

Newington Housing Association Ltd



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

Contact:

• Section 75 of the NI Act 1998 and Equality Scheme	Name:	Martin Hamilton
	Telephone:	028 9074 4055
	Email:	m.hamilton@newingtoNewington.co.uk
• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above	<input checked="" type="checkbox"/>
	Name:	
	Telephone:	
	Email:	

Documents published relating to our Equality Scheme can be found at: <http://newingtoNewington.co.uk/equality/>

Signature:

A rectangular box containing a handwritten signature in blue ink, which appears to be "A. H." followed by a flourish.

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 2021 and March 2022.

**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 2021-22, 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 (NHA) is a community-based housing association with **719** units of accommodation under management on the 31st of March 2022, 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: -

We acquired **three** additional new homes and sold **five** properties under the Right to Buy Scheme.

During 2021/2022, the Association allocated **three new lets** and **31 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 **£323k** on planned and cyclical maintenance improvements to our existing homes during 2021/2022.

The Association spent approximately **£544k** on response maintenance repairs to our existing homes during 2021/2022.

At the end of March 2022, Newington Housing Association employed **20** full time and **1** part-time members of 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 2021, via our Student Bursary Scheme, we provided financial support to **eight** members of Newington's households who are undertaking educational courses up to Degree level. These bursaries (£500 per applicant per annum.) are designed to support and assist the successful applicants throughout the duration of their course. A further £500 per annum will be awarded to each of the eight students on an annual basis, whilst they remain within 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. Newington 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. During 2021/22, Forum members undertook bespoke Tenant Participation training, which was delivered by an external organisation, Supporting Communities (SC).

In October/November 2021, an Awards Review Panel, made up of Newington board members, staff and tenants was established and played a significant role in the review and delivery of our Brian Mullan Community Fund (BMCF). Through the panel, community grants ranging from £250 to £1,000 were awarded to **17** local organisations operating and delivering services throughout North Belfast. The total amount distributed was more than **£15k**.

Via our Brian Mullan Community Fund, Newington tenants have played a pivotal role in distributing in excess of **£45k** to **55** local organisations/community projects within the past **5** years.

Newington continues to work extensively with Duncairn Community Partnership (DCP), a cross community organisation funded by the Office of the First and Deputy First Minister (OFM/DFM), the International Fund for Ireland & the

Department of Justice (DoJ) and completed significant external works at **two** of our homes to complement completed DoJ works that re-image an interface peace wall. Cross community consultation and support as it involved significant works at a local interface located on Duncairn Gardens was essential. This worked promoted good relations and highlighted our cross-community partnership working at a local level.

Newington continued to attend various multi-agency partnership initiatives (i.e., Multi Agency/Community Safety Forums) to address any instances of Anti-Social Behaviour and/or hate crime in all areas where Newington 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
- Upper North Belfast Family Support Hub
- Lower North Belfast Family Support Hub
- Duncairn Community Partnership Programme Reference 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 Management subgroup. 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.

Newington 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 wellbeing, through involvement in gardening. This project has been developed to ensure that disabled tenants have full access to the range of activities provided and to reduce social exclusion. Inter-generational and race relations initiatives were also promoted and delivered via this project.

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 autism spectrum disorder (ASD), etc. Via membership of these Hubs, Newington staff have also been able to access various types of training provided.

The Association had an occupancy level of **97.91%** at the end of March 2022.

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Social Value, Tenant Participation, Community Engagement & Investment

In the early part of the year Newington continued to work with and support the community and voluntary sector response to the pandemic. A meeting was arranged with the Society of St Vincent de Paul (SVP), North Belfast Advice Partnership, senior staff and board members to discuss how Newington could support residents emerging from the pandemic. It was clear that the immediate intervention that was required was help with living costs, food, electricity, and gas costs.

Through Newington's community investment fund, board members agreed to provide financial assistance of £10,000 which would be distributed throughout the year to residents throughout North Belfast directly by SVP.

Our Community Engagement Officer, Head of Housing & Communities and other key staff within our departments continued to keep in 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.

Tenant Forum members while reluctant to meet via zoom during the initial days of the pandemic indicated they were again willing to engage with the Association and other forum members. When restrictions were eased a six-week face-to-face training programme was delivered by Supporting Communities, funded by Newington. The programme covered key areas for the Forum including chairing meetings, how to get your voice heard, positive engagement and the benefits to having a Tenant Forum.

The final week concluded with a celebration event involving the award of certificates and was attended by Tenant Forum members, Board representation and Chief Executive. Tenant Forum meetings have now resumed with a refocus on the key objectives for Forum members.

