

**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@newingtonha.co.uk
• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above	<input checked="" type="checkbox"/>
	Name:	
	Telephone:	
	Email:	

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

**Signature:**

A rectangular box containing a handwritten signature in blue ink, which appears to be "M. Hamilton".

**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 2022 and March 2023.**

**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 2022-23, 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 **716** units of accommodation under management on the 31<sup>st</sup> of March 2023, 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 purchased two additional new homes from the open market and sold five properties under the Right to Buy Scheme.

During 2022/2023, the Association processed two new lets and 21 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 **£237k** on planned and cyclical maintenance improvements to our existing homes during 2022/2023.

The Association also spent approximately **£426k** on response maintenance repairs to our existing homes during 2022/2023.

At the end of March 2023, Newington Housing Association employed 18 full time and 2 part-time members of staff.

We have continued to sustain 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 October 2022, via our Student Bursary Scheme, we provided financial support to eleven 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 2022/23, Forum members took part in various initiatives including organising and delivering community events and seasonal projects.

In November 2022, via our Brian Mullan Community Fund (BMCF) of **£10k** we distributed community grants ranging from £250 to £1,000 to various local organisations operating and delivering services throughout North Belfast.

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

## PART A

- 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 are 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 98% at the end of March 2023.

## **Social Value, Tenant Participation, Community Engagement & Investment**

### **Social Value, Tenant Participation, Community Engagement & Investment**

Newington continues to strive to invest locally and make a real contribution to people's lives. Our Community Investment Fund budget, which is set by our Board each year is used to support a range of strategic and community activities.

One of our main Strategic priorities is delivering on the commitments we made within our Tenant Participation & Community Involvement Strategy 2020 -2023. Our Community Engagement Officer's role, which is part funded from the Community Investment Fund is extremely important to the 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.

During the year, our Board of Management approved the retention of the independent Welfare Advice post beyond the initially planned two years and have committed to a further two years of funding. The post is now funded by Newington in partnership with Belfast City Council and the Welfare Advice worker is based within Ballysillan Community Forum. Until recently, the Welfare Advice worker also worked out of the Newington HA Office on the Limestone Road two half days per week.

Our Tenant Forum continued to meet during 2022/2023 and assisted with the development of our new 3-year Strategic Plan, Tenant & Community Engagement Strategy 2023/2026 and Community Investment Strategy 2023 - 2026

Training and support were also provided to Forum members by Supporting Communities during 2022/23.

During the year, the Association provided financial support to two local community organisations, New Lodge Housing Office (£5k) and Tar Isteach (£6,300). These awards were made to support the essential and critical work both projects do to support the most vulnerable within our society.

It was evident that the current cost of living crisis is having a major impact on our tenants, therefore in early 2022, the Association established a Hardship/Energy Support Fund to provide financial support to tenants struggling to purchase gas, electricity or essential items.

Also, by working in partnership with representatives from Newington Residents Group and other local stakeholders, the 'Camberwell Hub – Heat, Eat & Meet initiative' was rolled out and focussed on creating a welcoming environment for locals to call for some warmth, food and advice/support.

Projects and activities were designed for different ages groups and abilities, including intergenerational participation by elderly residents from Camberwell Court, local residents, children and young people from Holy Family Youth Centre and Limestone Utd Football Club.

This initiative was warmly welcomed by the residents of Camberwell Court were fully supportive of the initiative.

At Newington's Board meeting in November 2022, our committee members approved funding of £10k to Ashton Community Trust to help deliver ideas and initiatives arising from their recently developed Anti-Poverty Strategy. This Strategy was developed by various local organisations/groups to ensure an more co-ordinated approach in the delivery of local services and support networks and to provided targeted support to those with within the New Lodge and lower North Belfast.

In 2020, the Association set aside funding of £20k to explore how to better utilise the vacant land beside New Lodge Youth Centre in Upper Meadow Street, Belfast, in the interest of the local community.

Working in close cooperation and partnership with Ashton Community Trust and New Lodge Youth Centre we commenced discussion on how we could create meaningful change in this community.

