



Review of Equality Scheme for Newington Housing Association (1975) Ltd

Drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998

Newington Housing
Association (1975) Ltd
300-302 Limestone Rd
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Review Approved by the Equality Commission for Northern Ireland

This document is available in a range of formats on request. Please contact us with your requirements

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Foreword

Section 75 of the Northern Ireland Act 1998 (the Act) requires public authorities, in carrying out their functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity and regard to the desirability of promoting good relations across a range of categories outlined in the Act¹.

In our equality scheme we set out how Newington Housing Association proposes to fulfill the Section 75 statutory duties.

We will commit the necessary resources in terms of people, time and money to make sure that the Section 75 statutory duties are complied with and that the equality scheme is implemented effectively, and on time.

We commit to having effective internal arrangements in place for ensuring our effective compliance with the Section 75 statutory duties and for monitoring and reviewing our progress.

We will develop and deliver a programme of communication and training with the aim of ensuring that all our staff and board members are made fully aware of our equality scheme and understand the commitments and obligations within it. We will develop a programme of awareness raising for our consultees on the Section 75 statutory duties and our commitments in our equality scheme.

We, the Chairman and Chief Executive of Newington Housing Association, are fully committed to effectively fulfilling our Section 75 statutory duties across all our functions (including service provision, employment and procurement) through the effective implementation of our equality scheme.

We realise the important role that the community and voluntary sector and the general public have to play to ensure the Section 75 statutory duties are effectively implemented. Our equality scheme demonstrates how

¹ See section 1.1 of our Equality Scheme.

determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 statutory duties. It also offers the means whereby persons directly affected by what they consider to be a failure, on our part, to comply with our equality scheme, can make complaints.

On behalf of Newington Housing Association and our staff we are pleased to support and endorse this equality scheme which has been drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998 and Equality Commission guidelines.

Mr George Walsh
Chairman

Mr Gary Dugan
Chief Executive

Date: 31st July 2012

We committed to complete a 5 yearly review of our Equality Scheme and this was completed during the reporting period 2017/18.

No major amendments have been made to this original document and therefore a new consultation process is no required.

Mr Sean McKenna
Mr Anthony Kerr

Chairman
Acting Chief Executive

Review Date: 31st March 2018

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Chapter 1 Introduction

Section 75 of the Northern Ireland Act 1998

1.1 Section 75 of the Northern Ireland Act 1998 (the Act) requires Newington Housing Association to comply with two statutory duties:

Section 75 (1)

In carrying out our functions relating to Northern Ireland we are required to have due regard to the need to promote equality of opportunity between

- persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation
- men and women generally
- persons with a disability and persons without
- persons with dependents and persons without.

Section 75 (2)

In addition, without prejudice to the obligations above, in carrying out our functions in relation to Northern Ireland we are required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

“Functions” include the “powers and duties” of a housing association². This includes our employment and procurement functions.

Please see below under “Who we are and what we do” for a detailed explanation of our functions.

² Section 98 (1) of the Northern Ireland Act 1998.

How we propose to fulfill the Section 75 duties in relation to the relevant functions of Newington Housing Association

1.2 Schedule 9 4. (1) of the Act requires Newington Housing Association as a designated housing association to set out in an equality scheme how it proposes to fulfil the duties imposed by Section 75 in relation to its relevant functions. This equality scheme is intended to fulfil that statutory requirement. It is both a statement of our arrangements for fulfilling the Section 75 statutory duties and our plan for their implementation.

1.3 Newington Housing Association is committed to the discharge of its Section 75 obligations in all parts of our organisation and we will commit the necessary resources in terms of people, time and money to ensure that the Section 75 statutory duties are complied with and that our equality scheme can be implemented effectively.

1.4 A housing association is an independent voluntary organisation dedicated to helping people obtain good, affordable housing which meets their needs. A significant proportion of the work they do assists the government in the delivery of much-needed public services but they are not public bodies.

In April 2004 the Registered Housing Associations in Northern Ireland came within the jurisdiction of the Commissioner for Complaints by virtue of Article 146 of The Housing (NI) Order 2003. As a result of this Registered Housing Associations were designated as public authorities for the purposes of Section 75 of the Northern Ireland Act 1998.

Housing associations are regulated by the Department for Communities (DfC). They work closely with the DfC and the Northern Ireland Housing Executive (NIHE) to deliver housing and related services. Some also provide care and /or support services so they work with the relevant public authorities for the health sector too. As a result of this situation, housing associations must adhere to a wide range of policies and procedures which have been developed and are owned by a public authority or government department. In such cases associations must operate the policy of another body and have little or no scope to change that policy. For example, housing associations are the main delivery vehicle for the Social Housing Development Programme but need is

determined by the NIHE and the Department for Communities. DfC develops the programme which is then managed by the Housing Executive. So whilst housing associations may bid to deliver part of that programme they have no powers to shape the programme or establish where new social housing should be built.

In undertaking their Audits of Inequalities and establishing their Action Plans housing associations have therefore been mindful of the need to focus on measures where they have greatest ability to effect change. Where appropriate, potential inequalities identified that are outside the remit of the housing associations will be referred to the relevant public body.

While each designated housing association has produced its own Equality Scheme they have also agreed to work collectively on this major undertaking. Their representative body the Northern Ireland Federation of Housing Associations (NIFHA) is taking a co-ordinating role as part of this collaborative approach to help maximise resources, promote the sharing of best practice and minimise the administrative burden for stakeholder organisations.

1.5 Newington Housing Association (1975) Limited was established in 1976. The Board of Management of the housing association membership comprises the Chair and 9 other members appointed by the Management Committee. Appointments are made in accordance with the Associations Rules, public appointments system and are for a period of 5 years. The housing association reflects a range of interests, representing the interests of users of the service.

Newington Housing Association is a community based housing association with 637 units of accommodation, operating exclusively in North Belfast. The Association provides mainly general needs housing but also provides accommodation for older people, singles and provides accommodation for homeless people in partnership with The De Paul Trust.

Newington Housing Association employs 15 full time members of staff.

1.6 Newington Housing Association Vision, Mission & Values

Vision

Building Communities

Mission

Working to build communities by providing quality, affordable housing.

Values

Community

Our focus is on the community's needs. To promote inclusion and build sustainable relationships within the local community.

Value for Money

To develop a culture of best value through strong financial management and partnering while maintaining the highest standards of service and quality.

Quality

To provide high quality, affordable local housing and to maintain all properties to the highest standards.

Accountable

To operate an open and transparent environment, through best practice management, effective governance and the adoption of the highest standard of accountability and probity.

Professionalism

To promote staff and Board Member development and training. To adopt best management and practice standards and create an environment of equality, respect and self esteem.

1.7 The main functions of Newington Housing Association are:

- To provide affordable good quality housing for those in need
- To provide an efficient, equitable and effective housing service for the associations tenants
- To develop new quality and affordable housing
- To offer effective housing advice to applicants and prospective applicants

Chapter 2 Our arrangements for assessing our compliance with the section 75 duties (Schedule 9 4. (2) (a))

2.1 Some of our arrangements for assessing our compliance with the Section 75 statutory duties are outlined in other relevant parts of this equality scheme, Arrangements for monitoring, assessment of the impact of policies and publication arrangements in chapter 4, staff training in chapter 5 and access to information in chapter 6. Newington Housing Association's complaints procedure is set out in Chapter 8, and the publication and review of our Equality Scheme can be found in chapters 9 and 10.

In addition we have the following arrangements in place for assessing our compliance:

Responsibilities and reporting

2.2 We are committed to the fulfilment of our Section 75 obligations in all parts of our work.

2.3 Responsibility for the effective implementation of our equality scheme lies with the Board of Newington Housing Association. The Chief Executive is accountable to the Board for the development, implementation, maintenance and review of the equality scheme in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998, including any good practice or guidance that has been or may be issued by the Equality Commission.

2.4 If you have any questions or comments regarding our equality scheme, please contact in the first instance Anthony Kerr, Acting Chief Executive at the address given below and we will respond to you as soon as possible:

Anthony Kerr
Acting Chief Executive
Newington Housing Association

300-302 Limestone Road
Belfast
BT15 3AR

Tel: 02890 744055
Text: 07800822356
Email: a.kerr@newingtonha.co.uk

- 2.5 Objectives and targets relating to the statutory duties will be integrated into our strategic and operational business plans³.
- 2.6 Employees' job descriptions and performance plans reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the equality scheme, where relevant. The personal performance plans are subject to appraisal in the annual performance review.
- 2.7 Newington Housing Association prepares an annual report on the progress we have made on implementing the arrangements set out in this equality scheme to discharge our Section 75 statutory duties (Section 75 annual progress report).

The Section 75 annual progress report will be sent to the Equality Commission by 31 August each year and will follow any guidance on annual reporting issued by the Equality Commission.

Progress on the delivery of Section 75 statutory duties will also be included in our (organisational) annual report.

³ See Appendix 4 'Timetable for measures proposed' and section 2.11 of this equality scheme.

- 2.8 The latest Section 75 annual progress report is available on our website www.newingtonha.co.uk or by contacting:

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- 2.9 Newington Housing Association liaises closely with the Equality Commission to ensure that progress on the implementation of our equality scheme is maintained.

Action plan/action measures

- 2.10 Newington Housing Association is committed to developing an action plan to promote equality of opportunity and good relations. This action plan which is referred to in Appendix 6 to this equality scheme currently offers overview proposals for the housing association sector but will be refined and further developed as part of the consultation process.
- 2.11 The action measures that will make up our action plan will be relevant to our functions. They will be developed and prioritised on the basis of an audit of inequalities. The audit of inequalities will gather and

analyse information across the Section 75 categories⁴ to identify the inequalities that exist for our service users and those affected by our policies⁵. The Audit of Inequalities will be amended if newly identified inequalities are identified.

