

Newington Housing Association Ltd



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2019-20**

Contact:

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

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

www.newingtonha.co.uk

Signature:

A rectangular box containing a handwritten signature in blue ink. The signature appears to be "M. Hamilton" written in a cursive style.

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

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

This report reflects progress made between April 2019 and March 2020

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2019-20, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

Newington Housing Association is a community based housing association with 723 units of accommodation at the date of this submission, operating exclusively within North Belfast.

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

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

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

During the reporting period Newington HA;

- During 2019/2020, NHA acquired an additional 17 new build homes within the New Lodge and an additional two Existing Satisfactory Purchases (ESP's). The acquisition and letting of these 19 new homes will further assist to alleviate the ever increasing demand for accommodation within North Belfast.*
- During 2019/2020, the Association also allocated 24 relets of existing properties.*
- All 43 properties were allocated under the Common Selection Scheme, which is administered by the Northern Ireland Housing Executive (NIHE).*
- The association invested £2,077,886 in acquiring the above new homes and on major repairs improvements to our existing homes during 2019/20..*

- *Newington Housing Association currently employs 19 full time and 2 part-time members of staff (all permanent staff).*
- *We have sustained all our existing partnerships, whilst continuing to forge new ones with various community, voluntary and statutory organisations. This is to ensure our tenants receive the support to help them to fully integrate well within their new or existing surroundings.*

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

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

In September 2019, via our Student Bursary Scheme, we provided financial support to 6 no. members of NHA households who are undertaking educational courses up to Degree level. These bursaries (£400 per applicant per annum.) are designed to support and assist the successful applicants throughout the duration of their course.

A further £400 per annum will be awarded to each of the 6 students on an annual basis, whilst they remain in further education, up to a maximum of 3 years.

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

- *In partnership with Newington Credit Union (NCU), we also continue to promote our Match Savings Scheme, which provides new and existing tenants with the opportunity to access a registered banking/lending institution and to avail of affordable credit. A total of 12 referrals were made on behalf of tenants to NCU.*

NHA provides an incentive to new applicants who meet the terms of the scheme after a period of 6 months. This is to encourage tenants, who may in some cases have no access to other banking institutions, to commence regular saving and implement personal financial planning measures.

- *We continue to promote initiatives that encourage tenant participation. Our Tenant Forum has now been in place since April 2017.*

In Oct/Nov. 2019, an Awards Review Panel, made up of Tenant Forum members was established and played a significant role in the review and delivery of our Brian Mullan Community Investment Awards Scheme.

Through the panel, community grants ranging from £250 to £1,000 were awarded to 11 no. local organisations operating and delivering services throughout North Belfast. The total amount distributed was £10,544.

Via this funding, NHA tenants have distributed over £30,000 to 38 local organisations/community projects over the past 3 years.

- *In total, the Association spent approximately £60,000 in community investment activities during 2019/2020, to promote and encourage the following:*
 - *Sports & recreational activities*
 - *Fun Days*
 - *Community Clean Ups*
 - *Resident trips/excursion*
 - *Support to sustain local advice services*
 - *Our Student Bursaries Scheme*
 - *Promotion and uptake in Credit Union membership*
 - *Cross Community/Good Relations events*
 - *Christmas activities for Pensioners to reduce social isolation*
 - *Mental Health & Well-being campaigns*
 - *Encourage Local Participation & Community Empowerment*
 - *Supported local Food Bank*
 - *Facilitated a Shared Reading Group*
 - *Supporting young people in building their confidence, knowledge & experience of different cultures.*
 - *Community Transport*
 - *Emergency Food Hampers*
 - *Emergency Gas & Electricity support*
 - *Good Morning Calls to all households with tenants aged over 60 during the Covid19 pandemic*

- *In June 2019, the Association worked in partnership with PSNI, BCC, local community groups, service providers and voluntary sector organisations to deliver a 'Tenant Information Day/Meet Your Neighbour' for all our new tenants who moved into our New Lodge New Build Redevelopment Scheme (17 new households).*

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

- *NHA continues to work extensively with Duncairn Community Partnership (DCP), a cross community organisation funded by OFMDFM and International Fund For Ireland & Dept. for Justice and have committed to complete works to complement ongoing works to remove security measures located on Duncairn Gardens.*

- *NHA continues to attend various multi-agency partnership initiatives (i.e. Multi Agency/Community Safety Forums) to address any instances of Anit-Social Behaviour and/or hate crime in all areas where NHA provides homes.*

They are as follows:

- *Upper North Belfast Multi-Agency Group*
 - *Lower North Belfast Multi-Agency Group*
 - *Girdwood Community Forum Meeting*
 - *Girdwood Site Management Forum*
 - *New Lodge Community Empowerment Partnership Working Group*
 - *New Lodge Safer Streets Resident's Initiative*
 - *Thorndale Duncairn Kinnaird Community Working Group*
 - *Upper North Belfast Family Support Hub*
 - *Lower North Belfast Family Support Hub*
 - *Duncairn Community Partnership Programme Reference Group*
 - *Alexander Park Steering Group*
 - *North Belfast Smile Sure-Start's Management Committee*
 - *Ardoyne Housing & Environmental Meeting*
 - *North Belfast and Shankill Advice Plus Working Group*
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- *As per above, the Association is a member of the Girdwood Hub Community Safety Forum and the Girdwood Hub Site Mangement sub-group. These are made up of representatives from nationalist and unionist areas, local residents, statutory agencies and community and voluntary sector organisations. These partnership working groups were established to promote the use of the Girdwood Hub development, reduce the potential of sectarian tensions arising, to encourage usage of the building and facilities by all communities and to develop good relations, community confidence and trust.*
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- *Along with our development agent, Apex Housing, we are continuing with cross community consultation regarding a proposed development located on the Limestone Road, Belfast. This potential new development is located directly on the interface between the nationalist Newington and unionist Tiger's Bay areas of North Belfast. For over a decade, DCP have been extremely valuable and a key partner in assisting the Association with the regeneration of the Limestone Road. This is to ensure there is adequate consultation, relationship building and cross community confidence and support for the development, prior to commencement of works, which will subsequently minimise the likelihood of potential interface tensions relating to the proposed development.*

- *NHA continues to fund our partner Grow NI to ensure delivery of a community gardening project at our Sheltered Scheme, Camberwell Court. This project encourages social interaction and improves residents' mental health and well being, through involvement in gardening. This project has been developed to ensure that disabled tenants have full access to the range of activities provided.*
- *Via our membership with both the Upper & Lower North Belfast Family Support Hubs, we can now provide referrals for tenants and families with children and/or tenants with disabilities, which require additional support and access to various specialised groups and activities. These may be in areas like accessing Autism support groups, parental and child support whilst awaiting diagnosis for an ASD, etc.*

Via membership of these Hubs, NHA staff have also been able to access various types of training provided.

- *NHA staff have facilitated and participated in local community clean ups and fun-days.*
- *The Association is working in partnership with DoJ, DCP, NBIN, NIHE, other local organisations and the the community to support and facilitate the removal/re-imaging of a peacewall/interface, located along Duncairn Gardens.*
- *The association completed 43 lettings in 2019/20 and had an occupancy level of 98.9% at the end of March 2020 (i.e. 8 no. voids were either available for letting or undergoing Change of Tenancy works).*

Newington HA's Covid-19 Response (from March 2020)

During the Covid-19 pandemic, NHA:

- Completed daily and weekly phone calls to all NHA tenants 60+ (initially over 190 tenants) – established Good Morning Newington which resulted in forming positive connections between Housing Officers/other HA staff and tenants (by offering a listening ear, advice and support), Hopefully these new relationships will encourage greater take-up of our Tenant Participation initiatives moving forward.
- We provided contact details for local chemists/shops highlighting those providing home delivery services.
- Distributed £10,000 to a local food bank and Society for St Vincent De Paul to help with acquiring goods for food hampers, hot meals and emergency gas/electricity.
- Completed Food Hamper and hot meal referrals for residents facing financial issues, self-isolating or shielding.
- Helped fund a new 2-year U/C Advice Post from Jan 2020 – Dec. 2021. Post is funded by NHA (£17,000 p/annum) & Nationwide

Building Society (£17,000 p/annum match funding). New advisor was invaluable to not just NHA tenants but also others throughout North Belfast. New Advisor also supported Advice NI Covid-19 call service, as well as the management and co-ordination of food bank, supported individual tenants, etc. It meant that access to the new advisor was immediate.

- Scheme Co-Ordinator remained on site daily (Mon. – Fri.) throughout the pandemic.
- Our partnership working strengthened our relationships with the community and voluntary sector.
- NHA staff volunteered at local food banks on a regular basis throughout the pandemic
- We distributed activity packs to our sheltered tenants
- We held an event to coincide with The Big Lunch NI at our Camberwell Court
- We developed and consulted on our new Tenant Participation & Community Investment Strategy 2020 – 2023, which was subsequently launched by us in May 2020
- Our Summer 2020 Newsletter was designed and distributed to all NHA tenants
- We regularly provided updates, advice and guidance to all tenants (manually and electronically) throughout the pandemic.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2019-20 (or append the plan with progress/examples identified).

