

Newington Housing Association Ltd



**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2024/25**

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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 2024 and March 2025.

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 2024-25, 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.

Below are examples of key policy/service delivery developments made by the public authority within this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Our Tenant Participation & Community Involvement Strategy 2023 -2026 and Community Investment Strategy 2023 – 2026 - One of our main strategic priorities is delivering on the commitments we made within our new Tenant Participation & Community Involvement Strategy 2023 -2026 and Community Investment Strategy 2023 – 2026 and the associated action plans have ensured we have delivered on many of the commitments we made.

New Conduct of Board Members & Involvement in Decision Making Policy and new Governance Handbook (Nov. 2024) – have been developed to enhance the way we are governed, but also helps to ensure that equality of opportunity, diversity and good relations are at the heart of any decision-making process.

The Association has rolled out several initiatives relating to the delivery of our services. These include, but not limited to:

- Our Housing Apprentice and Student Placement Schemes
- Our Annual Student Bursary Scheme
- Our Credit Union Match Saving Scheme
- Our Brian Mullan Community Grants Fund
- Our Hardship Grants Fund - for Newington tenants facing immediate financial difficulties
- Bespoke Community funding awards – to help ensure sustainability of local projects via help with day-to-day running costs
- Partnership working in conjunction with our Tenant Forum – to enhance services and deliver local initiatives that the community want.
- Our older people ‘Grow’ gardening project – which has delivered additional well-being projects with other groups and local residents/youth groups.
- Our Camberwell Hub initiative – has created a welcoming environment for locals to call for some warmth, food and advice/support.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2024-25 (or append the plan with progress/examples identified).

Newington's Equality Action Plan and equality related outcomes fall under five main headings. These are:

- Monitoring
- Consultation
- Tenant & Community Engagement
- Training & Development
- Governance

Below are some examples of progress achieved to meet our deliver outcomes:

Monitoring - Action Plan Outcomes 1 – 5

Equality Action Plan Outcome 3: Further develop an appropriate system to collect information about communities' needs and aspirations – The acquisition and installation of our new housing management software package 'HomeMaster' has improved the performance of the many services we provide, such as complaints, recording of information, better communication with tenants, etc. and allows us to centrally record information and data to thus better meet the needs and aspirations of our tenants.

The Association also carried out a full 'Tenant Experience Survey during Feb. 2025. This survey provided us with valuable feedback relating to all aspects of our day-to-day operations relating to the services we deliver.

TENANT & COMMUNITY ENGAGEMENT - Action Plan Outcomes 8 – 12

Equality Action Plan Outcome 8 - Provide guidance and support (i.e., financial or otherwise) to local services who promote participation and inclusion for underrepresented groups.

The Association has delivered or financially supported various initiatives that promote participation and inclusion for underrepresented groups, with various examples highlighted throughout this Report.

Development of Newington Youth Forum - Following on from our initial investment in local youth provision and service (as reported within our previous annual return for 2023/24), the Association has now established a Youth Forum made up of representation from various communities within lower North Belfast.

The establishment of this Forum was a result of extensive consultation with other key partner and the young people.

To date, this Forum has organised and rolled out several initiatives during 2024/25, focusing on youth education, training, development, supporting the homeless, etc.

Also, our NEWS GROUP, made up of women from the Newington/Limestone and Tiger's Bay took part in various activities including, Stress Management, Money

Management, Arts and crafts (including wreath making), Clay pottery, sewing and cookery classes.

Action Plan Outcome 11 - Assist with linking tenants to key bespoke services and local support networks.

Retention of Welfare Advisor – The Association has continued to fund this post. The advisor has had a positive impact by acquiring enhanced financial living outcomes for numerous tenants and local people, who have used the service to date.

Working with other statutory agencies and community partners – We have continued to work in partnership with a wide range of services to ensure our tenants have access to key bespoke services and local support networks.

This may be via direct referrals, signposting, etc. to various groups/organisations, for example:

- Multi-agency community safety initiatives
- Community empowerment initiatives
- Surestart support
- Community family support hubs
- Internal and external welfare advice and tribunal services

TRAINING & DEVELOPMENT - Action Plan Outcomes 13 – 16

Equality Action Plan Outcome 13 - Utilise Staff Skills training portal for staff and encourage staff to undertake bespoke training relating to mental health, disability awareness, equality and diversity, stress management, GDPR, etc.).

During 2024/25, the Association have better utilised this platform by establishing and rolling out a structured training plan for staff during 2025/26, with many training programmes focusing on equality, disability awareness, positive mental health, health and safety and data protection.

In June 2024, our Tenant Forum members, Staff and Board all jointly attended Tenant Participation training sessions which was delivered by Supporting Communities.

Also, in February 2025, most of our staff undertook Refugee & Asylum training delivered by Small World Workshop/Together CIC. During the training staff learnt the difference between asylum seeking and refugee status, how the process of claiming asylum works, about the transition process for those granted leave to remain/refugee status, the current Refugee Resettlement Schemes in NI and the vulnerability of people who come to seek asylum in NI.

There was also an in-depth discussion around cultural awareness issues, challenges and how people who arrive to seek asylum or as refugees can be supported.