- 2.12 Action measures will be specific, measurable, linked to achievable outcomes, realistic and time bound. Action measures will include performance indicators and timescales for their achievement.
- 2.13 We will develop any action plans for a period of between one and five years in order to align them with our corporate and business planning cycles. Implementation of the action measures will be incorporated into our business planning process.
- 2.14 We have previously sought input from our stakeholders and have consulted on our initial Equality Scheme, which was incorporated by us in 2012.
- 2.15 We will monitor our progress on the delivery of our action measures annually and update the action plan as necessary to ensure that it remains effective and relevant to our functions and work.
- 2.16 Newington Housing Association will inform the Commission of any changes or amendments to our action plan and will also include this information in our Section 75 annual progress report to the Commission. Our Section 75 annual progress report will incorporate information on progress we have made in implementing our action plans/action measures.

⁴ See section 1.1 of this equality scheme for a list of these categories.

⁵ See section 4.1 of this equality scheme for a definition of policies.

2.17 Once finalised, this review of our Equality Scheme will be made available on our website www.newingtonha.co.uk or by contacting:

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If you require it in an alternative format please contact us on the details provided.

Chapter 3 Our requirements for consulting

(Schedule 9 4. (2) (a)) - on matters to which a duty (S75 (1) or (2)) is likely to be relevant (including details of the persons to be consulted).

(Schedule 9 4. (2) (b)) on the likely impact of policies adopted or proposed to be adopted by us on the promotion of equality of opportunity.

- 3.1 We recognise the importance of consultation in all aspects of the implementation of our statutory equality duties. Initially, in 2012, we completed a wide ranging consultation process regarding the implementation of our equality scheme, action measures, equality impact assessments and other matters relevant to the Section 75 statutory duties.

Based on advice from the Equality Commission as part of our 5 year review process, as no major fundamental changes have been made to our original Equality Scheme document, no further consultation is required to be undertaken by us at this time.

- 3.2 We do however remain committed to carrying out consultation (when necessary) in accordance with the following principles (as contained in the Equality Commission's guidance '*Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)*')
- 3.2.1 All our previous consultations practices sought the views of those directly affected by the matter/policy, the Equality Commission, representative groups of Section 75 categories, other public authorities, voluntary and community groups, our staff and their trades unions and such other groups who have a legitimate interest in the matter, whether or not they have a direct economic or personal interest.

As part of our previous consultation process in 2012, all consultees (see Appendix 3), as a matter of course, were notified (by email or post) of the matter/policy being consulted upon to ensure they were aware of all consultations.

During the initial role out of NHA's Equality Scheme, the representative body for housing associations, the Northern Ireland Federation of Housing Associations (NIFHA) assisted its members in the implementation of Section 75 of the Northern Ireland Act 1998 by co-ordinating a joint approach to the Statutory Equality duties.

NIFHA itself was not a designated body, but undertook a co-ordination role for its members, in particular in relation to initial public consultation. Its aim was to manage the process in a way that minimised the impact on consultee and/or stakeholder organisations. However, throughout each formal consultation exercise the relevant documents were also made available in a range of formats including hard copies, directly from Newington Housing Association.

Housing associations provide services to a wide range of people however based on Newington Housing Association's tenant profile we gave specific consideration to:

- Older people
- Vulnerable Families
- Young people
- People with Disabilities

Information is still available, on request, in alternative formats⁶, and will be made available in a timely manner.

⁶ See Chapter 6 of our equality scheme for further information on alternative formats of information we provide.

3.2.2 To ensure effective adherence to all Section 75 matters, we will continue to develop a programme of awareness raising on our Section 75 statutory duties and the commitments in our Equality Scheme by undertaking the following:

- We will continue to discuss Section 75 matters at Tenants Forums, Residents Meetings, etc.
- Our Section 75 duties will remain highlighted in both our Corporate and annual Business Plans.
- Newington Housing Association will ensure all staff remains aware of our Section 75 duties, through staff meetings and training events.
- Once the Equality Scheme 5 Year Review is approved by the Equality Commission it will be highlighted on our website and as a news item in our tenants Newsletter.
- Newington Housing Association will inform all consultees how to access a copy of our Equality Scheme Review and action plan following the Equality Schemes approval by the Equality Commission of Northern Ireland.

3.3 A list of all our consultees included in the initial Equality Scheme Consultations remain listed in Appendix 3. It can also be obtained from our website at www.newingtonha.co.uk or by contacting:

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Chapter 4 Our arrangements for assessing, monitoring and publishing the impact of policies (Schedule 9 4. (2) (b); Schedule 9 4. (2) (c); Schedule 9 4. (2) (d); Schedule 9 9. (1); Schedule 9 9.(2))

Our arrangements for assessing the likely impact of policies adopted or proposed to be adopted on the promotion of equality of opportunity (Schedule 9 4. (2) (b))

- 4.1 In the context of Section 75, 'policy' is very broadly defined and it covers all the ways in which we carry out or propose to carry out our functions in relation to Northern Ireland. In respect of this equality scheme, the term policy is used for any (proposed/amended/existing) strategy, policy initiative or practice and/or decision, whether written or unwritten and irrespective of the label given to it, eg, 'draft', 'pilot', 'high level' or 'sectoral'.
- 4.2 In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy, as required by Schedule 9 9. (2) of the Northern Ireland Act 1998.
- 4.3 Newington Housing Association uses the tools of **screening** and **equality impact assessment** to assess the likely impact of a policy on the promotion of equality of opportunity and good relations. In carrying out these assessments we will relate them to the intended outcomes of the policy in question and will also follow Equality Commission guidance:
- the guidance on screening, including the screening template, as detailed in the Commission's guidance '*Section 75 of the Northern Ireland Act 1998 – A Guide for Public Authorities (April 2010)*' and
 - on undertaking an equality impact assessment as detailed in the Commission's guidance '*Practical guidance on equality impact assessment (February 2005)*'.

Screening

- 4.4 The purpose of screening is to identify those policies that are likely to have an impact on equality of opportunity and/or good relations.
- 4.5 Screening is completed at the earliest opportunity in the policy development/review process. Policies which we propose to adopt will be subject to screening prior to implementation. For more detailed strategies or policies that are to be put in place through a series of stages, we will screen at various stages during implementation.
- 4.6 The lead role in the screening of a policy is taken by the policy decision maker who has the authority to make changes to that policy. However, screening will also involve other relevant team members, for example, equality specialists, those who implement the policy and staff members from other relevant work areas. Where possible we will include key stakeholders in the screening process.
- 4.7 The following questions are applied to all our policies as part of the screening process:
- What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? (minor/major/none)
 - Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?
 - To what extent is the policy likely to impact on good relations between people of a different religious belief, political opinion or racial group? (minor/major/none)

- Are there opportunities to better promote good relations between people of a different religious belief, political opinion or racial group?

4.8 In order to answer the screening questions, we gather all relevant information and data, both qualitative and quantitative. In taking this evidence into account we consider the different needs, experiences and priorities for each of the Section 75 equality categories. Any screening decision will be informed by this evidence.

4.9 Completion of screening, taking into account our consideration of the answers to all four screening questions set out in 4.7 above, will lead to one of the following three outcomes:

1. the policy has been 'screened in' for equality impact assessment
2. the policy has been 'screened out' with mitigation⁷ or an alternative policy proposed to be adopted
3. the policy has been 'screened out' without mitigation or an alternative policy proposed to be adopted.

4.10 If our screening concludes that the likely impact of a policy is 'minor' in respect of one, or more, of the equality of opportunity and/or good relations categories, we may on occasion decide to proceed with an equality impact assessment, depending on the policy. If an EQIA is not to be conducted we will nonetheless consider measures that might mitigate the policy impact as well as alternative policies that might better achieve the promotion of equality of opportunity and/or good relations.

Where we mitigate we will outline in our screening template the reasons to support this decision together with the proposed changes, amendments or alternative policy.

This screening decision will be 'signed off' by the appropriate policy lead within Newington Housing Association.

⁷ Mitigation – Where an assessment (screening in this case) reveals that a particular policy has an adverse impact on equality of opportunity and / or good relations, a housing association must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories.

- 4.11 If our screening concludes that the likely impact of a policy is 'major' in respect of one, or more, of the equality of opportunity and/or good relations categories, we will normally subject the policy to an equality impact assessment. This screening decision will be 'signed off' by the appropriate policy lead within Newington Housing Association.
- 4.12 If our screening concludes that the likely impact of a policy is 'none', in respect of all of the equality of opportunity and/or good relations categories, we may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity or good relations, we will give details of the reasons for the decision taken. This screening decision will be 'signed off' by the appropriate policy lead within Newington Housing Association.
- 4.13 As soon as possible following the completion of the screening process, the screening template, signed off and approved by the senior manager responsible for the policy, will be made available on our website www.newingtonha.co.uk or upon request by contacting:

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4.14 If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, we will review the screening decision.

4.15 Our screening reports are published quarterly [see below at 4.20 - 4.22 and 4.23 for details].

Equality impact assessment

4.16 An equality impact assessment (EQIA) is a thorough and systematic analysis of a policy, whether that policy is formal or informal, and irrespective of the scope of that policy. The primary function of an EQIA is to determine the extent of any impact of a policy upon the Section 75 categories and to determine if the impact is an adverse one. It is also an opportunity to demonstrate the likely positive outcomes of a policy and to seek ways to more effectively promote equality of opportunity and good relations.

4.17 Once a policy is screened and screening has identified that an equality impact assessment is necessary, we will carry out the EQIA in accordance with Equality Commission guidance. The equality impact assessment will be carried out as part of the policy development process, before the policy is implemented.

4.18 Any equality impact assessment will be subject to consultation at the appropriate stage(s). (For details see above Chapter 3 “Our Arrangements for Consulting”).

Our arrangements for publishing the results of the assessments of the likely impact of policies we have adopted or propose to adopt on the promotion of equality of opportunity

(Schedule 9 4. (2) (d); Schedule 9 9. (1))

4.19 We make publicly available the results of our assessments (screening and EQIA) of the likely impact of our policies on the promotion of equality of opportunity and good relations.

