

Newington Housing Association Ltd



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2020-21**

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

www.newingtonha.co.uk

Signature:

A handwritten signature in blue ink, appearing to read "A. H.", is contained within a rectangular box.

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

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

This report reflects progress made between April 2020 and March 2021.

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 2020-21, 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 722 units of accommodation under management at the 31st March 2021, 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 2020/2021, we did not acquire any additional new homes and sold **one** properties under the Right to Buy Scheme*
- *During 2020/2021, the Association allocated **25** relets of existing properties. All allocations were carried out under the Common Selection Scheme, which is administered by the Northern Ireland Housing Executive (NIHE).*
- *The association spent approximately **£372k** on major repairs improvements to our existing homes during 2020/2021.*
- *The association spent approximately **£351k** on response maintenance repairs to our existing homes during 2020/2021.*
- *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 2020, via our Student Bursary Scheme, we provided financial support to **six** 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 or 4 years, dependent on the duration of the course being undertaken..

Information to all tenants is distributed annually each summer 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.*

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, however engagement during 2020/2021 was severely impacted due to the Covid-19 Pandemic and restriction placed upon us.*

Our annual Brian Mullan Community Investment Awards Scheme was not rolled out during 2020/2021 as many groups/organisations were likely to have been able to deliver projects due to the Covid-19 Pandemic. The funding which was set aside for our BMCF (£10,000) was instead re-allocated and distributed to support a local community food bank delivered by NBAP and several local SVP conferences in order to aid their response to the Covid-19 Pandemic.

- *NHA continues to work extensively with Duncairn Community Partnership (DCP), a cross community organisation funded by OFMDFM*

and International Fund For Ireland & Dept. of Justice (DoJ) and have commenced works which will complement recently completed DoJ works to remove security measures at a local interface located on Duncairn Gardens.

- *Although several were significantly impacted by Covid-19, NHA continued to attend various virtual 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 (CEP) 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*
- *Ardoyne Housing & Environmental Meeting*

The Association is also a member of the North Belfast Smile Sure-Start's Management Committee.

- *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.*
- *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 well 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 are well placed to 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 environmental projects.*
- *The Association had an occupancy level of **98.6%** at the end of March 2021*

Social Value, Tenant Participation, Community Engagement & Investment

During the early part of 2020 -2021, Newington's main focus was to respond quickly and effectively to the outbreak of the Covid-19 Pandemic and identify how we could best assist our tenants, key partners, the local Community & Voluntary sector and the communities we serve during an extremely difficult and challenging time for many.

Our Community Engagement Officer, Head of Housing & Communities and other key staff within our departments continued to keep regular contact with the organisation's residents and particularly our Tenant Forum members, who were provided with regular updates on key decisions on funding and service delivery.

During the first lockdown weekly welfare calls were carried out with 190 older and vulnerable tenants. Advice and assistance were provided on deliveries from local shops, pharmacies and where necessary food bank and welfare advice referrals made.

Face-to-face community meetings ceased but Association staff continued to be actively involved in community meetings, most of which were held digitally throughout the year.

This helped to ensure tenancies were sustained by working with the range of voluntary and statutory providers within the local areas in which we work.

The appointment of a new independent Welfare Advice Officer in January 2020, who is match funded by Newington HA and Nationwide Building Society was vital during the pandemic in supporting those most in need of guidance and support. The role is delivered in partnership with North Belfast Advice Partnership (NBAP) and was key in supporting our tenants and other service users within North Belfast throughout the year. The new Welfare Advice Officer provided support to 372 clients and generated income more than £1 million: as well as playing a pivotal role in the upscaling of the NBAP's local foodbank, provision of hot meals to local people and other local community support initiatives.

Newington continued to invest and support local communities via direct requests for funding received from local organisations and these were approved at quarterly Housing & Communities Committee Meetings. Within the reporting period, the Association distributed total funding of £19,800 to a range of local groups and organisations to deliver projects and services locally.