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

Tenant and Community Engagement & Consultation –

- NHA staff were present at various forums, public meetings, multi-agency meetings & community safety meetings throughout the reporting period.
- NHA staff carried out post tenancy interviews with new tenants to assist them to settle into their new homes and to identify any problems or potential barriers, which if addressed, would assist them in sustaining their tenancy.
- NHA continues to hold tenant/public meetings with tenants and actively encourages them to fully participate in various community organisations in their local areas and to join local residents groups or our Tenant Forum.
- We are actively developing new ways to consult and engage with our tenants. This is to acquire valuable feedback on our service delivery, performance standards, tenant satisfaction level, etc. Via our Tenant Forum and Menu of Involvement (which provides our tenants with various ways to engage and participate in the activities of Newington, in a way and at a level that suits their own personal circumstances), so to become actively and meaningfully involved in shaping the services we provide.
- NHA carried out 26 disability adaptations to ensure tenancies could be sustained, including the incorporation of stairlifts, level access showers, grab rails, hand rails, etc).
- NHA continued to monitor and assess the likely impact of the introduction of Welfare Reform on its tenants. Measures are in place to ensure all tenants had access to quick, free and independent advice through partnerships developed with the North Belfast Advice Partnership. A continuous census of tenants has identified those tenants who will be adversely impacted, if Welfare Reform is fully implemented (i.e. if mitigated measures end, etc.).
- Since the implementation of Universal Credit within North Belfast on 14th Nov. 2018, the Association have forged stronger links with the local advice sector (i.e North Belfast Advice Partnership). Representatives from NBAP have been holding drop in clinics in our office to support tenants through the U/C application process.

- NHA staff are providing support to tenants (new U/C cases) who are now required to apply online for assistance towards the payment of rates.

The Association, in partnership with NBAP acquired match funding of from the UK Community Foundation to create a 2 year Advice Post to support those impacted by the introduction of U/C, PIP, potential loss of mitigated payment (I.e. SSSC and Benefit Cap), etc. NHA's BOM initially approved funding of £34,000 for a 1 year U/C Advice Post.

- NHA is a member of the CliffEdge Coalition who are actively lobbying for measures/legislation to renew mitigated payments, which were due to end in March 2020. NHA staff visited/contacted all those currently in receipt of mitigated payment to support tenants through the process, if new protection were not extended beyond March 2020.
- In Nov. 2019, the Association relocated from our main office on a temporary basis for approximately 18 months. This is to facilitate the demolition of our existing main office building and the construction of a new modern facility, which will be fully DDA compliant.
- The Association has completed an 'Article 55' review and entered into a recognition agreement with Unison, during the reporting period.

PART A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

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

Please provide any details and examples:

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

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

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

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

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

Other *(please specify and give details):*

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2019 - 20 reporting period? *(tick one box only)*
- Yes, organisation wide
 - Yes, some departments/jobs
 - No, this is not an Equality Scheme commitment
 - No, this is scheduled for later in the Equality Scheme, or has already been done
 - Not applicable

Please provide any details and examples:

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2019-20 reporting period? *(tick one box only)*
- Yes, organisation wide
 - Yes, some departments/jobs
 - No, this is not an Equality Scheme commitment
 - No, this is scheduled for later in the Equality Scheme, or has already been done
 - Not applicable

Please provide any details and examples:

In the 2019-20 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs

PART A

- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2015-16 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

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

Actions completed: Actions ongoing: Actions to commence:

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

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

N/A

9 In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

- All the time Sometimes Never

11 Please provide any **details and examples of good practice** in consultation during the 2019-20 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

- The Association has developed and launched a new 3-year Tenant Participation & Community Investment Strategy 2020 – 2023, to increase opportunities for tenants to engage with us and become involved in the decision-making process of the organisation.

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

- We consulted with all tenant whose homes received planned maintenance improvement works during 2019/20. This ranged from the issuing of correspondence to tenants whose homes where due to receive external cyclical painting to working with tenants directly on the design and installation of new kitchens, disabled adaptations, etc.
- We have delivered Community Clean Up events in local areas where we own homes, to promote active tenant participation and develop sense of community ownership.
- We have supported initiatives which aim to reduce community tensions, such as cross community fun-days, alternative programmes to bonfires, support for summer community festival projects, etc.

12 In the 2019-20 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

Other (please specify):

Dedicated resident meeting for scheme specific issues and improvement works and currently undertaking a Sheltered Scheme Service Review.

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

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

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

Yes No Not applicable

Please provide any details and examples:

Via our Tenant Newsletters and Annual Report, we published articles highlighting good practice examples of works completed and to promote our various range of services, which are aimed at encouraging and maximising take up by our residents.

