



# EQUALITY COMMISSION FOR NORTHERN IRELAND

## Public Authority 2012 – 2013 Annual Progress Report on:

- Section 75 of the NI Act 1998 and
- Section 49A of the Disability Discrimination Order (DDO) 2006

### Name of public authority (Enter details below)

Habinteg Housing Association [Ulster] Ltd

### Equality Officer (Enter name and contact details below)

#### S75:

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As Above

# Part A: Section 75 Annual Progress Report 2012 - 2013

## Executive Summary

- **What were the key policy / service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?**

### Habinteg's response

For the period 1 April 2012 – 31 March 2013, the Association has been involved in some key policy and service developments to better promote equality of opportunity and good relations. This mainly included revising our Equality Scheme, producing an easy-read version of the scheme and particularly focused on producing an Audit of Inequalities and Potential Inequalities in housing and action plan.

No EQIA's were carried out for this reporting period, but Habinteg has continued to screen all new and revised internal policies for equality impact purposes, [policies for this reporting period are detailed later in this report] and has continued to provide annual Section 75 staff training for all staff.

In addition to the above, the Association continues to better promote equality of opportunity and good relations by maintaining support to the principles of a 'Shared Future' and 'Shared Neighbourhood', where diversity is welcomed and respect and tolerance are shown to all. We continue to encourage tenants, as part of their tenancy sign up process, to buy into our Good Neighbour Agreements for all new housing association tenancies and re-lets. This involves tenants signing up to a voluntary charter which is a stand-alone document additional to the legal tenancy agreement. It outlines the conduct that is expected from each tenant as well as incorporating community safety. Examples of commitments with specific relevance to the promotion of Good Relations include:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Recognition that a good community spirit benefits all through healthy interaction and mutual support in dealing with local problems.

The agreement is talked through in detail with every new tenant and tenants are asked if they would like to enter into this agreement.

In relation to staff training, the Association continues to invite external agencies that promote equality of opportunity and good relations, into the organisation to provide up to date training and information to all staff. At the Staff Away Day on the 10 October 2012, the Association welcomed Mark Donahue, previously from An Munia Tober along to speak with staff on Traveller Culture Awareness. This session was well received by staff with very positive feedback received through the evaluation of training forms.

The Association's Quality and Performance Manager, who spearheads the equality agenda in the organisation with support from the Board, Senior Management Team and the Human Resources Manager, continues to ensure that the Association complies with the latest equality legislation in carrying out their functions, powers and duties and promotes equality of opportunity and good relations among a range of groups.

The Quality and Performance Manager attended training provided by the Northern Ireland Council for Voluntary Action [NICVA] in conjunction with the Northern Ireland Federation of Housing Associations [NIFHA] on equality policy screening which took place on the 14 February 2013.

The training involved looking closer at sample policies and screening them for equality purposes using the Equality Commissions policy screening template and learning on how best to consult with consultees and publicise policies that were screened out or in on the relevant Association's website.

- **What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?**

### **Habinteg's response**

The Association remains strongly committed to Equality, placing it at the heart of its ethos and practice and embedding into everything it does.

As highlighted earlier in this report, equality training and updates continue to be coordinated by the Quality and Performance Manager who actively spearheads and promotes all aspects of equality, as a core element of their role. In general, all aspects of the Association's business continue to adhere to and are inclusive towards all nine categories covered by Section 75.

In the coming year the Association will continue to provide annual up to date equality training on one of the nine category groups with all staff members. All new members of staff will continue to meet with the Quality and Performance Manager, as part of their induction, where our Equality Duty is explained including the Association's commitment to promoting equality of opportunity and good relations in all aspects of its work.

On 23 & 24 April 2013 the Association has arranged for Disability Awareness and Etiquette refresher training for all staff through ADAPT. ADAPT is the only voluntary organisation in Northern Ireland, solely committed to "Building Equality and Inclusion through Accessibility". They work vigorously to be the premier provider of accessibility support services which position disability equality as a right.

This refresher training was organised by the Quality and Performance Manager, in adherence to our commitment outlined in our Disability Action Plan, being to 'provide refresher disability awareness training every three years'.

The Quality and Performance Manager will continue to represent the Association and attend seminars and training organised by the Equality Commission for NI, as standalone training or in conjunction with events and seminars organised with NIFHA, so as to keep up-to-date and aware of any

changes in legislation and requirements that the Association must be adhere to.

The Quality and Performance Manager will also continue to relay relevant and up to date information both verbally and on the staff Intranet where necessary. Equality work update papers will continue to be prepared for Board, Housing Management Committee and Senior Management Team information at regular intervals throughout the year and listed as an agenda item where required. Discussions will continue to be had at Action Team meetings and any recommendations actioned, upon approval, through staff training and updates. The equality duty also continues to be highlighted at the Residents' Forum and published in the residents' newsletters.

The Association endeavours to continue to take guidance from government, the Equality Commission, through participation on NIFHA's Equality Task Group and ensure that it plays its part in helping to improve outcomes for all in terms of equality of opportunity and good relations.