Finally, we have recently began to develop a new initiative in partnership with another local organisation, to establish a structured programme to support foreign nationals who have moved or are seeking resettlement within North Belfast.

GOVERNANCE - Action Plan Outcomes 17 – 22

Equality Action Plan Outcome 17 - Embed Equality and Good Relations in new Corporate Plan 2023 – 2026.

Although this was achieved during 2023/24, this measure is in place to ensure that the Association continues embed equality and good relations, throughout the lifetime of our 5-year Action Plan. The Association is in the process of developing a new 3-Year Corporate Strategy for 2026 – 2029, and this action outcome will play a vital role and complement any new Strategy.

Equality Action Plan Outcome 18 - Develop and deliver strategic programmes, initiatives and events.

Newington's Brian Mullan Community Fund - In July and November 2024, via our Brian Mullan Community Fund (BMCF) we distributed nearly £26k in community grants ranging from £250 to £1,000 to various local groups/organisations operating and delivering services throughout North Belfast.

Newington's Student Bursary Scheme - In October 2024, via our Student Bursary Scheme, we provided financial support to ten students who are undertaking educational courses up to Degree level. These bursaries are designed to support and assist the successful applicants throughout the duration of their course.

Action Plan Outcome 20 - Implement all new Action Plan measures detailed within our Equality Scheme 2023 – 2028 and report regularly on progress to the ECNI.

The Association completes a regular review of our Equality Scheme action plan measures and records outcomes which are report via progress reports to the ECNI.

Action Plan Outcome 21 - Deliver a revised Disability Action Plan (DAP) and measures for Sept. 24 to Aug. 27

Newington completed and submitted a revised DAP in Aug. 2024, which was submitted to the Equality Commission for consideration/review and has now implemented several DAP measured/outcomes as outlined within Part B of this document.

Action Plan Outcome 22 - NHA to develop and implement all actions from of our new: 1) Tenant Participation & Community Involvement Strategy. 2) Community Investment Strategy.

One of our main Strategic priorities is delivering on the commitments we made within our new Tenant Participation & Community Involvement Strategy 2023 -2026 and Community Investment Strategy 2023 - 2026. Newington has implemented many of the action measures, arising from the above Strategies.

For further information, please see below Appendix 1: Newington's Equality Scheme Action Plan measures and outcomes (2022 – 2027).

Appendix 1: Newington’s Equality Scheme Action Plan measures and outcomes for the next 5 years (2022 – 2027)

The Association has set 22 no. action plan measures which we aim to achieve over the next five years and will regularly monitor progress and identify all outcomes.

There are:

- Monitoring - (5 action measures set)
- Consultation - (2 action measures set)
- Tenant & Community Engagement - (5 action measures set)
- Training & Development - (4 action measures set)
- Governance - (6 action measures set)

MONITORING

Actions 1 - 5	How will we know when we have achieved this?	Timescale	Lead Responsibility & Strategic Owner	Equality-related outcome	Outcome
1). Undertake a tenant profiling survey and use results of survey to produce and implement actions.	On completion of exercise and after review of findings.	At least every 3 - 5 years Next survey by the end of 2024.	SMT & SMT	Informs a more targeted and responsive service and to assist with screening of new and existing policies.	Pending – New Housing Package (Homemaster) system will be utilised to complete this.
2). Develop a new Communications Plan to promote equality and diversity internally within the organisation and externally.	Use local media and joint working partnerships to promote the organisation and the HA Sector overall. Continue to attend NIFHA’s Comms. Forum to identify and incorporate examples of best practice within the sector.	Throughout the lifetime of the 5-year Action Plan Throughout the lifetime of the 5-year Action Plan	SMT & SMT SCSO & SMT	Raised awareness and increased understanding of equality and diversity issues. 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.	All Ongoing – Initial draft policy developed for BOM approval.

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3). Further develop an appropriate system to collect information about communities' needs and aspirations.	New Housing Management software package to be sourced. 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.	By end of 2023 Throughout the lifetime of the 5-year Action Plan	SMT & SMT All relevant Staff & All relevant Staff/SMT	Relevant, proportionate and appropriate information to be collected to inform decision making. As above	Completed - New Housing Package acquired (Homemaster) Ongoing - throughout the lifetime of the 5-year Action Plan.
4). Use relevant data when reviewing or developing policies and services.	Usage of all available data and figures	Throughout the lifetime of the 5-year Action Plan	SMT/SMT	Available data will be analysed and used to shape policies and services.	Ongoing - throughout the lifetime of the 5-year Action Plan.
5). Continue to improve mechanisms to monitor the diversity of our workforce and appointees.	Complete staff profiling exercise annually.	Throughout the lifetime of the 5-year Action Plan	SMT & SMT	Ensure the profile of workforce is broadly representative of the community it serves.	Ongoing - throughout the lifetime of the 5-year Action Plan.