The first phase of the project involved intensive consultation with over 100 local young people that use the Youth Centre, followed by the next phase of the process which entailed the close engagement with local residents that live in the general locality to get their input and ideas, allow their voice and opinions to be heard and to address any concerns residents may have, before progressing towards the practical implementation of the project.

In early 2023, we were delighted to see all the co-operation and hard work finally pay off as the space has now been transformed with new facilities and amenities installed that will benefit residents within the greater New Lodge for many years to come.

Newington continued to fund our partner Grow NI (£7k) to ensure the successful delivery of our community gardening project at our Sheltered Scheme, Camberwell Court. This project encourages social interaction, improves resident's mental health and well-being, and helps them to develop new skills, through involvement in gardening, cooking, etc. This project has been developed to ensure that our residents have access to this, and a range of other activities delivered onsite.

Finally, representatives from NHA and Camberwell Court residents were involved in a good relations initiative in September with staff and tenants from Grove Housing Association, in a bid to bring people together. The Association also held or financially supported other Tenant & Community Events throughout the year and provided sponsorship to local groups such as Newington Amateur Boxing Club, Newington Football Club, Tackling Awareness & Mental Health Issues (TAMHI), etc.

## **Our Community Investment during 2022/23**

Newington's Board continued to invest in our tenants and residents within the wider community.

For several years NHA's Board of Management has annually committed 2% of our rent receivable to deliver targeted strategic investment initiatives. From April 2023, this budget has been increased to 3% of rent receivable (approx. £120k), to allow us to provide greater financial support and to make more positive differences, locally.

The Association continued to work in partnership with our key stakeholders and partners to enhance the lives of those currently residing within existing well-established communities.

### **Our main highlights during 2022 - 2023**

Between April 2022 and March 2023, the Association has delivered or financially supported the following projects and initiatives:

- Funding proved to ensure retention of the Welfare Advice Post
- Funding awarded to assist with running costs at two local advice offices (New Lodge Housing Office and Tar Isteach)
- Funding of Camberwell Court Community Hub Initiative
- Provision of Hardship/Energy Support Payments
- Distribution of funding awards via our Brian Mullan Community Fund
- Distribution of Student Bursaries to NHA tenants/household members
- Funding to Ashton Community Trust to support their Cost-of-Living/Anti-Poverty Strategy
- Funding award to develop and deliver a new Community Garden Project beside New Lodge Youth Centre
- Funding award to Grow NI to continue to deliver gardening project at Camberwell Court
- The funding and holding of several Tenant & Community Events

The following is a breakdown of our Community Investment expenditure during 2022/2023:

• Provision of local housing and welfare advice/support:	£22k
• Student Bursary Scheme:	£5.5k
• Brian Mullan Community Fund - Community Grants:	£10k
• Grow NI (Camberwell Court Community Garden):	£7k
• Hardship/Energy Support Payments:	£5k
• Ashton Community Trust - Anti-Poverty Strategy	£10k
• New Lodge Youth Centre - Community Garden:	£20k
• Tenant & Community Events/Initiatives:	£7k

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.

The Association continues to provide secretarial support to New Lodge Safer Street (i.e. a local residents association) who work to across interfaces to reduce community tensions.

**2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2022-23 (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), provides our tenants to become actively and meaningfully involved in shaping the services we provide.

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

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

The Association, in partnership with Belfast City Council 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 Association's recently constructed new office at 300 Limestone Road, Belfast, BT15 3AR, is fully Disability Discrimination Act compliant and is fitted



PART A

with a 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.

Newington carried out an Equality Monitoring Survey during 2022/2023 of all Board members and holds all relevant records for all employees.

Newington completed our Fair Employment Monitoring Return to the period 06/02/2023 and this was submitted to the Equality Commission in Feb. 2023.

Newington completed an external recruitment exercise for new Board members during the reporting period, which was publicly advertised.

**3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2022-23 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*):

PART A

- 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 2022 - 23 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 2022-23 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 staff performance reviews are required to ensure staff development needs are met.

In June 2023, all NHA staff undertook Disability Awareness training delivered by the Cedar Foundation and we are planning to deliver Equality & Diversity training during 2023/2024.

