

Public Authority 2020 - 2021 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

Homes | Lives | Communities

Habinteg Housing Association (Ulster) Ltd



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Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2020-21

Contact:

<input type="checkbox"/> Section 75 of the NI Act 1998 and Equality Scheme	Name:	Ann McErlean
		Quality and Performance Manager
	Telephone:	07834518382 / 028 71 272565
	Email:	ann.mcerlean@habinteg-ulster.co.uk
<input type="checkbox"/> 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

Signature:

Ann McErlean

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 2020 and March 2021

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 2020-21, 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, founded in 1976, is a registered housing association in Northern Ireland. Habinteg plans, develops and manages 'integrated' housing schemes in both urban and rural areas throughout the region and works with a number of partner organisations in providing supported housing projects. The Association currently has over 2500 properties at more than 100 locations and 18 partnership schemes.

Habinteg's Vision - 'Homes | Lives | Communities' encapsulates the Association's central aim of providing housing which combines a range of dwelling types - family houses, apartments and bungalows - in order to appropriately meet the needs of the widest range of users, including older persons and persons with a disability. Quality, sustainable developments include large and medium sized suburban housing developments, inner city apartments, individual rural cottages and specialised housing schemes. Partnership projects include sensitively designed housing with care schemes, temporary accommodation for people who are homeless, and housing initiatives for people with additional support needs.

It would be remiss not to highlight that this reporting period ended after another year of significant challenges of delivering our services within the series of measures put in place to protect staff, contractors and residents from COVID-19. While all of our services were affected to some degree, we were delighted that our staff adapted so quickly to a new normal and necessary working arrangements developed by the Senior Management Team.

Throughout 2020-21, Habinteg maintained a commitment to implementing its 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 our duties and much of what is undertaken on a daily basis fulfils our duties - 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, good relations, fair treatment, equality and diversity awareness training for staff and equality screening of all new or revised policies.

For the purpose of this report, in order to annually 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:

1. KEY POLICY AND SERVICE IMPROVEMENTS IN THE PERIOD IN RELATION TO TENANT AND COMMUNITY ENGAGEMENT AND GOOD RELATIONS

During the period Habinteg took significant steps, even amidst the backdrop of enduring covid-19 restrictions, to ensure that tenants were still able to get involved in all tenant and community engagement and good relations opportunities.

The Homes and Communities Team and in particular the Community Involvement Team, which includes; Community Involvement Officers, Good Relations Officers and a Tenant Engagement Officer, have been working tirelessly to continue to promote, encourage, support and sustain a culture of tenant and community engagement and good relations across all our schemes.

Habinteg has remained committed to providing its tenants with real opportunities to influence the decisions that affect them through a range of involvement opportunities and mechanisms to help support, develop and enable effective engagement.

Habinteg has continued to maintain a culture of building on existing and new relationships with our tenants', between our tenants' and others and in doing so improve our tenants' experience of our services, especially through unprecedented times. This work is overseen by the Director of Homes and Communities.

For this reporting period the pandemic didn't hinder a number of new initiatives taking place. It should be noted that all initiatives were carried out while ensuring the safety of staff, tenants and their families at all times. Some initiatives included our Community Assistants leading on events to support tenants on their schemes, others involved a diverse range of tenants being encouraged to lead in creating and planning their own activities/events. It would be fair to highlight that the rolling out of

these initiatives have enabled Habinteg to develop a presence within the wider community, whilst maintaining those existing connections.

Launch of Lockdown hero competition

During the period one of Habinteg's tenants, Michael O'Doherty, was recognised in August 2020 for his endeavours during the pandemic. Habinteg wished to recognise how tenants have been helping one another especially those most vulnerable and the wider community during the pandemic. This opportunity was launched and co-ordinated as a competition through our new Facebook page and we were overwhelmed by the nominations and heart-warming stories posted. Michael was initially nominated by his neighbour Margaret Doherty who explained how helpful Michael was to everyone, not just his neighbours, referring to him as "Derry's Angel". Other nominations were subsequently received for Michael, which further reinforced and emphasised how Michael had helped others during the pandemic.