The Association proudly continues to be committed to promoting and delivering its Vision of 'Homes for All' and its mission statement to 'provide accessible, sustainable, high quality housing'.

Habinteg, in general, continues to invest time and resources for internal and external processes while endorsing its Equality Duty under Section 75, through publications and staff training opportunities.

We will ensure that all members of our existing Board and new members to the Board from June 2013, sub-committees, staff team and Residents' Forum, are made aware of any new duties included in our revised Equality Scheme.

As alluded to earlier, we will continue to screen all new and revised policies for equality purposes in accordance with our with our equality duty.

We also plan to continue to consult fully with all of our internal groups and external consultees on any new or revised policies that may have an impact on them.

We continue to publicise that we offer any of our publications in alternative formats upon request and have continued to retain our membership with Language Line Services in London and avail of STEP in Dungannon

Northern Ireland who offer interpreting and translation services in various languages as well as internally having a member of staff that can translate in Polish for our Polish tenants.

Habinteg also continue to produce documents in large print at the request of some of its customers. The Association will continue to utilise the services of RNIB for the purpose of translating documents into Braille for customers who may request the information using this format. Internally we have a staff member who currently interprets and translates in Polish for our Polish tenants.

Previously the Association used the following statement in all of Habinteg's recruitment campaigns:

*'Applications are welcomed from persons irrespective of religious belief, political opinion, racial group, age, marital status, sexual orientation, gender, ability/disability or dependant statuses'*.

With confirmation from the Equality Commission that the following statement is acceptable, the Association now states that **'The Association is an Equal Opportunity Employer'** on all of its recruitment and selection material.

In preparation for the Welfare Reform Act in April 2013, Habinteg has been assessing and monitoring the impact of the proposals by the Government, under the nine groups, for Habinteg tenants and conducting a tenant profiling exercise.

The Association was reassessed against the Customer Service Excellence Standard on 13 March 2013. We are proud to have retained the standard and were awarded a further compliance plus/best practice, totaling 8 compliance pluses/best practices, 43 full compliances and 6 partial compliances. Following the reassessment the Association immediately drew up an action plan to target the 6 partial compliances. We are confident that we have reduced these to, at most, two partial compliances already, in preparation for our rolling programme Yr 2 reassessment in March 2014.

The new compliance plus was awarded by the Assessor, as described by him, 'due to the depth and width of tenant involvement in policy and decision making'.

In total the compliance pluses/best practices to date include:

1. The Association's general planning for the housing needs of vulnerable people and people with disabilities
2. The introduction of the Tenant Profile Form in response to Welfare Reform and using the opportunity to obtain more up to date information on tenants and their household members.
3. The significant improvements to the Mystery Shopping Exercise Report in 2011 in comparison to the feedback report in 2010.
4. The Equality Question in the Annual Tenant Satisfaction Survey, whereby tenants were asked to feedback if they were treated fairly by the Association across all of the nine Section 75 Equality category groups
5. The introduction of Team Appraisals in the Association and how these were carried out.
6. The strong partnership working in the Association, which was reinforced by partners and other agencies that attended the CSE lunch at Ardnaclowney
7. The Corporate Responsibility Report that details the numerous ways in which Habinteg and its staff contribute to People, Planet and Places in the wider community.
8. The depth and width of tenant involvement in policy and decision making

## **New / Revised Equality Schemes**

- **Please indicate whether this reporting period applies to a new or revised scheme and (if appropriate) when the scheme was approved?**

### **Habinteg's Response:**

For this reporting period the Association refers partly to our previous Equality Scheme up until 1 August 2012. In adhering to our Equality Duty the Association produced its Revised Equality Scheme, Action Plan and Audit of Inequalities through NIFHA's Equality Task Group, where the Quality and Performance Manager represents Habinteg. The final draft of the Revised Scheme was presented to the Board and approved on 27 June 2012 and submitted to NIFHA and the Equality Commission on 1 August 2012 and approved by the Equality Commission on the 28 November 2012.

## **Section 1: Strategic Implementation of the Section 75 Duties**

- **Please outline evidence of progress made in developing and meeting *equality and good relations objectives*, performance indicators and targets in corporate and annual operating plans during 2012-13.**

### **Habinteg's Response:**

As previously highlighted in past annual reports, Habinteg continues to have the equality agenda firmly at the heart of the organisation. By embedding our vision of '**Homes for All**', we continue to recognise and adhere to our equality duty and timetable and ensure that staff members continue to receive up to date training and information through the role of the Quality and Performance Manager and Human Resources Manager.

Progress on our equality work continues to be reported on a regular basis by the Quality and Performance Manager to the Board, Housing Management Committee, and Senior Management Team, both verbally and in written report form. It remains the Quality and Performance Manager's role to ensure that all staff members receive adequate equality training and up to date information.

For this reporting period Habinteg Housing Association [Ulster] Ltd were not required to carry out an EQIA on any policies that were screened.

Even without conducting EQIAs for this reporting period, the Association remains committed to promoting equality of opportunity for all and excellence in customer service, and will continue to seek, where possible, to continue to put measures in place to ensure that all sections of society have an equal opportunity to access appropriate redress when problems occur.