In June 2020, the Association launched its new Tenant Participation & Community Involvement Strategy 2020-2023. Prior to its launch, the Association undertook an extensive process of consultation with residents on our Tenant Forum, political representatives, and community partners. Our new Strategy is complimented by a three-year Action Plan for 2020 – 2023, which sets key strategic objectives that are aligned to the Association's current three-year Corporate Plan's objectives. Within the new Action Plan, there are targeted delivery timeframes and performance outcome measures built in to ensure effective and meaningful participation and the efficient delivery of practices. An annual Action Plan was developed, which aligned it to the Association's annual Business Plan.

Bespoke work with the Association's Tenants' Forum was impacted because of the pandemic; however, where possible we continued to work with residents and local organisations through digital platforms, sharing information on our website and directly emailing Tenant Forum members with regular updates.

Newington continued to seek out opportunities to ensure tenants remained at the heart of our decision-making process, to build upon existing good practices. In delivering, Newington Housing Association ensures compliance with regulatory requirements.

Main highlights during 2020 - 2021.

- In early April 2020, the Association began Good Morning Newington calls with over 190 of our households aged 60+, offering advice, support, signposting or just a friendly voice and listening ear. These calls were designed to offer those most vulnerable reassurance that Association staff were there and available whenever

required. These calls took place until June 2020 and many of those contacted were extremely welcoming and appreciative of the calls.

- Between April and June 2020, several NHA staff volunteered daily to help with the North Belfast Advice Partnership's Food Bank, which was based at Holy Cross Boys' School in Ardoyne. NHA staff helped put together and deliver essential food hampers as well as helping with the collection of essential supplies from wholesalers, for distribution throughout North Belfast and beyond
- In May 2020, as Council waste management facilities/recycling centres had been closed to the public, the Association organised the delivery of seven skips to various location throughout lower North Belfast, to help elevate the build-up of household waste in areas where most of our homes are located.
- Residents at Camberwell Court took part in The Virtual Big Lunch NI event in June 2020. NHA staff prepared lunch for elderly residents and delivered it to their homes.
- During the summer months, NHA staff worked with residents to re-establish Camberwell Golden Club.
- In September, the Association awarded student bursaries amounting to £2,400 to six members of NHA households.
- NHA staff worked closely with residents to establish a new local Residents' Group.
- NHA Board awarded £10,250 to NBAP and SVP to support vulnerable households throughout Belfast during the run up to Christmas. They also approved and distributed financial support totalling £6,400 to support internal and external initiatives as well as approving funding of £7,000 to deliver our Camberwell Court Grow NI project during 2021. The Board also approved funding of £3,000 to sustain a local benefit advisory services at Tar Isteach, one of several local advice centres who form the North Belfast Advice Partnership (NBAP).
- NHA staff provided over 90 volunteering hours to NBAP at their Christmas Hamper & Toy Appeal distribution centre at the SSE Arena, Belfast. NHA had representation daily at the centre and staff attended during evenings and weekends.
- NHA staff distributed three course Christmas Lunches to 70 sheltered housing residents in December 2020, which was funded by NHA.
- The Association acquired external funding of more than £11k to deliver a Digital Inclusion Project for elderly residents and to enhance communal facilities at our Camberwell Court Sheltered Scheme.
- Finally, in February 2021, the Association were delighted to win the Chartered Institute of Housing's 'Working in Partnership Award' for our 'Annual Student Bursary Awards Scheme' which we deliver in partnership with Newington Credit Union.
- Our Scheme Co-Ordinator at Camberwell Court remained on site daily (Mon. – Fri.) throughout the pandemic.
- Our Summer & Winter 2020 Newsletters and Annual Report were designed, published and distributed to all NHA tenants within our planned timeframes.

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- We developed and consulted on our new Tenant Participation & Community Investment Strategy 2020 – 2023, which was subsequently launched by us in May 2020.
- Completed Food Hamper and hot meal referrals for residents facing financial issues, self-isolating or shielding during the Covid-19 pandemic.
- The Association continues to match fund a dedicated 2-year U/C Advice Post from Jan 2020 – Dec. 2021. The post is funded by NHA (£17,000 p/annum) & Nationwide Building Society (£17,000 p/annum match funding). The new advisor was invaluable to not just NHA tenants but also others within the wider North Belfast area.

