

Newington Housing Association Ltd



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2017-18**

Contact:

• Section 75 of the NI Act 1998 and Equality Scheme	Name:	Martin Hamilton
	Telephone:	028 9074 4055
	Email:	m.hamilton@newingtonha.co.uk
• 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.newingtonha.co.uk

Signature:

A handwritten signature in blue ink, appearing to read "M. Hamilton", is written inside a rectangular box.

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

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

This report reflects progress made between April 2016 and March 2017

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 2017-18, 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.

Newington Housing Association is a community based housing association with 637 units of accommodation at the date of this submission, operating exclusively within North Belfast.

The Association provides mainly general needs housing for families; but also provides accommodation for older people, singles and supported accommodation for homeless people via our joint mangement partnership with The De Paul Trust.

Newington Housing Association is a part of the Apex Housing Group and is a subsidiary of Apex Housing.

Newington Housing continues to be registered as a Housing Association with the Department for Communities and operates as an independent Housing Association with its own staff and Board of Management.

During the reporting period Newington HA;

- Has seen significant growth due to the acquiistion of an additionall 56 new properties in 2017/18.***
- Since April 2018, NHA has acquired an additional 31 new build hmes and is due to acquire a further 57 by the end of November 2018. The acquisition and letting of these 88 new homes will undoubtedly further assist to aleviate the ever incresing demand for accommodation within North Belfast.***
- Newington Housing Association now employs 15 full time and 2 part-time members of staff (14 permanent and 3 tempoarry) The additional staff acquired is to ensure our service delivery standards are maintained following recent growth.***
- We have sustained all our existing partnerships, whilst continuing to forge new ones with various community, voluntary and statutory organisations. This is to ensure our tenants receive the support to help them to fully integrate well within their new or exisiting***

surroundings.

We are committed to ensuring new and existing tenants are aware of the support available to assist them to sustain their tenancies.

Mechanisms and procedures are in place to ensure that tenants are signposted or directly referred for financial, tenancy or personal support and these procedures are now at the core of our day to day services. This is to maximise the usage of the various essential services that are provided locally.

In August 2017, via our Student Bursary Scheme, we provided financial support to a 3 new applicants undertaking educational courses up to Degree level. These bursaries (£400 per applicant per annum.) are designed to assist the successful applicants in the completion of their first year in education.

The same financial support will be awarded to each of the 3 students on an annual basis, whilst they remain in further education.

Information to all tenants is distributed annually to promote and encourage take up of the Scheme.

- *We also continue to promote our Match Savings Scheme, which provides new and existing tenants with the opportunity to access a registered banking institution and to avail of affordable credit. NHA provides an incentive to new applicants who meet the terms of the scheme after a period of 6 months. This is to encourage tenants, who may in some cases have no access to other banking institutions, to commence regular saving and implement personal financial planning measures.*
- *We continue to promote initiatives that encourage tenant participation. Through our Tenant Participation Strategy, we have established a Tenant Forum, made up of tenants from our Sheltered and General Needs accommodation. Via the Forum, we intend to develop further initiatives which will play an essential role in the decision making processes of our organisation.*

In Oct/Nov. 2017, an Awards Review Panel, made up of Tenant Forum members was established and played a significant role in the review and delivery of our newly established Community Investment Awards Scheme. The Association's Board approved funding of £10,000 to deliver this new initiative. Through the panel, community grants ranging from £250 to £1,000 were awarded to 16 local organisations operating and delivering services throughout North Belfast.

- *In September and November 2017, the Association worked in*

partnership with PSNI, BCC, local community groups, service providers and voluntary sector organisations to deliver two 'Tenant Information Days' for all our new tenants moving into our Dunmore/Alexandra Park Avenue (38 new homes) and Parkside Gardens (16 new homes) new build developments.

These events, which were held in Holy Family Youth Centre, are aimed at promoting the use of the local amenities and services, as well as to ensure our new housing development and tenants integrate well within the existing local environment and to mitigate against any adverse impacts on local well established communities.