Responsibility for overseeing Habinteg's compliance with the Section 75 equality duty will continue to lie with the Chairman of the Board and Chief Executive and the day to day responsibility for developing initiatives in relation to the equality duty continues to be designated to the Quality and Performance Manager, who reports directly to the Chief Executive, Deputy Chief Executive / Director of Operations and Senior Management Team on this matter.

The Quality and Performance Manager continues to ensure that training and information provided through NIFHA and the ECNI is adopted in order to progress on complying with the equality duty. As mentioned earlier in this report all staff members and other relevant persons are updated on a regular basis through various communication methods, including training events throughout the year.

As mentioned at the beginning of this report and in previous annual reports, Habinteg embraced the 'Shared Future Agenda' and demonstrated its commitment to this by completing the first in the North West, Shared Future Housing Development at Ballyfatton Close in Sion Mills in November 2008. The Association remains committed to promoting the principles of the Shared Future Agenda by continuing to encourage all residents to sign up to the 'Good Neighbour Agreement'.

## **Section 2: Examples of Section 75 Outcomes / Impacts**

**Given the renewed focus of Section 75 aiming to achieve more tangible impacts and outcomes and addressing key inequalities; please report in this section how the authority's work has impacted on individuals across the Section 75 categories. Consider narrative in the following structure:**

- *Describe* the action measure /section 75 process undertaken.
  - *Who* was affected across the Section 75 categories?
  - *What impact* it achieved?
- 
- **Please give examples of changes to policies or practices using *screening or EQIA*, which have resulted in outcomes or impacts for individuals. If the change was a result of an EQIA please indicate this and also reference the title of the relevant EQIA.**
  - No EQIA's were completed during 2012-2013
  - **Please give examples of *outcomes or impacts on individuals* as a result of any *action measures* undertaken as part of your Section 75 action plan:**

Other than those general outcomes and impacts already detailed in the body of this Annual Report and in the next section in relation to consultation and monitoring there are no further outcomes or impacts on particular individuals to report.

- Please give examples of *outcomes or impacts* on individuals as a result of any other Section 75 processes e.g. consultation or monitoring:

The table below lists tangible impacts on outcomes of process which have had a positive impact on groups or individuals.

<b>Category group</b>	<b>Outline change in Policy/ Practice which has resulted in outcomes</b>	<b>Positive Impact</b>
Persons of different Political Opinion	<p>We regularly consult with the full range of Political representatives in relation to new housing developments to engage their support and feedback.</p> <p>We also regularly work with political representatives in interagency community groups in existing neighbourhood schemes including,</p> <ul style="list-style-type: none"> <li>• The Colin Neighbourhood Partnership,</li> <li>• Greencastle Community Association, North Belfast and</li> <li>• Lisburn North Inter-agency Group.</li> </ul>	Community Groups representing communities

Persons of different racial groups	Translation and interpreting services both in-house and with Language Line in London and STEP in Dungannon	Helps break down language/communication barriers for those customers where English is not their first language
Persons of a different age	Introduction of a Vulnerable adults policy and child protection policy	To make staff aware of appropriate conduct, behaviour and how they should ensure the protection, as far as possible, of our vulnerable adults and children.
People with and without a disability	<p>We provide accommodation to meet the needs of disabled groups including, older people, people with physical disabilities and people with learning disabilities. Many of these homes together with support services are provided in partnership with other agencies.</p> <ul style="list-style-type: none"> <li>● Aids &amp; Adaptations we continue to process aids and adaptations where grant funding is made available and as mentioned above the introduction of protection of Vulnerable Adults Policy &amp; Procedures to protect our most</li> </ul>	<p>People with disabilities</p> <p>People with disabilities</p>

	<p>vulnerable client groups</p> <ul style="list-style-type: none"> <li>● Installation of enhanced assistive technology in partnership schemes.</li> <li>● we pre-allocate properties to persons on the waiting list where a member of the household has a disability</li> <li>● In new build housing we design our homes to Lifetime Homes standards to enable tenants to remain living in that home if their needs and disabilities may change.</li> </ul>	<p>People with disabilities</p> <p>People with disabilities</p> <p>People with disabilities</p>
<p>Persons with and without dependents</p>	<p>Introduction of a Career Break Policy for staff members to avail of the opportunity to take a break from their employment for a number of personal reasons, including</p> <ul style="list-style-type: none"> <li>● increased caring responsibilities</li> <li>● to be with a spouse who has moved to a different country for employment reasons.</li> <li>● to travel</li> </ul>	<p>Male and Female employees with and without dependents</p>

### **Section 3: Screening**

- Please provide an update of new / proposed / revised *policies screened* during the year.

For those authorities that have started issuing of screening reports in year; this section may be completed in part by appending, to this annual report, a copy of all screening reports issued within the reporting period.