Capacity Building Training

During the period a group of six tenants and three staff came together to complete their OCNNI Community Capacity Development training. The success of the course was owing to the informal style of delivery, designed to provide a positive learning experience for participating tenants, who presented a range of physical, emotional and mental learning needs, overcoming barriers to learning, to successfully complete their training.

The course was delivered over eight sessions and course content included how to form, develop and support a local community group, how to recruit and support members, how to apply for funding and how to develop and manage local community projects. Covid-19 restrictions eventually prevented the group from continuing to meet in person, almost disrupting the completion of the training. However the group showed determination and resilience by adapting and completing their training online. The group seeks to work on a joint community project once full covid-19 restrictions have been lifted.

Together Building United Communities (TBUC) / Housing For All

Habinteg have two 'Housing for All' schemes in Holywood and Portrush. The Holywood scheme was completed in January 2020 and the Portrush scheme in November 2020.

The schemes signed up to the Good Relations plans which aim to:

- To promote and support a community where residents feel welcome and where everyone has opportunities to make positive contributions to their community; developing a sense of belonging, community ownership and shared identity.
- To enhance neighbourliness through building community spirit and encouraging involvement
- To develop partnership working that will support bridging and bonding among and between the shared scheme residents and residents from the surrounding communities (within a five-mile radius of the new shared scheme). This will be advanced through good relations and development programmes/projects/events and other opportunities.
- To encourage and provide investment/regeneration opportunities/activities, for the benefit of neighbouring communities, in order to support 'bridging' across and between neighbourhoods.
- To develop and encourage meaningful dialogue that accommodates and enables mutual understanding.
- To streamline good relations between communities and within our organisation, in order to contribute towards more shared sustainable communities.
- To work (in partnership) to support increased movement and interaction within and between shared housing schemes and neighbouring communities, some of which are single-identity communities.

In addition to the above a 6 monthly TBUC monitoring Report was completed in March 2021 and was submitted to the Department for Communities (DfC). This report outlined the delivery of the TBUC programme to date.

We also submitted our 5 year Good Relations Plan to the DfC for approval in February 2021. This Plan outlines a range of bonding, bridging and sustainability programmes to compete within the 5 year period.

Bridging Programmes

Funding was received in the period, through the Housing for All Scheme. This funding helps promote building of relationships with the Girona Close neighbourhood and the wider community. To ensure this we have engaged with local elected representatives, statutory and voluntary sector who have an interest in delivering Good Relations in Portrush through the Girona Close Advisory panel. This panel has been responsible in delivering culture diversity packs to 120 primary school children in 4 primary schools across Portrush bringing children together

to explore the diverse cultures of India, Poland and Turkey, through recipes, crafts & information. We have also delivered 100 adult “One World Boxes” to Seniors/Ageing well groups within the five mile radius of Portrush.

A similar approach was taken in our Church View Housing for All Scheme, with packs being delivered to two schools, a local After School’s club and several different community groups. This was done through involvement in our Advisory Panels and relationships built by the Good Relations Officer.

This enabled packs to get to different groups and different communities in the five mile radius. 120 children’s packs were delivered and 100 adult packs were given to our tenants and other community groups. We also did a mini-Mela engaging ArtsEkta to provide entertainment and information to tenants on a range of different cultures. This was followed by another workshop performed by Wheelworks on New Starts. This was open to all tenants in the scheme.

Staying Connected/Courtesy Call Project

In April 2020, once it was realised we would be facing months of lockdown restrictions in Northern Ireland, our Community Involvement Team established new approaches to working. We wanted to ensure that tenants were able to feel supported through a time of great uncertainty.

Understanding that peoples’ needs would be diverse, our database of support and service based organisations was maintained and added to as the weeks went on. Having the database distributed allowed our team to efficiently sign-post tenants. This effort complimented our ‘Courtesy Call’ project, where calls were made to every Habinteg home, checking in offering support & signposting. This was a huge but rewarding task taken on-board by Community Involvement, Community Assistant and Housing Officer staff.

Creation of a Community Directory of services

As mentioned earlier during lockdown restrictions staff contacted vulnerable tenants to “check-in” on how they were coping and to sign-post to support. As a direct result of this process staff developed a comprehensive Community Directory, broken down by each area where all of our housing schemes are located in. This Directory contains contact information for a broad range of both statutory and voluntary support services as well as informal support services within the Community

Sector. The Directory was positively received by tenants, as well as providing an invaluable resource for staff when tenants were at their most vulnerable during lockdown.