- NHA continues to work extensively with Duncairn Community Partnership (DCP) a cross community organisation funded by OFMDFM and International Fund For Ireland and comprised of members of local community groups, who are actively seeking to develop and promote sustainable, vibrant and peaceful and shared communities.***
- NHA continues to work in partnership via various (i.e. 10 Multi Agency/Community Safety Forums) to address any instances of Anti-Social Behaviour and/or hate crime in all areas where NHA provides homes.***
- The Association is a member of the Girdwood Hub Community Safety Forum and the Girdwood Hub Site Management sub-group. These are made up of representatives from nationalist and unionist areas, local residents, statutory agencies and community and voluntary sector organisations. These partnership working groups were established to promote the new Girdwood Hub development, reduce the potential of sectarian tensions arising, to encourage usage of the building and facilities by all communities and to develop good relations, community confidence and trust.***
- NHA along with its development agent Apex Housing, are continuing with cross community consultation regarding a proposed development located on the Limestone Road, Belfast. This potential new development is located directly on the interface between the nationalist Newington and unionist Tiger's Bay areas of North Belfast. DCP have been valuable and key partner in assisting the Association with the regeneration of the Limestone Road.***

This is to ensure there is adequate consultation, relationship building and cross community confidence and support for the development, prior to commencement of works, which will subsequently minimise the likelihood of potential interface tensions relating to the proposed development.

- NHA continues to partner Grow to deliver a community gardening project at our Sheltered Scheme, Camberwell Court. This project***

encourages social interaction and improves residents mental health and well being, through involvement in gardening. This project has been developed to ensure that disabled tenants have full access to the range of activities provided.

- ***Via our membership with both the Upper & Lower North Belfast Family Support Hubs, we can now provide referrals for tenants and families with children and/or tenants with disabilities, which require additional support and access to various specialised groups and activities. These may be in areas like accessing Autism support groups, parental and child support whilst awaiting diagnosis for an ASD, etc.***

Via membership of these Hubs, NHA staff have also undertaken various types of training (i.e. dealing with vulnerable adults,

- ***NHA staff have facilitated and participated in local community clean ups and fun-days.***
- ***For the 2nd year, we were the lead sponsor of the ‘Best of the North Awards’; which is an initiative recently established to acknowledge and recognise the valuable work of local individuals, organisations, businesses and entrepreneurs, who provide essential employment and services locally.***

- 2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2017-18 (or append the plan with progress/examples identified).

During the reporting period NHA continued to promote equality of opportunity and good relations through the following activities;

Tenant and Community Engagement & Consultation –

- ***NHA staff were present at various forums, public meetings, multi-agency meetings & community safety meetings throughout the reporting period.***
- ***NHA staff carried out post tenancy interviews with new tenants to assist them to settle into their new homes and to identify any problems or potential barriers, which if addressed, would assist them in sustaining their tenancy.***
- ***NHA continues to hold tenant/public meetings with tenants and actively encourages them to fully participate in various community organisations in their local areas and to join local residents groups or our Tenant Forum.***
- ***We are actively developing new ways to consult and engage with our tenants. This is to acquire valuable feedback on our service delivery, performance standards, tenant satisfaction level, etc. Via our Tenant Forum and Menu of Involvement (which provides our tenants with various ways to engage and participate in the activities of Newington, in a way and at a level that suits their own personal circumstances), so to become actively and meaningfully involved in shaping the services we provide.***
- ***Also in May 2017, Newington H.A. staff attended a Community Information Day at the 174 Trust, Belfast which was organised by the Ashton Centre. The event provided our staff with the opportunity to promote the work of the Association to date, provide advice to local people about what services the Association provides and also to showcase our upcoming developments, which we intend to deliver within North Belfast, during 2017/2018.***
- ***NHA carried out disability adaptations to 22 homes to ensure tenancies could be sustained, including the incorporation of stairlifts and through ceiling lifts, level access showers, grab rails, hand rails, etc).***
- ***NHA continued to monitor and assess the likely impact of the introduction of Welfare Reform on its tenants. Measures are in place to ensure all tenants had access to quick, free and independent advice through partnerships developed with Housing Rights Service and North Belfast Advice Partnership. A continuous census of***

tenants has identified those tenants who will be adversely impacted, if Welfare Reform is fully implemented (i.e. mitigated measures end, etc.).