Where screening reports have not been issued, for part or all of the reporting period, please complete the table below:

<b>Title of policy subject to screening</b>	<b>What was the <i>screening decision?</i> E.g. screened in, screened out, mitigation, EQIA...</b>	<b>Were any <i>concerns raised about screening by consultees;</i> including the Commission?</b>	<b>Is policy being subject to <i>EQIA?</i> Yes/No If yes indicate timeline for assessment.</b>
Career Break Policy	Screened out	No	No
Policy and Procedures for minor and intermediate adaptations and minor works (amw)	Screened out	No	No

### **Section 4: Equality Impact Assessment (EQIA)**

Please provide an update of policies subject to EQIA during 2012-13, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2013-14.

- EQIA Timetable: April 2012 - March 2013

<b>Title of Policy EQIA</b>	<b>EQIA Stage at end March 2013 (Steps 1-6)</b>	<b>Outline adjustments to policy intended to benefit individuals and the relevant Section 75 categories due to be affected.</b>
There were no EQIA's commenced during this reporting period.		

Under the new Equality Scheme S75 duties, the Audit of Inequalities and new screening focus will form the basis of the new programme of EQIAs, if identified.

**Where the EQIA timetable for 2012-13 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.**

All Housing Associations have been responsible for carrying out EQIA's, as and when these are required with any new or revised policy, adopting the new screening process for all policies. For this reporting period, and as detailed above, there were no policies subject to an EQIA this year.

- Ongoing EQIA Monitoring Activities: April 2012- March 2013

<b>Title of EQIA subject to Stage 7 monitoring</b>	<b>Indicate if differential impacts previously identified have reduced or increased</b>	<b>Indicate if adverse impacts previously identified have reduced or increased</b>
There were no EQIA's commenced during this reporting period.		

**Please outline any proposals, arising from the authority's monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:**

2013-14 EQIA Timetable

<b>Title of EQIAs due to be commenced during April 2013 – March 2014</b>	<b>Revised or New policy?</b>	<b>Please indicate expected timescale of Decision Making stage i.e. Stage 6</b>
All Housing Associations have been responsible for carrying out EQIA's, as and when these are required with any new or revised policy, adopting the new screening process for all policies. For this reporting period no EQIA's were required.		

## **Section 5: Training**

- **Please outline training provision during the year associated with the Section 75 Duties / Equality Scheme requirements including types of training provision and conclusions from any training evaluations.**

### **Habinteg's Response:**

The Association's Quality and Performance Manager, continues to actively embrace the equality agenda on behalf of the organisation by availing of the relevant external training and information seminars provided by NIFHA through the Equality Task Group, the Equality Commission for Northern Ireland and other relevant voluntary and statutory bodies throughout the year.

In 2012-13 NIFHA arranged a variety of open courses and workshops for members, a number of which were aimed at helping them to meet their equality obligations. Examples from their training programme, where Habinteg was represented, included:

- Section 75 Overview, January 2013 – seminar facilitated by John Kremer
- Function specific policy screening workshops, February / March 2013 – facilitated by John Kremer and Lucinda McMurrin, NIFHA

The above-mentioned workshops focussed on the following functional areas:

- Housing management
- Housing finance
- Development and maintenance
- Corporate governance

As mentioned earlier in this report all relevant equality training and updates on Section 75 equality duties were reported by the Quality and Performance Manager to the Board, the Housing Management Committee, the Senior Management Team, the Action Team and to staff members at weekly team meetings and at various stages throughout the year, including

through the Intranet and at the annual Habinteg Away Day when all staff and some Board members are present.

For this reporting period the Association continued to place a strong emphasis on the Equality Duty to its employees from day one of their employment with the Association. This involved the Quality and Performance Manager providing each new employee with a one to one session on the Association’s commitment to the equality agenda as part of their induction to the organisation.

The Association, as an ‘Investors in People’ organisation, continued to welcome the opportunity to train staff to enhance their ability to do their job better. Training to enable staff to fulfill the Section 75 duty is considered essential.

Individual training was identified at the appraisal stage between the Line Manager and the appraisee. At weekly team meetings training was reviewed with the rest of the team and an evaluation form on the training completed by the member of staff who attended the training.

In adhering to the Association’s Disability Action Plan, the Quality and Performance Manager has arranged for refresher Disability Awareness and Etiquette training for all staff to take place on 23 & 24 April 2013.

Training	No. of staff that attended	Training facilitator	S75 Group applicable to
<b>Board Members</b> Equality Screening Overview	11 75	In house	All
<b>Finance Manager</b> Equality Screening Finance Policies	1	NIFHA	All

<b>Human Resources Manager</b> All about absence at work Employment Law	1	NI Law Commission	Men & Women generally
<b>Quality &amp; Performance Manager</b> Equality Screening Housing Management Policies	1	NIFHA	All
<b>All Staff</b> [Traveler Culture Awareness Training]	80	Mark Donahue [External Trainer]	Persons from different racial group
<b>Frontline Staff</b> Customer Service Skills	53	In house	All

## **Section 6: Communication**

- **Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact / success of such activities.**

### **Habinteg's Response:**

As with this report, the Association completes and submits an annual progress report to the Equality Commission provides a copy to NIFHA and uploads a copy on to its website highlighting its equality work since the last reporting period.