During most of the reporting period, the independent Welfare Advice post was match funded by Newington HA and Nationwide Building Society (i.e., until end December 2021). The role was delivered by working 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 Welfare Advice Officer provided support to 372 clients in Year 2 and generated income of more than £1 million. Newington have continued to support this valuable role and have committed to a further two years of funding. The post is now funded with Belfast City Council and the Welfare Advice Officer is now based in Ballysillan Community Forum. From January 2022 the Welfare Advice Officer worked out of the

Newington HA Office on the Limestone Road two half days per week.

The Community Investment Fund, which is set by the Board as 2% of rent receivable is used to support a range of strategic and community activities. Strategic priorities include the Welfare Advice post to initially support tenants with the introduction of Welfare Reform, this role has continued to be supported because of Covid-19 and the Universal Credit applications.

Another strategic priority is delivering the Association's Tenant Participation & Community Involvement Strategy 2020 -2023. The Senior Community Engagement Officer's role is part funded from the Community Investment Fund and is extremely important to local community and voluntary groups within North Belfast.

Newington continued to invest and support local communities through direct requests for funding, as well as funding to support a range of community activities for young people, families, and our older tenants.

Tenant Views

The Association's most recent 'Tenants Experience Survey', which was completed in March 2022 and had a response rate of nearly 30%, indicated the percentage satisfaction levels in the following areas:

Overall services provided:	91%
Housing Services	90%
Maintenance Services:	73%
Rent represents Value for Money:	81%
Quality of Home:	83%
Helpfulness of Staff:	91%
Quality of Workmanship:	83%
Keeps you Informed	94%
Listens and Acts	80%

Our main highlights during 2021 - 2022

- Digital Inclusion project (six weeks) with residents at Camberwell Court. Belfast City Council funded project and training supplied by Supporting Communities. Residents were supported at training events by the Association.
- Thorndale Duncairn Kinnaird (TDK) Residents Group delivered 'Colour the Area' initiative support given with a funding application to Live Here, Love Here, acquisition of quotations for goods and services, the delivery of event, plus funding of £250 towards the event.
- Camberwell Golden Club secured funding of £400 from Volunteer Now to deliver projects and activities for residents, support given to complete application.
- £5,000 funding provided to North Belfast Advice Partnership Foodbank.
- £10,000 funding provided to St Vincent de Paul for Covid19 response.
- Grow NI funding of £7,000 provided for gardening project for Camberwell Court sheltered housing scheme.

- Newington staff distributed a Christmas Lunches to 70 sheltered housing residents in December 2022, which was funded by the Association.
- Student Bursaries of £4,000 awarded to eight Newington tenants and family members.
- 17 grants awarded to community groups under Newington's Brian Mullan Community Fund, totalling the sum of £15,283.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2021-22 (or append the plan with progress/examples identified).

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

Newington staff were present at various forums, public meetings and information days, multi-agency meetings and community safety meetings throughout the reporting period.

Newington 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 continually seeking to develop 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.

The Association carried out **11** disability adaptations to help ensure tenancies could be sustained.

Newington Housing Association staff are providing support to tenants (i.e., new Universal Credit cases) who are now required to apply online for assistance towards the payment of their rates costs.

The Association, in partnership with Nationwide and NBAP continued to fund the 2-year Advice Post to support those impacted by the introduction of Universal Credit, Personal Independence Payments, potential loss of mitigated payment (i.e., Social Sector Size Criteria and the Benefit Cap), etc. The post was renewed, and further funding has been provided by the Association and Belfast City Council since Jan. 2022.

The Association is a member of the CliffEdge Coalition who actively lobbied for measures/legislation to renew mitigated payments.

In Dec. 2021, the Association returned to our newly constructed main office at 300 Limestone Road, Belfast, BT15 3AR, which is now fully Disability Discrimination Act compliant and is fitted with a fitted lift, level access bathrooms, and shower, kitchen, induction loops systems, etc.

The Association regularly consulted with and continues to liaise with Unison (via a Trade Union Recognition Agreement), during the reporting period. As part of our consultation process regarding the implementation of a new Hybrid Working Policy, an adjustment was made to the policy, as per recommendation from Unison to accommodate staff who required additional home/hybrid working arrangements due to disabilities or ill-health.

Newington carried out an Equality Survey with all BOM and staff members during 2021/2022.

3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2021-22 reporting period? (Tick one box only)

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

Please provide any details and examples:

The Association consulted with Unison during the reporting period. As part of our consultation process regarding the implementation of a new Hybrid Working Policy, an adjustment was made to the policy because of recommendations from Unison. This was to accommodate staff who required additional home/hybrid working hours due to disabilities or ill-health (i.e., an exemption was put into the policy to allow a greater proportion of home-working allowance).