What we publish

4.20 Screening reports

These are published quarterly. Screening reports detail:

- All policies screened by Newington Housing Association over the three month period
- A statement of the aim(s) of the policy/policies to which the assessment relates
- Consideration given to measures which might mitigate any adverse impact
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Screening decisions, i.e:
 - whether the policy has been ‘screened in’ for equality impact assessment.
 - whether the policy has been ‘screened out’ with mitigation or an alternative policy proposed to be adopted.
 - whether the policy has been ‘screened out’ without mitigation or an alternative policy proposed to be adopted.
- Where applicable, a timetable for conducting equality impact assessments
- A link to the completed screening template(s) on our website

4.21 Screening templates

For details on the availability of our screening templates please refer to 4.13.

4.22 Equality impact assessments

EQIA reports are published once the impact assessment has been completed. These reports include:

- A statement of the aim of the policy assessed
- Information and data collected
- Details of the assessment of impact(s)
- Consideration given to measures which might mitigate any adverse impact
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity
- Consultation responses
- The decision taken
- Future monitoring plans.

How we publish the information

4.23 All information we publish is accessible and can be made available in alternative formats on request.

Please see 6.3 below.

Where we publish the information

4.24 The results of our assessments (screening reports and completed templates, the results of equality impact assessments) are available on our website www.newingtonha.co.uk or by contacting:

Anthony Kerr
Acting Chief Executive
Newington Housing Association
300-302 Limestone Road
Belfast
BT15 3AR

Tel: 02890 744055

Fax: 02890 747624

Email: a.kerr@newingtonha.co.uk

4.25 In addition to the above, screening reports (electronic link or hard copy on request if more suitable for recipients) which include all policies screened over a 3 month period are also sent directly to all consultees on a quarterly basis.

4.26 We will inform the general public about the availability of this material through communications such as press releases where appropriate.

Our arrangements for monitoring any adverse impact of policies we have adopted on equality of opportunity

(Schedule 9 4. (2) (c))

- 4.27 Monitoring can assist us to deliver better public services and continuous improvements. Monitoring Section 75 information involves the processing of sensitive personal data (data relating to the racial or ethnic origin of individuals, sexual orientation, political opinion, religious belief, etc). In order to carry out monitoring in a confidential and effective manner, the Newington Housing Association follows guidance from the Office of the Information Commissioner and the Equality Commission.
- 4.28 We monitor any adverse impact on the promotion of equality of opportunity of policies we have adopted. We are also committed to monitoring more broadly to identify opportunities to better promote equality of opportunity and good relations in line with Equality Commission guidance.
- 4.29 The systems we have established to monitor the impact of policies and identify opportunities to better promote equality of opportunity and good relations are:
- The collection, collation and analysis of existing relevant primary quantitative and qualitative data across all nine equality categories on an ongoing basis
 - The collection, collation and analysis of existing relevant secondary sources of quantitative and qualitative data across all nine equality categories on an ongoing basis
 - An audit of existing information systems within one year of approval of this equality scheme, to identify the extent of current monitoring and take action to address any gaps in order to have the necessary information on which to base decisions
 - Undertaking or commissioning new data if necessary.

- 4.30 If over a two year period monitoring and evaluation show that a policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, we will ensure that the policy is revised to achieve better outcomes for relevant equality groups.
- 4.31 We review our EQIA monitoring information on an annual basis. Other monitoring information is also reviewed annually.

Our arrangements for publishing the results of our monitoring

(Schedule 9 4. (2) (d))

- 4.32 Schedule 9 4. (2) (d) requires us to publish the results of the monitoring of adverse impacts of policies we have adopted. However, we are committed to monitoring more broadly and the results of our policy monitoring are published as follows:
- 4.33 EQIA monitoring information is published as part of our Section 75 annual progress report [see 2.7]
- 4.34 All information published is accessible and can be made available in alternative formats on request. Please see below at 6.3 for details.

Chapter 5 Staff training

(Schedule 9 4.(2) (e))

Commitment to staff training

- 5.1 We recognise that awareness raising and training play a crucial role in the effective implementation of our Section 75 duties.
- 5.2 Our Acting Chief Executive wishes to positively communicate the commitment of Newington Housing Association to the Section 75 statutory duties, both internally and externally.

To this end we will continue to deliver an effective communication and training programme for all staff and will ensure that our commitment to the Section 75 statutory duties is made clear in all relevant publications.

Training objectives

- 5.3 Newington Housing Association will draw up a detailed training plan for its staff which will aim to achieve the following objectives:
- to raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our equality scheme commitments and the particular issues likely to affect people across the range of Section 75 categories, to ensure that our staff fully understand their role in implementing the scheme
 - to provide those staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively

- to provide those staff who deal with complaints in relation to compliance with our equality scheme with the necessary skills and knowledge to investigate and monitor complaints effectively
- to provide those staff involved in consultation processes with the necessary skills and knowledge to do this work effectively
- to provide those staff involved in the implementation and monitoring of the effective implementation of Newington Housing Association's equality scheme with the necessary skills and knowledge to do this work effectively.

Awareness raising and training arrangements

5.4 The following arrangements are in place to ensure all our staff and Board are aware of and understand our equality obligations.

- We will develop a summary of this equality scheme and make it available to all staff.
- We will provide access to copies of the full equality scheme for all staff; ensure that any queries or questions of clarification from staff are addressed effectively.
- Staff in Newington Housing Association will receive a briefing on this equality scheme within one month of approval by the Equality Commission.
- The Section 75 statutory duties form part of induction training for new staff.
- Focused training is provided for key staff within Newington Housing Association who are directly engaged in taking forward the implementation of our equality scheme commitments (for example those involved in research and data collection, policy development, service design, conducting equality impact assessments, consultation, monitoring and evaluation).
- Where appropriate, training will be provided to ensure staff are aware of the issues experienced by the range of Section 75 groups.
- When appropriate and on an ongoing basis, arrangements will be made to ensure staff are kept up to date with Section 75 developments.

5.5 Training and awareness raising programmes will, where relevant, be developed in association with the appropriate Section 75 groups and our staff.

In order to share resources and expertise, Newington Housing Association will, where possible, work closely with other bodies and agencies in the development and delivery of training.

Monitoring and evaluation

5.6 Our training programme is subject to the following monitoring and evaluation arrangements:

- We evaluate the extent to which all participants in this training programme have acquired the necessary skills and knowledge to achieve each of the above objectives.
- The extent to which training objectives have been met will be reported on as part of the Section 75 annual progress report, which will be sent to the Equality Commission.

Chapter 6 Our arrangements for ensuring and assessing public access to information and services we provide (Schedule 9 4. (2) (f))

6.1 Newington Housing Association is committed to ensuring that the information we disseminate and the services we provide are fully accessible to all parts of the community in Northern Ireland. We keep our arrangements under review to ensure that this remains the case.

6.2 We are aware that some groups will not have the same access to information as others. In particular:

- People with sensory, learning, communication and mobility disabilities may require printed information in other formats.
- Members of ethnic minority groups, whose first language is not English, may have difficulties with information provided only in English.
- Children and young people may not be able to fully access or understand information.

Access to information

6.3 To ensure equality of opportunity in accessing information, we provide information in alternative formats on request, where reasonably practicable. Where the exact request cannot be met we will ensure a reasonable alternative is provided.

Alternative formats may include Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

Newington Housing Association liaises with representatives of young people and disability and minority ethnic organisations and takes account of existing and developing good practice.

We will respond to requests for information in alternative formats in a timely manner.

Newington Housing Association will engage with relevant organisations and individuals, to determine the most effective way of disseminating information to ethnic minorities and people with learning disabilities. We will engage with Disability Action, RNID, RNIB, Alheimers Society, MENCAP, NIAMH etc, as and when required to assist in the delivery of information access to Section 75 groups.

6.4 In disseminating information through the media we will seek to advertise in the press where appropriate.

Access to services

6.5 Newington Housing Association is committed to ensuring that all of our services are fully accessible to everyone in the community across the Section 75 categories.

The Newington Housing Association also adheres to the relevant provisions of current anti-discrimination legislation.

6.6 As a community based housing association Newington Housing Association's offices are located within close proximity to all our accommodation provided. We also offer home visits if service users have difficulty accessing our offices.

Assessing public access to information and services

6.7 We monitor annually (August) across all our functions, in relation to access to information and services, to ensure equality of opportunity and good relations are promoted.

Chapter 7 Timetable for measures we propose in this equality scheme (Schedule 9 4. (3) (b))

- 7.1 Appendix 4 outlines our timetable for all measures proposed within this equality scheme. The measures outlined in this timetable will be incorporated into our business planning processes.
- 7.2 This timetable is different from and in addition to our commitment to developing action plans/action measures to specifically address inequalities and further promote equality of opportunity and good relations. We have included in our equality scheme a commitment to develop an action plan. Accordingly, this commitment it is listed in the timetable of measures at Appendix 4. For information on these action measures please see above at 2.11 – 2.18.

Chapter 8 Our complaints procedure (Schedule 9 10.)

- 8.1 Newington Housing Association are responsive to the views of members of the public. We will endeavour to resolve all complaints made to us.
- 8.2 Schedule 9 paragraph 10 of the Act refers to complaints. A person can make a complaint to a housing association if the complainant believes he or she may have been directly affected by an alleged failure of the authority to comply with its approved equality scheme.

If the complaint has not been resolved within a reasonable timescale, the complaint can be brought to the Equality Commission.

- 8.3 A person wishing to make a complaint that Newington Housing Association has failed to comply with its approved equality scheme should contact:

Anthony Kerr
Acting Chief Executive
Newington Housing Association
300-302 Limestone Road
Belfast
BT15 3AR

Tel: 02890 744055
Fax: 02890 747624
Text: 07800822356
Email: a.kerr@newingtonha.co.uk

- 8.4 We will in the first instance acknowledge receipt of each complaint within **5** working days.
- 8.5 The Chief Executive will carry out an internal investigation of the complaint and will respond substantively to the complainant within **20 working days** of the date of receiving the letter of complaint. Under certain circumstances and in cases which are more complex, it may take us longer to provide a response to you. If this is likely to happen, we will contact you to let you know when you can expect a full response from us and the reason for the delay.
- 8.6 During this process the complainant will be kept fully informed of the progress of the investigation into the complaint and of any outcomes.
- 8.7 In any subsequent investigation by the Equality Commission, Newington Housing Association will co-operate fully, providing access in a timely manner to any relevant documentation that the Equality Commission may require.