Internally the Association continues to evaluate feedback from staff members on the various equality training provided. This feedback helps decide on future training needs also.

The Association continues to survey tenants to assess satisfaction and in one particular survey question, as mentioned earlier, asks them how they were treated by the member/s of staff they were in contact with and whether they felt they were treated unfairly. Feedback from tenants continues to show very high satisfaction with staff treating tenants fairly.

Habinteg also continues to communicate progress on its delivery of the Section 75 duties during the year in a number of other ways. These include in the Residents' Newsletter, directly to the Residents' Forum, in its Annual 'How Did We Do' document, on the staff Intranet and at staff training events.

For this reporting period the Association revised its Equality Scheme, which was approved by Habinteg's Board in June 2012 and by the Equality Commission in November 2012. An easy read version of the scheme was produced for the first time by the Association, which was complimented on by the Equality Commission. Both these documents are made available to Board, Staff, and tenants on request and are also available on the Association's website.

## **Section 7: Data Collection & Analysis**

- **Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken / commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.**

### **Habinteg's Response:**

The following were used in considering available data relevant to the services provided by Habinteg:-

- Internal management information on the profile of tenants and service users
- 1991 Northern Ireland Census Data
- Office for National Statistics
- Northern Ireland Research and Statistics Agency
- Housing Waiting list data from the Northern Ireland Housing Executive
- Tenant Satisfaction Surveys

- Complaints register and complaints feedback.
- Equality Commission Codes of Practice
- Flexible working requests from staff
- Completed Comprehensive Service Reviews
- Neighbour Nuisance and anti social behaviour statistics
- Rent Arrears (current tenants)
- Rent Arrears (past tenants)
- Recruitment and Selection statistics and evaluation
- Voids and Allocations statistics and feedback
- Independently commissioned statistics and research [Mystery Shopping]

Other regular data collection audits continue to be undertaken internally. Some of these include;

The Association collects tenant data, on behalf of NIFHA, for their annual socio-economic data analysis of new lettings. These statistics are referred to as 'NICORE' and at 31 March 2013 still cover seven of the nine Section 75 categories.

For this reporting period the re-let and new let tenant data are displayed in the tables below:

		Frequency	Valid Percent	Cumulative Percent
Valid	Older single person	8	7.2	7.2
	Older couple	2	1.8	9.0
	Single adult	29	26.1	35.1
	Couple	2	1.8	36.9
	Single parent	56	50.5	87.4
	Couple w. children	10	9.0	96.4
	Multi-Adult	4	3.6	100.0
	Total	111	100.0	

- 59% of lettings were to 'family' households compared to 53% in 11/12
- 26% were to single adults compared to 31%
- 9% were to 'older' households

**Table 1.6 - Gender Of Head Of Household**

		Frequency	Valid Percent	Cumulative Percent
Valid	Male	39	35.1	35.1
	Female	72	64.9	100.0
	Total	111	100.0	

**Table 1.7 - Ethnic Composition Of Household**

		Frequency	Valid Percent	Cumulative Percent
Valid	White	109	98.2	98.2
	Chinese	2	1.8	100.0
	Total	111	100.0	

**Table 1.8 - Community To Which Household Belongs**

		Frequency	Valid Percent	Cumulative Percent
Valid	Protestant	20	18.0	18.0
	Catholic	80	72.1	90.1
	Mixed	1	.9	91.0
	No religious belief	6	5.4	96.4
	Other not stated	4	3.6	100.0
	Total	111	100.0	

**Table 1.9 - Marital Status Of Head Of Household**

		Frequency	Valid Percent	Cumulative Percent
Valid	Unmarried	71	64.0	64.0
	Married	11	9.9	73.9
	Divorced	11	9.9	83.8
	Separated	11	9.9	93.7
	Widowed	7	6.3	100.0
	Total	111	100.0	

<b>Table 1.10 - Age Of Head Of Household</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	18-24	23	20.7	20.7
	25-44	57	51.4	72.1
	45-59	20	18.0	90.1
	60 plus	11	9.9	100.0
	Total	111	100.0	

<b>Table 1.11 - New Households Where Head Of Household Has A Disability</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	Head Of Household Has A Disability	35	31.5	31.5
	Head Of Household Has No Disability	76	68.5	100.0
	Total	111	100.0	

The Association also continues to collect and report similar information to NIFHA on behalf of its jointly managed schemes. Please see the category breakdown detailed below:

<b>Table 3.6 - Ethnic Composition Of Household</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	White	13	100.0	100.0

<b>Table 3.7 - Community To Which Household Belongs</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Protestant	5	38.5	45.5	45.5
	Catholic	6	46.2	54.5	100.0
	Total	11	84.6	100.0	
Missing	System	2	15.4		
Total		13	100.0		

<b>Table 3.8 - Marital Status Of Head Of Household</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	Unmarried	12	92.3	92.3
	Separated	1	7.7	100.0
	Total	13	100.0	

<b>Table 3.9 - Age Of Head Of Household</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	18-24	3	23.1	23.1
	25-44	7	53.8	76.9
	45-59	2	15.4	92.3
	60 plus	1	7.7	100.0
	Total	13	100.0	

<b>Table 3.10 - New Households Where Head Of Household Has A Disability</b>				
		Frequency	Valid Percent	Cumulative Percent
Valid	Head Of Household Has A Disability	9	69.2	69.2
	Head Of Household Has No Disability	4	30.8	100.0
	Total	13	100.0	

Habinteg continues to produce similar information in the form of annual returns on its activities in relation to Housing Management to our funding body the Department for Social Development [DSD].