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:

Staff can avail of extended hybrid working hours to accommodate their disabilities or ill-health.

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):
Yes, via consultation exercise with Unison.
- 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 2021 - 22 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:

Statutory Duties already incorporated into all job descriptions.

5 Were the Section 75 statutory duties integrated within performance plans during the 2021-22 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:

Note: Our C.E.O, Heads of Departments and Line Managers who undertake regular staff performance reviews are required to ensure staff development needs are met. Due to recent turnover of staff, the Association is committed to establishing structured training to ensure all employees are equipped to meet all Section 75 statutory duties.

6 In the 2021-22 reporting period were objectives/ targets/ performance measures relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? (Tick all that apply)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2021-22 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2021-22 reporting period, please indicate the number of:

Actions completed:

16

Actions ongoing:

4

Actions to commence:

0

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

See below **Appendix 1** (Pages 38 – 44)

- 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 2021 -22 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 2021-22 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:**

We 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 2021-22 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (*Tick all that apply*)**

- Face to face meetings

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- 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 meetings for ASB and scheme specific issues and improvement works.

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

We regularly attended and updated partners on our 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.

Online and Telephone Consultations – tenant surveys including a Tenant experience Survey and various initiatives throughout the year.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2021-22 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

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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 2021-22 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)

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

15

16 Please provide the number of assessments that were consulted upon during 2021-22:

15	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:

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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 2021-22 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 2021-22 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 2021-22 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 2021-22, 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 2021-22 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 2021-22?

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:

On 31st March 2018, Newington completed a 5-year review of our Equality Scheme.

A new 3-year Disability Action Plan was submitted to the Equality Commission in August 2021.

Our current 3-Year Disability Action Plan runs from Sept. 2021 – Aug. 2024. This document highlights our performance for Year 1 of 3 (Sept. 2021 - Aug. 2022).

- 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 roles and responsibilities, disability awareness and the screening of Newington policies.

30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2021-22) 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:

23

Fully achieved

3

Partially achieved

7

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	<u>COMMUNICATION</u>		
1.1	Regularly review and update our website and social media platforms to promote disability awareness, positive attitudes towards people with a disability and encourage the participation of disabled people in public life.	<ul style="list-style-type: none"> To promote disability awareness, positive attitudes, and participation by all. 	<i>Achieved for 2021/22 – Newington published articles on our social media platforms, website and within our publications.</i>

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1.2	Use effective signage and positive imagery to promote inclusion for all.	<ul style="list-style-type: none"> To promote disability awareness, positive attitudes, and participation by all. 	<i>Achieved– Newington published articles on out social media platforms, website and within our publications.</i>
1.5	Ensure that surveys are completed to ensure our service standards are being maintained and are easily accessible to all.	<ul style="list-style-type: none"> Monitor, review, collate and action findings from all surveys to identify any barriers to accessing Newington’s services. 	<i>Achieved– Newington staff have recently conducted a full Tenant Experience Survey and initial findings have been presented to the Association’s Housing & Communities Committee.</i>
1.6	Improve opportunities for a person with a disability to effectively communicate with us, other statutory agencies, etc.	<ul style="list-style-type: none"> Incorporate facilities within our newly constructed office which will remove any remaining barriers to tenants seeking to engage or communicate with us or others. 	<i>Achieved– New Main office now constructed and fully DDA compliant.</i>
1.7	We will ensure that all relevant staff are competent in using the new facilities incorporated within our newly constructed office accommodation (i.e., text phone, induction loops systems, etc.	<ul style="list-style-type: none"> Provision of training for frontline staff will ensure effective use of new technology and systems, which will improve customer experience and complement/ enhance service delivery standards. 	<i>Achieved– Front-line staff have been fully trained in the use of newly installed office equipment.</i>

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<p>1.10</p>	<p>Continue to promote take up the use of Newington’s disabled adaptation service, ensuring it is easily accessible to all and monitor take up of the service at least annually.</p>	<ul style="list-style-type: none"> • Promotion of service via digital platforms and within Newington’s publications will ensure tenants are fully aware of the service and that it is fully utilised. • All adaptations installed will be carried out in an unintrusive and timely manner and as per policy and Dept. for Communities guidelines. • Continue to complete and review findings of all Post Tenancy Visits to ensure tenant’s new accommodation fully meets their needs. • Newington will monitor take up and performance 	<p><i>Achieved – This service is highlighted to tenants by front-line staff and an article is regularly published within our Newsletters. The Association undertakes and absorbs associated costs with regards to minor improvements works</i></p> <p><i>Newington staff regularly make referrals for OT assessments for more major works required.</i></p> <p><i>Achieved – Newington regular monitors and reports on the take up and performance of carrying disabled adaptations, etc.</i></p> <p><i>Achieved – Newington’s front-line staff liaise to ensure any new measures/adaptations identified are undertaken to ensure their accommodation is suitable and meets tenants needs.</i></p> <p><i>Achieved – Newington regular monitors and</i></p>
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PART B

