

Equality Commission

FOR NORTHERN IRELAND

Public Authority 2016 - 2017 Annual Progress Report  
Section 75 of the NI Act 1998  
Section 49A of the Disability Discrimination Act 1995 (as amended)



**Habinteg**  
Housing Association (Ulster) Ltd



# Habinteg Housing Association (Ulster) Ltd



**Habinteg**  
Housing Association (Ulster) Ltd

## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2016-17

### Contact:

|  |            |                                     |
|--|------------|-------------------------------------|
| • Section 75 of the NI Act 1998 and Equality Scheme                                | Name:      | Ann McErlean                        |
|  |            | Quality and Performance Manager     |
|  | Telephone: | 028 71 272565                       |
|  | Email:     | ann.mcerlean@habinteg-ulster.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:

[www.habinteg-ulster.co.uk/equality-matters](http://www.habinteg-ulster.co.uk/equality-matters)

### Signature:

**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 2016 and March 2017**

## **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 2016-17, 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.*

Habinteg Housing Association [Ulster] Ltd (henceforth referred to as Habinteg or the Association) is a registered housing association in Northern Ireland committed to providing good quality accommodation and supporting communities across Northern Ireland. The organisation's Vision, **Homes for All**, seeks to encapsulate in as few a words as possible the Association's ethos and remains true to the foundations of Habinteg which stretch back to the 1970s: to recognise and respond to the wide range of housing needs in the community in order that all people receive a fair and equal service. Inclusivity and barrier free environments are at the heart of the Association's values; It is for this reason that Habinteg feels a natural, organic 'fit' with the work of the Equality Commission.

Throughout 2016-17, Habinteg maintained a commitment to implementing all statutory equality and good relation duties in adherence to the Association's Equality Scheme and Disability Action Plan. Habinteg's core work continues to embody this approach and much of what is undertaken on a daily basis fulfils this commitment - from consultation on new developments, promotion of services aimed at reaching the widest range of audiences, unbiased allocation of housing and service delivery, choice, partnership work to support additional needs, community involvement, fair treatment, equality awareness and training for staff. For the purpose of this report, in order to demonstrate 'progress', the information provided focusses predominantly on new initiatives and/or significant developments in this reporting period which demonstrate a renewed or enhanced endeavour to ensure equality and promote good relations.

Key policy and service developments for the period include:

#### **Community Involvement**

Since the publication in January 2016 of the Department of Social Development (now Department for Communities') Tenant Participation Strategy for Northern Ireland 2015 – 2020, the Association not only actively engaged in consultation with the Department prior to the document's publication, supplied examples of best practice and provided accredited Tenant Participation and Community Involvement training for all Housing staff, but for this reporting period invested in the recruitment of two part time Community Involvement Officers, one in the Holywood office and one in the North West office in January 2017.

Recruitment of the two Community Involvement Officers, demonstrates a stronger commitment and focus by the Association to more meaningfully engage, involve, consult our residents as well as promoting good relations by increasing more

resident/community involvement activities across all our housing schemes in Northern Ireland.

Since our new 'Our Community' Grant Programme was introduced last year, providing small grants to community, voluntary or resident groups to support Community Involvement initiatives a number of grants have been approved and issued. The grants approved were based on activities and projects which **promote inclusion, equality, participation**. For e.g. Grants were provided to assist fun days such as 'The Big Lunch' at a number of our housing schemes.

*The Association's desire to nurture communities through events and collective projects continues to be explained to all new tenants at the time of signing for a Habinteg property. An understanding of the housing scheme being a shared space; a community; continues to be emphasised with the signing by all new tenants of the Association's Good Neighbourhood Agreement.*

### **Staff Training**

12 new employee starts in the period underwent induction including time with the Association's appointed Welcome Officer. This first day aspect of the induction addresses the Association's commitments to equality and good relations: Charter, Customer Standards, Quality and Equality including Section 75. This introductory awareness session continues to be followed by a more in depth coverage of the topics in an arranged one to one meeting with the Quality and Performance Manager. Biennial Equality Training for all staff is due in 2017 and will be reported on in next year's Annual Equality Progress Report

### **Customer Service Excellence (CSE) Standard 2016**

During the reporting period the Association was assessed externally in terms of its values and service delivery, with a bearing on performance in relation to equality and good relations. This is through an annual assessment against the National Customer Service Excellence Standard.