The new advice post holder helped support over 370 local clients and generated additional income of more than £1 million between Jan. and Dec. 2020.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2020-21 (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.
- 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 5 disability adaptations to help ensure tenancies could be sustained.
- NHA staff are providing support to tenants (new U/C cases) who are now required to apply online for assistance towards the payment of their housing costs 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. We hope to relocate back to our new office by Nov. 2021.

PART A

- The Association regularly consulted with and continues to liaise with Unison (via a Trade Union Recognition Agreement), during the reporting period.
- Carried out an Equality Survey with all BOM and staff members during 2020/2021.

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 2020/201 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 2020 - 21 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:

Section 75 statutory duties have already been integrated within job descriptions by NHA.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2020-21 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:

Already been done

In the 2020-21 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 2020-21 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2020-21 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 2020-21 reporting period (*points not identified in an appended plan*):

N/A

9 In reviewing progress on the equality action plan/action measures during the 2020-21 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 2020-21 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 tenants whose homes received planned maintenance improvement works during 2020/21. This ranged from the issuing of correspondence to tenants whose homes where due to receive external cyclical painting, disabled adaptations, etc.to telephone discussions, face-to face discussions (when restrictions allowed)
- During 2020 – 2021, we have consulted with:
 - ❖ Our BOM and staff members,
 - ❖ Unison,
 - ❖ Statutory agencies (i.e., NIHE, PSNI, BCC, BHSCT, etc)
 - ❖ Local community and voluntary sector organisations,
 - ❖ Political representatives,
 - ❖ Local Community/Residents Group

12 In the 2020-21 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings **(when restrictions allowed us to do so)**.
- 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 meetings to help re-establish Camberwell Golden Club (residents group) and the formation of a new local community residents group (i.e., Newington Residents Group).

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.
- 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 2020-21 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 both a Summer & Winter Tenant Newsletter, with articles incorporated to promote the take up of disability home adaptations service, match savings and annual student bursary schemes, home and personal safety advice/schemes, uptake of local support services, welfare advice services, etc.

14 Was the consultation list reviewed during the 2020-21 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*):

10

16 Please provide the **number of assessments** that were consulted upon during 2020-21:

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 2020-21 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 2020-21 reporting period? *(tick one box only)*

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

Please provide any details:

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 2020-21 reporting period, has shown changes to differential/adverse impacts previously assessed:

None

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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

The Association's training plan was adversely affected during 2020-2021 due to the outbreak of Covid-19. Some virtual training was provided to staff around looking after mental health and well-being, bullying and harassment, challenges associated remote/home working (i.e., good practice in looking after yourself), etc.

PART 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:

As above

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

- 26 Please list **any examples** of where monitoring during 2020-21 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 2020-21?

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 were both 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*)

- Further staff training on equality awareness, disability awareness and effective 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,

PART A

etc.). Training will be provided to NHA staff in the use of new facilities (i.e., loop systems, text phone, etc).

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2021-212 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:

41

Fully achieved

0

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 cannot physically attend our	On-going - continuation from previous D.A.P.2015 – 2018 (part of NHA’s day to day activities). <i>Our one-to-one meetings and home visitation option encourages more proactive reporting, better tenant communication and</i>

PART B

		office. This to ensure all our tenants can equally avail of all the services provided by NHA.	<i>increase customer satisfaction levels.</i>
	Inform disabled people about competitions and advertise competitions on our publications and digital platforms (2)	Use effective ways to promote active participation for all. Lead Resp.: All staff	On-going - continuation from previous D.A.P.2015 – 2018. <i>NHA promotes activities that are fully inclusive via various publications, etc.</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 – 2018. <i>NHA is continually striving to form partnerships with specialist organisations who provide services and support to our tenants. We often make referrals to Family Support Hubs and 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>
	Continue to consult with disabled people on how existing barriers to promoting themselves or applying	Liaise with individuals and groups promoting disability awareness, training and support.	On-going - continuation from previous D.A.P.2015 – 2018.