Establishing community roots is very important for tenants as it provides local support for tenants, opens them to further support and allows tenants to feel they belong in their local area. The directory included food banks, providers of free furniture, mental health supports and local community groups active in the area.

This Directory was then shared throughout the Homes and Community team to ensure that everyone could provide this information. It meant tenants were more likely to get access to this information irrespective of whether they spoke to a Housing Officer, Community Assistant or Community Involvement Team member. This improved paths to access and opportunities to engage with different services. It also opened our paths of communication with community groups.

Covid-19 Recovery Packs

As outlined above, staying in touch with tenants during COVID was a priority and while face-to-face contact was not possible during Lockdown and some tenants were unable to access online support, other ideas were incorporated. These took the forms of COVID recovery packs. Over the year we have produced;

- Halloween Packs - 920 packs (activities and sweets)
- Christmas Packs for Older people - 1000 packs (puzzles, warm socks, information on various services)
- Christmas Packs for Children - 920 packs (craft activities, sweets, and Christmas activities)
- Christmas Packs for Young People- 820 packs (water bottle, headphones and sweets)
- Multi-Cultural Christmas Packs - 40 Packs (recipe cards, activities and information on how different countries celebrate Christmas)
- Pancake Mix - 43 packs (contained mix for making pancakes).

All the packs were aimed at different age groups. The idea was to make connections with a broad range of tenants and their families. Schemes were visited by our team and packs delivered across all our schemes. This provided support for isolated tenants through the provision of activities, resources and points of contact.

12 week & 5 week Healthy Eating Programme

In September 2020 we were successful in securing funding to deliver a Healthy Eating Programme to our tenants who were parents of children attending primary school.

We distributed over 700 flyers to families who were residents on Habinteg schemes. In total 10 families expressed an interest in attending, then completed a registration form and 9 completed the programme. The programme increased the knowledge of 9 parents and 4 staff members who attended 5 weekly sessions commencing on Wednesday, 4th November 2020.

We distributed 101 recipe book, portion plates and healthy eating flyers provided by Food safe to every family participating. These deliveries were made ensuring COVID guidelines were met and it was lovely to actually meet the families face to face.

Each week the ingredient packs were delivered to the 9 participants to allow them to prepare and cook a healthy nutritious meal for their family. We also managed to secure funding from The National Lottery to provide utensils where necessary for the participants. In fact most families received a hand blender to allow them to blend soups/smoothies.

Participants attended a weekly zoom session which started with informal and friendly discussion, then an online video of the recipe was played for all participants. Each session finished with a discussion and questions and answers session.

In October 2020, we secured £9,165 from The National Lottery towards the cost of connecting with our tenants who were isolated, elderly or vulnerable in their homes. There was a number of programmes funded through this including the covid-19 recovery packs and to compliment the covid-19 Recovery Packs we decided to connect with our tenants virtually using zoom and hosting a range of speakers weekly to provide information and support as well as fun recreational activities which was needed by our tenants.

The range of sessions included preventing the risk of cancers, arts & crafts sessions, online bingo session, conservation volunteers and community nutrition team with advice on healthy eating on a budget. This programme was so successful and evaluation ensures that we continue to deliver weekly online catch-up with tenants.

Scrutiny Panel

Despite lockdown restrictions groups of tenants continued to meet online using zoom. During these meetings tenants met staff from Housing and Maintenance. Staff provided detailed answers following a range of questions from tenants.

Following a request from tenants, a group of tenants were provided details of Habinteg's Antisocial Behaviour Policy and staff provided an overview of the policy with attention to how to report, what happens next and what to expect, as well as limitations to what staff and tenants can, and should, do to promote best practice.

Another group of tenants met staff from maintenance to discuss what to look for in potential new contractors, when they are next recruited. Tenants were able to share their experiences, both good and bad, and staff were able to prioritise the key requirements of future contractors, including attention to good communication and professional standards.