- *We also worked in partnership with NIFHA, PSNI, Consumer Council and other RSL's to ensure those who are most severely affected by the Introduction of Universal Credit, has access to affordable credit and we are looking at developing an actions plan/ initiative to tackle doorstep lending.*
- *13 NHA staff members undertook disability awareness training delivered by the Cedar Foundation.*

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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 2017-18 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 2017 - 18 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 2017-18 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:

In the 2017-18 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

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corporate plan

- ☐ No, the organisation's planning cycle does not coincide with this 2015-16 report
- ☐ Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of:

Actions
completed:

3

Actions ongoing:

1

Actions to
commence:

0

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

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

N/A

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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 2017-18 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:

- The Association has now implemented our Tenant Participation Strategy to increase opportunities for tenants to engage with us and become involved in the decision making process of the organisation.

With assistance and training delivered by of Empowering Communities N.I, we have equipped our new Tenant Forum members with the skills and capacity to play a key role in shaping our services to meet all tenants' needs.

As part of this Strategy, NHA are seeking to roll out various opportunities for tenants to engage and participate with us, either via one or all of the options within our Menu of Involvement or via our a dedicated Tenant's Forum, which is aimed at continually reviewing how tenants and others assess our services.

- We consulted with all tenant whose homes received planned maintenance improvement works during 2017/18. This ranged from the issuing of correspondence to tenants whose homes where due to receive external cyclical painting to working with tenants directly on the design and installation of new kitchens, disabled adaptations, etc.
- We have delivered Community Clean Up events in local areas where we own homes, to promote active tenant participation and develop sense of community ownership.
- We have supported initiatives which aim to reduce community tensions, such as cross community fun-days, alternative programmes to bonfires, support for summer scheme projects, etc.

- 12** In the 2017-18 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

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- ☐ Internet discussions
- ☒ Telephone consultations
- ☒ Other (*please specify*): Dedicated resident meeting for scheme specific issues and improvement works.

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:

- Face to face meetings – delivery of our planned maintenance schemes, housing support services, etc.
- Focus groups – To support the assessment and distribution of Community Investment Awards
- Written documents - delivery of our planned maintenance schemes, support services, etc.
- Telephone consultations – various initiatives throughout the year.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (*tick one box only*)

☒ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

Articles placed in our Tenant Newsletters and Annual Report to highlight good practice examples of works completed and to promote our disability adaptations service, which is aimed at encouraging and maximising to take up by our residents.

- 14** Was the consultation list reviewed during the 2017-18 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)

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

21

- 16** Please provide the **number of assessments** that were consulted upon during 2017-18:

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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:

N/A

- 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 2017-18 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 2017-18 reporting period? *(tick one box only)*

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

Please provide any details:

The Association acquired the services of Empowering Communities to evaluate our service delivery via a Mystery Shopping exercise. They also completed a review and made

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recommendations with regards to our current website. As a result of these recommendations, NHA are now in the process of reviewing and overhauling out current website so it becomes more user friendly, etc.

- 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 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.
- 14 members' staff undertook disability awareness training delivered by the Cedar Foundation within in Jan. 2018.
- 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:

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

- 26** Please list **any examples** of where monitoring during 2017-18 across all functions, has resulted in action and improvement in relation **to access to information and services**:

N/A

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2017-18?

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:
- 2017/18 – 5 year review completed and submitted to Equality Commission.
- 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 staff training and the screening of NHA policies.
- Construction of new office accommodation which will incorporate facilities for people with a variety of disabilities (i.e. access throughout the workplace for staff and resident's with mobility issues, new interview suites and additional facilities, enhanced telecommunications systems, etc.). These facilities will be screened and evaluated to accommodate all.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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):

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1. Number of action measures for this reporting period that have been:

17

Fully achieved

1

Partially achieved

0

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}			
Local ^v	Tenant Consultation and Face to face meetings.	All staff members continue to hold one to one meetings or complete home visits with tenants that cannot physically attend our office. This to ensure all our tenants can equally avail of all the services provided by NHA.	Our one to one meetings and home visitation option encourages more proactive reporting, better tenant communication and increases customer satisfaction levels.