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	for Public appointments can be addressed (4)	Lead Resp.: All staff	<i>The Association liaises with, signposts, and refers tenants for support and guidance.</i>
	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)	Staff survey to be completed to identify disabled and non-disabled employees. Conduct staff attitude survey in relation to disability issue. Survey to impact policy direction to ensure best practice Ensure mechanisms are in place to support staff with disabilities to fulfil career development and learning opportunities. Lead Resp.: SMT/BOM	On-going -continuation from previous D.A.P.2015 – 2018. <i>Now part of NHA’s annual appraisal process, staff consultation exercises, etc.) and adopted within NHA’ current staff handbook.</i>
	Improve/review complaint feedback mechanisms to ensure a quality service to staff and service users; (6)	Review feedback and use it as a tool to improve working practices and service delivery. Lead Resp.: SMT	<i>NHA views our complaints procedure as an effective tool to improve working practices and is open to making the required changes required to enhance the delivery of our service to tenants and other stakeholders.</i>

PART B

	<p>Ensure that tenant 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.</p> <p>Lead Resp.: SMT</p>	<p>On-going - continuation from previous D.A.P.2015 – 2018.</p> <p><i>(Part of NHA’s day to day activities) – completed regularly.</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 loop system and text phone have been sought and will be installed within our new, fully DDA compliant, office accommodation. All relevant staff will be fully trained in the use of these form of communication.</p> <p>Lead Resp.: SMT</p> <p>Loop system and text phone will reduce barriers to engage and improve access to our services.</p>	<p>On-going - continuation from previous D.A.P.2015 – 2018.</p> <p><i>NHA have relocated to temporary alternative offices to allow for a complete demolition and re-build of new office. 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. A new loop system and text phone, etc. will also be incorporated and fully accessible for all.</i></p>
	<p>Develop guidance for staff when working with support workers and interpreters; (12)</p>	<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>On-going - continuation from previous D.A.P.2015 – 2018.</p>

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		<p>Engage with disability groups to obtain advice on development guidance.</p> <p>Lead Resp.: SMT</p>	<p><i>SMT regularly provide guidance, advice and support to front line staff. Disability Awareness Training was carried out within the reporting period, in conjunction with Cedar Foundation. Refresher training for will be delivered within the cycle of our next DAP (2021-24).</i></p>
	<p>Identify gaps in data available and put measures in place to gather data for the future; (13)</p>	<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 – 2018. (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 we will 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 	<p>If required, ensure all literature is offered in different formats. 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</p>	<p>On-going - continuation from previous D.A.P.2015 – 2018.</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</i></p>

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	<ul style="list-style-type: none"> • Delegates are made aware of fire evacuation policies and location of toilets • Venues are chosen to ensure that they are welcoming environments. 	<p>requirements, to promote engagement. 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. All tenants are encouraged to attend and are reimbursed financial for attending meetings.</p> <p>Lead Resp.: SMT</p>	<p><i>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>
	<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.</p> <p>Lead Resp.: SMT & BOM</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018.</p> <p><i>NHA recruits new staff and places regular external adverts to ensure recruitment advertising reaches a wide audience.</i></p>

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	<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 – 2018. <i>NHA will continually strive to employ the best candidate irrespective of age, 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 because of this. Lead Resp.: SMT</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018. <i>NHA staff are regularly consulted with in relation to the DAP and we are fully committed to implementing any conclusions because of this.</i></p>
	<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 – 2018. <i>NHA regularly receives and reviews tenant and community feedback, and these recommendations influence all areas of our service delivery.</i></p>

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	<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.</p> <p>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018.</p> <p><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>Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018.</p> <p><i>(Part of NHA's day to day activities). NHA continually works in partnership with others within the sector to influence policy change, promote best practice and inclusion for the betterment of all those within society.</i></p>

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	<p>Encourage disabled tenants and staff to submit articles for Tenant Newsletters and other relevant publications. (23)</p>	<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 – 2018</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>
	<p>Promote positive attitudes towards people with disabilities through use of positive imagery in magazine articles. (24)</p>	<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 – 2018.</p> <p><i>Our Tenants Newsletter/Annual Report, website articles, social media posts, etc. incorporates articles on people with disabilities and highlights successful and positive outcomes.</i></p>
	<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</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018.</p>