Assessment against the CSE Standard was conducted in June 2016 with the Association successfully retaining the Standard and improving on overall performance. Two 'compliant' areas were raised to 'compliance plus' (best practice) as a result of improvements. The compliance pluses were awarded because the Assessor highlighted that *'there had been a great deal of work undertaken in developing the Resident Involvement Strategy and the Standards for Customer Care. These along with the introduction of Community Involvement Officers ensured compliance plus'*. The Assessor advised that the other compliance plus was awarded *'due to survey results showing that we treat our tenants fairly'*.

### **Inclusive Housing Provision**

The core business of Habinteg, to fulfil its Vision of providing Homes for All, continued throughout 2016-17. Of particular note in regards to this Progress Report, among the new houses acquired or completed in this period, a large property was specifically *adapted for a family with significant complex needs*. Work on the twelve person, seven bedroom property in Portrush was completed in November 2016 and demonstrates the Association's continued *efforts to*

*provide specialised accommodation to meet the specific requirements of all those in housing need.*

Similarly demonstrating a commitment to inclusive accommodation, work began early in 2017 on a major refurbishment programme at a partnership scheme with Cedar Foundation within Habinteg's Johnston Way, Lisburn, development. With construction costs of £330000, the major works represent a significant investment in the Association's continued efforts to tailor accommodation to meet client needs. In this case providing 8 units of supported accommodation for adults with learning difficulties.

57 individual adaptations to existing housing stock were carried out in the period to respond to specific needs, typically ranging from repositioning of sockets, to fitting of grab rails and lever taps, to level access showers. Notable among the work orders in 2016/2017 was more substantial alteration work to meet additional tenant needs, including the installation of safe play areas and fencing boards for children with a disability, automated door opening devices and specialised alarm systems for tenants with a hearing impairment.

### **Online Access and Promotion**

Habinteg continues to promote its work online through its website, twitter feed and JustGiving site (for the staff nominated charity) ensuring digital access and promotion and reporting of all community involvement in the period.

Online access to main services is provided mainly through the website with Browsealoud software providing the key accessibility tool helping to ensure digital inclusion. **Browsealoud reduces barriers between content and audience - adding speech, reading, and translation, facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments.** *Online content can be translated onscreen into multiple languages or 'listened to' with the multiple language voice feature.* In the reporting period there toolbar launches and speech requests both averaged at 150 per month. The 'toolbar launch' refers to somebody actively clicking to access one or more of the Browsealoud accessibility features. The 'speech request' indicates a person directly accessing audio (whether in English or any other language).

In January 2017, Habinteg featured among a series of Finalist's short video pieces focusing on equality and diversity. A filmed interview highlighted the Association's commitment to equality in access to housing and was shown at the inaugural Legal Island Equality and Diversity Awards Gala at Belfast City Hall in March 2017.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2016-17 (or append the plan with progress/examples identified).