CONSULTATION

Action	How will we know when we have achieved this?	Timescale	Lead Responsibility & Strategic Owner	Equality-related outcome	Outcome
6). NHA Board/SMT to attend meetings with S75 representatives to inform them of the Associations work	By holding or attending regular meetings	Throughout the lifetime of the 5-year Action Plan	SMT & BOM	Raised awareness and increased understanding of equality and diversity issues.	Pending – Meetings to be agreed
7). Provide guidance and support (i.e., financial or otherwise) to local	Via our ongoing work and monitoring/recording of this.	Throughout the lifetime of the 5-	SMT & SMT	Evaluate and ensure local services are	Completed - Youth Forum fully established.

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services who promote participation and inclusion for underrepresented groups.		year Action Plan		supported and fully accessible to all.	<p>Completed – Financial support provided to various local groups/organisations to promote inclusion.</p> <p>Ongoing – other initiatives to be developed throughout the lifetime of the 5-year Action Plan.</p>
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TENANT & COMMUNITY ENGAGEMENT

Action	How will we know when we have achieved this?	Timescale	Lead Responsibility & Strategic Owner	Equality-related outcome	Outcome
8). Facilitated testing of website by people with different abilities, including online forms, etc.	Testing and implementation of issues identified.	By end of 2023	SMT & BOM	Increased access to information and services.	Pending – New Housing Package (Homemaster) system acquired, and testing will take place once the Tenant Portal has been developed.
9). Further develop and deliver new Age Friendly initiatives.	Deliver initiatives locally and encourage take-up of all initiatives.	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT/BOM	Promote Association as an age friendly organisation.	Ongoing – several initiatives delivered to date and others will be rolled out throughout the lifetime of the 5-year Action Plan.
10). Support local Youth provision and services.	NHA staff to regularly attend multi-agency community	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT/BOM	Promote participation and inclusion of	Achieved – Newington Youth Forum set up during

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	safety working groups and encourage/develop partnership initiatives with Youth Clubs/Forums, etc.			children and young people.	2024/25 and will continue to be developed throughout the lifetime of the 5-year Action Plan.
11). Assist with linking tenants to key bespoke services and local support networks.	Regularly evaluate all activities carried out by NHA (i.e., publications, service evaluation, post tenancy feedback, etc.).	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT/BOM	To ensure tenants have access to key services that they require.	Ongoing – several initiatives delivered to date and others will be rolled out throughout the lifetime of the 5-year Action Plan.
12). Continue to remove barriers to training and employment and improve access to long term unemployed and other marginalised groups.	Refer and support tenants, family members or members of the local community to relevant local training and employment services.	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT/BOM	To help improve opportunity for identified groups	Ongoing – Initiatives will be delivered throughout the lifetime of the 5-year Action Plan.

TRAINING & DEVELOPMENT

Action	How will we know when we have achieved this?	Timescale	Lead Responsibility & Strategic Owner	Equality-related outcome	Outcome
13). Utilise Staff Skills training portal for staff and encourage staff to undertake bespoke training relating to mental health, disability awareness, equality and diversity, stress management, GDPR, etc.)	Record number of training events held. Review and set mandatory training for all staff.	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT	Increased staff awareness of self-care, career progression, equality and diversity, confidentiality, etc.	Achieved: The Association have better utilised this platform by establishing and rolling out a structured training plan for staff during 2025/26, with many training programmes focusing on equality, disability awareness,

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					positive mental health, health and safety and data protection.
14). Further develop and deliver programmes of work to tackle health inequalities.	<p>Develop and incorporate programmes which promote inclusion, good relations and active participation.</p> <p>Implement initiatives which reduce the likelihood of social isolation.</p>	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT	To ensure health inequalities are being addressed.	Ongoing – Initiatives will be delivered throughout the lifetime of the 5-year Action Plan.
15). Increase gender awareness amongst staff and tenants/customers.	<p>All staff to receive guidance during induction process.</p> <p>All staff to undertake all relevant training.</p>	Throughout the lifetime of the 5-year Action Plan	All Staff & SMT	Raised awareness and increased understanding amongst staff and tenants/customers	Ongoing – Initiatives will be delivered throughout the lifetime of the 5-year Action Plan.
16). Ensure all SMT and BOM members undertake the relevant training to ensure they are equipped with the knowledge and skills to meet all legal and legislative requirements. For further information, please visit: https://www.equalityni.org/training	When all BOM and SMT members have undertaken the relevant training.	Throughout the lifetime of the 5-year Action Plan	BOM/SMT & BOM/SMT	BOM and Staff are equipped with the knowledge and skills to meet all legal and legislative requirements (i.e., as Board members, recruitment, workplace management, equality of opportunity, etc.	Ongoing – Initiatives will be delivered throughout the lifetime of the 5-year Action Plan.

GOVERNANCE

Action	How will we know when we have achieved this?	Timescale	Lead Responsibility & Strategic Owner	Equality-related outcome	Outcome
17). Embed Equality and Good Relations in new Corporate Plan 2023 - 2026	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 2023 and throughout the lifetime of the 5-year Action Plan	All Staff /BOM &SMT/BOM	<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>	Achieved during 2023/24 and to continue throughout the lifetime of the 5-year Action Plan.
18). Develop and deliver strategic programmes, initiatives and events.	By developing and incorporating strategic initiatives and 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 that are delivered locally.	Throughout the lifetime of the 5-year Action Plan	All Staff /SMT & SMT/BOM	Promotion of equality and diversity outcomes in strategic programmes.	Ongoing – Initiatives will be delivered throughout the lifetime of the 5-year Action Plan.
19). Review and develop any new Equality Scheme Action Plan measures required.	By reviewing annually and incorporating any new measures into this document.	Throughout the lifetime of the 5-year Action Plan	BOM/SMT/All Staff & BOM /SMT	Compliance with Section 75 of Northern Ireland Act.	Pending: No new measures identified to date.