		delivery relating to this service and compile a report on at least an annual basis.	<i>reports on the take up and performance of carrying disabled adaptations, etc.</i>
1.11	Ensure all internal and external communications, information, publications, policies, etc. can be provided in alternative formats, when require or requested.	<ul style="list-style-type: none"> • Ensure all service users are aware of availability of all publications, policies, correspondence, etc. can be made available, on request, in alternative formats. 	<i>Achieved – All information can be provided in alternative formats, when require or requested.</i>
	<u>TRAINING</u>		
2.1	Ensure all staff have full access to training and development opportunities.	<ul style="list-style-type: none"> • To ensure all staff develop their knowledge and themselves personally. • To ensure best practice. • To enhance Newington’s service delivery standards 	<p><i>Achieved – Newington staff have a full access to training, and this is monitored regularly by the Association. Each staff member has an individual training plan, and this is review/monitored during staff reviews/appraisal process.</i></p> <p><i>Achieved – The Association continually strives to ensure we deliver Value for Money and Best Practice.</i></p> <p><i>Achieved – Newington continually strives to</i></p>

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		to tenants and the wider community.	<i>enhance our service standards to our tenants and pride ourselves in how we engage, consult and support others within the wider community</i>
2.3	Ensure all new staff have received information about disability awareness during initial staff inductions.	<ul style="list-style-type: none"> • SMT will carry out all new staff inductions and emphasis the necessity to ensure Newington meet all requirements under Section 75 duties. • All new staff will be trained in the use of Newington’s facilities and the availability of internal and external support mechanisms in place. 	<p>Achieved - Staff Inductions are carryout with all new employees who join Newington.</p> <p>Achieved - Newington intend to deliver refresher training during 2022/23.</p>
	<u>PARTICIPATION & ENGAGEMENT</u>		
3.2	Provide support to those within the community and voluntary sector who promote initiatives for disabled people, etc.	<ul style="list-style-type: none"> • Provision of direct support from Newington staff or via our Community Investment Fund (i.e., financial support) to deliver local events or initiatives for people with disabilities. 	<i>Achieved – Newington provides funding and direct support to a broad range of groups/organisations who promote disability awareness, good relations, etc.</i>

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<p>3.3</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, fully accessible and are chosen to ensure that they are welcoming environments • Delegates are made aware of fire evacuation policies, location of toilets, etc. 	<ul style="list-style-type: none"> • To ensure all literature is offered in different formats. • When hosting events, ensure that facilities accommodate the needs of all attendees. • Encourage tenants with disabilities, who wish to attend events, to inform the Association of their specific needs and requirements, to promote positive engagement and customer experience. 	<p><i>Achieved – All publications can be made available in alternative formats (on request).</i></p> <p><i>Achieved – All venues access to ensure they meet the need of everyone attending</i></p> <p><i>Achieved – All tenants are encouraged to attend events and to inform the Association of their specific needs and requirements, to ensure positive engagement and customer experience.</i></p>
<p>3.5</p>	<p>Encourage all tenants and staff to submit articles for Tenant Newsletters and other relevant publications.</p>	<ul style="list-style-type: none"> • To encourage all tenants and staff member to be actively involved in the design and delivery of our publications. • To promote inclusion and active participation by all interested parties. 	<p><i>Achieved – All staff are encouraged to provide articles/literature, etc. for all our publications and front-line staff regularly liaise with tenants regarding producing articles, promotional articles about good relations, positive news stories, etc.</i></p>

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3.6	Promote participation from people with a disability on our Tenant Forum, focus group sessions, residents' committees, etc.	<ul style="list-style-type: none"> To ensure participation is open and accessible to all. 	<i>Achieved – Newington has a broad range of tenants on our Tenant Forum and who attend focus groups, sit on Camberwell Court's Residents Committee, etc.</i>
3.7	Improve online access for tenants who have a disability.	<ul style="list-style-type: none"> To ensure tenants have access to our digital platforms (i.e., social media platforms, website, etc.). To build tenants capacity to access information online. 	<i>Achieved – Newington provided bespoke digital inclusion training to residents within our Camberwell Court Sheltered Scheme and intend to roll this out to a further ten participants from other sheltered schemes/general needs accommodation during 2022/23.</i>
<u>RECRUITMENT & RETENTION</u>			
4.1	Support employees with disabilities and long-term health conditions and ensure there are no barriers to career development opportunities.	<ul style="list-style-type: none"> Ensure Newington staff have access to advice, support and the relevant equipment to fulfil their day-to-day duties. This will be completed during individual annual staff appraisals and surveys. Ensure career development is not hindered due to a 	<i>Achieved – Hybrid working</i>

