of staff.

Prevention of Social Exclusion

We have continued to address any social exclusion difficulties our older tenants may experience and gather information regarding activities they would like to see being implemented both in the wider community and locally within our sheltered scheme.

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3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2014-15 reporting period? *(tick one box only)*

Yes No (go to Q.4) Not applicable (go to Q.4)

Please provide any details and examples:

3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

3b What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

- As a result of the organisation's screening of a policy *(please give details):*

- As a result of what was identified through the EQIA and consultation exercise *(please give details):*

- As a result of analysis from monitoring the impact *(please give details):*

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

- Other *(please specify and give details):*

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2014-15 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:

The merger of two housing associations has meant job descriptions were reviewed. Adherence to rules on equality of opportunity are integrated into job descriptions.

5 Were the Section 75 statutory duties integrated within performance plans during the 2014-15 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:

Equality has a clear focus within NB Housing and included in the development and training plan for all our staff. Staff attend Equality Awareness Training as standard part of their training. Equality Commission provides further training courses/information sessions to complement and add to staff awareness of Section 75 statutory duties such as Recruiting Fairly, Bullying and Harrassment in the Workplace, Disability in the Workplace. As part of our support staff team performance and development NB Housing also avails of training and workshops held by other providers in areas such as LBG&T Youth-Inclusive Approaches, Housing Rights for Migrants and Autism Awareness. Attendance is discussed/suggested during appraisal reviews.

6 In the 2014-15 reporting period were **objectives/ targets/ performance measures** relating

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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 2013-14 report
- Not applicable

Please provide any details and examples:

NB Housing's Corporate and Operational Plans were approved by Board of Management in March 2015. Equality remains high priority within both the 3 yearly and annual business cycles.

Equality action plans/measures

7 Within the 2014-15 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

Examples of our planned actions address the following potential inequalities, how we are progressing these is listed below:

Age:

Our tenant surveys have highlighted a preference from not only our older tenants but the majority of tenants to have either one to one engagement, communication by letter or telephone contact. Given this information we continue to provide information via the channels listed. Bridging the digital divide has been problematic as our sheltered tenants showed no interest in the delivery of the Digital Age project at our HolyRood and McCorry schemes.

Computer skills instruction was offered by Foyer Scheme Residents, not only to provide an opportunity to improve skill, but also to create intergenerational engagement. The uptake on this measure was very low this reporting period as only one tenant availed of the opportunity.

We continued to survey our residents in relation to appropriate activities in our sheltered schemes. The results indicated that participants were satisfied that the activities in and out of the scheme were age appropriate and socially inclusive. However it was noted

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attendance was low over the last year as residents exercised their choice to participate or not. Future surveying and assessment of age appropriate and socially inclusive activity to prevent social isolation will continue as an ongoing action measure.

The impact Welfare Reform may have on 25-35 year old age group was communicated to tenants in this age range. Information on the impending changes was directed to those who may be affected by the shared room rate enabling future decisions regarding their housing. Given the minimal progress on the decision making process in this area, the information remains on our website for tenants.

Dependents:

Impending changes on Welfare Reform has highlighted a need to address the shortage of one bedroom accommodation. Whilst the Association had no new build properties over the reporting period, one, one person, one bedroom accommodation was purchased. The Associations development plans are to address this potential issue moving forward. Two bedroom properties continue to be on the development agenda potentially accommodating single parents, elderly disabled and people needing carers.

Disability:

We have continued to provide one to one consultation to tenants with disability to ensure the accommodation fits their needs. A total of 15 adaptations including grab rails, level access showers have been delivered to tenants with disability. This has had a positive impact on tenants managing disability.

Moving forward our development plans intend to deliver further positive impact as new homes are built to lifetime standard enabling tenants with disability to remain in their homes.

As a result of the merger we have recently upgraded our website, www.nb-housing.org Information on our services is accessible to current and prospective tenants where documents can be downloaded, has a browse aloud option and contact can be made with the office directly from the site. Our office also has textphone provision for the hearing impaired.

We have included staff awareness training in relation to disability through the Equality Commission and will continue training in this area as an ongoing action to raise awareness.

Gender:

We have actioned a potential inequality around gender by surveying residents on activity preferences. This has resulted in an improved activity programme at the Foyer Scheme for 18-25 years olds and uptake in activity has increased. Activity attendance at our sheltered scheme remains low.

As a result of the merger the composition of our staff team has changed. At the end of the reporting period we had well balanced team made up of 17 females and 14 males in post. The Association continues to monitor any gender imbalances from employment monitoring forms and Article 55 reviews.

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Race:

We have actioned any potential inaccessibility to information where English is not primary language by ensuring our staff are aware of language line availability where tenant information can be translated when necessary. During this reporting period we have not had to avail of this service.