Similarly, Newington Housing Association will co-operate fully with any investigation by the Equality Commission under sub-paragraph 11 (1) (b) of Schedule 9 to the Northern Ireland Act 1998.

- 8.8 Newington Housing Association will make all efforts to implement promptly and in full any recommendations arising out of any Commission investigation.

Chapter 9 Publication of the Review of our Equality Scheme

(Schedule 9 4. (3) (c))

9.1 Newington Housing Association's equality scheme is available free of charge in print form and alternative formats from:

Anthony Kerr
Acting Chief Executive
Newington Housing Association
300-302 Limestone Road
Belfast
BT15 3AR

Tel: 02890 744055
Fax: 02890 747624
Text: 07800822356
Email: a.kerr@newingtonha.co.uk

9.2 Our equality scheme is also available on our website at: www.newingtonha.co.uk

9.3 The following arrangements are in place for the publication in a timely manner of our equality scheme to ensure equality of access:

- We will make every effort to communicate widely the existence and content of our equality scheme. This may include press releases, prominent advertisements in the press, the internet and direct mail shots to groups representing the various categories in Section 75.

- We have emailed a link to our approved equality scheme to our consultees on our consultation lists. Other consultees without e-mail have be notified by letter that the scheme is available on request. We will respond to requests for the equality scheme in alternative formats in a timely manner.
- Our equality scheme is available on request in alternative formats such as Easy Read, Braille, large print, audio formats (CD, mp3, DAISY) and in minority languages to meet the needs of those not fluent in English.

9.4 For a list of our stakeholders and consultees please see Appendix 3 of the equality scheme, visit our website at www.newingtonha.co.uk or contact

Anthony Kerr
Acting Chief Executive
Newington Housing Association
300-302 Limestone Road
Belfast
BT15 3AR

Tel: 02890 744055
Fax: 02890 747624
Text: 07800822356
Email: a.kerr@newingtonha.co.uk

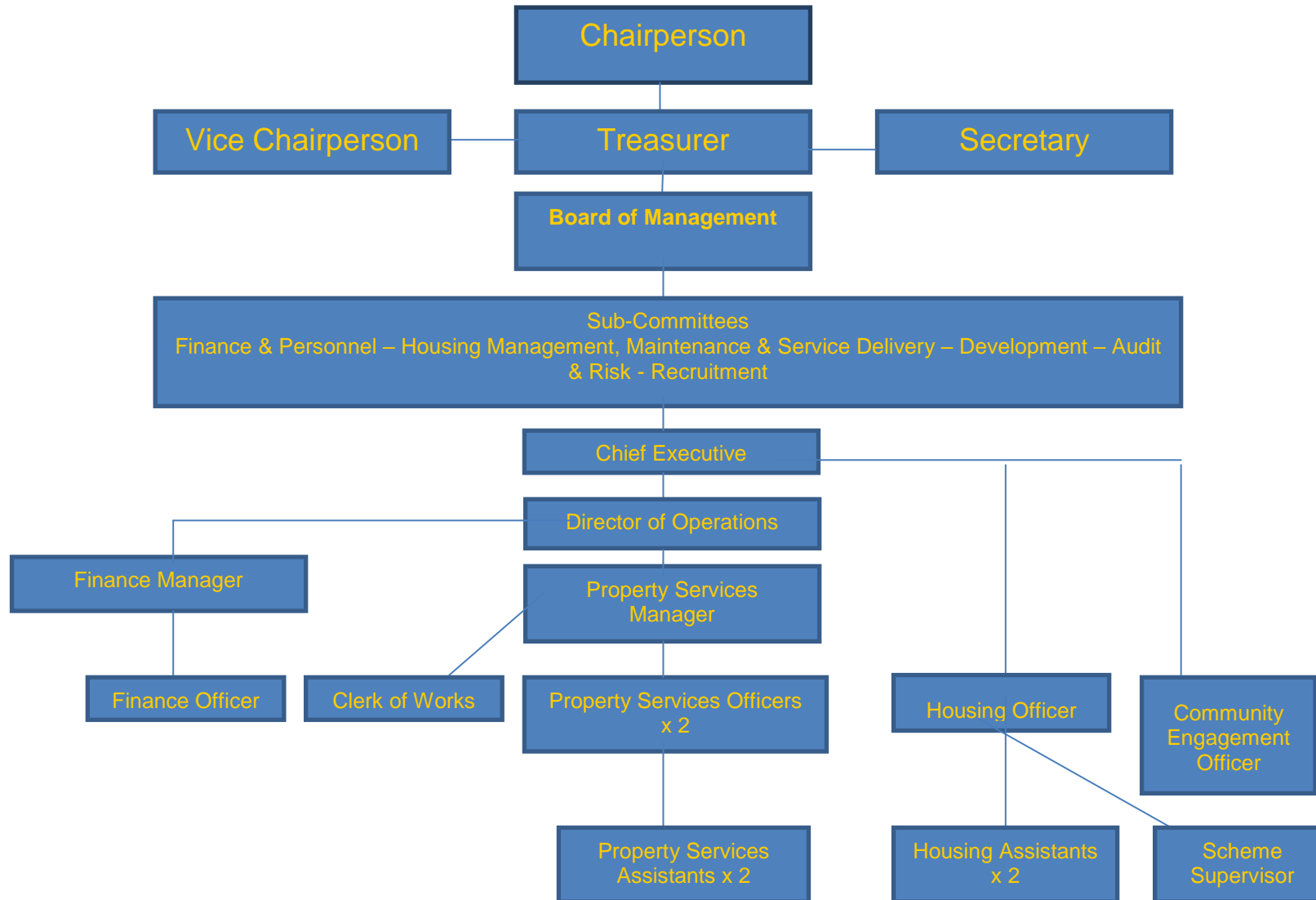
Chapter 10 Review of our equality scheme (Schedule 9 8. (3))

10.1 As required by Schedule 9 paragraph 8 (3) of the Northern Ireland Act 1998 we have now conducted our 5 year review of this equality scheme. A further review will take place within the next five years of submission of this revised equality scheme to the Equality Commission or within a shorter timescale to allow alignment with the review of other planning cycles.

The review will evaluate the effectiveness of our scheme in relation to the implementation of the Section 7 5 statutory duties relevant to our functions in Northern Ireland.

10.2 In undertaking any further review we will follow any guidance issued by the Equality Commission. A report of this review will be made public on Newington Housing Association's website www.newingtonha.co.uk and sent to the Equality Commission.

Appendix 1 Organisational chart



Appendix 2 Example groups relevant to the Section 75 categories for Northern Ireland purposes

Please note, this list is for illustration purposes only, it is not exhaustive.

Category	Example groups
Religious belief	Buddhist; Catholic; Hindu; Jewish; Muslims, people of no religious belief; Protestants; Sikh; other faiths. For the purposes of Section 75, the term “religious belief” is the same definition as that used in the <i>Fair Employment & Treatment (NI) Order</i> ⁸ . Therefore, “religious belief” also includes any <i>perceived</i> religious belief (or perceived lack of belief) and, in employment situations only, it also covers any “ <i>similar philosophical belief</i> ”.
Political opinion ⁹	Nationalist generally; Unionists generally; members/supporters of other political parties.
Racial group	Black people; Chinese; Indians; Pakistanis; people of mixed ethnic background; Polish; Roma; Travellers; White people.
Men and women generally	Men (including boys); Trans-gendered people; Transsexual people; women (including girls).

⁸ See Section 98 of the Northern Ireland Act 1998, which states: “*In this Act... “political opinion” and “religious belief” shall be construed in accordance with Article 2(3) and (4) of the Fair Employment & Treatment (NI) Order 1998.*”

⁹ *ibid*

Marital status	Civil partners or people in civil partnerships; divorced people; married people; separated people; single people; widowed people.
Age	Children and young people; older people.
Persons with a disability	Persons with disabilities as defined by the Disability Discrimination Act 1995.
Persons with dependants	Persons with personal responsibility for the care of a child; for the care of a person with a disability; or the care of a dependant older person.
Sexual orientation	Bisexual people; heterosexual people; gay or lesbian people.

Appendix 3 List of initial consultees in 2012
(Schedule 9 4. (2) (a))



EQUALITY CONSULTATION LIST
(Revised – January 2011)

Age Concern Northern Ireland
Age Sector Platform
Alliance Party for Northern Ireland
Amalgamated Engineering & Electrical Union
Amalgamated Transport & General Workers Union
An Munia Tober
Antrim Borough Council
Ards Borough Council
Armagh District Council
Association of Independent Advice Centres
Bahai Council for Northern Ireland
Ballymena Borough Council
Ballymoney Borough Council
Banbridge District Council
Barnardos
Belfast City Council
Belfast Health & Social Services Board

Belfast Hebrew Congregation
Belfast Islamic Centre
Belfast Trade Unions Council
Brainwaves Northern Ireland
British Deaf Association (NI)
Carafriend
Carers Northern Ireland
Carrickfergus Borough Council
Castlereagh Borough Council
Central Services Agency
Chartered Institute of Housing
Child Poverty Action Group (NI)
Children's Law Centre
Chinese Welfare Association
Citizens Advice Regional Office (Belfast)
CO3 Chief Officers Third Sector
Coalition on Sexual Orientation (CoSO)
Coleraine Borough Council
Committee on the Administration of Justice (CAJ)
Community Development & Health Network (NI)
Community Relations Council (CRC)
Cookstown District Council
Council for the Homeless (NI)
Craigavon Borough Council
Democratic Unionist Party

Department for Social Development
Derry City Council
Derry Well Woman
Disability Action, Belfast
Disability Action, Derry
Down District Council
Down's Syndrome Association
Dungannon & South Tyrone District Council
East Belfast Community Development Agency
Eastern Health & Social Services Board
Equality Commission for NI
Equality Forum NI
Falls Community Council
Family Planning Association (NI)
Fermanagh District Council
Gay & Lesbian Youth Northern Ireland
General Consumer Council
Gingerbread Northern Ireland
Help the Aged Northern Ireland
Housing Rights Service
Indian Community Centre
Irish Council of Churches
Larne Borough Council
Lesbian Line
Limavady District Council