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		disability or long-term health issue.	
4.2	Establish best practice in the recruitment and employment of disabled people.	<ul style="list-style-type: none"> • Ensure the use disability networks to circulate adverts for employment vacancies, to ensure recruitment advertising reaches a wide audience. 	<i>Achieved – Newington publicly specified in latest recruitment drive for people with disabilities as they are currently underrepresented within Newington.</i>
4.3	Support employees to manage their physical, mental and financial wellbeing (i.e., effectively manage stress, etc.).	<ul style="list-style-type: none"> • Provide regular training and adhere to/ensure implementation of all relevant policies within the Association’s current Employee Handbook. To ensure access to external support mechanisms, if required. 	<i>Achieved – Newington publicly specified in latest recruitment drives for people with disabilities as they are currently underrepresented within Newington.</i>
	<u>OTHER LEGAL, STATUTORY & BEST PRACTICE MEASURES</u>		
5.1	Deliver requirements of UN Convention on the rights of persons with disabilities.	<ul style="list-style-type: none"> • To ensure all legislative requirements and legal obligations are met by Newington. • To adhere to the eight General Principles and all other associate Articles (1 – 50). 	<p><i>Achieved, regularly reviewed and ongoing.</i></p> <p><i>Achieved, regularly reviewed and ongoing.</i></p>

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5.2	Continue to review policies to identify and assess any significant issues relating to the two disability duties.	<ul style="list-style-type: none"> • SMT to ensure all Section 75 requirements are met/adhered to when reviewing all policies. 	<i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i>
5.3	Engage with organisations and disabled people to promote positive attitudes towards disabled people and encourage participation by disabled people in public life.	<ul style="list-style-type: none"> • To strengthen current partnership working. • To establish new links and partnerships to build positive relationships and networks. 	<p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p>
5.4	Ensure representation at joint consultation events hosted by the Equality Commission, NIHE and other statutory agencies, Northern Ireland Housing Association, etc.	<ul style="list-style-type: none"> • To participate proactively at partnerships working events. • To identify best practice and assist in any implementation within the organisation. • To stay up to date with current policy, legislation, etc and to ensure all relevant measures are in place within the Association. 	<p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p>

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5.5	Collaborate on outreach activities with disability groups to raise awareness of public appointments.	<ul style="list-style-type: none"> Form partnership and strengthen links with local groups. 	<p><i>Achieved during 2021/22 and will continue throughout the lifetime of our DAP 2021/24.</i></p>
5.6	Ensure the delivery of our new build developments are designed and constructed to meet current and future long-term needs of disabled people.	<ul style="list-style-type: none"> Continue to complete and review all findings from surveys carried out on new build schemes. This is to ensure standard are met and that the homes we provide meet all requirements of new tenants (i.e., allow them to live comfortably and unrestricted within their new homes). Complete Post Tenancy checks to ensure all existing facilities meet the new tenants' requirements and to identify suitable adaptations, support mechanisms, etc. to assist with the sustainment of their tenancies. 	<p><i>Achieved: There were 3 new build properties completed during 2021/22 and surveyed.</i></p> <p><i>Post Tenancy checks completed during 2021/22 and will continue throughout the lifetime of our DAP 2021/2024.</i></p>

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

	Training Action Measures	Outputs	Outcome / Impact
	NEWINGTON has delivered some face-to-face staff training 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.	Ensure staff are equipped with the skills and knowledge to deliver a high-quality service to tenants/other service users.	Ensure all our tenants/other service users receive the appropriate and correct advice, guidance, support regarding the various services we provide.

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 Newington tenant base. Articles published in Newington'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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	<p>Promote positive attitudes toward people with disabilities</p>	<p>Use of positive imagery and articles in publications</p>	<p><i>Increase in positive attitude towards people with disability amongst Newington’s tenant base.</i></p>
	<p>Advise tenants on impacts of Welfare Reform on people with disabilities.</p>	<p>Staff adequately trained to provide general advice, mechanism in place to refer cases for independent advice</p>	<p><i>Newington staff are regularly updated on U/C, Welfare Reform (mitigation and temporary protections measures, etc.).</i></p> <p><i>Newington 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>

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

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

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.

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	Tenant Experience 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 and 2021 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.
	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.