| CATEGORY                                     | PROPOSED ACTIONS  | ACTION TAKEN 2016/17  |
|--|---|---|
| <b>Age</b>                                   | <ul style="list-style-type: none"> <li>• Continue to review preferred methods of communication for tenants</li> <li>• Prepare for potential impact and raise awareness of Welfare Reform.</li> <li>• Continue to develop housing which meets the needs of all age groups, and target, where possible, specific housing for older residents (Cat 1)</li> </ul> | <ul style="list-style-type: none"> <li>• Tenant Satisfaction Survey questions preferred communication method/s to contact and be contacted. Preferred communication noted and implemented.</li> <li>• All Housing Managers and Housing Officers received relevant training in terms of the implications of Welfare Reform and undertook and continue to undertake Tenancy Audit visits and tenant profiles to determine how many of our tenants will be affected and how they will be affected</li> <li>• Continued, where possible, to acquire or develop Cat 1 properties, including inner city apartments close to amenities.</li> </ul> |
| <b>Dependents</b>                            | <ul style="list-style-type: none"> <li>• Monitor Welfare Reform changes and keep tenants informed</li> </ul>  | <ul style="list-style-type: none"> <li>• Contributed to lobbying government on the impact of Welfare Reform through NIFHA</li> <li>• Regularly updated website and tenant information relative to benefit changes</li> </ul>  |
| <b>Disabilities and without disabilities</b> | <ul style="list-style-type: none"> <li>• Commit to building all new housing to Lifetime homes standard and, where possible provide specially designed housing for people with disabilities.</li> <li>• Work with partners to provide specially adapted / designed properties for people with disabilities</li> </ul>  | <ul style="list-style-type: none"> <li>• Continued to provide housing combining a range of dwelling types - family houses, apartments and bungalows - including properties for persons with a disability.</li> <li>• 22 minor adaptation works and 8 major adaptation works carried out during the period</li> <li>• Continued to develop accessibility features of website with enhanced browse aloud software adds speech - facilitating access and participation for people with Dyslexia... ..and those with mild visual impairments..</li> </ul>   |

|                          |  |   |
|--------------------------|--|---|
| <b>Gender</b>            | <ul style="list-style-type: none"> <li>• Gather gender baseline information on uptake of activities at schemes and promote inclusion</li> </ul>  | <ul style="list-style-type: none"> <li>• Community Involvement Officers continued to gather information on schemes on activities residents wanted to get involved in particularly for male residents who felt excluded from some activities. Activities include inviting and arranging for those interested to attend Men's Shed's.</li> </ul>  |
| <b>Marital Status</b>    | <ul style="list-style-type: none"> <li>• Ensure housing available to meet the needs of all</li> </ul>  | <ul style="list-style-type: none"> <li>• Continued to abide by the rules of the Housing Selection Scheme and allocate accommodation appropriate to applicant's housing needs, irrespective of marital status.</li> </ul>  |
| <b>Political Opinion</b> | <ul style="list-style-type: none"> <li>• Explore adoption of new guidelines from OFM/DFM on employment of individuals with conflict related convictions</li> </ul>                                 | <ul style="list-style-type: none"> <li>• At job application stage the Association continues to ask potential employees to disclose any convictions including conflict related on their application. If appointed a position, the Association will require the new employee to abide by its equality scheme, including completing diversity training, as required of all employees.</li> </ul> |
| <b>Race</b>              | <ul style="list-style-type: none"> <li>• Ensure accessibility of information and services and provide translation / interpretation services where appropriate</li> </ul>                           | <ul style="list-style-type: none"> <li>• Continued to develop accessibility features of website with enhanced browse aloud software adds speech and translation to websites facilitating access and participation for people English as a Second Language.</li> <li>• Continued to use Language Line and STEP for its translation and interpretation services, where requested.</li> </ul>    |
| <b>Religion</b>          | <ul style="list-style-type: none"> <li>• Provide housing to meet needs in all in areas, regardless of the religious orientation in any one location and promote a shared future agenda.</li> </ul> | <ul style="list-style-type: none"> <li>• The Association continued to abide by the rules of the Housing Selection Scheme and allocates accommodation appropriate to applicant's housing needs, irrespective of religion. The Association remains committed to a 'Shared Future' Agenda and shared community</li> </ul>  |

PART A

|                           |  |  |
|---------------------------|--|--|
| <b>Sexual Orientation</b> | <ul style="list-style-type: none"><li>• Cross sectoral sharing of case studies/good practice</li></ul> | <ul style="list-style-type: none"><li>• The Association has zero tolerance for any homophobic hate crime and continued to commit to protocols of contacting/working with the PSNI and other agencies where there has been a suggestion or evidence of targeted hate crime.</li></ul> |
|---------------------------|--|--|

PART A

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? *(tick one box only)*

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

Please provide any details and examples:

A. The Association continued to award small grants during 2016/17 following the introduction of a small grants initiative in 2015/16 - Our Community - to support and increase the type and number of activities based at housing schemes which promote a community spirit. The stated aim is to *promote inclusion, equality, participation and change which is of real benefit to residents.*

B. The Association created two new part-time posts of Community Involvement Officers to help further promote equality of opportunity and encourage good relations and resident engagement and involvement.