Lisburn Borough Council
Magherafelt District Council
Magherafelt Women's Group
MENCAP
Methodist Church in Ireland
Mind Yourself
Moyle District Council
Multi-Cultural Resource Centre
Newtownabbey Borough Council
NIGRA (Northern Ireland Gay Rights Association)
NIPSA
North Down Borough Council
North West Community Network
North West Forum of People with Disabilities
Northern Health & Social Care Trust
Northern Health & Social Services Board
Northern Ireland Anti-Poverty Network
Northern Ireland Association for Mental Health
Northern Ireland Committee for Refugees & Asylum Seekers (NICRAS)
Northern Ireland Committee, Irish Congress of Trade Unions (NIC-ICTU)
Northern Ireland Council for Ethnic Minorities (NICEM)
Northern Ireland Council for Voluntary Action (NICVA)
Northern Ireland Housing Council

Northern Ireland Housing Executive
Northern Ireland Human Rights Commission (NIHRC)
Northern Ireland Mixed Marriage Association
Northern Ireland Office
Northern Ireland Women's Aid Federation
Northern Ireland Women's European Platform (NIWEP)
Northern Ireland Youth Forum
NUS USI
Office of the First Minister & Deputy First Minister
Omagh District Council
Omagh Women's Area Network
Parents & Professionals & Autism
POBAL
Polish Welfare Association
PRAXIS
Press for Change
Probation Board for Northern Ireland
Progressive Unionist Party
Royal Institute for Deaf People (NI)
Royal National Institute for the Blind (NI)
Rural Community Network
SEEDS
Sense NI
Simon Community
Sinn Fein

Social Democratic & Labour Party
Southern Health & Social Care Trust
Southern Health & Social Services Board
Staff Commission for Education & Library Boards
Strabane District Council
Supporting Communities NI
The Cedar Foundation
The Guide Dogs for the Blind Association
The Rainbow Project
The Women's Centre
Traveller Movement Northern Ireland
UCATT
Ulster Democratic Party
Ulster Scots Heritage Council
Ulster Unionist Party
Western Health & Social Care Trust
Western Health & Social Services Board
Women's Forum Northern Ireland
Women's Information Group
Women's Resource & Development Agency (WRDA)
Women's Support Network
Workers Party
Youth Action
Youth Council for NI

Appendix 4 Timetable for measures proposed (Schedule 9 4.(3) (b))

Appendix 5 Glossary of terms

Action plan

A plan which sets out actions a public authority will take to implement its Section 75 statutory duties. It is a mechanism for the realisation of measures to achieve equality outcomes for the Section 75 equality and good relations categories.

Action measures and outcomes

Specific measures to promote equality and good relations for the relevant Section 75 and good relations categories, linked to achievable outcomes, which should be realistic and timely.

Adverse impact

Where a Section 75 category has been affected differently by a policy and the effect is less favourable, it is known as adverse impact. If a policy has an adverse impact on a Section 75 category, a public authority must consider whether or not the adverse impact is unlawfully discriminatory. In either case a public authority must take measures to redress the adverse impact, by considering mitigating measures and/or alternative ways of delivering the

Article 55 Review

Under the Fair Employment and Treatment (NI) Order 1998, all registered employers must conduct periodic reviews of the composition of their workforces and of their employment practices for the purposes of determining whether members of the Protestant and Roman Catholic communities are enjoying, and are likely to continue to

enjoy, fair participation in employment in each employer's concern. These reviews, which are commonly known as Article 55 Reviews, must be conducted at least once every three years.

Audit of inequalities

An audit of inequalities is a systematic review and analysis of inequalities which exist for service users and those affected by a public authority's policies. An audit can be used by a public authority to inform its work in relation to the Section 75 equality and good relations duties. It can also enable public authorities to assess progress on the implementation of the Section 75 statutory duties, as it provides baseline information on existing inequalities relevant to a public authority's functions.

Consultation

In the context of Section 75, consultation is the process of asking those affected by a policy (ie, service users, staff, the general public) for their views on how the policy could be implemented more effectively to promote equality of opportunity across the 9 categories. Different circumstances will call for different types of consultation. Consultations could, for example, include meetings, focus groups, surveys and questionnaires.

Differential impact

Differential impact occurs where a Section 75 group has been affected differently by a policy. This effect could either be positive, neutral or negative. A public authority must make a judgement as to whether a policy has a differential impact and then it must determine whether the impact is adverse, based on a systematic appraisal of the accumulated information.

Discrimination

The anti-discrimination laws prohibit the following forms of discrimination:

- Direct discrimination
- Indirect Discrimination
- Disability Discrimination
- Victimisation

- Harassment

Brief descriptions of these above terms follow:

Direct discrimination

This generally occurs where a public authority treats a person less favourably than it treats (or, would treat) another person, in the same or similar circumstances, on one or more of the statutory non-discrimination grounds. A decision or action that is directly discriminatory will normally be unlawful unless: (a) in an age discrimination case, the decision can be objectively justified, or (b) in any other case, the public authority can rely on a statutory exception that permits it – such as a *genuine occupational requirement exception*; or, a *positive action exception* which permits an employer to use “welcoming statements” or to take other lawful positive action to encourage participation by under-represented or otherwise disadvantaged groups.

Indirect discrimination

The definition of this term varies across some of the anti-discrimination laws, but indirect discrimination generally occurs where a public authority applies to all persons a particular provision, criterion or practice, but which is one that has the effect of placing people who share a particular equality characteristic (e.g. the same sex, or religious belief, or race) at a particular disadvantage compared to other people.

A provision, criterion or practice that is indirectly discriminatory will normally be unlawful unless (a) it can be objectively justified, or (b) the public authority can rely on a statutory exception that permits it.

Disability discrimination

In addition to direct discrimination and victimisation and harassment, discrimination against disabled people may also occur in two other ways: namely, (a) *disability-related discrimination*, and (b) *failure to comply with a duty to make reasonable adjustments*

(a) *Disability-related discrimination* generally occurs where a public authority, without lawful justification, and for a reason which relates to a disabled person's disability, treats that person less favourably than it treats (or, would treat) other people to whom that reason does not (or, would not) apply.

(b) *Failure to comply with a duty to make reasonable adjustments:*

One of the most notable features of the disability discrimination legislation is that in prescribed circumstances it imposes a duty on employers, service providers and public authorities to take such steps as are reasonable to remove or reduce particular disadvantages experienced by disabled people in those circumstances.

Victimisation

This form of discrimination generally occurs where a public authority treats a person less favourably than it treats (or, would treat) another person, in the same or similar circumstances, because the person has previously exercised his/her rights under the anti-discrimination laws, or has assisted another person to do so. Victimisation cannot be justified and is always unlawful.

Harassment

Harassment generally occurs where a person is subjected to unwanted conduct that is related to a non-discrimination ground with the purpose, or which has the effect, of violating their dignity or of creating for them an intimidating, hostile, degrading, humiliating or offensive environment. Harassment cannot be justified and is always unlawful.

Equality impact assessment

The mechanism underpinning Section 75, where existing and proposed policies are assessed in order to determine whether they have an adverse impact on equality of opportunity for the relevant Section 75 categories. Equality impact assessments require the analysis of both quantitative and qualitative data.

Equality of opportunity

The prevention, elimination or regulation of discrimination between people on grounds of characteristics including sex, marital status, age, disability, religious belief, political opinion, dependants, race and sexual orientation. The promotion of equality of opportunity entails more than the elimination of discrimination. It requires proactive measures to be taken to secure equality of opportunity between the categories identified under Section 75.

Equality scheme

A document which outlines a public authority's arrangements for complying with its Section 75 obligations. An equality scheme must include an outline of the public authority's arrangements for carrying out consultations, screening, equality impact assessments, monitoring, training and arrangements for ensuring access to information and services.

Good relations

Although not defined in the legislation, the Commission has agreed the following working definition of good relations: 'the growth of relations and structures for Northern Ireland that acknowledge the religious, political and racial context of this society, and that seek to promote respect, equity and trust, and embrace diversity in all its forms'.

Mitigation of adverse impact

Where an equality impact assessment reveals that a particular policy has an adverse impact on equality of opportunity, a public authority must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories; this is known as mitigating adverse impact.

Monitoring

Monitoring consists of continuously scrutinising and evaluating a policy to assess its impact on the Section 75 categories. Monitoring must be sensitive to the issues associated with human rights and privacy. Public authorities should seek advice from consultees and Section 75 representative groups when setting up

monitoring systems. Monitoring consists of the collection of relevant information and evaluation of policies. It is not solely about the collection of data, it can also take the form of regular meetings and reporting of research undertaken. Monitoring is not an end in itself but provides the data for the next cycle of policy screening.

Northern Ireland Act

The Northern Ireland Act, implementing the Good Friday Agreement, received Royal Assent on 19 November 1998. Section 75 of the Act created the statutory equality duties.

OFMdFM

The Office of the First Minister and Deputy First Minister is responsible for providing advice, guidance, challenge and support to other NI Civil Service Departments on Section 75 issues.

Policy

The formal and informal decisions a public authority makes in relation to carrying out its duties. Defined in the New Oxford English Dictionary as 'a course or principle of action adopted or proposed by a government party, business or individual'. In the context of Section 75, the term policies covers all the ways in which a public authority carries out or proposes to carry out its functions relating to Northern Ireland. Policies include unwritten as well as written policies.

Qualitative data

Qualitative data refers to the experiences of individuals from their perspective, most often with less emphasis on numbers or statistical analysis. Consultations are more likely to yield qualitative than quantitative data.

Quantitative data

Quantitative data refers to numbers, typically derived from either a population in general or samples of that population. This information is often analysed by either using descriptive statistics, which consider general

profiles, distributions and trends in the data, or inferential statistics, which are used to determine 'significance' either in relationships or differences in the data.

Screening

The procedure for identifying which policies will be subject to equality impact assessment, and how these equality impact assessments will be prioritised.

The purpose of screening is to identify the policies which are likely to have a minor/major impact on equality of opportunity so that greatest resources can be devoted to improving these policies. Screening requires a systematic review of existing and proposed policies.