**6 In the 2022-23 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:

The Association held consultation events with key community partners, tenants, staff and Board members during 2022/2023 to develop our new Strategic Plan for 2023 – 2026.

The Association has now developed a new 3-year Strategic Plan for 2023 – 2026 and a Business Plan for 2023 – 2024, with set objectives/targets/ performance measures relating to the Section 75 statutory duties integrated into them

**Equality action plans/measures**

**7 Within the 2022-23 reporting period, please indicate the number of:**

Actions completed:	18	Actions ongoing:	2	Actions to commence:	0
--------------------	----	------------------	---	----------------------	---

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

For further information, please refer to Appendix 1 (Pages 40 – 47)

**8 Please give details of changes or amendments made to the equality action plan/measures during the 2022-23 reporting period (*points not identified in an appended plan*):**

N/A

Note: The Association has recently undertaken a 5-year review of our Equality Scheme and Action Plan measure have been incorporated into it for the period 2022 – 2027, which is due to presented to our Borad in November 2023 for approval.

**9 In reviewing progress on the equality action plan/action measures during the 2022 -23 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 2022-23 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:**

No new policies developed during 2022 – 2023 that were consulted upon.

Via our community investment initiatives, we have developed, supported and delivered initiatives which aim to reduce community tensions, such as community fun-days, alternative programmes to bonfires, provided support for summer community festival projects, etc.

**12 In the 2022-23 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (*Tick all that apply*)**

- Face to face meetings
- Focus groups

PART A

- 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*):

The Association carried out a full 'Tenant Experience Survey in 2022, with a response rate of 25%. This survey provided us with valuable feedback relating to all aspects of our day-to-day operations relating to the services we deliver.

The Association also held dedicated resident meetings for scheme specific issues, new projects 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.

We hold Face to Face meetings relating to the delivery of our planned maintenance schemes, housing support services, etc.

We hold Focus Groups to support the assessment and distribution of Community Investment Awards.

We issue Written Documents relating to the delivery of our planned maintenance schemes, support services, etc.

**13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2022-23 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 Newsletter, with articles incorporated to promote take up of disability home adaptations service, match savings scheme, student bursary scheme, home and personal safety advice, encourage the uptake of local support services, welfare advice centres/signposting, etc.

PART A

**14 Was the consultation list reviewed during the 2022-23 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):**

3
---

**16 Please provide the number of assessments that were consulted upon during 2022-23:**

3	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	Consultations for an <b>EQIA</b> 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 - All policies were screened by NHA employees and mainly related to internal procedures such as IT, Business Continuity & Disaster Recovery, etc.

**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:

PART A

**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 2022-23 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 2022-23 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 2022-23 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 2022-23, and the extent to which they met the training objectives in the Equality Scheme.**

The Association facilitated Disability Awareness training in June 2023 to staff which was delivered by the Cedar Foundation.

- 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 2022-23 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 2022-23?**

Insert number here:

<b>0</b>
----------

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:**

Newington has now completed a second 5-year review of our Equality Scheme (2017 – 2022) and will be presented to our Board in November 2023 for approval.

Our latest 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 2 of 3 (Sept. 2022 - Aug. 2023).

**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)**

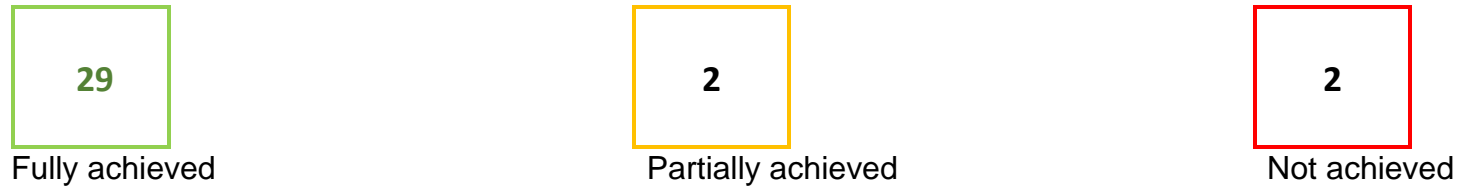
Further staff training on roles and responsibilities and the screening of Newington policies is being sourced.