**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:

A. The scope and frequency of 'events' or 'activities' at housing schemes continued to increase, especially since the recruitment of the Community Involvement Officers. The funding has been used to invest in / prepare for projects. The impact has been felt by both residents and also Community Assistants in terms of targeting funding for events. It has also been accessed by staff members for charity events which meet the application criteria.

B. The Association has already seen the difference the Community Involvement Officers have made to the lives of individuals and groups by engaging and consulting with them. For example where some residents previously felt isolated and not really part of the community feeling more of a sense of belonging and involved in their community.

**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):

The Our Community initiative and the recruitment of Community Involvement Officers has been largely driven by the new Resident Involvement Strategy and subsequent Operation Targets for resident activities to promote good relations and the requirements outlined by the Department for Communities, who are also the Regulator of Housing Associations.

## 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 2016-17 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:

Job Descriptions include the line: *Ensure that no religious, political or sexual discrimination, intimidation or harassment occurs within the Association*

Job adverts continued to display the line:

*Habinteg is an equal opportunities employer:*

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2016-17 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:

The 'Welcome Booklet' provided to all new staff members continued to set out the culture of the organisation and expected performances standards including:

**A commitment to Equality**

We are committed to treating all our customers (and staff members) fairly and to promoting good relations. We are opposed to all forms of unlawful and unfair discrimination. One of the ways in which we work towards this is through the production of an Equality Scheme (a copy is available on both our intranet and website and there is also an Easy Read version)

The Equality Scheme impacts on each Habinteg employee, affecting how individuals carry out their jobs and how they conduct themselves in their daily business. Raising and maintaining awareness of this initiative is a continuous process and staff members undergo regular training, with particular regard to the nine main equality categories listed below. Policy review and development is greatly influenced by the requirements of the Section 75 Duty.

It is Habinteg's policy to provide equality to all, irrespective of:

- ▶ Gender, including gender reassignment
- ▶ Marital or civil partnership status
- ▶ Having or not having dependants
- ▶ Religious belief or political opinion
- ▶ Race
- ▶ Having or not having a disability
- ▶ Sexual orientation
- ▶ Age

Staff members are appraised on an annual basis by their Line Manager. The Appraisal Form includes a specific question relating to fair treatment, referencing the Association's Equality commitment.

**PERSONAL WELLBEING**

Overall, would you describe yourself as generally happy in your job? YES / NO

**Do you feel you are treated fairly and in line with Habinteg's commitment to Equality?** YES / NO

Are there any factors in your job which are causing you to feel stressed at work?  
*(difficult customer/colleague relationships, bullying, heavy workload etc)* YES / NO

- 6 In the 2016-17 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 2016-17 report
  - Not applicable

Please provide any details and examples:



Habinteg’s Vision, Mission Statement and Values all mainstream a commitment to Section 75 statutory duties as embodied in the Equality Scheme (including Easy Read) and Disability Action Plan

Our Vision is to provide

# Homes for all



Our Mission Statement reads

Habinteg aims to deliver high quality homes and services to enhance the lives of our residents and strengthen communities.

We Value

- People ...always putting them at the heart of what we do
- Quality ...being committed to excellence
- Integrity ...being honest, respectful, transparent and trustworthy in all that we do
- Equality ...embracing diversity and demonstrating equality and opportunity for all
- Innovation ...adopting a progressive approach

Stemming from this Vision and Values base, Habinteg’s Corporate Strategy 2015 - 2018 the three year strategic aims continued to be adhered to. These aims include ongoing commitments to community involvement and to accessible housing. The Association’s Operational Plan for the period 16/17 (the second year of the strategic cycle) lists a series of measurable Operational targets in fulfilment of each Strategic Aim.