The Association also continues to conduct annual Tenant Satisfaction Survey across 20% of all our housing schemes and continues to adopt the Tenant Satisfaction Survey template used by a number of other housing associations for benchmarking purposes. For this reporting period a summary of the results were published in Habinteg's 'How Did We Do?' document 2012, which is distributed to all residents and is made available on our website.

The results of the surveys continue to be analysed by the Quality and Performance Manager and are then discussed in detail at the Housing Management Committee meetings and are reported on at Senior Management Team and Board meetings. The next 20% round of surveys for 2013 will commence in November 2013, using the same benchmarking Tenant Satisfactory Survey.

The results of the surveys are also communicated to all other staff members at weekly team meetings and on the staff Intranet and actions are put in place to address where possible any improvements in service delivery.

The Association continues to have in place a staff suggestion scheme in which staff members are encouraged to put forward thoughts and suggestions on how to improve on the Association's service delivery especially to those who fall under any one of the nine categories outlined under Section 75 of the Statutory Equality Duty. Suggestions for service improvement can also be talked through with staff members Line Managers at their 6 monthly appraisals.

The Association commenced an exercise in September 2011 to gather more information on its tenants', including their household compositions, needs and preferences. This was rolled out by designing and distributing what was called a 'Tenant Profile Update Form' and asking tenants to provide the most up to date information about them and their household.

This exercise continues to be rolled out by Housing Officers to not only gather as much information about the household composition of new tenants but to identify the changes in household composition of existing tenants.

The main purpose of this exercise continues to be to identify tenants that are likely to be impacted by Welfare Reform. This allows the Association to continue to target advice and support and be prepared for the impact in terms of time and resources, if and when the reforms come to fruition. This will be an ongoing priority exercise the Association will be working through.

- **Please outline any use of the Commission’s Section 75 Monitoring Guide.**

The Association generally continues to refer to the guide in the process of developing or implementing policy to ensure that we are promoting equality of opportunity and good relations and are adhering to the responsibilities imposed by Section 75. The Association used the guidance when revising its recruitment monitoring for and used the template recommended in the guide.

## **Section 8: Information Provision, Access to Information and Services**

- **Please provide details of any initiatives / steps taken during the year, including take up, to improve access to services; including provision of information in accessible formats.**

### **Habinteg’s Response:**

Since the last reporting period the Association’s Communication Officer has continued, in consultation with staff and the Residents Forum, to update and improve the Association’s new website. This has included the provision of more relevant, accessible and up to date information and publications for customers in a variety of accessible formats.

Towards the end of this reporting period, following detailed discussions it was agreed that the existing website was limited and needed redeveloping to allow for a more accessible, use-friendly and customer focused website. By the next reporting period we hope to report on the new website as having increased information provision, better functionality and generally being more user-friendly.

We also continue to state on all of our publications that all our information can be made available in alternative formats upon request. We continue to use the facilities of Language Line Services, who provide interpretation and translation services in up to 170 various languages and the language translation services of local company STEP.

Our reception areas continue to display welcome posters in a variety of languages for people from a wide range of cultures visiting our offices.

As mentioned earlier the Association introduced an easy read version of its Equality Scheme and continues to be committed to gathering feedback from our tenants through Tenant Satisfaction Surveys. We continue to specifically ask in the survey where we could improve our information provision and where weaknesses are identified we address these. The benchmarking Tenant Satisfaction Survey allows us to benchmark our tenant satisfaction levels against of tenants in similar sized housing associations.

Since the last reporting period we also introduced a feedback for on our website for customers to easy make comments, suggestions or complaints. This will be implemented in the new website also.

### **Section 9: Complaints**

- **Please identify the number of Section 75 related complaints:**
  - **received and resolved by the authority (including how this was achieved);**
  - **which were not resolved to the satisfaction of the complainant;**
  - **which were referred to the Equality Commission.**

#### **Habinteg's Response:**

- No Section 75 complaints were received during the period 2012/2013.
- A comprehensive complaints procedure remains in place which offers recourse to the Ombudsman Service.

### **Section 10: Consultation and Engagement**

- **Please provide details of the measures taken to enhance the level of engagement with *individuals* and representative groups during the year.**
- **Please outline any use of the Commission's guidance on consulting with and involving children and young people.**

#### **Habinteg's Response:**

The Association continues to be committed to working closely with our Joint Management Partners, other housing associations, NIFHA, the Equality Commission, our Residents Forum and community and voluntary groups to undertake consultation and involvement exercises in relation to the Section 75 duty.