**30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2022-23) 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:**



**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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>			

Local <sup>v</sup>	<b><u>COMMUNICATION</u></b>		
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"> <li>To promote disability awareness, positive attitudes, and participation by all.</li> </ul>	<i>Achieved for 2021/22 and 2022/23 as Newington published articles on our social media platforms, website and within our publications.</i>

PART B

1.2	Use effective signage and positive imagery to promote inclusion for all.	<ul style="list-style-type: none"> <li>To promote disability awareness, positive attitudes, and participation by all.</li> </ul>	<i>Achieved– Newington continues to publish articles on social media platforms, website and within all our publications.</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"> <li>Review feedback/findings and use info. acquired as a tool to improve work practices and service delivery.</li> </ul>	<i>Achieved– Newington have recently conducted a review of our Complaints Policy and Procedures.</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"> <li>Monitor, review, collate and action findings from all surveys to identify any barriers to accessing Newington’s services.</li> </ul>	<i>Achieved– Newington conducted a full Tenant Experience Survey in 2022 and findings have been presented to NHA Board and tenants informed of results/key findings.</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"> <li>Incorporate facilities within our newly constructed office which will remove any remaining barriers to tenants seeking to engage or communicate with us or others.</li> </ul>	<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"> <li>Provision of training for frontline staff will ensure effective use of new technology and systems, which will improve</li> </ul>	<i>Achieved– Front-line staff have been trained in the use of newly installed office equipment.</i>

PART B

		customer experience and complement/ enhance service delivery standards.	
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"> <li>• Ensure tenants effected by changes in legislation are fully aware of how any such changes may directly or indirectly affect them.</li> <li>• By providing adequate training to staff on changes that effect residents and/or and the wider community, better support mechanisms and appropriate referrals can be made.</li> <li>• 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.).</li> </ul>	<p><i>Achieved – Regular referrals being made for Welfare and benefits advice, appeals, etc.</i></p> <p><i>In Jan. 2022, most of our staff undertook:</i></p> <ul style="list-style-type: none"> <li>• <i>Customer Service - Tel. Techniques and Personal Safety training</i></li> </ul> <p><i>Some of our front-line staff also attended:</i></p> <ul style="list-style-type: none"> <li>• <i>Domestic Violence &amp; Coercive Control and Autistic Children/Young People in Emotional Distress: supporting them and their carers training.</i></li> </ul> <p><i>Our staff team continue to make regular referrals to our dedicated Independent</i></p>

PART B

			Welfare Advisor, local Family Support Hubs, the North Belfast Advice Partnership and other community and voluntary sector organisations.
1.10	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.	<ul style="list-style-type: none"> <li>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.</li> <li>All adaptations installed will be carried out in an unintrusive and timely manner and as per policy and Dept. for Communities guidelines.</li> <li>Continue to complete and review findings of all Post Tenancy Visits to ensure</li> </ul>	<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</i></p>

PART B

		<p>tenant's new accommodation fully meets their needs.</p> <ul style="list-style-type: none"> <li>Newington will monitor take up and performance delivery relating to this service and compile a report on at least an annual basis.</li> </ul>	<p><i>measures/adaptations identified are undertaken to ensure their accommodation is suitable and meets tenants needs.</i></p> <p><i>Achieved – Newington regular monitors and reports on the take up and performance of carrying disabled adaptations, etc.</i></p>
1.11	<p>Ensure all internal and external communications, information, publications, policies, etc. can be provided in alternative formats, when require or requested.</p>	<ul style="list-style-type: none"> <li>Ensure all service users are aware of availability of all publications, policies, correspondence, etc. can be made available, on request, in alternative formats.</li> </ul>	<p><i>Achieved – All information can be provided in alternative formats, when require or requested.</i></p>
	<p><b><u>TRAINING</u></b></p>		
2.1	<p>Ensure all staff have full access to training and development opportunities.</p>	<ul style="list-style-type: none"> <li>To ensure all staff develop their knowledge and themselves personally.</li> </ul>	<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>