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	Positive engagement with specialist disability organisations.	Working in conjunction with groups working to support vulnerable people with disabilities, via Family Support Hubs partnership working group, etc.	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
1.3	Continue to carryout out positive engagement with specialist disability organisations.	<ul style="list-style-type: none"> Continue to formalise links with disability groups that offer guidance and advice. 	<i>Partially achieved</i>	<i>Newington continues to liaise with various groups/organisations, some of whom provide bespoke services and support.</i>
1.4	Review our Complaints Policy and procedures and other feedback mechanisms to ensure a quality service to tenants and other service users.	<ul style="list-style-type: none"> Review feedback/findings and use info. acquired as a tool to improve work practices and service delivery. 	<i>Partially achieved</i>	<i>Review of Complaints Policy completed in July 2022.</i>
1.9	Provide updates and advise to disabled tenants on changes to welfare reform and other key and relevant legislation.	<ul style="list-style-type: none"> Ensure tenants effected by changes in legislation are fully aware of how any such changes may directly or indirectly affect them. By providing adequate training to staff on changes that effect residents and/or and the wider community, better support mechanisms and 	<p><i>Partially achieved</i></p> <p><i>Achieved</i></p>	<p><i>Ongoing referrals being made for Welfare and benefits advice, appeals, etc – Ongoing.</i></p> <p><i>In Jan. 2022, most of our staff undertook:</i></p> <ul style="list-style-type: none"> <i>Customer Service - Tel. Techniques and</i> <i>Personal Safety training</i>

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		<p>appropriate referrals can be made.</p> <ul style="list-style-type: none"> To ensure disabled tenants have easy access to partner organisations that provide advice and support (i.e., Independent Welfare Advisor, Family Support Hubs, North Belfast Advice Partnership and other community and voluntary sector organisations, etc.). 	<p><i>Achieved</i></p>	<p><i>Some of our front-line staff also attended:</i></p> <ul style="list-style-type: none"> <i>Domestic Violence & Coercive Control and</i> <i>Autistic Children/Young People in Emotional Distress: supporting them and their carers training.</i> <p><i>Our staff team continue to make regular referrals to our dedicated Independent Welfare Advisor, local Family Support Hubs, the North Belfast Advice Partnership and other community and voluntary sector organisations - Ongoing</i></p>
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4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1.8	<p>Seek the views of staff on the content and implementation of this Disability Action Plan and disability equality generally.</p> <ul style="list-style-type: none"> Conduct a staff consultation event relating to this DAP and implement any conclusions/recommendations as a result of this). 	<p><i>Newington's away day was cancelled due to Covid-19. SMT staff aware of requirements within the Association's DAP and equality in general.</i></p>
2.2	<p>Provide new/refresher training on Disability Equality legislation and Disability Awareness to all board members and staff every 2 - 3 years and invite key disability speakers where appropriate.</p> <ul style="list-style-type: none"> To ensure all Board members and staff are up to date with relevant legislative requirements. To ensure staff are appropriately trained and equipped in identifying people with disabilities and be able to provide the necessary advice, guidance and support required). 	<p>The Association intend to deliver refresher advice session during 2022/23.</p> <p>The Association intend to deliver refresher training during 2022/23.</p>
2.4	<p>Continue partnership working arrangements with other local RSL's (i.e., NIHE and other Housing Association's), NIFHA and CIH to deliver shared training, good practice from within the sector, etc.</p> <ul style="list-style-type: none"> To ensure service standards are maintained or improved upon. 	<p>There has been limited training available during 2021/22 due to Covid-19. Newington intends to partner with other RSL, etc. to deliver shared training and identify good practice within the sector.</p>

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	<ul style="list-style-type: none"> To acquire VFM, best use of shared resources, assist to identify good practice, etc. 	As above
3.1	<p>Carry out annual exercises to encourage staff to declare disabilities/long term health conditions and ensure consideration is given to the implementation of all identified reasonable adjustments.</p> <ul style="list-style-type: none"> To ensure staff receive the appropriate advice and support. To assist staff to avail of additional resources to allow them to undertake their general duties safely and unhindered. 	<p>Newington intend to carry out this assessment during 2022/23.</p> <p>Newington intend review findings from staff survey assessment that will be undertaken during 2022/23. All staff are aware that measures and resources can be made available on request to their Senior Manager.</p>
3.4	<p>We will encourage people with disabilities to become involved at all levels within our organisation (i.e., BOM, etc.).</p> <ul style="list-style-type: none"> To ensure all appointments to the Board are reviewed and monitored to identify gaps from under-represented groups and persons with disabilities. 	<i>No new BOM members appointed during 2021/22.</i>
3.8	<p>Appoint a Disability Champion.</p> <ul style="list-style-type: none"> NEWINGTON will actively seek to appoint a Disability Champion from our existing tenant base. 	<i>To be appointed during 2022/24.</i>