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20). Implement all new Action Plan measures detailed within our Equality Scheme 2023 – 2028 and report regularly on progress to the ECNI.	Via submission of all returns to ECNI. Via SMT and BOM reviews.	Throughout the lifetime of the 5-year Action Plan	SCSO/SMT/BOM & BOM/SMT	Compliance with the Equality Commission requirements.	Ongoing: Will be implemented throughout the lifetime of the 5-year Action Plan.
21). Deliver a revised Disability Action Plan and measures for Sept. 2024 to Aug. 2027	SMT to review existing DAP which expires in Aug. 2024 and discuss/ implement new DAP outcome targets from Sept. 2024.	New DAP effective from Sept. 2024	SMT& SMT	Address any inequalities faced by disabled people in employment, service provision, our day-to-day operations and policies.	Achieved – New DAP submitted to EC at the end of Aug. 2024.
22). NHA to develop and implement all actions from our new: Tenant Participation & Community Involvement Strategy 2023/26. Community Investment Strategy 2023/26.	Once presented to BOM and staff	By end of 2023	SMT & BOM/SMT	Strategies developed to deliver responsive services to diverse communities.	Ongoing: Several initiatives from both action plans have been implemented to date. Evaluation to be completed in full at end March 2026.

3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2024-25 reporting period? (Tick one box only)

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

Please provide any details and examples:

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

Please provide any details and examples:

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

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

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

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

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

- Other (*please specify and give details*):

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2024 – 25 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 2024-25 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.

NHA staff undertook Equality, Diversity & Discrimination Awareness training during May 2025.

6 In the 2024-25 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 2024-25 report
- Not applicable

Please provide any details and examples:

The Association developed a new annual Business Plan for 2025 – 2026, with set objectives/targets/ performance measures relating to the Section 75 statutory duties integrated into them.

Equality action plans/measures

7 Within the 2024-25 reporting period, please indicate the number of:

Actions completed: Actions ongoing: Actions to commence:

The Association has set **22** measures/outcomes within our Equality Action Plan 2022 – 2027. For further information on progress, please refer to Appendix 1 below.

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

Action Plan items 11, 14, 17 and 21 all completed.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2024-25 reporting period (points not identified in an appended plan):

N/A

Note: The Association completed a 5-year review of our Equality Scheme and Action Plan measure, which was submitted to the Equality Commission in Dec. 2023.

9 In reviewing progress on the equality action plan/action measures during the 2023 -24 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 2024-25 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 2024 – 2025 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, summer community festival projects, youth diversionary initiatives, etc.

12 In the 2024-25 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (Tick all that apply)

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

The Association carried out a full 'Tenant Experience Survey' during Feb. 2025. 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 with tenants 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 2024-25 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 recent Newsletter, with a good news stories/articles incorporated to highlight and promote positive outcomes and the take up of our 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

14 Was the consultation list reviewed during the 2024-25 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):

18

16 Please provide the number of assessments that were consulted upon during 2023-24:

18	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:

The Association reviewed and screened 18 policies within the following areas of our business:

Area of Business	Policies Reviewed/Screened during 2024/25
Property Services/Repairs & Maintenance	0
Development	0
Housing Management 1). Allocations (V6), 2). Introductory Tenancies (V4), 3). NICORE Logs (V5), 4). Squatters Policy (V4), 5). Pet Policy (V2) and 6). Tenancy Fraud (V2).	6
Governance 1). Conduct of Board Members & Involvement in Decision Making 2). NHA Risk Strategy 2024/25 3). Governance Handbook (Nov. 2024)	3
Finance, Corporate Services, IT & HR 1). Fixed Assets Policy (May 24) 2). GDPR & Data Protection (7.0 & 7.1 to 7.1.12) - (V3) 3). Business Continuity & Disaster Recovery Plan (Sept. 24), 4). Business Cont. & Disaster Recovery Testing Strategy (Sept. 24) 5). Anti-virus/Malware Policy (Sept. 24) 6). IT & Security Policy (Sept. 24) 7). Fixed Assets Policy (Nov. 24)) 8). Rent Setting Policy Feb. 25 9). Flexi Time Policy (Nov. 24)	9
Total	18

All policies were screened by Newington HA employees.

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

- Yes No concerns were raised No Not applicable

Please provide any details and examples:

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2024-25 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 2024-25 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: N/A

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 2024-25 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 2024-25, and the extent to which they met the training objectives in the Equality Scheme.**

All NHA staff undertook Equality, Diversity & Discrimination Awareness training during 2024 and refresher training in May 2025.