We continue to promote Good Neighbour Agreements as part of our tenancy pack.

Staff have availed of training on Housing Rights for Migrants to ensure they deliver appropriate information and increase awareness. This will remain an ongoing action measure.

Sexual Orientation:

We continue to raise awareness of staff in relation to reporting cases where adverse issues arise. We have also engaged with agencies such as LGB&T and availed from training in this category.

Cross Category:

Board Make Up: As a result of the merger NB Housing Board is made up of equal members from each of the legacy associations. The skill base of the Board is reviewed annually to ensure members have a variety of the necessary skills to govern the Association. Board members participate in Equality training.

The analysis of Anti Social Behaviour complaints to identify any trends from certain groups has not taken place this reporting period however this will remain on the action plan for the upcoming year.

Recruitment and Selection Procedures continue to include a welcoming statement to attract applications from underrepresented communities. Article 55 results show that in the management/professional posts advertised, the composition of applicants were made up of a 43% representation from the Protestant Community and 57% from the Catholic Community. While in other posts the Protestant community had a greater under representation with 23% applicants, 65% applicants from the Catholic community and 12% non determined. Whilst the merger has had a positive impact in relation to narrowing the imbalance, we will continue to use a positive welcoming statement in all recruitment drives.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period (*points not identified in an appended plan*):

There have been no changes to the equality action plan/measures other than the rebranding of the Equality Scheme to reflect the Association's name change.

- 9 In reviewing progress on the equality action plan/action measures during the 2014-15 reporting period, the following have been identified: (*tick all that apply*)

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

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- 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 2014-15 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 will always consult our tenants regarding matters that affect them.

Tenants and Staff were consulted on the proposed merger of both Flax and Filor Housing Associations. Everyone was provided with written information on the benefits of the merger and what it would mean for them. Tenants were given the opportunity to submit comments and were also invited to a consultation event. Responses and attendance although low, were positive. Staff Consultation also took place across both Associations.

Consultation continued through tenants newsletters, tenants forums, face to face meetings and staff meetings continually updating on the merger process. The result was that all were well informed on the process.

Staff have been involved in a consultation process for the review of the staff handbook and staff contracts. The purpose of the review was to amalgamate all the best of terms and conditions across existing contracts and produce a staff handbook that contained policies and procedures applicable to all staff organisational wide. An employee focus group representative of staff from both legacy associations met on a regular basis to review the content of both documents. Benefits to the changes were then highlighted to all staff. Staff could put forward any query they had within the consultation period. Trade unions were also consulted. The Human Resources policy area is now due for screening.

The Association also consulted all tenants who were scheduled to have improvements made to their homes during the planned maintenance programme. Again tenants were informed of the process, the timeline, and discussed what the programme would involve. Overall satisfaction levels were high on the completion of the improvement programme.

12 In the 2014-15 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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- 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 per No 11.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2014-15 reporting period? (*tick one box only*)

- Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2014-15 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*):

0

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16 Please provide the **number of assessments** that were consulted upon during 2014-15:

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:

Not within this review period.

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

Yes No concerns were raised No Not applicable

Please provide any details and examples:

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2014-15 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

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

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2014-15 reporting period? (*tick one box only*)

Yes No, already taken place

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No, scheduled to take place at a later date

Not applicable

Please provide any details:

Due to the merger process, we have been reviewing policy areas and have not fully completed this process.

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

Yes

No

Not applicable

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2014-15 reporting period, has shown changes to differential/adverse impacts previously assessed:

There has been 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 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

NB Housing develops its training plan in conjunction with the training needs analysis of the staff team at performance and development sessions. The following sessions have been provided during this reporting period.

Equality Awareness in the Workplace

Housing Rights of Migrant Workers

Child Protection,

Recruiting Fairly

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ECNI Migrant Workers
Affirmative Action
Disability Action Plans
Introduction to Childrens Law
Social Media and Employment Relationship
Managing Disability in the Workplace
Equality Training for Line Managers
Child Protection
Protection of Vulnerable Adults
Benefits and Universal Credit Advice
Individual Work with Children and Young People
Working with LGB&T Youth-Inclusive Approaches
Fundamentals of Autism
Homelessness- Advising the Full Duty Applicant

The above areas of training are directly related to the training objectives of the Equality Scheme. The content addresses relevant issues that could impact on tenants and staff in the successful delivery of outcomes of the scheme. Staff awareness of the issues assists not only the tenants we serve but also develops the NB Housing team knowledge in fulfilling our statutory obligations and good relations duties.

The plan is frequently updated to address any pertinent training as identified through performance plans.

The Association also developed a partnership with the BYTES project during the year to provide essential training to 18-25 year old residents as part of their support package at the Foyer scheme. Support staff signpost residents to various agencies to upskill and train for employment opportunities.