PART B

		<ul style="list-style-type: none"> <li>• To ensure best practice.</li> <li>• To enhance Newington’s service delivery standards to tenants and the wider community.</li> </ul>	<p><i>Achieved – The Association continually strives to ensure we deliver Value for Money and Best Practice and publish an annual VFM Statement which is distributed to all our tenants and key stakeholders.</i></p> <p><i>Achieved – Newington continually strives to enhance our service standards to our tenants and pride ourselves in how we engage, consult and support others within the wider community.</i></p>
2.3	Ensure all new staff have received information about disability awareness during initial staff inductions.	<ul style="list-style-type: none"> <li>• SMT will carry out all new staff inductions and emphasis the necessity to ensure Newington meet all requirements under Section 75 duties.</li> <li>• All new staff will be trained in the use of Newington’s facilities/services and the availability of internal and external support mechanisms in place.</li> </ul>	<p>Achieved - Staff Inductions are carryout with all new employees who join Newington.</p> <p>Achieved - Newington intend to deliver refresher training during 2023/24.</p>

PART B

2.4	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.	<ul style="list-style-type: none"> <li>To ensure service standards are maintained or improved upon.</li> <li>To acquire VFM, best use of shared resources, assist to identify good practice, etc.</li> </ul>	<p>There was limited training available during 2021/22 due to Covid-19.</p> <p>Achieved - Newington is again partnering with other RSL, etc. to deliver shared training and identify good practice within the sector, via NIFHA Comms. Forum, Housing Managers working groups, etc.</p> <p>As above</p>
<b><u>PARTICIPATION &amp; ENGAGEMENT</u></b>			
3.1	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.	<ul style="list-style-type: none"> <li>To ensure staff receive the appropriate advice and support.</li> <li>To assist staff to avail of additional resources to allow them to undertake their general duties safely and unhindered.</li> </ul>	<p>Achieved - Completed.</p> <p>Achieved - All staff are aware that resources and support measures can be made available on request to their Senior Manager.</p>
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"> <li>Provision of direct support from Newington staff or via our Community Investment Fund (i.e., financial</li> </ul>	<p><i>Achieved – Newington provides funding and direct support to a broad range of groups/organisations who</i></p>



PART B

		support) to deliver local events or initiatives for people with disabilities.	<i>promote disability awareness, good relations, etc.</i>
3.3	<p>When hosting internal or external events ensure that:-</p> <ul style="list-style-type: none"> <li>• Presentation and promotion materials are easily readable</li> <li>• Signage is clear</li> <li>• Handouts are in accessible formats</li> <li>• Venues are easy to reach, fully accessible and are chosen to ensure that they are welcoming environments</li> <li>• Delegates are made aware of fire evacuation policies, location of toilets, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure all literature is offered in different formats.</li> <li>• When hosting events, ensure that facilities accommodate the needs of all attendees.</li> <li>• 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.</li> </ul>	<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 new 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>
3.4	We will encourage people with disabilities to become involved at all levels within our organisation (i.e., BOM, etc.).	<ul style="list-style-type: none"> <li>• To ensure all appointments to the Board are reviewed and monitored to identify gaps from under-represented groups and persons with disabilities.</li> </ul>	<i>Achieved – Six new BOM members appointed during 2022/23 from various backgrounds and abilities.</i>

PART B

3.5	Encourage all tenants and staff to submit articles for Tenant Newsletters and other relevant publications.	<ul style="list-style-type: none"> <li>To encourage all tenants and staff member to be actively involved in the design and delivery of our publications and to promote inclusion and active participation by all interested parties.</li> </ul>	<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>
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"> <li>To ensure participation is open and accessible to all.</li> </ul>	<p><i>Achieved – Newington has a broad range of tenants on our Tenant Forum who also are members of local residents’ groups, etc.</i></p>
3.7	Improve online access for tenants who have a disability.	<ul style="list-style-type: none"> <li>To ensure tenants have access to our digital platforms (i.e., social media platforms, website, etc.).</li> <li>To build tenants capacity to access information online.</li> </ul>	<p><i>Achieved – Newington provided bespoke digital inclusion training to residents within our Camberwell Court Sheltered Scheme and intend to roll this out to further participant from other sheltered schemes/general needs accommodation.</i></p> <p>NHA provides free internet connection in the communal area within our Cat. 1 Sheltered Scheme.</p>