- 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 2024-25 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 2024-25?**

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:**

Newington completed a second 5-year review of our Equality Scheme covering the period 2022– 2027 and it was presented to our Board in November 2023 for approval.

This was subsequently submitted to the Equality Commission in Dec. 2023.

Our current 3-Year Disability Action Plan runs from Sept. 2024 – Aug. 2027. This document highlights our performance for Year 1 of 3 (Sept. 2024 - Aug. 2025).

Our new 3-Year Plan (Sept. 2024 – Aug. 2027) was developed and submitted to the Equality Commission for their consideration and feedback.

- 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. All members of Newington's Executive Team who oversee the screening of policies have received various types of training, including links to EC training videos, etc.

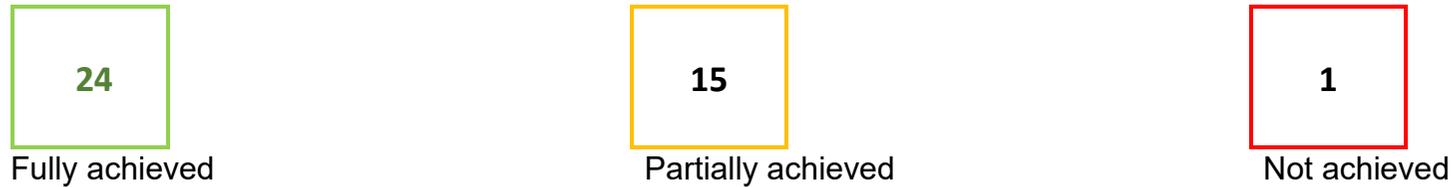
- 30** In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2024-25) reporting period? *(please tick any that apply)*

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

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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 ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}			

Local ^v			
1.6	Ensure that surveys are complete to ensure our service standards are maintained and are easily accessible to all.	Monitor, review, collate and action findings from all surveys to identify any barriers to accessing NHA's services.	<u>Year 1 of 3 update</u> <i>Achieved – Newington conducted a full Tenant</i>

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			<i>Experience Survey during 2024/25 (Feb. 2025) and findings have been presented to NHA Board and tenants. informed of results/key findings.</i>
1.7	Improve opportunities for a person with a disability to effectively communicate with us, other statutory agencies, etc.	Remove any remaining barriers to tenants seeking to engage or communicate with us or others	<u><i>Year 1 of 3 update</i></u> <i>Achieved – New main office constructed and fully DDA compliant with the provision of specialised facilities incorporated into it to allow us and persons with varying disabilities to effectively communicate both internally and externally.</i>
1.12	Maintain arrangements to provide documents in alternative formats.	Ensure all service users are aware of availability of all publications, policies, correspondences, etc. can be made available on request, in alternative formats.	<u><i>Year 1 of 3 update</i></u> <i>Achieved – Arrangements are in place to ensure all information we provide can be provided in alternative formats, when require or requested.</i>
2.1	Ensure all staff have full access to training and development opportunities.	To ensure all staff develop their knowledge and themselves personally.	<u><i>Year 1 of 3 update</i></u> <i>Achieved – Newington staff have a full access to</i>

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2.8	Complete a review of existing training packages for customer facing staff to reflect current best practice.	Carry out a review and implement best practice findings.	<u>Year 1 of 3 update</u> <i>Achieved – New training plans developed and incorporated to support customer facing staff with all aspects of their roles.</i>
3.1	Carry out exercises to encourage staff to declare disabilities/long term health conditions and ensure consideration is given to implementation of all identified reasonable adjustments.	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.	<u>Year 1 of 3 update</u> <i>Achieved – Monitoring in place and line managers will identify, support and implement all identified reasonable adjustments.</i>
3.2	Provide support to those within the community and voluntary sector who promote initiatives for disabled people, etc.	Provision of direct support from NHA staff or via our Community Investment Fund (i.e., financial support) to deliver local events or initiatives for people with disabilities.	<u>Year 1 of 3 update</u> <i>Achieved – Newington provided funding and direct support to a broad range of groups/organisations who promote disability awareness, good relations, etc.</i>
3.3	When hosting internal or external events ensure that: ➤ Presentation and promotion materials are easily readable.	To ensure all literature is offered in different formats.	<u>Year 1 of 3 update</u> <i>Achieved – All publications can be made available in</i>

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	<ul style="list-style-type: none"> ➤ 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 and location of toilets, etc. 	<p>When hosting events, ensure that facilities meet the needs of all attendees.</p> <p>Encourage tenants with disabilities, who wish to attend events, to inform the Association of their specific needs and requirements, to promote positive engagement.</p>	<p><i>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	When seeking volunteers for Committee’s we will clearly encourage other agencies to forward these individuals to promote the participation of disabled people in public life.	To ensure all appointments to the Board are reviewed and monitored to identify gaps from under-represented groups and persons with disabilities.	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved – Seven new BOM members appointed during 2024/25 from various backgrounds and abilities.</i></p>
3.6	Promote participation from people with a disability on our Tenant Forum, focus group sessions, local residents’ committees, etc.	To ensure participation is open and accessible to all.	<p><u>Year 1 of 3 update</u></p> <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>