We published a both a Summer & Winter Tenant Newsletter, with articles incorporated to promote take up of disability home adaptations service, match savings scheme, student bursary scheme, home and personal safety advice, uptake of local support services, welfare advice centres, etc.

14 Was the consultation list reviewed during the 2019-20 reporting period? (tick one box only)

Yes No Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

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

PART A

0

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

0

Policy consultations conducted with **screening** assessment presented.

0

Policy consultations conducted **with an equality impact assessment (EQIA)** presented.

0

Consultations for an **EQIA** alone.

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

N/A

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

Yes

No concerns were raised

No

Not applicable

Please provide any details and examples:

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2019-20 reporting period? (*tick one box only*)

Yes

No

Not applicable

Please provide any details and examples:

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

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2019-20 reporting period? (*tick one box only*)

Yes

No, already taken place

PART A

No, scheduled to take place at a later date

Not applicable

Please provide any details:

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

Yes

No

Not applicable

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2019-20 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

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

N/A

Staff Training (Model Equality Scheme Chapter 5)

- 24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

N/A

- 25 Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

N/A

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

- 26 Please list **any examples** of where monitoring during 2019-20 across all functions, has resulted in action and improvement in relation **to access to information and services**:

N/A

Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

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

In 2018, NHA completed a 5-year review of our Equality Scheme and developed a new 3-year Disability Action Plan which was submitted to the Equality Commission in August 2018.

- 29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? (*please provide details*)

PART A

- Further staff training on the screening of NHA policies.
- Construction of new office accommodation which will become fully DDA compliant and have facilities for people with a variety of disabilities (i.e. access throughout the workplace for staff and residents with mobility issues, new interview suites and additional facilities, enhanced telecommunications systems, etc.). These facilities will be screened and evaluated to accommodate all.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2020-21) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

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

32

Fully achieved

9

Partially achieved

3

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}			
Local ^v	Tenant Consultation face to face contact with disabled people on a regular basis (1)	Ensure that access to frontline staff is readily available to meet the needs of individual client (i.e. via home visits, interpreter services, loop systems, etc. Lead Resp.: All staff All staff members continue to hold one to one meetings or complete home visits with tenants that	On-going - continuation from previous D.A.P.2015 – 2020 (part of NHA’s day to day activities). <i>Our one to one meetings and home visitation option will encourage more</i>

PART B

		cannot physically attend our office. This to ensure all our tenants can equally avail of all the services provided by NHA.	<i>proactive reporting, better tenant communication and increase customer satisfaction levels.</i>
	Inform disabled people about competitions and advertise competitions on our websites;(2)	Use effective ways to promote active participation for all. Lead Resp.: All staff	On-going - continuation from previous D.A.P.2015 – 2020. <i>NHA promotes activities that are fully inclusive via various publications.</i>
	Carryout out positive engagement with specialist disability organisations;(3)	Continue to formalise links with disability groups that offer guidance and advice. Lead Resp.: BOM and C/Ex.	On-going - continuation from previous D.A.P.2015 – 2020. <i>NHA is continually striving to form partnerships with specialist organisations who provide services and support to our tenants. We often make referrals to Social Services (i.e. older people service and other depts.) to assist tenant to keep their independence, acquire support with the aim of sustaining their tenancy.</i>

PART B

	<p>Continue to consult with disabled people on how existing barriers to promoting themselves or applying for Public appointments can be addressed (4)</p>	<p>Liaise with individuals and groups promoting disability awareness, training and support.</p> <p>Lead Resp.: All staff</p>	<p>On-going - continuation from previous D.A.P.2015 – 2020.</p> <p><i>The Association liaises with, signposts and refers tenants for support and guidance.</i></p>
	<p>Carry out annual exercises to encourage staff to declare disabilities/long term health conditions and ensure consideration is given to implementation of all identified reasonable adjustments;(5)</p>	<p>Staff survey to be completed to identify disabled and non-disabled employees.</p> <p>Conduct staff attitude survey in relation to disability issue.</p> <p>Survey to impact policy direction to ensure best practice</p> <p>Ensure mechanisms are in place to support staff with disabilities to fulfil career development and learning opportunities.</p> <p>Lead Resp.: SMT/BOM</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>(Now part of NHA’s annual appraisal process, staff consultation exercises, etc.).</i></p>