Local Panels

Tenants have been supported in adapting to life with covid-19 restrictions by meeting regularly on zoom. Some tenants benefitted from zoom tutorials, enabling them to take part in Local Panel Catch-ups for the first time, as well as meeting other tenants from different locations across Northern Ireland. The use of zoom enabled staff to engage tenants who would not, otherwise, have been confident or comfortable meeting others in person. One tenant who experiences agoraphobia described the zoom local panel catch-ups as one of the few positive opportunities she had to meet others and receive support.

A number of tenants have been recruited for the first time to meet on Local Panels, as well as more experienced tenants who have met on local panels in the past. Even though efforts are being made to support tenants to meet locally on local panels, tenants have expressed an interest in continuing to meet on broader groups where they get to meet other tenants from across Northern Ireland, stating that they benefit from learning from and supporting each other.

During Local Panel Catch-up meetings, tenants have been able to meet staff from different services, as well as other tenants, some of whom have made presentations to other tenants about their community and voluntary work.

Promotion of Tenant and Community Engagement and Good Relations opportunities, activities and events

We actively promoted every community event and interaction using a variety of methods including social media, flyers, calls and text messages. The launch of our Facebook page has increased our participant numbers with one lady joining our weekly zoom sessions when she heard of our healthy eating programme. This lady was suffering from mental health illness and was not able to attend face to face activities but felt less vulnerable in her own surroundings. This programme has greatly improved the mental health of this tenants who we have actually just met face to face recently.

Facebook has also given tenants the opportunity to get involved and comment on activities available across the region, offering them a greater sense of inclusion and involvement in all Habinteg activities. This has had a positive impact by contributing towards the reduction of social isolation amongst those participants.

Other Signposting/mental health referrals

During Lockdown it was established that many of our tenants felt the need for extra support due to the pressure of covid-19. Staff were able to signpost tenants to a range of services both statutory and voluntary. We also used our own staffs' expertise to signpost tenants within the team. For e.g. a member of staff, who has a background in mental health, was able to draw on this to support tenants and/or to signpost onto relevant services.

We recognised the importance and need to use more specialised and independent services in providing the correct support. We used a range of services, for e.g.; North Down YMCA Tenant Support Service, North Down Floating Support Hub, First Housing and Support Services, The MARC Project (for adults with addictions), and others. This was important to support tenants on a range of issues and situations. It also ties tenants in with local community resources to establish stronger roots as a protective factor.

Review of Community Involvement Strategy

During the period Supporting Communities NI were employed to carry out a review of our Community Involvement Strategy with our customers. Working together we have developed and are committed to a new comprehensive five-year Tenant and Community Engagement Strategy for the period 2021 to 2026.

The strategy outlines how the Homes and Communities team, will engage tenants across Northern Ireland and provides details of how staff will involve a diverse range of tenants with attention to engaging hard to reach groups, as well as historically less active regions.

Plans have also been made to involve a broad a range of tenants, in writing a streamlined “easy read” summary of the strategy, so that tenants can access and understand the strategy as easily as possible.

2. KEY POLICY AND SERVICE IMPROVEMENTS IN THE PERIOD IN THE AREA OF OUR HUMAN RESOURCES (HR)

Covid19 Pandemic

The Covid19 pandemic and the national lockdown had a major impact on HR services during this period. Our main focus at the beginning of the year was ensuring that all employees were able to work from home. Working closely with our colleagues in IT and Health & Safety all staff were provided with equipment and, where necessary, office furniture to enable them to work from home safely during lockdown.

Regular check-in surveys were carried out with staff and the feedback provided to the Senior Management Team and shared with line managers. This allowed us to ascertain how staff were coping and identify any areas of concern.

Information was provided to managers on how to manage and engage remote teams. Particular attention was given to those managing employees with underlying physical and mental health conditions.

Our Healthy Habinteg bulletins were focused on how to maintain both physical and mental health during lockdown.

The Association introduced an element of agile working to support and facilitate those employees with caring responsibilities to carry out their work in a more flexible way and maintain a healthy work life balance during the pandemic and subsequent periods of lock-down.

Whilst many companies had to resort to putting staff on furlough the Senior Team at Habinteg took the decision not to do this giving security to staff over this difficult period.

We have used Zoom as a key means of communication to help maintain face-to-face contact throughout the pandemic.