Habinteg remains strongly committed to consultation generally and views consultation and involvement of customers as a key business priority.

This is particularly evident in the work that is carried out by a representative Residents' Forum, which continues to maintain democratically elected representatives from Habinteg housing schemes and meets at least three times per year. The Chairman and Vice Chairman of the Residents' Forum are also co-opted members of the Housing Management Committee and the Chairman is also a member of the Board.

The Association also continues to work very closely with many groups and consortia throughout the community and voluntary sectors. Such mechanisms continue to prove excellent vehicles for the Association to gain an insight into the requirements of different groups in the community.

A number of events are ongoing and have taken place. One significant event that has been rolled out across a number of Habinteg housing schemes and with staff members included;

**Health Checks and Health Awareness** – facilitated by one of Habinteg's Community Assistants Margaret Cunningham. The Health checks and awareness training continues to be provided by Margaret Cunningham.

The sessions have included taking and monitoring residents' blood pressure and weight, providing health information, particularly in relation to healthy living and raising awareness of cancer, such as early prevention and knowing what symptoms to look for, along with sign posting and offering specific support and services in the area.

The Association's Development Team continue to engage with schools, community groups, locally elected representatives and individual stakeholders in the area where they are delivering housing solutions.

The Association's residential members of staff are also encouraged to consult with and engage with children and young people in the housing schemes in which they work.

## **Section 11: The Good Relations Duty**

- **Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.**

### **Habinteg's Response:**

In addition to what has already been mentioned in the Executive Summary of this report, the Association remains committed to Corporate Responsibility [CR] and recognise the benefits for customers, employees and key stakeholders in developing and implementing a Corporate Social Responsibility Strategy.

The Association continues to have a clear ambitious vision to consider the economic, social and environmental impact of its operations. To date the Association has continued to be involved in numerous activities to provoke an overall positive impact on society which has been highlighted in more detail in our third CR Annual Report and made available on our website.

Some of the activities Habinteg remain involved in include;

### **Shantallow North Community Forum**

The aim of this group is to find ways to improve community safety and enhance the quality of life of residents in the Shantallow North area. The Forum was formed by local people, who were interested in creating a safe environment that meets social needs and generates a sense of belonging and pride within the local community.

### **Foyle Community Forums Partnership Group**

The aim of this umbrella group are to advance community safety and to improve the conditions of life of residents in the Derry City Council area by providing information and practical assistance for the benefit of residents with a view to creating a safe environment , which meets social needs and generates a sense of belonging and pride within local communities.

### **Outer North Community Safety Team**

The aim of this group is to resolve community safety issues at ground level in the Outer North area of the city.

## The Habinteg Estates Forum

Aim of this group is to combat anti social behaviour within our estates in the Hazelbank area. This Forum comprises Habinteg Housing officers in the Northwest and the PSNI.

As mentioned earlier in this report the Association continues to promote 'Shared Future Neighbourhoods' like that of its development at Ballyfatton Close, Sion Mills, Co. Tyrone.

The Association supports these activities by continuing to promote the principles of 'A Shared Future' and 'Neighbourhood Charter'. Residents are encouraged to affirm their choice to live in a 'Shared Future Neighbourhood' by signing up to a 'Neighbourhood Charter' in which diversity is welcomed and respect and tolerance are shown to all, irrespective of religious, political or cultural beliefs.

As highlighted in the Executive Summary of this report, the Association has continued to promote its 'Good Neighbour Agreement' whereby Habinteg residents are encouraged to sign up to a voluntary charter which is a stand-alone document additional to the legal tenancy agreement. It outlines the conduct that is expected from each tenant as well as incorporating community safety and shared neighbourhood principles. Examples of commitments with specific relevance to the promotion of Good Relations include:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Recognition that a good community spirit benefits all through healthy inter-action and mutual support in dealing with local problems.

Generally the Association fully supports the Good Relations Duty in any way it can.

- **Please outline any use of the Commission's Good Relations Guide.**

While no specific parts of the guide that can reference our work against, the Association continues to generally refer to the guide in the process of

developing or implementing policy, again to ensure that we are promoting equality of opportunity and good relations and are adhering to the responsibilities imposed by Section 75.

## **Section 12: Additional Comments**

- **Please provide any additional information/comments.**

Although highlighted in previous Annual Reports to the Commission, it is important to re-emphasise that 'Habinteg' is derived from an amalgamation of the words 'habitat' and 'integrate'. The association prides itself on continuing to be the leading provider of accommodation for people with disabilities on schemes where wheelchair dwellings are integrated with those of able-bodied persons in Northern Ireland;

Likewise, we continue to provide accommodation for older people and families throughout Northern Ireland;

All of our offices are wheelchair accessible and therefore pushchair accessible and our two main offices in Holywood and Londonderry are equipped with a lift.

Also mentioned earlier in this report, is Habinteg's collaborative working with other housing associations and NIFHA. This work will continue to help mainstream equality and promote good relations in the social housing sector and beyond in Northern Ireland.