Progress against each operational target, to ensure fulfilment of the strategic aim, continues to be reported on quarterly.

**Equality action plans/measures**

**7** Within the 2016-17 reporting period, please indicate the **number** of:

Actions completed:  Actions ongoing:  Actions to commence:

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

All proposed actions for 2016/17 are operational objectives in line with Equality commitments. All were successfully met during the year and are ongoing.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period (*points not identified in an appended plan*):

There were no changes or amendments made to equality action plan/measures during this period as it was felt that a full review would be carried out next year as part of our 5 year review of our Equality Scheme and Disability Action Plan

**9** In reviewing progress on the equality action plan/action measures during the 2016-17 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 2016-17 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:

Habinteg continued, through the period, to work closely and productively with the Residents' Forum.

Notably, Forum members, Board members and staff members continued to be involved in consultation on the Residents' Involvement Strategy and the recruitment of the Community Involvement Officers.

Housing staff received regular briefings and updates from the Housing Managers and received a list of tenants who were likely to be impacted by Welfare Reform. The Association directly contacted and/or visited all residents of the list to consult on the implications. Consultation was also carried out with residents directly who were likely to be impacted by the benefit cap in relation as a consequence of the introduction of Universal Credit.

**12** In the 2016-17 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*):

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:

Screening documents were sent to consultee groups.

With particular reference to Section 75 categories, the Equality sections of the Association's Charter and Standards of Customer Service continue to be reinforced

### Equality

We will treat all our customers and staff members fairly, without prejudice or preference and will oppose discrimination. We will actively promote good relations and regularly train and develop all staff members in line with our Equality Scheme.

**Equality** - We will:

- treat all people fairly and equally regardless of age, gender, religion, political opinion, race, marital status, dependent status, sexual orientation or ability / disability in accordance with our Equality duty under Section 75 of the Northern Ireland Act 1998.

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? *(tick one box only)*

- Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2016-17 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)**

<http://www.habinteg-ulster.co.uk/equality-matters>

PART A



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

|   |
|---|
| 2 |
|---|

16 Please provide the **number of assessments** that were consulted upon during 2016-17:

|   |  |
|---|--|
| 2 | 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

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

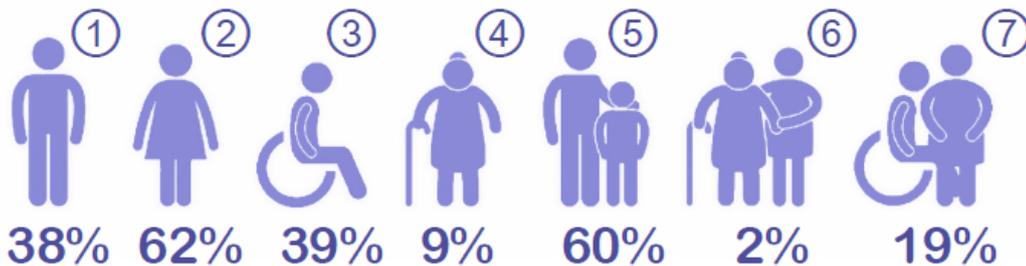
Please provide any details and examples:



The Association continues to gather, for NICORE monitoring purposes, details of the categories of tenants we are housing, through the Common Selection Scheme. We continue to publicise this information in our annual 'How did we do?' document distributed to all Habinteg residents in hard copy and also upload this information on our website.

### New Lettings 2016 (data for head of household)

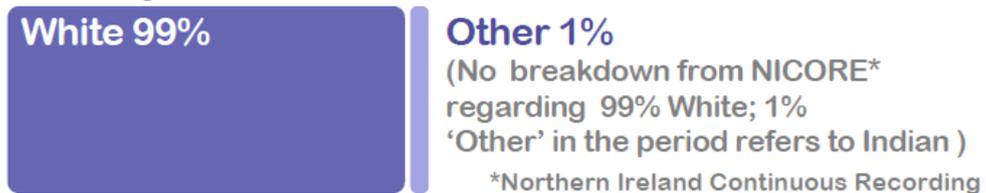
% of tenants, at allocation, where head of household is  
 1. male; 2. female; 3. has a disability; 4. aged 65+; has responsibility for  
 5. care of a child; 6. care of elderly; 7. care of a person with a disability .