Schedule 9

Schedule 9 of the Northern Ireland Act 1998 sets out detailed provisions for the enforcement of the Section 75 statutory duties, including an outline of what should be included in an equality scheme.

Section 75

Section 75 of the Northern Ireland Act provides that each public authority is required, in carrying out its functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity between:-

- persons of different religious belief, political opinion, racial group, age, marital status and sexual orientation;
- men and women generally;
- persons with a disability and persons without; and
- persons with dependants and persons without.

Without prejudice to these obligations, each public authority in carrying out its functions relating to Northern Ireland must also have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group. *(Source: Section 75 of the Northern Ireland Act 1998: A Guide for Public Authorities)*

Appendix 6 Action plan/action measures

Introduction

In April 2004 the Registered Housing Associations in Northern Ireland came within the jurisdiction of the Commissioner for Complaints by virtue of Article 146 of The Housing (NI) Order 2003. As a result of this Registered Housing Associations were designated as public authorities for the purposes of Section 75 of the Northern Ireland Act 1998.

A housing association is an independent voluntary organisation dedicated to helping people obtain good quality, affordable housing which meets their needs. Although a significant proportion of the work they do assists the government in the delivery of much-needed public services, they are not public bodies. All designated housing associations are members of the Northern Ireland Federation of Housing Associations (NIFHA).

NIFHA is the umbrella body for the voluntary housing movement in Northern Ireland. Its main role is to promote member housing associations and to provide representation and support for those members in the work that they do. NIFHA itself is not a designated body, but has taken on a co-ordination role as part of its support for members. As a result, the Federation assists its members in the implementation of Section 75 through a joint approach to the statutory equality duties.

Throughout the implementation of the equality process the Federation and its members have taken the view that by working jointly we can maximise our resources – in terms of time, knowledge, expertise, staffing or finances – and at the same time minimise the administrative impact on consultee and/or stakeholder organisations. This

belief has also underpinned our work during the first phase of equality schemes and was commended by the Equality Commission for Northern Ireland (ECNI) so we took a decision to maintain this collaborative approach for the second phase of equality schemes which commenced in 2010.

However, it should be noted responsibility for discharging the Statutory Equality and Good Relations Duties in the individual organisation *remains* with each designated housing association. NIFHA's role is purely a supportive one.

Background

In 2010 the ECNI published new guidance on the implementation of Section 75¹⁰. This guidance includes the recommendation that designated bodies:

- “include in their equality scheme a commitment to developing action plans detailing measures to promote equality of opportunity and good relations”.

As part of the process for developing Action Plans the guidance also recommended designated bodies should:

- “undertake an Audit of Inequalities to identify the range of key inequalities which the discharge of the public authority's functions is intended to or is likely to address;
- “develop action measures based on functions and key inequalities”.

The ECNI wrote to all designated housing associations on 1 November 2011 indicating that a formal call for a new Equality Scheme would be issued on 1 February 2012. The Commission also advised that the three month

¹⁰ Section 75 of the Northern Ireland Act 1998, A Guide for Public Authorities, April 2010

period from November to February would provide an opportunity to undertake the recommended Audit of Inequalities.

Audits of Inequalities: What the Commission says

An audit of inequalities is intended to set the framework for a public authority to address inequalities relevant to their functions. It should enable a public authority to identify potential functional areas for further or better discharge of the Section 75 statutory duties and can therefore inform key strategic actions.

The audit of inequalities is “a systematic review and analysis of inequalities which exist for service users and those affected by a public authority’s policies”. It can be used by a public authority to inform its work in relation to the promotion of the Section 75 equality and good relations duties. It can also enable public authorities to assess progress on the implementation of the Section 75 statutory duties, as it should

provide baseline information on existing inequalities relevant to a public authority’s functions.

According to the ECNI “an audit of inequalities entails an analysis of information gathered to inform the development of action plans”.

The Commission recognises that this is a developing process and public authorities should focus on priorities and outcomes improving over time. On the basis of this information the designated housing associations have therefore been mindful of the need to focus on measures where they have greatest ability to effect change.

Housing associations are regulated by the Department for Social Development (DSD). They work closely with the DSD and the Northern Ireland Housing Executive (NIHE) to deliver housing and related services. Some also provide care and /or support services so they work with the relevant public authorities for the health sector too. As a result of this situation, housing associations must adhere to a wide range of policies and procedures which have been developed and are owned by a public authority or government department. In such cases associations must operate the policy of another body and have little or no scope to change that policy.

For example, associations are the main delivery vehicle for the Social Housing Development Programme but need is determined by the NIHE and the Department for Social Housing develops the programme which is then managed by the Housing Executive. So whilst housing associations may bid to deliver part of that programme they have no powers to shape the programme or establish where new social housing should be built. Similarly housing associations allocate their homes to the public but must do so using the NIHE's Housing Selection Scheme and on the basis of the points awarded by the Housing Executive. Moreover, though associations provide a range of housing and care services they cannot determine the level of public funding available for that purpose.

Where appropriate, potential inequalities identified by housing associations which are outside their remit will be highlighted to the relevant public body.

The functions of each designated housing association will be detailed in its respective equality scheme. Taken collectively however, the main responsibilities of housing associations fall broadly into the following areas:

- provision of housing and related services to those in housing need;
- management and maintenance of its own stock; and,

- development of new stock, if appropriate.

As indicated previously even within these categories the housing associations often have to operate policies or adhere to strategies which are within the development and control of other organisations.

Overview of Housing Association Operations in Northern Ireland

Collectively, housing associations provide around 45,000 good quality, affordable homes for renting or equity sharing as well as providing a range of community services.

Housing associations vary greatly in size and in the scale of their operations. Some are fairly small organisations which operate in a particular community or to address a specific need whilst others conduct their business across Northern Ireland or in some cases throughout Ireland. The stock size of the individual associations can differ greatly too from large organisations with around 10,000 properties to those that manage fewer than 50 homes. Staff numbers also vary considerably from one association to another. Their contribution is complemented by the input of the 400 individuals who serve on housing associations Boards.

Housing associations provide a wide range of services throughout Northern Ireland including the following types of homes and support:

- General family housing
- Older people's accommodation
- Shared housing and houses in multiple occupation
- Shared equity homes

- Supported accommodation for those with specific needs e.g. learning disabilities, addictions, mental health
- Residential care homes
- Day care provision
- Supported employment projects
- Community development activities

Further information about housing associations is available at www.nifha.org.

Collective Work in 2011- 2012

In 2010 NIFHA Council agreed the designated housing associations should continue to be supported by the Federation during the development and implementation of the second phase of equality schemes. In 2011 NIFHA established a small task group comprised of representatives of the following housing associations:

- | | | |
|-----------|--------------|-----------|
| • Alpha | • Connswater | • Oaklee |
| • Apex | • Habinteg | • SHAC |
| • Clanmil | • Helm | • Trinity |

NIFHA's Corporate Services Manager worked with this Equality Task Group to steer and co-ordinate the collaborative elements of member associations' production of new equality schemes, undertaking Audits of Inequality and developing associated Action Plans. In addition, individual members of the group took responsibility for sourcing key information relevant to the equality categories.

Members of the group also contributed to training events and practical workshop sessions held for member associations. These included:

- Workshops to identify potential inequalities by functional area, September 2011 – facilitated by Dorothy McKee
- Developing S75 Actions and revised Equality Schemes: What Social Housing Providers Need to Know, October 2011 – facilitated by ECNI representatives, Tony Steed, NIHE and Lucinda McMurrin, NIFHA
- Challenge Workshop to assess potential impacts by equality category, January 2012 – facilitated by John Kremer

These preparations and planning sessions, which helped inform our collaborative approach, were held over several months to allow time for gathering member feedback. Details of housing association participation in these sessions are shown at Annex A.

The information gathered through this work informed the decisions of the Equality Task Group which agreed that the audit should be based on a combination of the inequalities identified which related certain functions and the inequalities identified according to the nine equality categories. This enabled the incorporation of information about particular groups that we already know require positive action to address inequalities. The Group also agreed the need to include a cross-category section as some of the potential inequalities identified affected more than one equality grouping.

Material from the Commission's Statement on Key Inequalities in Northern Ireland (October 2007) proved to be a useful starting point when assessing potential inequalities within housing generally. In terms of social housing the main sources of information used in undertaking the audits of inequalities are shown at Ann

Equality Action Plan

The following section sets out the actions the housing associations propose to take to address potential inequalities identified. As this is part of an ongoing process to improve equality and good relations outcomes some of the Proposed Actions will relate to measures which were already planned or are currently in place. However, we would stress the actions listed are offered as sector-wide proposals which will need to be refined (including timeframes) following the consultation process. We believe this approach will better enable the final Action Plan of each individual association to be reflective of their business as well as being informed by the feedback received during consultation.

At this stage we consider the proposed measures which are most likely to deliver tangible equality outcomes are:

- A joint project to gather comprehensive tenant profile information
- Review of communications
- Review of governance and Board renewal processes
- Our campaigns of lobbying through NIFHA such as on welfare reform or funding for support services

We would welcome your feedback on these proposals.

Please note, notwithstanding our overall commitment to implementing the statutory duties all of the proposed actions are reliant on sufficient resources being available.