PART B

	<b><u>RECRUITMENT &amp; RETENTION</u></b>		
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"> <li>• 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.</li> <li>• Ensure career development is not hindered due to a disability or long-term health issue.</li> </ul>	<p><i>Achieved – Hybrid working introduced, training plans developed, procured Staff Skills Training online portal, etc.</i></p> <p><i>Achieved - New Staff skills portal acquired to allow staff to undertake mandatory and bespoke training to assist with career development.</i></p>
4.2	Establish best practice in the recruitment and employment of disabled people.	<ul style="list-style-type: none"> <li>• Ensure the use disability networks to circulate adverts for employment vacancies, to ensure recruitment advertising reaches a wide audience.</li> </ul>	<p><i>Achieved – Newington publicly specified in latest recruitment drives for people with disabilities as they are currently underrepresented within the organisation.</i></p>
4.3	Support employees to manage their physical, mental and financial wellbeing (i.e., effectively manage stress, etc.).	<ul style="list-style-type: none"> <li>• Provide regular training and adhere to/ensure implementation of all relevant policies within the</li> </ul>	<p><i>Achieved – New Staff Skills Training portal provides bespoke training to assist employees to manage their</i></p>

PART B

		<p>Association’s current Employee Handbook.</p> <ul style="list-style-type: none"> <li>To ensure access to external support mechanisms, if required.</li> </ul>	<p>physical, mental and financial wellbeing.</p> <p><i>NHA provides access to external support mechanisms, if required.</i></p>
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"> <li>Develop a mentoring programme and work in partnership with disability groups/organisations to attract those with a disability.</li> </ul>	<p>No work placements or monitoring programmes available during 2021/22, as most employees were working from home due to the Covid-19 pandemic.</p> <p>Achieved -The Association employed a Housing Apprentice during 2022/23, with applicants from a wide range of backgrounds and abilities.</p>
	<p><b><u>OTHER LEGAL, STATUTORY &amp; BEST PRACTICE MEASURES</u></b></p>		
5.1	<p>Deliver requirements of UN Convention on the rights of persons with disabilities.</p>	<ul style="list-style-type: none"> <li>To ensure all legislative requirements and legal obligations are met by Newington.</li> <li>To adhere to the eight General Principles and all other associate Articles (1 – 50).</li> </ul>	<p><i>Achieved, regularly reviewed and ongoing.</i></p> <p><i>Achieved, regularly reviewed and ongoing.</i></p>

PART B

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"> <li>• SMT to ensure all Section 75 requirements are met/adhered to when reviewing all policies.</li> </ul>	<i>Achieved during 2021/22 &amp; 2022/23 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"> <li>• To strengthen current partnership working.</li> <li>• To establish new links and partnerships to build positive relationships and networks.</li> </ul>	<p><i>Achieved during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 &amp; 2022/23 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"> <li>• To participate proactively at partnerships working events.</li> <li>• To identify best practice and assist in any implementation within the organisation.</li> <li>• To stay up to date with current policy, legislation, etc and to ensure all relevant measures are in</li> </ul>	<p><i>Achieved during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/24.</i></p> <p><i>Achieved during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/24.</i></p>

PART B

		place within the Association.	
5.5	Collaborate on outreach activities with disability groups to raise awareness of public appointments.	<ul style="list-style-type: none"> <li>Form partnership and strengthen links with local groups.</li> </ul>	<i>Achieved during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/24.</i>
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"> <li>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).</li> <li>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.</li> </ul>	<p><i>Achieved: There were 3 new build properties completed during 2021/22 and surveyed.</i></p> <p><i>Note: No new build homes were built by NHA in 2022/23.</i></p> <p><i>Post Tenancy checks completed during 2021/22 &amp; 2022/23 and will continue throughout the lifetime of our DAP 2021/2024.</i></p>