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		<p>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><i>Regular NHA staff training ongoing, however our planned training was impacted during 2020/21 due to the Covid-19 pandemic and restrictions placed upon us.</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. Although mitigation measures were extended by DfC, the Association will continue to monitor this until new legislation is forthcoming from the NI Executive.</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 and staffed mainly by the local advice sector.</i></p> <p><i>The Association, in partnership with NBAP acquired match funding</i></p>
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			<p><i>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.</i></p> <p>NHA has committed £34,000 (i.e. provided the match funding) to support this initiative/post until Dec. 2021, with a view to supporting this further if match funding can be successfully sourced.</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 – 2018.</p> <p><i>NHA's Tenant Forum has a wide range of members with different skills and abilities.</i></p>

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	Deliver requirements of UN Convention on the rights of persons with disabilities. (28)	<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 – 2018.</p> <p><i>NHA continues to ensure all legislative requirements and legal obligations are met.</i></p>
	Provision of disabled adaption's to tenants who have disabilities (31)	<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 – 2018.</p> <p><i>The Association continues to provide adaptation services to all our tenants and completed 5 disabled adaptations within 2020/21.</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>
	Facilities to provide information and communication in alternative formats (32)	Publicise and provide all publications in all relevant formats	On-going -continuation from previous D.A.P.2015 – 2018.

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		(on request from tenants or other sources). Lead Resp.: SMT	<i>NHA uses the services of Language Line for literature in alternative 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 – 2018. <i>No major policy changes were made within this reporting period that required full 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 – 2018. <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. Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018. <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, CIH, or others within the sector. Lead Resp.: All Staff</p>	<p>On-going -continuation from previous D.A.P.2015 – 2018. <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</p>	<p><i>Now fully incorporated into Staff induction packs,</i></p>

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		<p>necessary, incorporate additional support measures to suit individuals' needs and requirements.</p> <p>Lead Resp.: SMT</p>	<p><i>Handbook and is reviewed regularly by SMT.</i></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 – 2018.</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 – 2018.</p> <p><i>NHA staff ensure all literature issued by NHA is clear, precise and easy to understand.</i></p>

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	<p>Ensure the delivery of our new build developments are designed and constructed to meet current and future long-term needs of disabled people (43)</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 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>On-going -continuation from previous D.A.P.2015 – 2018.</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>
<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</p>	<p>Provide information to staff on specific disabilities/long term health conditions; (7)</p>	<p>Regularly review and update staff welfare policy and provide professional support and guidance when required.</p> <p>Lead Resp.: SMT</p>	<p><i>NHA have completed a review of staff welfare/well-being policy.</i></p> <p><i>NHA continues to provide professional support and guidance when required.</i></p>

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<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</p>	<p>Support voluntary and community sector research, review findings and identify action points; (8)</p>	<p>Support, promote and incorporate research findings into the Association's daily activities. Lead Resp.: SMT</p>	<p><i>NHA have promoted and financially supported local research, film production, local support initiatives, etc.</i></p>
<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</p>	<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. Lead Resp.: SMT</p>	<p><i>NHA continues to review all sector guidance, continually seek to establish new local or regional partnerships which are aimed at delivering new initiatives. We also develop/adapt policies to incorporate improvements in our services and provide greater assistance to our residents and the wider community in general.</i></p>
<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</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. Lead Resp.: SMT & BOM</p>	<p><i>NHA continually strives to ensure appointments to our any Committees or our BOM are fair, equal and attract the most competent person for positions.</i></p>
<p>Partial achieved by 2019/2020</p>	<p>Develop and implement an accessible information policy. (21)</p>	<p>Implement an NHA accessible information policy.</p>	<p><i>NHA continues to review and develop various ways</i></p>

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<p>and now fully achieved during 2020/2021</p>		<p>Review how we communicate and 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><i>of providing information to staff, tenants, etc. NHA staff use various platforms to communicate both internally and externally, such as internal inclusive staff communication channels, social media, our website, regular publications, etc.</i></p>
<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</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>NHA regularly monitors and reviews our DAP to ensure the services we deliver are accessible and inclusive for all and that positive outcomes are reported and communicated both internally and externally.</i></p>
<p>Partial achieved by 2019/2020 and now fully achieved during 2020/2021</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 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,</i></p>