For those who had to come into the office a Return to the Office Induction programme was introduced outlining to staff their Covid19 responsibilities and offering organisation support.

Communication & Engagement

Maintaining communication with employees has been key throughout the past year. We have carried out a number of surveys to gage

employees opinion and thoughts on how we could improve as an employer. This has included an employee recognition survey which has helped inform future policy and managers in terms of their day-to-day interactions with staff.

Regular Covid19 up-dates from the Chief Executive, HR and Health & Safety were issued to staff advising them of any changes in localised restrictions and the impact on service provision.

With not having the on-hand support of colleagues when working from home and dealing with difficult customers, clear guidance was provided to staff on how they can manage these situations and what support they can expect from the Association.

Staff were reminded of the importance of maintaining a work life balance during lockdown and the impact on others of their actions such as emailing out of office hours and the importance of maintaining personal connections through phone calls.

To encourage engagement and boost moral a number of competitions were run and whilst we were unable to celebrate with staff in the normal way the Board and Management conveyed their thanks and gratitude to staff in alternative ways such as personal letters of thanks and gift cards.

Induction Programme for employees

The new Ready Set Go Induction programme for new employees has now been embedded however it has been acknowledged that those who have started to work for the Association have found it more difficult to connect and build working relationships given the remote working. To assist in this the Induction Programme has been complimented by the introduction of HR mentoring for new employees to help them settle into the Association and develop working relationships outside of their teams more quickly.

Recruitment and Selection

Once the realisation that the pandemic was not a short term situation the recruitment process was reviewed and on-line interviews were introduced.

All documentation was issued electronically and email was encouraged as the primary means of contact, however for those who preferred otherwise this was also facilitated.

Interviews were carried out remotely via Zoom and to assist applicants a fact sheet was developed outlining how the process would work and included clear instructions on how to use the on-line platform.

Feedback was sought from both panel members and candidates to help improve how the process was carried out and changes to the process carried out as a result of this.

Pre-employment checks were adapted to cope with homeworking and Covid19 restriction whilst adhering to legal requirements such as Right to Work, Access NI, etc.

Measures were put in place to ensure that all new employees received a personal laptop and work mobile phone on their commencement date and, with the assistance of IT, ensured they had access to the necessary systems and communication tools. Induction was carried out remotely where possible.

Expected Behaviours from employees

Following the introduction of the values based new Employee Expected Behaviours last year, these are now included in the performance management process and staff are appraised against these during their 1-2-1 meetings with managers and their annual performance reviews. This then feeds into the overall organisational performance report for Board.

New Starts

During the first half of this year, as a result of the pandemic, very little recruitment was carried out.

During the second half of the year 13 new employees' commenced employment with the Association, 10 of which were permanent positions, 1 was a temporary position and 2 were agency staff.

Where required reasonable adjustments were put in place including the provision of desks, specialist chairs and separate keyboards, screens, etc. to ensure a safe working environment and encourage good working practices whilst working from home.

Equality and Diversity Training

As part of the Association's commitment to equality of opportunity and good relations, all staff are required to complete mandatory Equality and Diversity training and compliance is monitored on a monthly basis and reported to the Senior and Operational Management Team. This is also reported through to the appropriate Committee and Board. As at the 31 March 2021 compliance for this training was 94.9% with only 5 employees outstanding this training.

A key aspect of the induction process of all new employees also involves a more in-depth awareness session to cover the Association's commitments to equality and good relations: Equality Scheme, Equality Screening, Charter and Customer Standards. This is delivered in arranged one to one induction meetings with the Quality and Performance Manager.

Unconscious bias training

In addition to the above training, mandatory online Unconscious Bias training facilitated via lhasco was rolled out to all employees in March 2021. This included a tailored module for Managers and then a separate module for all other employees.

This training, which involved a test with an a targeted pass rate of 80%, was deemed important and appropriate in order for all employees to be aware that unconscious bias exists and to help them to take steps to reduce the likelihood that bias will impact their decisions in their work and personal lives. The training was also in keeping with our commitment to training in our Equality Scheme.

Learning and Development

With Covid19 classroom training was not viable alternative means were researched and introduced to ensure our staff remained up-to-date and compliant. As a result a new e-learning platform was introduced which all staff could access remotely at any time.