Externally, Quality and Equality performance is also measured against national standards, such as Customer Service Excellence and Investors in People. In March 2013, Habinteg retained the Customer Service Excellence Standard, with a further best practice/compliance plus to make it a total of 8 Compliance Pluses/Best Practices, which the Association is very proud of, but will not become complacent in maintaining.

The Association is also proud to remain an Investor in People organisation with Bronze Status following reassessment to the status in April 2012.

A full account of any other achievements for this reporting period can be accessed through Habinteg's overall Annual Report which can be accessed [here](#) or on our website.

**Part B: 'Disability Duties'**  
**Annual Report 1 April 2012 / 31 March 2013**

**1. How many action measures for this reporting period have been**

12

Fully  
Achieved?

1

Partially  
Achieved?

Not  
Achieved?

**2. Please outline the following detail 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>1</sup>	Outcomes / Impact <sup>2</sup>
National <sup>3</sup>	NIFHA / Members	Participation in relevant consultation exercises.	Inform policies / strategies and promote equality.
Regional <sup>4</sup>	One of Habinteg's residents, who is also Chair of Habinteg's Residents Forum, continues to be an advocate of Disability Awareness. This person also continues to be a Housing Management Committee member and has previously sat on one of the Association's Service Review Panels. The Association also has a Board Member, who is a wheelchair user, who has sat on the Board and Housing Management Committee for a number of years	Both members have an extremely important role in the organisation and their input and role in the organisation demonstrate how the association encourages and welcomes people with disabilities to help make a positive impact on public life at a local level.	Ensures that Disability awareness and positive promotion remains imperative to the Association's vision and ethos
Local <sup>5</sup>	NIFHA / Members	Participation in relevant consultation exercises.	Inform policies / strategies and promote equality.

<sup>1</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>2</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>3</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>4</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>5</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

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

	Training Action Measures	Outputs	Outcome / Impact
1	Regular in-house Equality Training over the year provided by internal and external trainers as well as all new staff, as part of their induction, meet with the Quality and Performance Manager one to one to highlight and embed the Association's equality duties.	Training provided internally for all staff on Section 75 equality duties and promotion of the Habinteg's integrated approach and externally training on Traveller Awareness Training. For this reporting period 13 new staff members joined the Association and received equality training as part of their induction	Awareness of current legislation and statutory duties on organisation and individual staff members as well as an awareness and understanding of appropriate language and behaviour from induction stage in the Association.
2	Regular liaising between the Association and NIFHA through the Association's Quality and Performance Manager and NIFHA's Corporate Services Manager 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.

4	Regular in-house Equality Training over the year provided by internal and external trainers as well as all new staff, as part of their induction, meet with the Quality and Performance Manager one to one to highlight and embed the Association's equality duties.	Training provided internally for all staff on Section 75 equality duties and promotion of the Habinteg's integrated approach and externally training on Respect and Dignity. For this reporting period 13 new staff members joined the Association and received equality training as part of their induction	Awareness of current legislation and statutory duties on organisation and individual staff members as well as an awareness and understanding of appropriate language and behaviour from induction stage in the Association.
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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	<p>Interpretation and translation services remain an important facility to encourage equal accessibility of information to all who wish to use our services.</p> <p>An easy read version of the Association's Equality Scheme was produced.</p>	Customers who have used the facility have been able to access information in their preferred language/format.

	into various preferred languages there and then.		
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	Equal accessibility of information to all who wish to use our services	Customers who have used the facility have been able to access information in their preferred format
3	As mentioned earlier the website, the Tenants Handbook, the Residents Newsletter and Staff Intranet continue to be updated and improved on involving Resident Forum consultation	More relevant and accessible information is provided that is of interest to residents	<ul style="list-style-type: none"> <li>• Established a staff Intranet to improve on internal communication</li> <li>• Continuing to carry out further work on our website through continued consultation with Residents Forum, including providing more information and increasing accessibility of information.</li> </ul>
4	The continued representation of Disability advocates on the Housing Management Committee and Board	Has a stronger voice and position to promote equality to Senior Management and Board of Management and subsequently at decision making level	The Association benefits from the experience of champions of Disability Rights being members of the Housing Management Committee and Board. With this insight and voice this will help positively impact on any decision making processes.

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 Residents Newsletters	“	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
3	Positive images of people with disabilities in our Habinteg literature, staff and Board structure, correspondence and other promotional materials	“	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
4	Promote the awareness of our duties under the Disability Discrimination Order as part of induction and training programme for Board members and staff	“	Ongoing commitment to promote the two duties and encourage others to see that this is good practice

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	<b>N/A</b>		
2			
3			

3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones <sup>6</sup> / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	<b>N/A</b>			
2				
3				
4				

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

	Action Measures not met	Reasons
1	<b>N/A</b>	
2		
3		

<sup>6</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.

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, 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 delete: **No**

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

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?

While no further changes are planned the Association will continue to look at how we could further improve on the outcomes of our Disability Plan.