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	<p>Encouraging tenant engagement and participation in NHA decision making process</p> <p>Appropriate measures in place for access to public events</p> <p>Encourage tenants with disabilities to join local community or residents groups</p>	<p>NHA have now successfully generated interest from tenants to join the Tenants Forums and to partake in other forms of participation (i.e. via our Tenant Engagement Menu of Involvement).</p> <p>Our venue in which we hold the Forum and other open meetings was given great consideration, assessed and deemed fully accessible for all.</p> <p>The Forum group is made up of all age groups, gender, etc. and comprises of tenants from our general needs and sheltered accommodation.</p> <p>All tenants are encouraged to attend and are reimbursed financial for attending meetings.</p> <p>NHA continues to promote various local initiatives that are fully inclusive and open to all. These are via written</p>	<p>This has resulted in enhanced and meaningful engagement and participation by tenants, which will ultimately improve satisfaction levels, assist us to redesign policies and improve our service delivery to all our tenants.</p> <p>Encourages tenants to become more active, build relationships and reduces the likelihood of people with disabilities to become social isolated.</p> <p>Increases the likelihood that tenants or other family members, with disabilities, acquire the adequate and immediate services and support.</p>
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	<p>Increased opportunity for participation by people with disabilities</p>	<p>communications, our website, Tenant's Newsletter which is issued twice per annum and other means of communication. All tenants are advised of local community groups/activities and opportunities to participate.</p> <p>In our office we publicise upcoming local events/activities and support group meetings for people with disabilities.</p> <p>We receive regular flyers and circulars from our multi-agency partners. All promotional material is administered and circulated centrally via either the Upper or Lower North Belfast Family Support Hubs.</p> <p>Also, new tenants complete a 6 week Post Tenancy Check after they move in. During this visit they are encouraged to partake in NHA's tenant involvement opportunities and</p>	<p>To encourage participation by tenant with specific needs/requirements</p> <p>To promote tenant engagement, community ownership and improve the usage of local services and amenities.</p>
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	Interventional specific support to families with disabilities.	<p>are also advised of all local residents group and local statutory or voluntary sector organisations</p> <p>Via our membership with both the Upper & Lower North Belfast Family Support Hubs, we can provide referrals for families with children and disabilities to seek additional support and access to various specialised groups and activities. These may be in areas like accessing Autism support groups, parental and child support whilst awaiting diagnosis for an ASD, etc.</p>	To promote and encourage participation of specialised support groups (example. Autism NI. Family Support Group, Children awaiting an ASD assessment, etc.).
	Use of disability networks in recruitment	<p>Staff time constraints - will be completed within 2017/18.</p> <p>We are intending to liaise with the Cedar Foundation to assist people with disabilities to overcome any barriers in accessing and participating in employment opportunities, training and getting involved in their local community.</p>	

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	Staff Welfare/Wellbeing Policy has been completed but not within the reporting timeframe in 2016/17	Fully implemented in 2017/2018.	All NHA staff are aware of the support and guidance they can avail of from the organisation. It provides staff with a platform to seek
	Disability Awareness Training	Completed Jan. 2018. 14 staff members attended this training via the Cedar Foundation	The training has equipped the employees with a greater knowledge of the challenges facing people with disabilities, allows them to quickly/better identify people with “hidden” disabilities and provided them with the skills to implement any support measures that may be required to assist them to fully engage with the Association.
	Equality Recruitment Training	3 staff members have attended this training to date.	To ensure staff are now equipped with the skills and confidence to undertake interviews with potential employees, who have specific requirements or face barriers due to their current disabilities.