PART B

	<p>Improve/review complaint feedback mechanisms to ensure a quality service to staff and service users; (6)</p>	<p>Review feedback as use it as a tool to improve work practices and service deliver. Lead Resp.: SMT</p>	<p><i>NHA views our complaints procedure as an effective tool to improve work practices and changes required to our service delivery.</i></p>
	<p>Ensure that customer satisfaction surveys are carried out that allow for a review of findings by disability (9)</p>	<p>Review/Amend Tenant Satisfaction Survey to identify respondents with disabilities. Lead Resp.: SMT</p>	<p>On-going - continuation from previous D.A.P.2015 – 2020. <i>(part of NHA’s day to day activities) – completed annually</i></p>
	<p>Ensure all key staff are competent in using text phone and all reception desks have access to induction loops;(10)</p>	<p>Acquisition of text phone will be sought on relocation to new office accommodation. All relevant staff will be fully trained in the use of this form of communication. Lead Resp.: SMT Loop system in place Reduce barriers to engage and improve access to services.</p>	<p>On-going - continuation from previous D.A.P.2015 – 2020. <i>Textphone has not been procured to date.</i> <i>NHA have relocated to temporary alternative offices to allow for a complete demolition and re-build of our existing offices. We intend to incorporate disabled facilities (i.e. installation of a lift, interview rooms, etc.), into our new offices and identify additional services for people with disabilities.</i></p>

PART B

			<i>A new lop system and text phone, etc. will also be incorporated.</i>
	Develop guidance for staff when working with support workers and interpreters; (12)	<p>SMT to provide guidance, advice and support to front line staff.</p> <p>Disability Awareness refresher training when necessary for all appropriate staff.</p> <p>Engage with disability groups to obtain advice on development guidance.</p> <p>Lead Resp.: SMT</p>	<p>On-going - continuation from previous D.A.P.2015 – 2020.</p> <p><i>SMT regularly provide guidance, advice and support to front line staff.</i></p> <p><i>Disability Awareness Training carried out in conjunction with Cedar Foundation and will be reviewed and delivered when deemed required.</i></p>
	Identify gaps in data available and put measures in place to gather data for the future; (13)	<p>Review all data collection systems and implement change where necessary.</p> <p>Lead Resp.: All staff</p>	<p><i>On-going - continuation from previous D.A.P.2015 – 2020.</i></p> <p><i>(part of NHA’s day to day activities).</i></p> <p><i>NHA are collecting data to influence changes required to the services we deliver.</i></p>

	<p>When hosting internal or external events ensure that: -</p> <ul style="list-style-type: none"> • Presentation and promotion materials are easily readable • Signage is clear • Handouts are in accessible formats • Venues are easy to reach and are accessible • Delegates are made aware of fire evacuation policies and location of toilets • Venues are chosen to ensure that they are welcoming environments. <p>(14)</p>	<p>If required, ensure all literature is offered in different formats.</p> <p>When hosting events, ensure that facilities meet the needs of all attendees.</p> <p>Encourage tenants with disabilities, who wish to attend events, to inform the Association of their specific needs and requirements, to promote engagement.</p> <p>Our venue in which we hold the Forum and other open meetings was given great consideration, assessed and deemed fully accessible for all.</p> <p>The Forum group is made up of all age groups, gender, etc. and comprises of tenants from our general needs and sheltered accommodation.</p> <p>All tenants are encouraged to attend and are reimbursed financial for attending meetings.</p> <p>Lead Resp.: SMT</p>	<p>On-going - continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA uses the services of Language Line for literature in different formats.</i></p> <p><i>The Association assess facilities to ensure they meet the needs of all attendees.</i></p> <p><i>NHA continues to encourage tenants to become more active and build relationships to reduce the likelihood of people with disabilities to become socially isolated.</i></p>
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PART B

	<p>Increase engagement with representative groups from within the disability sector. (15)</p>	<p>Use disability networks to circulate adverts for employment vacancies to ensure recruitment advertising reaches a wide audience. Lead Resp.: SMT & BOM</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>NHA recruits new staff and places regular external adverts to ensure recruitment advertising reaches a wide audience.</i></p>
	<p>Establish best practice in the recruitment and employment of disabled people. (16)</p>	<p>Use disability networks to circulate adverts for employment vacancies to ensure recruitment advertising reaches a wide audience. Lead Resp.: SMT & BOM</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>NHA will continually strive to employ the best candidate irrespective of race, religion, etc.</i></p>
	<p>Seek the views of staff on the content and implementation of the Disability Action Plan and disability equality generally. (17)</p>	<p>Conduct a staff consultation exercise of DAP and implement any conclusions as a result of this. Lead Resp.: SMT</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>NHA staff are regularly consulted with in relation to the DAP and we are fully committed to implementing any conclusions as a result of this.</i></p>