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<p>3.7</p>	<p>Offer various ways to engage with us such as online participation for tenants who have a disability.</p>	<p>To ensure tenants have access to our engagement opportunities.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved – NHA provides free internet connection in the communal area within our Cat. 1 Sheltered Scheme.</i></p> <p><i>Newington has incorporated an IT suite into one of our sheltered schemes.</i></p> <p><i>Our website has a ‘Contact Us’ facility for tenants.</i></p> <p><i>Newington offers various ways for tenant to engage with us, which can be face-to-face or via various online digital platforms.</i></p>
<p>3.8</p>	<p>Influence third parties and support initiatives identified during participation in the various multi-agency partnership working groups we attend.</p>	<p>Deliver initiatives/projects/event that are inclusive to all.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved (ongoing) – Newington continues to influence third parties and support initiatives identified during participation in the various multi-agency partnership working groups we attend.</i></p>

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4.1	Provide information and support staff on specific disabilities/long term health conditions.	Ensure NHA 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.	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved – Hybrid working introduced, training plans developed, procured Staff Skills online training 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	Ensure best practice in the recruitment and employment of disabled people.	Ensure the use disability networks to circulate adverts for employment vacancies, to ensure recruitment advertising reaches a wide audience.	<p><u>Year 1 of 3 update</u></p> <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.).	Provide regular training and adhere too/ensure implementation of all relevant policies within the Association’s current Employee Handbook.	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved – Our Staff Skills training portal provides bespoke training to assist employees to manage their</i></p>

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		To ensure access to external support mechanisms, if required.	<p><i>physical and mental health and financial wellbeing.</i></p> <p><i>NHA provides access to external support mechanisms, if required.</i></p>
4.4	Where possible, provide work placements, shadowing and mentor programmes and encourage applications and take up to these from people with a disability.	Develop and mentoring programme and work in partnership with disability groups/organisations to attract those with a disability.	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved -The Association employed a Housing Apprentice from Jan. 22 – Aug. 25.</i></p> <p><i>Achieved -The Association also employed a Student Placement during 2023/24.</i></p> <p><i>Achieved -The Association has employed another Housing Apprentice during 2025/26, on a two-year fixed term contract from Sept. 25, with applicants from a wide range of backgrounds and abilities.</i></p>
4.5	Continually audit gathered data information including staff disability ratios and disability related complaints.	Continued collection and collation of existing data and the commissioning of new data as necessary to ensure no adverse impact.	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved -The Association continually audits gathered data information, including staff disability ratios and</i></p>

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			<i>disability related complaints.</i>
5.1	Deliver requirements of UN Convention on the rights of persons with disabilities.	To ensure all legislative requirements and legal obligations are met by NHA.	<u><i>Year 1 of 3 update</i></u> <i>Achieved (ongoing) - regularly reviewed and monitored.</i>
5.2	Review policies to identify and assess any significant issues relating to the two disability duties.	SMT to incorporate all Section 75 requirements when reviewing all policies.	<u><i>Year 1 of 3 update</i></u> <i>Achieved during 2024/25 and Newington will continue this process throughout the lifetime of our DAP 2024/27.</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.	To strengthen current partnership working. To establish new links and partnerships to build positive relationships and networks.	<u><i>Year 1 of 3 update</i></u> <i>Achieved during 2024/25 and Newington will continue this process throughout the lifetime of our DAP 2024/27.</i> <i>As above</i>
5.4	Ensure representation at joint consultation events hosted by the Equality Commission, NIHE and other statutory agencies, other Northern Ireland Housing Association's, etc.	To participate proactively at partnerships working events.	<u><i>Year 1 of 3 update</i></u> <i>Achieved during 2024/25 and Newington will</i>

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		<p>To identify best practice and assist in any implementation within the organisation.</p> <p>To stay up to date with current policy, legislation, etc and to ensure all relevant measures are in place with the Association.</p>	<p><i>continue this process throughout the lifetime of our DAP 2024/27.</i></p> <p><i>As above</i></p> <p><i>As above</i></p>
5.5	Collaborate on outreach activities with disability groups to raise awareness of public appointments.	Form partnership and strengthen links with local groups.	<p><u><i>Year 1 of 3 update</i></u></p> <p><i>Achieved during 2024/25 and Newington will continue this process throughout the lifetime of our DAP 2024/27.</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.	<p>Continue to complete and review all findings from surveys carried out on new build schemes to ensure standard are met and that the homes we provide meet all requirements of new tenants to live comfortably and unrestricted within their new homes.</p> <p>Complete Post Tenancy checks to ensure all existing facilities meet</p>	<p><i>Achieved – N/A during 2024/25 as no new build homes were built by NHA.</i></p> <p><i>All NHA’s new builds properties are built as per our regulator’s guidance and requirement (i.e. Dept. for Communities).</i></p> <p><i>Post Tenancy checks completed during 2024/25</i></p>