- 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 feedback has indicated that training sessions provided as listed above have raised awareness across Section 75 groups. This knowledge enables staff to better indentify and address any potential issues.

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

26 Please list **any examples** of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Provision of Alternative formats on request

Large print publication on request

Engagement with multidisciplinary groups such as Disability Action, RNID, RNIB as required.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2014-15?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

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)*

The Associations policies and procedures are under review following the merger process. The plan is to ensure all policy areas are screened and published on the website within the next year.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2015-16) reporting period? *(please tick any that apply)*

Employment

Goods, facilities and services

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- 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

2

Partially achieved

2

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}	Representation on Board or Staff Team at NB Housing	Attendance at 9 planned full Board Meetings and 6 Sub Committee Meetings	Establishing the newly merged organisation, full Board and Sub Committees of NB Housing. Agreement of strategic direction, mission, values and goals
Local ^v	Tenant Forum Participation Consultation on merger proposals Consultation on planned maintenance works	Newly elected members Organisational wide events Group and one to one consultations/feedback on planned maintenance works	Tenants views heard Tenants views voiced Tenants needs addressed. Positive impact and high satisfaction levels

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	<p>Consultation on adaptation process</p> <p>Communication preferences</p> <p>Training Refreshers to Board/Staff</p> <p>Ensure recruitment advertising reaches a wide audience</p> <p>Promotion of Positive attitudes by working with joint partner organisations</p>	<p>and adaptation process</p> <p>One to one preferences, post and meetings</p> <p>Attendance at training sessions</p> <p>Appropriate placement of vacant post advertising</p> <p>Ongoing engagement to adopt principles of disability duties</p>	<p>Appropriate information exchange</p> <p>Increased knowledge and raised awareness of disability duties</p> <p>Applications received from those with and without disability.</p> <p>Improved services to tenants with disability.</p>
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Recruiting Fairly /ECNI	Board and Senior Management Attendance	Awareness raising of Section 75 Duties/legislation and the roles and responsibilities of the NB Housing team. Referred to reasonable adjustment duties
2	<p>Protection of Vulnerable Adults</p> <p>Disability Action Plans</p> <p>Disability Awareness in the Workplace</p>	<p>Foyer/Support Staff attendance</p> <p>Attendance by management</p>	<p>Reporting mechanisms highlighted. Raised awareness of signs of abuse on vulnerable adults</p> <p>Informed of Disability Discrimination Act and Reasonable Adjustment duties in the workplace</p>

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	Equality Awareness in the Workplace Equality for Line Managers	Training attendance by management and Association staff team. Training provided by training consultant and ECNI	Raised awareness of Section 75 Roles and responsibilities and internal and external resolution
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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	Tenant Consultation	Consultation planning and attendance	One to one or group contact with tenants on merger process, home improvement and adaptations. Effective and positive impact
2	Accessibility	Office sites, out of hours meetings, one to one meetings	Two office sites which are alternated to provide choice and increased accessibility. Meetings also held in local scheme sites. Home visits are accommodated for one to one sessions. Meetings usually held outside office hours to accommodate working tenants.
	Information/Publications	Available information in alternative formats on request. Textphone, browse aloud and large print availability.	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	Outputs	Outcome / Impact

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	Measures		
1	Activity Programmes	Continual survey and feedback from tenants/residents/paticipants	Activity programmes that encouraged those with disability or without to promote inclusivity
2	Engagement with external organisations/multiagencies	Establish positive working relationship with external organisations	Contact with external agencies such as disability action, autism awareness, RNID/RNIB etc dependent tenant/resident need
	Encourage engagement for those with a disability and those without	Encourage attendance at Community Events in local areas/in house activity	Attendance at events in local community has engaged residents with support needs to fully engage

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			

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	Establishing the full scale of disability across new organisation	Profiling of tenants	To better address disability needs	Ongoing process in capturing information on tenants from legacy

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				associations
2	Screening of Policy and Procedures	Inclusion of questions on disability to screening template to assess significance of disability duties	To better assess effectiveness of policy and procedures	Merger process has meant a full review of Policy and Procedures, this is currently ongoing

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	Due to merger process, Annual Report for 2014/15 delayed
2	Establish Scale of Disability among existing customers by ensuring positive and proportionate imagery in Annual Report	Due to merger process, Annual Report for 2014/15 delayed

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

Response Maintenance Satisfaction Surveys

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Consultation Exercises

Tenants Activity Surveys

Planned Maintenance Satisfaction Surveys

Adaptations Consultations

Complaints Monitoring

(b) Quantitative

NICORE Statistics

Fair Employment Monitoring

Tenant Satisfaction Surveys

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

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

Yes

If yes please outline below:

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	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Disabilty Action Plan Rebranded in light of Merger.		Complete
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.

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.