Action Plan Measures undertaken by NHA from 2012 – 2017

Equality Category	Potential Inequalities	Proposed Actions
Age	Few play spaces for young people / children	<ul style="list-style-type: none"> • Liaise with appropriate local authority to encourage the inclusion of play areas in new developments • Gather more comprehensive tenant profile information during 2012-13 to clarify the potential impact
	<p>Electronic forms of communication can cause problems for older people</p> <p>Digital divide as older people may not be able to use / access services which are available electronically for example through internet</p>	<ul style="list-style-type: none"> • Continually review and monitor of preferred methods of communication for tenants • Continue to facilitate training on electronic communications where appropriate – e.g. silver surfers sessions in sheltered housing schemes • Explore the use of broad band on new developments • Review digital forms of communication used by association to ensure maximum inclusivity
	Growing older population but accommodation to meet need not increasing therefore there is potentially less choice for older people	<ul style="list-style-type: none"> • Monitor demand for housing for older people at association level – overall need determined by NIHE • Continue to highlight need to the Department for Social Development, Northern Ireland Housing Executive and Planning departments
	Social isolation of older people	<ul style="list-style-type: none"> • Gather information to inform the development of suitable activities

		<ul style="list-style-type: none"> • Liaise with relevant authorities as necessary
	Welfare Reform	<ul style="list-style-type: none"> • Continue to lobby government on the impact of Welfare Reform • Monitor situation as Welfare Reform changes are introduced to determine impacts on tenants, in particular those between 25 and 35 who may be affected by the Shared Room Rate
Equality Category	Potential Inequalities	Proposed Actions
Dependents	Welfare Reform – single room rate will have adverse impact on single parents under 35; especially males	<ul style="list-style-type: none"> • Continue to lobby government on the impact of Welfare Reform • Monitor situation as Welfare Reform changes are introduced to determine impacts on tenants, in particular those between 25 and 35 who may be affected by the Shared Room Rate
	Lack of play space for children	<ul style="list-style-type: none"> • Liaise with appropriate local authority to encourage the inclusion of play areas in new developments • Gather more comprehensive tenant profile information during 2012-13 to clarify potential impact
	Lack of 2 bed accommodation for: <ul style="list-style-type: none"> • Single parents • Elderly/disabled people needing carers 	<ul style="list-style-type: none"> • Monitor demand – highlight issue to Department for Social Development and Northern Ireland Housing Executive as appropriate
Disability	Lack of suitable (Lifetime homes)	<ul style="list-style-type: none"> • All new social housing is built to Lifetime

	accommodation highlighted in ECNI statement of Key Inequalities	Homes standard <ul style="list-style-type: none"> Continue work with NIHE in development of comprehensive property database to enable better matching of stock to individual need.
	Communications which do not meet differing needs of services users	<ul style="list-style-type: none"> Undertake review of forms of communication used by association to ensure maximum inclusivity Gather more comprehensive tenant profile information during 2012-13 to improve identification of preferred methods of communication
	Electronic communications / digital divide	<ul style="list-style-type: none"> Undertake review of digital forms of communication used by association to ensure maximum inclusivity
	People with mental ill-health may experience difficulty in accessing services and in relation to employment	<ul style="list-style-type: none"> Continue to ensure compliance with legislation and keep abreast of best practice Engage with representative groups identify / mitigate potential barriers

Equality Category	Potential Inequalities	Proposed Actions
Disability	Funding for adaptations is only available once which may cause difficulties if needs change	<ul style="list-style-type: none"> Gather baseline information to clarify the number of times where this situation arises in 2012-13 Lobby DSD on this issue Explore options for alternative funding Through NIFHA maintain involvement in and raise relevant issues with Joint Housing

		Adaptations Group
	People with a learning disability may have to remain in long stay hospitals due to lack of suitable services	<ul style="list-style-type: none"> • Continue to liaise with relevant authorities as necessary • Gather baseline information to clarify the number of instances where association is not in position to assist
Gender	Activities at (sheltered) schemes can be geared towards one gender only	<ul style="list-style-type: none"> • Gather more comprehensive tenant profile information during 2012-13 to improve development of customer services • Gather baseline information on uptake of activities, if relevant • Use tenant feedback to inform the development of activities in sheltered housing schemes • Cross-sectoral sharing of case studies / good practice
	Gender imbalances in staff at all levels across the sector	<ul style="list-style-type: none"> • Gather more comprehensive cross-sectoral data during 2012-13 to clarify actual situation. • Consider options for mitigation of impacts identified • During 2013-14 develop strategy based on research
Marital Status	Couples in residential homes not always housed together	<ul style="list-style-type: none"> • Record all instances during 2012-13 to inform action • Highlight problem to relevant authorities • Identify options for mitigating impact which are available to housing associations

Political Opinion	Possible inequalities due to perceptions of potential employees who have 'political convictions'.	<ul style="list-style-type: none"> • Explore adoption of new guidelines from OFM/DFM on employment of individuals with conflict related convictions
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Equality Category	Potential Inequalities	Proposed Actions
Race	Communications and accessibility may be difficult for those whose first language is not English or who are unfamiliar with system	<ul style="list-style-type: none"> • Gather more comprehensive tenant profile information during 2012-13 to help tailor services to customer needs • Undertake review of preferred methods of communication for tenants • Continue to use translation and interpretation services as appropriate • Liaise with relevant stakeholder bodies to identify best practice • Cross-sectoral sharing of case studies / good practice
	Electronic communications / digital divide	<ul style="list-style-type: none"> • Review digital forms of communication used by association to ensure maximum inclusivity
	Lack of adequate housing and accommodation for Travellers	<ul style="list-style-type: none"> • Through the Social Housing Development Programme work with NIHE to deliver housing schemes which meet the needs of Travellers
	Literacy of Travellers	<ul style="list-style-type: none"> • Explore alternative options for engaging with Travellers • Share learning across sector
	People from Black and Minority Ethnic communities are vulnerable to exploitation and discrimination	<ul style="list-style-type: none"> • Develop improved cross-sectoral liaison with representatives of relevant stakeholder groups • Establish liaison with specific stakeholder

		groups as required
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Equality Category	Potential Inequalities	Proposed Actions
Religion	People of one community taking longer to get housed than another	<ul style="list-style-type: none"> • This situation is outside of the control of housing associations as offers are based on tenant preference and points allocated • Where practical take action to minimise potential chill factors – for example develop / implement strategies relating to flags, emblems and/or sectional symbols • Training programmes as appropriate
	Imbalances due to housing schemes being (or perceived as) largely made up of those from a specific religion	<ul style="list-style-type: none"> • Where practical take action to minimise potential chill factors – for example develop / implement strategies relating to flags, emblems and/or sectional symbols • Maintain use of Good Neighbour Agreements for all housing stock • Training programmes as appropriate
	Lack of ‘shared neighbourhoods’	<ul style="list-style-type: none"> • Continue development of Shared Future housing schemes as opportunities arise • Maintain use of Good Neighbour Agreements for all housing stock • Develop introduction of shared neighbourhood schemes as suitable
Sexual Orientation	Attitudes to those of differing sexual orientation	<ul style="list-style-type: none"> • Further develop programmes of training • Work with staff to identify potential chill factors • Cross-sectoral sharing of case studies / good

		practice
	Access to services	<ul style="list-style-type: none"> • Training and better links with LGBT community • Explore use of Advocacy service

Equality Category	Potential Inequalities	Proposed Actions
Cross Category	Make up of Housing Association Boards – potentially relates to age, disability, gender religion/political opinion	<ul style="list-style-type: none"> • Gather more comprehensive baseline information • Review governance processes and make of Board by April 2013 • Make use of NIFHA Board Member Register as appropriate during Board renewal • Work with NIFHA to develop the
	Impact of Anti-social behaviour (ASB) policies may be greater for certain groups – e.g. young males	<ul style="list-style-type: none"> • Monitor cases of ASB to identify trends – in particular where they may affect a specific group such as young men or people from a different racial background • Work with NIFHA to develop Good Practice Guide
	Accessibility of information and services has the potential to vary for different equality categories – whilst this has been subject to EQIA it continues to merit ongoing consideration	<ul style="list-style-type: none"> • Gather more comprehensive tenant profile information during 2012-13 to help tailor services to customer needs • Continue to review and monitor association approach to provision of information and services • Use information from previous EQIA and subsequent monitoring to inform the

		introduction of improvements
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Summary of Performance in delivering action plan measures 2012 – 2017

The Association set 17 no outcome measures within its most recent 3 year Disability Action Plan (DAP), which took effect from September 2015 and which runs to August 2018.

The Association can report it has met all outcome measures set within its D.A.P.

A new 3 year Disability Action Plan is currently being progressed by the Association and will become effective from September 2018.

New Equality Action Plan 2017 – March 2022

Accessibility

Documents are available, on request, in alternative formats - Braille, audio, large print, easy read. The Association will also consider requests to produce it in other languages. If you require the Action Plan or consultation document in these or other, formats please contact us:

Purpose of the Equality Action Plan

This Equality Action Plan runs from July 2017 until June 2022, and contributes to our compliance with Section 75 of the Northern Ireland Act 1998. An Audit of Inequalities carried out in 2015/16 informs the current Equality Action Plan.

This Equality Action Plan sets out the actions to be delivered by Newington Housing and demonstrates how we will mainstream equality and good relations and utilise an equality framework to help us to respond to new thinking on equality outcomes and the new challenges

Timescale for implementing action measures

Public authorities **must** indicate in their disability action plans the implementation timescale for their action measures. They should also clearly indicate which measures they intend to prioritise.

Timescales for the implementation of measures should be both **challenging and realistic**. They should take into account the priorities of disabled people (as elicited through consultation), as well as the public authority's own strategic priorities (including business milestones and major projects to be implemented over the timescale of the action plan), and other priorities it may have set in relation to implementing other equality initiatives.

For example, public authorities will have committed to implement particular equality initiatives in their equality schemes and a range of public authorities are taking forward disability equality initiatives as part of implementing their disability employment equality plans. Many actions in a plan (such as measures to train employees and office holders on the disability equality legislation and disability awareness) may be of an ongoing nature and continue into subsequent plans.

Performance Indicators

Public authorities **must** include in their disability action plans meaningful and outcome focused performance indicators or targets. Setting specific targets can play a useful role in ensuring that due regard is paid to the disability duties. They also ensure that the implementation of the disability duties becomes outcome focused. Clear targets can encourage staff at all organisational levels within a public authority to take ownership and allocate resources appropriately. A disability action plan should be aimed at making practical improvements to equality for disabled people (as regards their participation in public life and the promotion of positive attitudes) and therefore specific outcomes must be clearly identified, where it is appropriate to do so.

It is important to recognise that there may not be a separate performance indicator or target for every individual action measure; as a range of action measures can contribute to the same performance indicator or target.