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	<p>Use and review statistical analysis to identify areas of performance that need improving, including customer performance. (18)</p>	<p>Formulate findings from all data sources and identify areas where performance can be improved. Lead Resp.: SMT & BOM</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>NHA regularly reviews tenant and community feedback and recommendations influence all areas of our service delivery.</i></p>
	<p>Review the location of where public events are held and ensure that they are fully accessible to disabled people. (19)</p>	<p>All proposed venues will be inspected prior to the organising of events to they are accessible to all. Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>The Association is mindful and assesses facilities to ensure they meet the needs of all attendees.</i></p>
	<p>Continue partnership working arrangements with other housing Association's. (22)</p>	<p>Continue working with Northern Ireland Federation of Housing Associations and other HA's via various operational forums, joint training & workshops. Continue operation of Apex/NHA intergroup agreement.</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020. <i>(part of NHA's day to day activities). NHA continually works in partnership with others within the sector to</i></p>

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		Lead Resp.: All Staff	<i>influence policy change for the betterment of all.</i>
	Encourage disabled tenants and staff to submit articles for Tenant Newsletters and other relevant publications. (23)	<p>Advise and encourage all tenants and staff member of the opportunity to submit articles.</p> <p>Incorporate a section in publications issued by NHA to promote inclusion.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020</p> <p><i>NHA distributes draft tenant newsletters to members of our Tenant Forum, so they can provide input, suggestions, changes and influence what articles are published etc.</i></p>
	Promote positive attitudes towards people with disabilities through use of positive imagery in magazine articles. (24)	<p>Promote a culture of inclusion for all, via the following:</p> <p>Tenants Newsletter/Annual Report will publish and seek to incorporate articles on people with disabilities, successful and positive outcomes.</p> <p>Lead Resp.: SMT</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>Our Tenants Newsletter/Annual Report incorporates articles on people with disabilities and highlights successful and positive outcomes.</i></p>

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	<p>Provide advice to disabled tenants on changes in welfare reform and new legislation. (25)</p>	<p>Continued to provide adequate training to staff on upcoming changes that effect residents directly and/or and the wider community.</p> <p>Ensure disabled tenants have easy access to partner organisations that provide advice and support (i.e. Tenant Debt Advice Service, North Belfast Advice Partnership, etc.).</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>Regular NHA staff training ongoing.</i></p> <p><i>NHA visited/contacted all households who were likely to be impacted by the potential loss of mitigated payment (SSSC & Benefit Cap) by March 2020.</i></p> <p><i>Since the introduction in U/C in North Belfast in Nov. 2018, the Association has set up drop-in clinics provided by the advice sector.</i></p> <p><i>The Association, in partnership with NBAP acquired match funding from the UK Community Foundation to create a 2 year Advice Post to support those impacted by the introduction of U/C, PIP, potential loss of miotigated payment (l.e.</i></p>
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			<p>SSSC and Benefit Cap), etc.</p> <p>NHA has committed £34,000 (i.e. provided the match funding) to support this initiative.</p>
	<p>Encourage disabled tenants to become involved on tenant groups etc. (27)</p>	<p>Advise all tenants (incl. disabled tenants) of the opportunity to join community residents' groups and continually encourage the recruitment of disabled tenants onto our own Tenant Forums.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA's Tenant Forum currently has a wide range of members with different skills and abilities.</i></p>
	<p>Deliver requirements of UN Convention on the rights of persons with disabilities. (28)</p>	<p>Ensure all legislative requirements and obligations are met.</p> <p>Lead Resp.: SMT</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA continues to ensure all legislative requirements and legal obligations are met.</i></p>

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	<p>Provision of disabled adaption's to tenants who have disabilities (31)</p>	<p>Ensure that all adaptations are installed in an intrusive and timely manner (as per policy and DFC guidelines).</p> <p>Use feedback via the tenant satisfaction survey (Part 2 & 3) from tenants and other related questionnaires to encourage uptake of our adaptation service.</p> <p>Continue to complete and review findings of all Post Tenancy Visits to ensure tenant's new accommodation fully meets their needs.</p> <p>Lead Resp.: PST/All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>The Association continues to provide adaptation services to all our tenants and completed 26 disabled adaptations within the reporting period (2019/20) at a cost of £24,596.70.</i></p> <p><i>NHA completes Post Tenancy visits for all new tenancies. During the visits, tenancy advice and support is offered; as well as referrals, opportunities to engage, Match Savings Scheme memberships, etc are all discussed.</i></p>
	<p>Facilities to provide information and communication in alternative formats (32)</p>	<p>Publicise and provide all publications in all relevant formats (on request from tenants or other sources).</p> <p>Lead Resp.: SMT</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA uses the services of Language Line for literature in alternative</i></p>