PART B

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

	Training Action Measures	Outputs	Outcome / Impact
	Our staff training plans were impacted due to the lack of training available, venue availability and lockdown/ restrictions as a result of the Covid-19 pandemic, but face-to-face staff training has now been resumed.	Ensure staff are equipped with the skills and knowledge to deliver a high-quality service to tenants/other service users.	To 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	<p><i>Increase awareness among Newington tenant base.</i></p> <p><i>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></p> <p>Findings from our Tenant Experience Survey 2022 show that 94% of our tenants were satisfied how Newington keeps them informed about things that might affect them</p>

PART B

			as a resident and 91% of our tenants were satisfied with the overall services we provide.
	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 Newington's 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>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>



PART B

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

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

PART B

**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 all employees.	BOM and staff needs are regularly monitored, identified and met.
	Tenant Experience Survey 2022	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.  Staff consultation to be arranged during 2023/24.

PART B

	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 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.

PART B

3. Please outline what action measures have been <b>partly achieved</b> 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 representatives.	<ul style="list-style-type: none"> <li>Continue to formalise links with disability groups that offer guidance and advice.</li> </ul>	<i>Ongoing</i>	<i>Newington continues to liaise with various groups/organisations, some of whom provide bespoke services and support.</i>
2.2	Provide new/refresher training on Equality & Diversity legislation and Disability Awareness to Board members and staff every 2 - 3 years and invite key disability speakers where appropriate.	<ul style="list-style-type: none"> <li>To ensure all Board members are up to date with relevant legislative requirements.</li> <li>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).</li> </ul>	<p><i>Ongoing</i></p> <p><i>Ongoing</i></p>	<p>The Association intend to deliver refresher advice session during to BOM during 2023/24.</p> <p>Disability Awareness training delivered to most employees in June 2023. Equality &amp; Diversity training to be delivered during 2023/2024</p>

PART B

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"> <li>Conduct a staff consultation event relating to this DAP and implement any conclusions/recommendations as a result of this).</li> </ul>	<p><i>SMT staff are aware of requirements within the Association's DAP and equality in general.</i></p> <p>Staff consultation to be arranged during 2023/24.</p>
3.8	<p>Appoint a Disability Champion.</p> <ul style="list-style-type: none"> <li>Newington will actively seek to appoint a Disability Champion.</li> </ul>	<p><i>To be appointed during 2023/24.</i></p>

PART B

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

- 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 their 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 and 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.).

PART B

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

<sup>i</sup> **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. <sup>ii</sup> **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. <sup>iii</sup> **National:** Situations where people can influence policy at a high impact level e.g. Public Appointments <sup>iv</sup> **Regional:** Situations where people can influence policy decision making at a middle impact level <sup>v</sup> **Local:** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. <sup>vi</sup> **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 Equality Scheme 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 tenant census and use results of survey to produce and implement actions.	On completion of exercise and after review of findings.	Throughout the lifetime of the 5-year Action Plan	Housing Management Section (HMS)	Informs a more targeted and responsive service	SMT	Delayed - Full tenant census to be completed in 2023-2024 as NHA are due to incorporate a new computerised Housing Management software package.
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 and subsequent annual	SMT	Demonstration of effective leadership.  Consideration of equality is ‘designed in’ to service delivery and the planning of policies, projects and programmes.	BOM & SMT	Completed – ‘Our Communities’ section within our Corporate Plan 2019/22 now seeks to ensure targets and outcomes are monitored to ensure delivery.



PART B

		Business Plans.		Organisation developed to deliver responsive services to a wide ranging and diverse communities.		
Emerging strategic programmes incorporate the equality framework.	Develop and incorporate strategic initiatives, measures and accompanying facilities, which will help attract and support those currently socially inactive or may have barriers which restrict them from fully engaging in all opportunities and programmes delivered locally.	Throughout the lifetime of the 5-year Action Plan	SMT	Promotion of equality and diversity outcomes in strategic programmes	BOM	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.
Develop and deliver an integrated programme of work to tackle health inequalities.	Develop and incorporate programmes which promote inclusion, good relations and active participation. Implement initiatives which reduce the likelihood of social isolation.	Throughout the lifetime of the 5 year Action Plan	ALL Staff	Health inequalities are being addressed	SMT	Completed – Scheme Review completed with tenants within our Camberwell Court Sheltered Scheme (residents aged 55+) and new activities developed.