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

	Training Action Measures	Outputs	Outcome / Impact
	As above		

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

	Communications Action Measures	Outputs	Outcome / Impact
	We continue to encourage staff and tenants to submit articles for newsletters	Promotion of disability issues	Increase awareness among NHA tenant base. Articles published in NHA's Annual Report and Newsletters to encourage uptake of our adaptation services and to positively promote people with disability as valued members of our community
	Promote positive attitudes toward people with disabilities	Use of positive imagery and articles in publications	Increase positive attitude towards people with disability among NHA tenant base
	Advise tenants on impacts of Welfare Reform on people with	Staff adequately trained to provide general advice, mechanism in place to	Increased awareness of welfare reform changes and all mitigation measure are taken up.

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	disabilities.	refer cases for independent advice	
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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
	All housing management staff have attended various training and briefing sessions relating to the above to acquire a clearer understanding of some of the challenges facing our tenants who are disabled or vulnerable to upcoming changes at national and local level.	This is to ensure that our members of staff are adequately equipped to sympathetically support, provide advice and signpost or make any relevant referrals required.	Tenants are less likely to fall into debt or financial difficulty and potential look to seek alternative lending. This will ensure that there is no detrimental effect on their mental health and personal well-being.

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
	Annual Staff Survey	Determine the disability and needs of staff members	Needs of staff are met
	Annual Tenant Satisfaction Survey	Identify respondents with disabilities	Identify and particular issues or trends that may be adversely

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			impacting on disabled tenants
	All Gaps in Data Reviewed	Reviewed Data Collection Systems	Improved identification of disabled tenants to enable appropriate services to be delivered
	Seek views of staff on contents and implementation of Disability Action Plan	Carried out staff consultation during two day staff away day.	Engaged staff in formation of DAP and achieved positive by in to its aims and objectives
	Review of Performance	Review of KPI to identify areas of weakness.	Ensure continuous improvement and quickly identify systemic problems that may occur.
	Partnership working with other HA's	Encourage best practice and sharing of knowledge	Improvements in standards and economies of scale achieved. Improved outcomes for all tenants.
	Positive engagement with specialist disability organisations.	Working in conjunction with Cedar Foundation and other groups working to support vulnerable people with disabilities, via Family Support Hubs partnership working groups.	Continually seek to formalise links with disability groups that offer guidance and advice.
	Develop Guidance for Staff when working with support workers or interpreters.	Disability Awareness refresher training for all appropriate staff and obtain advice on development guidelines.	Cedar Foundation to deliver further training and advice to <u>all</u> staff in 2017/18 to Improve disability

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			<p>awareness throughout the organisation.</p> <p>NHA are also, to acquire advice on development guidelines.</p>
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3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
	Provide Text-phone and Loop System	Loop system in place	Reduce barriers to engage and improve access to services	<p>Textphone has not been procured to date.</p> <p>NHA are relocating to temporary alternative offices to allow for a complete renovation of our existing offices. We intend to incorporate disabled facilities (i.e. installation of a lift. Interview rooms, etc.) , into our new offices and identify additional services for people with disabilities.</p> <p>A new lop system and text phone, etc. will also be incorporated.</p>

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

	Action Measures not met	Reasons
	NONE	

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

- NHA carryout annual tenant satisfaction surveys.
- Tenant surveys are carried out on all response maintenance works, planned works and disabled adaptations.
- Post Tenancy face to face interview are carried out within 6 weeks of become a NHA tenant to indentify any problems and to help sustain tenancies.
- Tenant and Public feedback is obtained at forums and public meetings.
- All staff provide feedback during operational staff meetings, staff away days and during our annual appraisal process.

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(b) Quantitative

- The Association records all our allocations information onto a NICORE database, which captures the tenant/family profiles, household makeup, disabilities, age, gender, sexual orientation, economic status, etc. This information allows use to review, amend or incorporate measures and procedures to fully meet the requirements of our client base.
- We complete ongoing tenant censuses to identify any potential impact of Welfare Reform.
- We monitor and have access to NISRA Census Data.
- We review all Information on all new allocations acquired via NIHE Housing Waiting Lists. This is to ensure potential tenant's homes are fully equipped to meet the tenant/family profile and specific requirements (i.e. complex needs/house type, adaptations, floating support etc.)

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

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			

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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?

No

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.