### Religious Community



### Ethnicity



### 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 2016-17, and the extent to which they met the training objectives in the Equality Scheme.

During the period four key members of staff, who are also Line Managers, completed Equality Law for Line Managers and another Line Manager completed Managing Challenging Workplace Cultures. All staff members found the training very beneficial and encouraged them to make more positive changes to how they line manage.

PART A

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

As above.

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

- 26 Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Monitoring continued but none that have resulted in action or improvement for this period.

**Complaints (Model Equality Scheme Chapter 8)**

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

|   |
|---|
| 0 |
|---|

Please provide any details of each complaint raised and outcome:

**Section 3: Looking Forward**

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

2017

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

No specific areas identified at present.

- 30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) reporting period?

Employment

Goods, facilities and services

PART A

- 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**

Fully achieved

**2**

Partially achieved

**1**

Not achieved

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

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

| Level                   | Public Life Action Measures   | Outputs <sup>i</sup>  | Outcomes / Impact <sup>ii</sup>   |
|-------------------------|---|---|---|
| National <sup>iii</sup> | NIFHA / Members   | Participation in relevant consultation exercises.   | Inform policies / strategies and promote equality.  |
| Regional <sup>iv</sup>  | The Chair of Habinteg’s Residents Forum, continues to be an advocate of Disability Awareness. She is also a Housing Management Committee and Board member and has previously sat on one of the Association’s Service Review Panels. | The RF Chair an extremely important role in the organisation and this input demonstrates a recognition by the association of the need to involve and promote the voice of people with disabilities. | Ensures that Disability awareness and positive promotion remains imperative to the Association’s vision and ethos |
| Local <sup>v</sup>      | NIFHA / Members   | Participation in relevant consultation exercises.   | Inform policies / strategies and promote equality.  |

PART B

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

|   | Training Action Measures  | Outputs  | Outcome / Impact  |
|---|---|--|---|
| 1 | Regular Equality Training - internal and external - and Equality Duty commitment awareness for all as well as all new staff, as part of their induction   | Four key members of staff, who are also Line Managers, completed Equality Law for Line Managers and another Line Manager completed Managing Challenging Workplace Cultures. All staff members found the training very beneficial and encouraged those to make more positive changes to how they line manage. | Awareness of equality and diversity best practice and legislation; understand the impact of exclusion; and help staff in relation to building an inclusive working environment. |
| 2 | Liaising between the Association and NIFHA through the Association's Quality and Performance Manager and NIFHA, particularly through equality updates and through joint working with NIFHA and other Housing Associations | Updates and joint working activities filtered through from Board to staff members  | Awareness and equality agenda continuing to be embedded in the corporate strategy and actively promoted in the organisation as a whole.   |
| 3 | Quality and Performance Manager continuing to spearhead the equality agenda and ensure the Association is up to date with the latest initiatives and obligations expected of it.  | Quality and Performance Manager to relay this information through continued training of staff members and liaising with the appropriate bodies to provide external support and awareness   | Awareness and equality agenda continuing to be embedded in the corporate strategy and actively promoted in the organisation as a whole.   |