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			<i>formats, when required or requested.</i>
	Review policies to identify and assess any significant issues relating to disability duties (33)	SMT to incorporate all Section 75 requirements when reviewing policies. Lead Resp.: SMT	On-going -continuation from previous D.A.P.2015 – 2020. <i>No policies reviewed in this reporting period that required screening, etc.</i> <i>SMT incorporate all Section 75 requirements when reviewing policies.</i>
	Include disability awareness in staff inductions (34)	SMT to carry out all staff inductions and emphasis the necessity. Lead Resp.: SMT	On-going -continuation from previous D.A.P.2015 – 2020. <i>(part of NHA's induction process).</i>

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	<p>Engage with organisations and disabled people to promote positive attitudes towards disabled people and encourage participation by disabled people in Public life (35).</p>	<p>Establish links, build positive relationships and networks.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA continue to build new and strengthen existing links, positive relationships and networks.</i></p>
	<p>Representation at joint consultation events hosted by the Northern Ireland Housing Association (36)</p>	<p>NHA staff to participate proactively partnerships working events delivered by NIFHA.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA staff regularly attend proactive partnerships working events delivered by NIFHA and others.</i></p>
	<p>Review Induction arrangements to ensure new staff with disabilities are aware of internal support available. (37)</p>	<p>Ensure all staff are fully aware of relevant support services available to them from the outset of their employment and where necessary, incorporate additional support measures to suit</p>	<p><i>Now fully incorporated into Staff induction packs and will be reviewed regularly by SMT.</i></p>

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		<p>individuals' needs and requirements.</p> <p>Lead Resp.: SMT</p>	
	<p>Work to increase representation by disabled people on tenant groups as and were appropriate. (39)</p>	<p>All staff when directly liaising with tenants are encouraged to promote tenant opportunities for involvement and participation of in-house and external groups and events.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>When directly liaising with tenants all staff regularly encourage and promote tenant opportunities for involvement and participation of in-house and external groups and events.</i></p>
	<p>Provide information that is easy to access and understand (40)</p>	<p>All correspondences and information issued by the Association will be clear, precise and easy to understand.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p> <p><i>NHA staff ensure all literature issued by NHA is clear, precise and easy to understand.</i></p>
	<p>Ensure the delivery of our new build developments are designed and constructed to meet current</p>	<p>Continue to complete and review all findings from surveys carried out on all new build schemes to ensure standard are met and that</p>	<p>On-going -continuation from previous D.A.P.2015 – 2020.</p>

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	<p>and future long-term needs of disabled people (43)</p>	<p>the homes we provide meet all requirements of new tenants to live comfortably and unrestricted within their new homes Post Tenancy checks to ensure all existing facilities.</p> <p>Lead Resp.: SMT/BOM</p>	<p><i>NHA continue to complete and review all findings from surveys carried out on all new build schemes to ensure standard are met and that the homes we provide meet all requirements of new tenants to live comfortably and unrestricted within their new homes</i></p>
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
	None Required		

PART B

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

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

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

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

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2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
	Staff Survey	Determine the disability and needs of staff members	The needs of staff are identified and met.
	Tenant Satisfaction Survey	Identify respondents with disabilities	Identify and issues or trends that may be adversely impacting on disabled tenants
	All Gaps in Data Reviewed.	Reviewed Data Collection Systems	Improved identification of disabled tenants to enable appropriate services to be delivered.
	Seek views of staff on contents and implementation of Disability Action Plan.	Carried out staff consultation during staff away day.	Engaged staff in formation of DAP and achieved positive buy-in to its aims and objectives.
	Review of Performance	Review of KPIs to identify areas of weakness.	Ensure continuous improvement and quickly identify systemic problems that may occur.

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	Partnership working with other HA's	Encourage best practice and sharing of knowledge.	Improvements in standards and economies of scale achieved. Improved outcomes for all tenants.
	<p>Positive engagement with specialist disability organisations.</p> <p>Develop Guidance for Staff when working with support workers or interpreters.</p>	<p>Working in conjunction with Cedar Foundation and other groups working to support vulnerable people with disabilities, via Family Support Hubs partnership working group.</p> <p>Disability Awareness refresher training for all appropriate staff and obtain advice on development guidelines.</p>	<p>Continually seek to formalise links with disability groups that offer guidance and advice.</p> <p>Cedar Foundation or other training provider to deliver further training and advice to all staff in 2020/2021, to Improve disability awareness throughout the organisation.</p> <p>NHA are also to acquire advice on development guidelines.</p>