Example

A government department with responsibility for a large number of public appointments sets a target in its disability action plan to increase the number of public appointments held by disabled people by a certain

percentage over a 12 month period. The government department already monitors the number of disabled people who apply for and are appointed to public appointments. Its target is based on its starting point and the nature of appointments it makes and the number of vacancies likely to arise during the twelve month period.

Other Measures

Take measures to:

- Encourage disabled people to apply for/participate in public life positions;
- Remove barriers to the selection process;
- Remove barriers to their participation in the public life position.
- Create opportunities for involving disabled people in public life.
- Take measures which encourage others to promote the participation of disabled people in public life.
- Contacting local disability groups or representative bodies and liaising with them as regards the most effective way of raising awareness amongst their disabled members.
- Advertising positions widely in the press.
- Advertising in magazines or other publications which are targeted at disabled people.
- Advertising vacancies on a public authority's website and raising awareness of their existence on the website.
- Public authorities should ensure that its website is fully accessible to disabled people (where one exists).
- Working in partnership with other public authorities in order to maximise existing methods of raising awareness amongst disabled people and to explore new initiatives.
- Targeting opportunities/vacancies at older people, as many disabled people are over the state pension age.
- Organising information sessions or open days aimed at disabled people.

- Taking steps to dispel any perceptions that may exist amongst disabled people that they will be judged negatively by selection panel members because they have a disability or that a public life position is open to a 'certain type' of individual.
- Providing information outlining the support that is available to disabled applicants during the various stages of the recruitment process, as well as after they are appointed. For example, public authorities could make it clear to applicants that reasonable travel expenses will be paid.
- Ensuring and making it clear to disabled applicants, that all documentation relating to the public life position, is available on request in accessible formats.
- Accepting applications from disabled people in accessible formats.
- Work shadowing scheme;
- Temporary placement;
- Raising awareness of the contribution of current/previous disabled members;
- Detailing the provision of induction, support or training once appointed;
- Supporting capacity building measures as regards the voluntary/community sector; for example giving financial or other support to disability groups or others in relation to the provision of training for disabled people in interviewing or other relevant skills;
- Providing constructive feedback to unsuccessful disabled applicants; and
- Running training courses aimed at developing the skills and knowledge needed for public life positions and taking measures to encourage disabled people to participate on those courses.

Example

A public authority in partnership with other relevant organisations undertakes an awareness-raising campaign aimed at public and private sector employers and employers in the voluntary/community sector, with the objective of improving their attitudes towards employing disabled people and to improve their understanding of the capabilities of disabled people. They also encourage such employers to provide disability equality and awareness training to their employees and office holders.

Example

A public authority in conjunction with a disability representative organisation operates an award scheme which recognises the contribution made by public and private sector employers and employers in the voluntary/community sector to promote disability equality, including promoting positive attitudes towards disabled people.

Framework for this action plan

The Equality Action Plan is built around four key priorities in how we will tackle inequalities:

- Leadership, partnership and organisational commitment
- Understanding our communities through data and consultation
- Delivering services accessible to all
- Developing a skilled and diverse workforce

Below table outlines Newington Housing's Action Plan measures for the next 5 years:

Action	How will we know when we have achieved this?	Timescale	Responsibility	Equality-related outcome	Strategic owner
Undertake annual tenant profiling surveys and use results of survey to produce and implement actions.	On completion of exercise and after review of findings.	Annually	Housing Management Section (HMS)	Informs a more targeted and responsive service	SMT
Embed Equality and Good Relations in new Corporate Plan	All staff and BOM to continue to promote and encourage cross community partnership working initiatives and strengthen relationships <i>with all working and residing within areas of North Belfast where we deliver our services.</i>	During the review of our Corporate Plan in 2019	SMT	<p>Demonstration of effective leadership.</p> <p>Consideration of equality is 'designed in' to service delivery and the planning of policies, projects and programmes.</p> <p>Organisation developed to deliver responsive services to a wide</p>	BOM & SMT

				ranging and diverse communities	
Emerging strategic programmes incorporate the equality framework	Develop and incorporate strategic initiatives, measures and accompanying facilities, which will help attract and support those currently socially inactive or may have barriers which restrict them from fully engaging in all opportunities and programmes delivered locally.	Ongoing	SMT	Promotion of equality and diversity outcomes in strategic programmes	BOM

Develop and deliver an integrated programme of work to tackle health inequalities	Develop and incorporate programmes which promote inclusion, good relations and	Ongoing	ALL Staff	Health inequalities are being addressed	SMT
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	active participation. Implement initiatives which reduce the likelihood of social isolation.				
Deliver revised Disability Action Plan	SMT to review existing DAP which expires in Aug. 2018 and discuss/ implement new DAP outcome targets from Sept. 2018	In Progress – New DAP effective from Sept. 2018	SMT	Address inequalities faced by disabled people in employment, services and policies	SMT
Develop and Deliver new Age Friendly initiatives	Deliver initiatives locally and encourage	Ongoing	All Staff	Promote Association as an age friendly organisation.	SMT
Develop a Youth Framework and Action Plan to address anti-social behaviour	NHA staff to regularly attend multi-agency community safety working groups and encourage/develop	Ongoing	HM Staff & SMT	Promote participation and inclusion of children and young people	SMT

	partnership initiatives with Youth Clubs/Forums, etc.				
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Develop the Equality & Diversity Network for tenants	Evaluate annual via all activities carried out by NHA (i.e. publications, service evaluation, Post Tenancy Feedback, etc.).	ongoing	SMT	Co-ordinate and raise awareness of inequality related issues across the organisation	SMT & BOM
Implementation of Equality Scheme	Annual report to ECNI	ongoing	SMT	Compliance with the council's Equality Scheme	Next Return due Aug. 2018
Review and develop new Equality Scheme	Completed	March 2018	SMT	Compliance with Section 75 of Northern Ireland Act	SMT & BOM

Develop and deliver a communications plan to promote equality and diversity in the organisation internally and externally	Use local media and joint working partnerships to promote the organisation and the HA Sector overall.	Ongoing	SMT	Raised awareness and increased understanding of equality and diversity issues.	SMT
	Attend NIFHA's Comms. Officers Forum to identify and incorporate examples of best practice within the sector.	March 2018	Comm. Engagement Officer	Develop effective partnership working within the HA sector and collectively enhance its reputation locally and nationally. Publicise initiatives which effectively promotes and delivers equality and diversity.	SMT

Remove barriers to employment and improve access to long term unemployed and other marginalised groups.	Refurbishment of current office accommodation – New design/works to ensure it is fully accessible of all.	April 2018	All Staff/SMT	Improved opportunity for identified groups	BOM & SMT
	Refer and support tenants, family members or members of the local community to relevant local training and employment services.	Ongoing	All Staff		BOM & SMT
Increase gender awareness amongst staff and customers	All staff to receive guidance during induction process. SMT to review annually.	Ongoing	All Staff	Raised awareness and increased understanding amongst staff and customers.	SMT

Regular meetings arranged with S75 groups to inform them of the Associations work	Hold regular meetings (at least one per annum.)	Annually	SMT	Raised awareness and increased understanding of equality and diversity issues	SMT/BOM
Develop an appropriate system to collect information about communities' needs and aspirations.	All staff to record feedback from attendance at local community meetings, Tenant Forum meetings, focus groups, etc. and must communicate effectively with colleagues to ensure effective management.	Ongoing	All Staff	Relevant, proportionate and appropriate information collected to inform decision making	SMT
Association use relevant data when developing policies and services	Usage figures		SMT	Available data will be analysed and used to shape policies and services	

Advice and guidance to services who wish to promote participation and inclusion for underrepresented groups	Ongoing work	Ongoing	SMT	Evaluate and ensure our services are fully accessible to all.	BOM & SMT
Facilitated testing of website by people with different abilities, including online forms and transactions	Bi-annual testing and implementation of issues identified	2020	SMT	Increased access to information and services	BOM & SMT

Learning and development programme developed and delivered	Record number of training events held	Annually/ Ongoing	SMT	Increased staff awareness of equality and diversity issues	
Mechanisms to monitor the diversity of the workforce and applicants are further developed	Complete staff profiling exercise	Annually	SMT	Profile of workforce is broadly representative of the community it serves	

Annex A – Participation in workshops in 2011 and 2012

Association	Sept 2011	Nov 2011	Jan 2012
Abbeyfield (UK) NI	✓		✓
Alpha			✓
Apex	✓	✓	✓
Ark		✓	✓
Broadway	✓		✓
Clanmil	✓	✓	✓
Connswater	✓	✓	✓
Co-Ownership	✓	✓	✓
Covenanter		✓	
Filor	✓	✓	✓
Flax	✓	✓	✓
FOLD	✓	✓	✓
Gosford			
Grove	✓		✓
Habinteg	✓	✓	✓
Harmony	✓		
Hearth			✓
Helm	✓		✓
Newington	✓	✓	✓
Oaklee	✓	✓	✓
Open Door	✓	✓	✓
Rural			✓
SHAC	✓	✓	✓

South Ulster	✓	✓	✓
St Matthew's	✓	✓	✓
Triangle	✓	✓	✓
Trinity	✓	✓	✓
Ulidia	✓	✓	✓
Wesley	✓	✓	

Annex B

Research / Data considered

- ECNI Statement on Key Inequalities in Northern Ireland
- A Picture of Caring, ECNI
- Draft Older Peoples Health and Well Being Strategy 2005-2015, EHSSB
- Equality Impact Assessments conducted by Housing Associations 2005-10
- Equality Impact Assessments conducted by the Department
- Improving sexual orientation monitoring, Equality and Human Rights Commission
- Internal association information (e.g. Art 55 reviews, Tenant Profile data)
- Next Generation Equality Scheme Information Overview, NIHE
- NICORE Overview Data as at 31 March 2005 and 31 March 2010
- NI Peace Monitoring Report, Community Relations Council
- Northern Ireland Statistics and Research Agency (NISRA)
- The Northern Ireland Housing Market: Review and Perspectives 2007 – 2010
- Through Our Eyes: Experiences of Lesbian, Gay and Bisexual People in the Workplace
- Towards an Ageing Society, HACT
- Travellers' Accommodation Needs Assessment in Northern Ireland

Please Note: Further statistical information may also be used / provided by the individual housing association.