PART B

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

|   | Communications Action Measures   | Outputs  | Outcome / Impact  |
|---|--|--|---|
| 1 | The Association continues to subscribe to Language Line Services to provide translation and interpretation services in over 170 various languages. The Association also continues to utilise the services of local firm STEP for translating documents in different languages. The Association continues to provide information on its website that can be translated into various preferred languages there and then. | Interpretation and translation services remain an important facility to encourage equal accessibility of information to all who wish to use our services. An easy read version of the Association's Equality Scheme was produced.  | Customers who have used the facility have been able to access information in their preferred language/format.   |
| 2 | The Association continues to promote a statement that information can be provided in Alternative Formats including Braille and other different languages as mentioned above. Continued use of accessibility software, most notably the Browse aloud feature on the Association website.  | Equal accessibility of information to all who wish to use our services<br>Browse aloud adds speech, reading, and translation to websites facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments. | Removal of barriers and enables users to access information and services. In the reporting period there was an average of 99 toolbar launches and 86 speech requests per month. |
| 3 | Efforts to promote and communicate the commitment to section 75 and its importance to the Association  | Feature in new format Annual Report entitled Equality Matters with updates on activity and highlighting of equality duties.  | Raised awareness of the importance and centrality of Equality to Habinteg and its role in forming the new Habinteg Charter.   |

PART B

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

|   | Encourage others Action Measures  | Outputs   | Outcome / Impact  |
|---|---|---|---|
| 1 | Continue to embed the disability duties into our consultation with customers processes through our Residents Forum and tenant survey structures   | Creating an awareness of our obligations of the disability duties internally to our staff and Board and externally to our customers, whilst promoting positive attitudes towards people with disabilities and encouraging participation by people with disabilities in public life. | Ongoing commitment to promote the two duties and encourage others to see that this is good practice |
| 2 | Include regular features about disability in Publications   | Feature in new format Annual Report entitled Equality Matters with updates on activity and highlighting of equality duties.   | Ongoing commitment to promote duties and encourage others to see that this is good practice         |
|   | Positive images of people with disabilities in our Habinteg literature, staff and Board structure, correspondence and other promotional materials | Habinteg produced a promotional video during the reporting period - Homes for All, highlighting the Association’s specially adapted housing and partnership projects for tenants with disabilities and additional support needs.  | Ongoing commitment to promote the two duties and encourage others to see that this is good practice |

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 |
|---|---|---------|-------------------|
| 1 | N/A   |         |                   |
| 2 | N/A   |         |                   |

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 | N/A                             |                        |                  |                            |
| 2 | N/A                             |                        |                  |                            |

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

|   | Action Measures not met | Reasons |
|---|-------------------------|---------|
| 1 | N/A                     |         |
| 2 | N/A                     |         |

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

The Association continues to be committed to the effective implementation of all aspects of the Disability Action Plan throughout our organisation. Overall responsibility for the determining the policy on how effective implementation is achieved will be determined by our Board, led by the Chairman. The Chief Executive will continue to provide direction and guidance to both the Board and staff team with the assistance of the Quality and Performance Manager who will continue to have day-to-day responsibility for implementation of the policy relating to this area. The Quality and Performance Manager will report to Senior Managers on a regular basis. Senior Managers will have ultimate responsibility for overseeing and implementing administrative arrangements to ensure that the Association complies with its Disability Duties. Evaluation forms are distributed to all staff to complete following all internal training. Feedback from the evaluation forms help to determine future training needs and requirements in these areas.

(b) Quantitative

Integral to Habinteg's business planning process is the annual review of our Vision, Mission Statement Objectives and Values by Senior Managers. Continuing to adopt the Operational Plan approach, the Association continues to set 'SMART' objectives and KPIs, including target setting and monitoring using the Balanced Scorecard business improvement tool also forms a key element of our business planning process. This is reflected at all levels of the strategic planning process. How targets are met and objectives are delivered is monitored and reported at the most senior level in the organisation. The progress on the Disability Action Plan will be monitored and reported on through the Senior Management Team, Sub-Committees and ultimately to the Board.

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?

Please select

PART B

If yes please outline below:

|   | Revised/Additional Action Measures | Performance Indicator | Timescale |
|---|------------------------------------|-----------------------|-----------|
| 1 | N/A                                |                       |           |
| 2 | N/A                                |                       |           |
| 3 | N/A                                |                       |           |

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?

As an integral part of the review of our Equality Scheme this year, the Association will also conduct a full review of its Disability Action Plan, with the aim of making revisions to both documents to reflect statutory Equality and Disability legislation and best practice.

---

<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.