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4.4	<p>Where possible, provide work placements, shadowing and mentor programmes and encourage applications and take up to these from people with a disability.</p> <ul style="list-style-type: none">• Develop a mentoring programme and work in partnership with disability groups/organisations to attract those with a disability.	<p><i>No work placements or monitoring programmes available during 2021/22, as most employees were working from home due to the Covid-19 pandemic.</i></p>
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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

- *The Association carried out a Tenant Experience Survey during 2021/2022*
- *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).*
- *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 tenant censuses to identify any potential impact of Welfare Reform.*
- *We monitor and have access to NISRA Census Data.*

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- 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.).

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			

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.

Appendix 1 –Newington Housing’s Action Plan Measures 2017 – 2022

Action	How will we know when we have achieved this?	Timescale (2017 – 22)	Responsibility	Equality-related outcome	Strategic Owner	Report on Outcomes
Undertake annual tenant profiling surveys and use results of survey to produce and implement actions.	On completion of exercise and after review of findings.	At least every 5 years	Housing Management Section (HMS)	Informs a more targeted and responsive service	SMT	Action Ongoing – Next full tenant profiling survey to be completed in 2023.
Embed Equality and Good Relations in new Corporate Plan	All staff and BOM to continue to promote and encourage cross community partnership working initiatives and strengthen relationships with all those working and residing within areas of North Belfast where we deliver our services.	During the review of our Corporate Plan in 2019.	SMT	<p>Demonstration of effective leadership.</p> <p>Consideration of equality is ‘designed in’ to service delivery and the planning of policies, projects and programmes.</p> <p>Organisation developed to deliver responsive services to a wide ranging and diverse communities.</p>	BOM & SMT	Completed – ‘Our Communities’ section within our Corporate Plan 2019/22 now seeks to ensure

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<p>Emerging strategic programmes incorporate the equality framework</p>	<p>Develop and incorporate strategic initiatives, measures and accompanying facilities, which will help attract and support those currently socially inactive or may have barriers which restrict them from fully engaging in all opportunities and programmes delivered locally.</p>	<p>Ongoing</p>	<p>SMT</p>	<p>Promotion of equality and diversity outcomes in strategic programmes</p>	<p>BOM</p>	<p>Completed – NHA’s Annual Student Bursary Scheme, Match Savings Scheme, our Community Investment Fund (incl. our Brian Mullan Community Fund), Tenant Forum, and other initiatives have supported delivery of this target.</p>
<p>Develop and deliver an integrated programme of work to tackle health inequalities.</p>	<p>Develop and incorporate programmes which promote inclusion, good relations and active participation. Implement initiatives which reduce the likelihood of social isolation.</p>	<p>Ongoing</p>	<p>ALL Staff</p>	<p>Health inequalities are being addressed</p>	<p>SMT</p>	<p>Completed – Scheme Review completed with tenants within our Camberwell Court Sheltered Scheme (residents aged 55+) and new activities developed. Other intergenerational, cross community, and race relations events held by NHA directly or via our Grow NI programme.</p>

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Deliver revised Disability Action Plan	SMT to review existing DAP which expires in Aug. 2018 & 2021 and discuss/ implement new DAP outcome targets.	In Progress - New DAP effective from Sept. 2018 and reviewed again in Sept. 2021.	SMT	Address inequalities faced by disabled people in employment, services and policies	SMT	Completed – New 3 - Year DAP developed in Sept. 2021 and outcome targets set.
Develop and deliver new Age Friendly initiatives.	Deliver initiatives locally and encourage	Ongoing	All Staff	Promote Association as an age friendly organisation.	SMT	Completed – Bespoke Digital Inclusion Training delivered in 2021/22.
Develop a Youth Framework and Action Plan to address antisocial behaviour	NHA staff to regularly attend multi-agency community safety working groups and encourage/develop partnership initiatives with Youth Clubs/Forums, etc.	Ongoing	HM Staff & SMT	Promote participation and inclusion of children and young people	SMT	Completed
Develop the Equality & Diversity Network for tenants	Evaluate annual via all activities carried out by NHA (i.e., publications, service evaluation, Post Tenancy Feedback, etc.).	Ongoing	SMT	Co-ordinate and raise awareness of inequality related issues across the organisation. Compliance with the council's Equality Scheme.	SMT & BOM	Completed – Publications produced regularly, and tenant feedback is sought. Tenant Satisfaction Survey 2018 and Tenant Experience Survey 2021 completed and evaluation of finding