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			<i>provide feedback on HA activities, etc. This is something NHA plans to revisit after our return to our new office accommodation.</i>
Partial achieved by 2019/2020 and now fully achieved during 2020/2021	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>NHA regularly attends local partnership initiatives which represent a variety of tenants and has delivered initiatives which encourage participation from all section of society.</i>
Partial achieved by 2019/2020 and now fully achieved during 2020/2021	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>Opportunities to hold face to face engagement has been limited during 2020/21. We continue to ensure all our service user have the opportunity to engage with us through a wide variety of options open to them.</i>

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

	Training Action Measures	Outputs	Outcome / Impact
	Although NHA has delivered some remote/digital training to staff over the past year, our staff training plans have been impacted due to the lack of training available, venue availability and lockdown/restrictions because of the Covid-19 pandemic.		

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	<i>Increase awareness among NHA tenant base. Articles published in NHA's Annual Report and Newsletters to encourage uptake of our adaptation services and to positively promote people with disability as valued members of our community.</i>

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	Promote positive attitudes toward people with disabilities	Use of positive imagery and articles in publications	<i>Increase in positive attitude towards people with disability amongst NHA tenant base.</i>
	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>NHA staff are regularly updated on U/C, Welfare Reform (mitigation and temporary protections measures, etc.).</i></p> <p><i>NHA has regularly promoted on independent advice service in partnership with NBAP.</i></p> <p><i>Staff regularly monitor tenant arrears cases and provide/signpost or make referrals for the acquisition of the appropriate support.</i></p> <p><i>We have worked with residents to increase the awareness of welfare reform changes and all mitigation measure to ensure these are taken up.</i></p>

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

	Encourage others Action Measures	Outputs	Outcome / Impact
	All housing management staff have attended various training and briefing sessions relating to the above to acquire a clearer understanding of some of the challenges facing our tenants who are vulnerable or	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.	<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>

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	disabled to upcoming changes at national and local level.		
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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
	BOM & Staff Survey	Determine the disability and needs of BOM and staff members	MOM and staff needs are regularly monitored, identified and met.
	Tenant Satisfaction Survey	Identify respondents with disabilities	Identify 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 in 2019. This was not done in 2020 as no away day held due to outbreak of the Covid-19 pandemic.	Engaged staff in formation of DAP and achieved positive buy-in to its aims and objectives.

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	Review of Performance	Review of KPIs to identify areas of weakness non-performance.	Ensure continuous improvement and quickly identify systemic problems that may occur.
	Partnership working with other HA's	Encourage best practice and sharing of knowledge.	Improvements in standards and economies of scale achieved. Improved outcomes for all tenants.
	Positive engagement with specialist disability organisations.	Working in conjunction with Cedar Foundation and other groups working to support vulnerable people with disabilities, via Family Support Hubs partnership working group.	Continually seek to formalise links with disability groups that offer guidance and advice.

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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
	NONE			

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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 the ongoing Cov-19 pandemic and new remote working practices, 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>Where 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 2021 & 2022.</i></p> <p><i>Lead Resp.: All Staff</i></p>
	<p>Appoint a Disability Champion (44)</p>	<p><i>Due to the ongoing pandemic, a lot of our face-to-face engagement with residents, in particularly our Tenant Forum members, has been significantly impacted. NHA</i></p>

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		<i>will actively seek to appoint a Disability Champion from our existing tenant base during 2021/ 22.</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. We had hope to carryout a full tenant survey during 2020/2021, but this was hindered by Covid-19 and will be completed in 2021/22 reporting period.*
- *Tenant surveys are carried out on all response maintenance works, planned works and disabled adaptations.*
- *Post Tenancy Visits are carried out with new tenants within 8 weeks of the tenancy commencing. This is to identify any problems and to help support tenants within their new home (i.e. sustain tenancies). As a result of Covid-19 and staff mainly working remotely from home over the past 17 months, these have mainly been completed over the phone during 2020/2021.*
- *Tenant and Public feedback is obtained at forums, multi-agency and public meetings.*
- *All staff provide feedback during operational staff meetings and during our annual individual staff 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 tenant 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.