PART B

						Other intergenerational, cross community, and race relations events held by NHA directly or via our Grow NI programme.
Deliver revised Disability Action Plan for 2021 – 2024.	SMT to review existing DAP which expires in Aug. 2018 & 2021 and discuss/ implement new DAP outcome targets.	To be completed in 2021/2022	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	Throughout the lifetime of the 5-year Action Plan	All Staff	Promote Association as an age friendly organisation.	SMT	Completed – Bespoke Digital Inclusion Training delivered in 2021/22.  Also, various projects and initiatives have delivered at our Camberwell Court Sheltered Scheme and in partnership with other partners.

PART B

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.	Throughout the lifetime of the 5-year Action Plan	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.).	Throughout the lifetime of the 5-year Action Plan	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 relating to our services analysed.  Post Tenancy feedback is also reviewed and analysed to identify services improvements/recommendations.
Implementation of Equality Scheme	Annual Report to ECNI	Throughout the lifetime of the 5-year Action Plan	SMT	Next return due Aug. 2018.	SMT & BOM	Completed – NHA has submitted our Annual Equality Scheme and Disability Action Plan (Progress Reports)

PART B

						annually over the past 5 years.
Review and develop new Equality Scheme and Action Plan	Initial 5 Year Review to be completed by March 2018.	March 2018	SMT	Compliance with Section 75 of Northern Ireland Act	SMT & BOM	Completed and submitted to the ECNI.
	New Five-Year Review to be completed by end March 2023.	March 2023				Completed in July 2023 and submitted to the ECNI.
Develop and deliver a communications plan to promote equality and diversity in the organisation internally and externally	Use local media and joint working partnerships to promote the organisation and the HA Sector overall.	Throughout the lifetime of the 5-year Action Plan	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 positively promote us and the sector as a whole.
	Attend NIFHA’s Comms. Officers Forum to identify and incorporate examples of best practice within the sector.	Throughout the lifetime of the 5-year Action Plan	Comm. Engagement Officer	Publicise initiatives which effectively promotes and delivers equality and diversity.	SMT	Completed – NHA has representation at NIFHA’s Comms. Officers Forum and sought to implement best practice when identified.

PART B

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  Throughout the lifetime of the 5-year Action Plan	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.	Throughout the lifetime of the 5-year Action Plan	All Staff	Raised awareness and increased understanding amongst staff and customers.	SMT	Completed – Induction process covers a wide range of Section 75 requirements.
Regular meetings arranged with S75 representatives to inform them of the Associations work.	Hold regular meetings (at least one per annum.)	Throughout the lifetime of the 5-year Action Plan	SMT	Raised awareness and increased understanding of equality and diversity issues.	SMT/BOM	Completed – NHA attends various multi-agency and tenant and community led meetings initiatives on a regular basis.
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.	Throughout the lifetime of the 5-year Action Plan	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.

PART B

Association use relevant data when developing policies and services.	Usage of figures and all relevant data when implementing change.	Throughout the lifetime of the 5-year Action Plan	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.	Throughout the lifetime of the 5-year Action Plan	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.
Facilitated testing of website by people with different abilities, including online forms and transactions.	Bi-annual testing and implementation of issues identified	2020	SMT	Increased access to information and services	BOM & SMT	<p>Action Ongoing</p> <p>NHA sought to develop a new website with an online tenant portal. This has been delayed due to Covid-19.</p> <p>NHA are current working on the acquisition of a new website and tenants will play a role in the design and implementation of any new website/tenant portal.</p>

PART B

Learning and development programme to be developed and delivered.	Record number of training events held	Throughout the lifetime of the 5-year Action Plan	SMT	Increased staff awareness of disability and equality & diversity issues	SMT	Action Ongoing - Previously completed by NHA staff with Cedar Foundation. New Training delivered to all staff in June 2023.  Equality & Diversity training being delivered to staff in the coming months.
Mechanisms to monitor the diversity of the workforce and applicants are further developed.	Complete staff profiling exercise	Annually	SMT	Profile of workforce is broadly representative of the community it serves	SMT & BOM	Completed – In place and reviewed regularly.