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		the new tenants' requirements and to identify suitable adaptations to assist with the sustainment of the tenancy.	<i>and will continue throughout the lifetime of our DAP 2021/2024.</i>
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2(b) What training action measures were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
	<p>Our staff training plans have been reviewed and developed with the following now incorporated into them relating to our E.S and DAP.</p> <ul style="list-style-type: none"> • Equality, Diversity & Discrimination Awareness • Disability Awareness • Health & Safety for Home-Workers • Essential Health and Safety in the Workplace • Dealing with Difficult People and Situations • Health & Wellbeing Training • Resilience Training • Mental Health First Aid 	<p>Ensure staff are equipped with the skills and knowledge to deliver a high-quality service to tenants/other service users.</p>	<p>To ensure all our tenants/other service users receive the appropriate and correct advice, guidance, support regarding the various services we provide.</p>

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 2025 show that 89% of our tenants were satisfied how Newington keeps them informed about things that might affect them as a resident and 80% of our tenants were satisfied with the overall services we provide.</p>
	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>

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	<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
	<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</p>	<p><i>Tenants are less likely to fall into debt or financial difficulty and potentially look to seek alternative lending. This will ensure that there is no detrimental effect on their mental health and personal well-being.</i></p>

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
	BOM & Staff Survey	Determine the disability and needs of BOM and all employees.	BOM and staff needs are regularly monitored, identified and met.
	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. <u>Staff consultation carried out during 2024/25.</u> <u>Follow up consultation to be held during 2025/26.</u>

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	Review of Performance	Review of KPIs to identify areas of weakness non-performance.	Ensure continuous improvement and quickly identify systemic problems that may occur.
	Partnership working with other HA's	Encourage best practice and sharing of knowledge.	Improvements in standards and economies of scale achieved. Improved outcomes for all tenants.
	Positive engagement with specialist disability organisations.	Working in conjunction with 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
1.1	Continue to regularly monitor, review and update our website to ensure navigation is simple and accessible to all.	Throughout the lifetime of this DAP. During 2025/26	To ensure navigation of website is simple and accessible to all.	<u>Year 1 of 3 update</u> <i>Ongoing/Partially achieved - Website monitor, review and update regularly.</i> <i>Not achieved - Our new housing software (HomeMaster) that has acquired by the Association, has the facility to introduce a new Tenant Portal.</i> <i>The Association plans to work directly with tenants on both the development of the portal and our website layout during the lifetime of the DAP.</i>
1.2	Continue to review and update our social media platforms to promote disability awareness, positive attitudes towards people with a disability and encourage the	Throughout the lifetime of this DAP.	To promote disability awareness, positive attitudes, and participation by all.	<u>Year 1 of 3 update</u> <i>Ongoing/Partially achieved - Newington continues to publish articles on social media</i>

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	participation of disabled people in public life.			<i>platforms, website and within all our publications to promote all aspects of this and will continue to do so during the lifetime of the DAP.</i>
1.3	Use effective signage and positive imagery at events to promote inclusion for all.	Throughout the lifetime of this DAP.	To promote disability awareness, positive attitudes, and participation by all.	<u>Year 1 of 3 update</u> <i>Ongoing/Partially achieved – Newington continues to use effective signage and positive imagery at events to promote inclusion for all and will continue to do so during the lifetime of the DAP.</i>
1.4	Positively engage with specialist disability organisation's.	Due during 2025/26 and throughout the lifetime of this DAP.	Continue to formalise links with disability groups that offer guidance and advice.	<u>Year 1 of 3 update</u> <i>Ongoing/Partially achieved – Newington continues to liaise with various groups/organisations, some of whom provide bespoke services and support and will continue to do so during the lifetime of the DAP.</i>
1.8	To ensure that all new staff are competent in using the specialised	Due during 2025/26	Provision of training for frontline staff will ensure	<u>Year 1 of 3 update</u>

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	equipment/disability aids that are incorporated within our main office.		effective use of new technology and systems, which will improve customer experience and complement and enhance service delivery standards.	<p><i>Partially achieved – The majority of front-line staff have been trained in the use of newly installed office equipment.</i></p> <p><i>Newington will review and incorporate training for newly acquired staff to be fully trained during 2025/26.</i></p>
1.9	Continue to seek the views of staff on the content and implementation of the Disability Action Plan and disability equality generally.	Due during 2025/26.	Conduct staff consultation events relating to this DAP and implement any conclusions/recommendations because of this.	<p><u><i>Year 1 of 3 update</i></u></p> <p><i>Partially achieved – Although focus groups were held with all NHA staff in July 2024 to review NHA DAP 2021 – 2024 (performance outcomes, etc.) and our new DAP for the period 2024 – 2027, Newington plans to hold an annual review with all employees to review our ES action plan & DAP make any relevant changes identified.</i></p>

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<p>1.10</p>	<p>Provide updates and advice to disabled tenants on changes to welfare reform and other key and relevant legislation (when required)</p> <p>Ensure tenants effected by changes in legislation are fully aware of how any such changes may directly or indirectly affect them.</p>	<p>Due during 2025/26.</p>	<p>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.</p> <p>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>	<p><u>Year 1 of 3 update</u></p> <p><i>Partially achieved – Regular referrals are continuing to being made for welfare and benefits advice, appeals, etc.</i></p> <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.</i></p>
<p>1.11</p>	<p>1.11 Continue to promote take up the use of NHA’s disabled adaptation service, ensure it is easily accessible to all and monitor take up of the service at least annually.</p>	<p>Due during 2025/26.</p>	<p>Promotion of service via digital platforms and within NHA’s publications will ensure tenants are fully aware of the service and that it is fully utilised.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>During 2024/25, Newington carried out 37 adaptations within our homes with expenditure more than £213k.</i></p> <p><i>Ongoing/Partially achieved – This service is highlighted to tenants by front-line staff, and an article is regularly</i></p>