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						<p>relating to our services analysed.</p> <p>Post Tenancy feedback is also reviewed and analysed to identify services improvements/recommendations.</p>
Implementation of Equality Scheme	Annual Report to ECNI	Ongoing	SMT	Next return due Aug. 2018.	SMT & BOM	Completed – NHA has submitted our Annual Equality Scheme and Disability Action Plan (Progress Reports) annually over the past 5 years.
Review and develop new Equality Scheme	Initial 5 Year Review completed in March 2018. Note: New Five-Year Review to be completed by end March 2023.	March 2018 March 2023	SMT	Compliance with Section 75 of Northern Ireland Act	SMT & BOM	Completed Pending
Develop and deliver a communications plan to promote equality and diversity in the organisation	Use local media and joint working partnerships to promote the organisation and the HA Sector overall.	Ongoing	SMT	Raised awareness and increased understanding of equality and diversity issues.	SMT	Completed – NHA uses various social media platforms, internal and external publications and also works closely with local partners organisations to

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internally and externally	Attend NIFHA's Comms. Officers Forum to identify and incorporate examples of best practice within the sector.	March 2018	Comm. Engagement Officer	Develop effective partnership working within the HA sector and collectively enhance its reputation locally and nationally. Publicise initiatives which effectively promotes and delivers equality and diversity.	SMT	positively promote us and the sector as a whole. Completed – NHA has representation at NIFHA's Comms. Officers Forum and sought to implement best practice when identified.
Remove barriers to employment and improve access to long term unemployed and other marginalised groups.	Refurbishment of current office accommodation – New design/works to ensure it is fully accessible of all. Refer and support tenants, family members or members of the local community to relevant local training and employment services.	April 2018 Ongoing	All Staff/SMT All Staff	Improved opportunity for identified groups Provide tenants with support to acquire access to local training and employment services.	BOM & SMT BOM & SMT	Completed – Dec. 2022 Completed – Via local support mechanisms and programmes, the Welfare Advice post holder and other partner groups/organisations
Increase gender awareness amongst staff and customers	All staff to receive guidance during induction process. SMT to review annually.	Ongoing	All Staff	Raised awareness and increased understanding amongst staff and customers.	SMT	Completed – Induction process covers a wide range of Section 75 requirements.

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Regular meetings arranged with S75 groups to inform them of the Associations work	Hold regular meetings (at least one per annum.)	Annually	SMT	Raised awareness and increased understanding of equality and diversity issues.	SMT/BOM	Action Ongoing
Develop an appropriate system to collect information about communities' needs and aspirations.	All staff to record feedback from attendance at local community meetings, Tenant Forum meetings, focus groups, etc. and must communicate effectively with colleagues to ensure effective management.	Ongoing	All Staff	Relevant, proportionate, and appropriate information collected to inform decision making	SMT	Completed – NHA staff provide briefings after all community meetings, etc. and seek to implement best practices from within the Housing Association sector.
Association use relevant data when developing policies and services.	Usage of figures and all relevant data when implementing change.	SMT	Available data will be analysed and used to shape policies and services.		SMT	Completed – NHA use all relevant data when developing policies and services.
Advice and guidance to services who wish to promote participation and inclusion for underrepresented groups.	Provide help and support to local services, groups and organisations.	Ongoing	SMT	Evaluate and ensure our services are fully accessible to all.	BOM & SMT	Completed – NHA liaise with various local groups/ organisations via various platforms and provides advice and guidance where applicable.

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<p>Facilitated testing of website by people with different abilities, including online forms and transactions.</p>	<p>Bi-annual testing and implementation of issues identified</p>	<p>2020</p>	<p>SMT</p>	<p>Increased access to information and services</p>	<p>BOM & SMT</p>	<p>Action Ongoing NHA sought to develop a new website with an online tenant portal. This has been delayed due to Covid-19 and NHA will review again, and tenants will play a role in the design and implementation of any new website/tenant portal.</p>
<p>Learning and development programme developed and delivered.</p>	<p>Record number of training events held</p>	<p>Annually/ Ongoing</p>	<p>SMT</p>	<p>Increased staff awareness of equality and diversity issues</p>	<p>SMT</p>	<p>Action Ongoing - Previously completed with Cedar Foundation – New Training to be delivered to all staff in 2022/23.</p>
<p>Mechanisms to monitor the diversity of the workforce and applicants are further developed</p>	<p>Complete staff profiling exercise</p>	<p>Annually</p>	<p>SMT</p>	<p>Profile of workforce is broadly representative of the community it serves</p>	<p>SMT & BOM</p>	<p>Completed – In place and reviewed annually.</p>