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
	Provide information to staff on specific disabilities/long term health conditions; (7)	Regularly review and update staff welfare policy and provide professional support and guidance when required. Lead Resp.: SMT		Action ongoing throughout 2020 – 2021 <i>NHA will be completing a review of staff welfare/well-being policy. NHA continues to provide professional support and guidance when required.</i>
	Support voluntary and community sector research, review findings by disability and identify action points; (8)	Support, promote and incorporate research findings into the Association’s daily activities. Lead Resp.: SMT		<i>Action ongoing throughout 2020 – 2021</i>

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	<p>Develop internal protocol to allow staff to respond in an effective and efficient way to accessibility queries from customers;(11)</p>	<p>Review and monitor guidance, policies and procedures to ensure effective service delivery and support.</p> <p>Lead Resp.: SMT</p>		<p><i>Action ongoing throughout 2020 – 2021</i></p>
	<p>When seeking volunteers for Committees we will clearly encourage other agencies who forward these individuals to promote the participation of disabled people in public life. (20)</p>	<p>Ensure all appointments to the Board are reviewed and monitored to identify gaps from under-represented groups and persons with disabilities.</p> <p>Lead Resp.: SMT & BOM</p>		<p><i>Action ongoing throughout 2020 – 2021</i></p>
	<p>Develop and implement an accessible information policy. (21)</p>	<p>Implement an NHA accessible information policy.</p> <p>Review how we communicate and</p>		<p><i>Action ongoing throughout 2020 – 2021</i></p>

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		<p>inform our staff, tenants and other organisations in areas such as:</p> <ul style="list-style-type: none"> • Printed Info. • Electronic Info. • Face to face contact • Telephone <p>Lead Resp.: SMT</p>		
	<p>Ensure measures in the action plan reflect all the Association's functions. (29)</p>	<p>Monitor and review DAP measures at regular intervals to ensure Best practice and that action outcomes are recorded in all NHA's day to day activities.</p> <p>Lead Resp.: All Staff</p>		<p><i>Action ongoing throughout 2020 – 2021</i></p>
	<p>Improve online access for tenants who have a disability. (30)</p>	<p>Complete a review of the Association current website.</p> <p>Lead Resp.: SMT</p>		<p><i>Action ongoing throughout 2020 – 2021</i></p> <p><i>The Association has completed an initial</i></p>

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				<i>review regarding the incorporation of a new website with access for tenants to a portal, in which they can access rent account information, report repairs, provide feedback on HA activities, etc. This is something NHA plans to revisit after our return to our new office accommodation.</i>
	Collaborate on outreach activities with disability groups to raise awareness of public appointments (38)	Form partnership and strengthen links with local groups. Lead Resp.: All Staff		<i>Action ongoing throughout 2020 – 2021</i>
	Continue to improve how we engage with people with disabilities (41).	Review existing policies and practices and incorporate measures to encourage full engagement. Lead Resp.: All Staff		<i>Action ongoing throughout 2020 – 2021.</i>

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

	Action Measures not met	Reasons
	<p>Provision of work placements and recognition and reward the contribution of disabled people on these placements. (26)</p>	<p><i>Where practical, review and promote work placements for all and encourage applications from persons with disabilities.</i></p> <p><i>Promote positive outcomes via various forms of communications (e.g. publications, website, etc.).</i></p> <p><i>Lead Resp.: SMT</i></p> <p><i>Note: Due to our recent growth, current limitations in the size of our current and temporary office accommodation, NHA has been unable to provide work placements. This is something we intend to explore and develop on our return to our newly constructed offices.</i></p>
	<p>Were appropriate promote workplace opportunities and placements and increase engagement with the disability sector (42).</p>	<p><i>We intend to further promote partnership working and incorporate Best Practice findings identified within the sector between 2020 & 2021.</i></p> <p><i>Lead Resp.: All Staff</i></p>

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	Appoint a Disability Champion (44)	<i>NHA will actively seek to appoint a Disability Champion from our existing tenant base by the end of 2021.</i>
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5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

- *NHA carryout tenant satisfaction surveys.*
- *Tenant surveys are carried out on all response maintenance works, planned works and disabled adaptations.*
- *Post Tenancy face to face interviews are carried out within 8 weeks of becoming an NHA tenant, to indentify any problems and to help sustain tenancies.*
- *Tenant and Public feedback is obtained at forums and public meetings.*
- *All staff provide feedback during operational staff meetings, staff away days and during our annual appraisal process.*

(b) Quantitative

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

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

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

No

If yes, please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

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7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

No

ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

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

^{iv} **Regional:** Situations where people can influence policy decision making at a middle impact level

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

^{vi} **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.