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			<p>All adaptations installed will be carried out in an unintrusive and timely manner (as per policy and DfC guidelines).</p> <p>Continue to complete and review findings of all Post Tenancy Visits to ensure tenant's new accommodation fully meets their needs.</p> <p>NHA will monitor take up and performance delivery relating</p>	<p><i>published within our Newsletters. The Association undertakes and absorbs associated costs with regards to minor improvements works.</i></p> <p><i>Newington staff make referrals for OT assessments for more major works required and liaise with OT's relating to all proposed works.</i></p> <p><i>Achieved – Newington continually 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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			to the service and compile a report on an annual basis.	<i>reports on the take up and performance of carrying disabled adaptations, etc.</i>
2.2	<p>Provide Equality & Diversity, Disability Awareness, Dementia friendly and any other identified training to all relevant staff/board members every 2 - 3 years and</p> <p>Invite key disability speakers.</p>	<p>Annually</p> <p>Due during 2026/27.</p>	<p>To ensure all board members and staff are up to date with the relevant legislative requirements.</p> <p>To ensure staff are appropriately trained and equipped in identifying people with disabilities and be able to provide the necessary support required.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>Achieved - Equality & Diversity and disability awareness training delivered during 2024/25 and will be carried out annually throughout the lifetime of this DAP.</i></p> <p><i>Newington to arrange Board training and for key speakers to sessions during Y3.</i></p>
2.3	<p>Ensure all new staff have received information about disability awareness during initial staff inductions.</p>	<p>During lifetime of this DAP</p>	<p>SMT will carry out all staff inductions and emphasis the necessity to ensure NHA meet all requirements under Section 75 duties.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>Partially Achieved (Ongoing) - Staff Inductions are carried out with all new employees who join Newington and training plans have been enhanced to ensure new employees undertake essential training.</i></p>

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			All new staff will be trained in the use of NHA facilities and internal and external support mechanisms in place.	<i>Newington intend to deliver refresher training during 2025/26.</i>
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.	During lifetime of this DAP	To ensure service standards are maintained or improved upon. To acquire VFM, best use of shared resources, assist to identify good practice, etc.	<u><i>Year 1 of 3 update</i></u> <i>Partially Achieved (Ongoing) - Newington continues to partner with other RSL, etc. to deliver shared training and identify good practice within the sector, via NIFHA Comms. Forum, Housing Managers working groups, etc.</i>
2.5	Ensure that all staff are updated on the contents of the DAP.	During lifetime of this DAP	Regularly review the Association's DAP and incorporate new actions/outcomes that are identified.	<u><i>Year 1 of 3 update</i></u> <i>Partially Achieved (Ongoing) – Focus group held during 2024/25 and will be rolled out again during 2025/26.</i>
2.7	Liaise with Employers for Disability Northern Ireland (EFDNI) Re: advice, recruitment, etc. and support their annual disability awareness campaign 'Disability Days'.	During lifetime of this DAP	Utilise FFDNI 'Bulletin Board' to attract applicants with disabilities. Promote EFDNI's disability awareness campaigns.	<i>Partially Achieved - Ongoing</i>

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3.5	Continue to encourage all tenants and staff to submit articles for Tenant Newsletters and other relevant publications.	During lifetime of this DAP	<p>To encourage all tenants and staff member to be actively involved in external publications.</p> <p>To promote inclusion and active participation by all interested parties.</p>	<p><u>Year 1 of 3 update</u></p> <p><i>Partially 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, employment and training opportunities, etc.</i></p>
3.9	Work with our Disability Champion and others to incorporate any identified measures.	During lifetime of this DAP	NHA will actively seek to appoint a Disability Champion from our existing tenant or employee base.	<p><u>Year 1 of 3 update</u></p> <p><i>Partially Achieved (Ongoing) – Programmed for 2025/26.</i></p>

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4. Please outline what action measures have not been achieved and the reasons why.				
	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1.5	Review our Complaints Policy and procedures and other feedback mechanisms to ensure a quality service to tenants and other service users.	Due during 2025/26.	Review feedback/findings and use info. acquired as a tool to improve work practices and service delivery.	<u>Year 1 of 3 update</u> <i>Not Achieved– Newington conducted a review of our Complaints Policy and Procedures in Feb. 2024 and is committed to reviewing it during 2025/26.</i>

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.

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(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.).

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			

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

No

ⁱ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level. ⁱⁱ **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training. ⁱⁱⁱ **National:** Situations where people can influence policy at a high impact level e.g. Public Appointments ^{iv} **Regional:** Situations where people can influence policy decision making at a middle impact level ^v **Local:** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. ^{vi} **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.