All line managers and panel members undertook recruitment and selection training including refresher on equality legislation and best practice. This was facilitated on-line and enabled large numbers from across the Association to participate in this training.

The Absence Management policy and procedures were reviewed and all line managers and staff received training on the new procedures. HR have now a more active role in supporting managers where there are difficult and complex cases such as stress or disability related absence. This has included more proactive discussions with employees and where necessary the assistance of Occupational Health and Disability Action to enable employees to continue within their role.

Reasonable Adjustments

The Association actively promotes equality of opportunity for people with a disability, making reasonable adjustments to assist them whilst in work and for new employees who join the Association. The Association works in partnership with Disability Action to provide and sustain employment for those who have a disability and require support to continue to work. It also provides an Employee Assistance Programme and Occupational Health service to help employees who may be experiencing health issues.

Reasonable adjustments have included phased return to work, changes to working hours, adjustment to absence management triggers and provision of specialist office equipment.

Due to the Covid19 pandemic those employees who were high risk and required to shield were supported in doing this by work being reallocated or adjusted.

Annual leave check-ins were carried out with staff to ensure they were managing a work life balance and utilising their leave entitlement. Where staff had been unable to enjoy their full leave entitlement due to the pandemic the Association permitted additional carryover allowance into 2021 leave year.

Equal Opportunities Monitoring

During the period the Association carried out equal opportunities monitoring to ensure fairness and equal opportunity requirements are being met.

Customer Service Excellence (CSE) Standard 2020

During the reporting period the Association underwent its annual CSE reassessment 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 November 2020 with the Association successfully retaining the Standard and improving on overall performance.

Some comments from the Assessor included;

'Covid 19 (Covid) continues to have a major impact on your services. However, your staff have found numerous ways to ameliorate the impact of the current restrictions. These include the use of Zoom to keep in contact with tenants, and at the same time provide them with helpful information and advice. You have paid particular attention to the needs of the vulnerable and the needy. The Stay Connected scheme and the increased use of Facebook and text messages has meant the tenants have received valuable help and comfort. A Floating Support service provides regular help to those who are in need of assistance.'

For this reporting period the Association achieved out of 57 criteria of the Customer Service Excellence Standard, 20 Compliance pluses and 36 full compliances with just 1 area of partial compliance.

Inclusive Housing Provision

The core business of Habinteg, is to continue to fulfil its Vision of providing Homes, Lives and Communities throughout 2020-21.

184 new homes commenced during the period including house types No39 CAT1, 1 complex needs unit, 1 complex needs wheelchair unit and 10 other wheelchair units.

70 individual adaptations were carried out to existing housing stock 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. 6 major adaptations were requested during the period and are ongoing.

Online Access and Promotion

Habinteg continues to promote its work online through its website, Twitter feed, Facebook 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 the ReachDeck accessibility toolbar helping to ensure digital inclusion. ReachDeck supports people with visual impairments and hidden disabilities, as well as those who lack basic digital skills and non-native speakers. The toolbar 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.

Habinteg's ReachDeck accessibility toolbar is used, on average, more than 30 times each week with 90% of customers accessing the website and using the accessibility tool via mobile phone. Approximately two thirds of those using the toolbar use the audio/visual accessibility features and one third for speech/translation. Around half of those using speech/translation services access the information in Polish, with the remainder an even split between Portuguese, Slovak, German, Spanish and Czech. Customers in Belfast and Derry account for roughly 20% each of the total, with the remaining 60% spread across the region.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2020-21 (or append the plan with progress/examples identified).

CATEGORY	PROPOSED ACTIONS	ACTION TAKEN 2020-21
Age	<ul style="list-style-type: none"> Reach out to our tenants and their households particularly harder to reach age groups to determine their needs, preferences and interests 	<p>During the period the Community Involvement Team continued to facilitate wide ranging projects, events and activities, during enduring challenging times.</p> <p>This included targeting different age groups to encourage involvement and promote good relations in communities at every age. Activities included health and well-being programmes, healthy eating programmes, children's arts and crafts, adults' arts and crafts and family fun days.</p> <p>As mentioned earlier in this report staying in touch with tenants during COVID was a priority and while face-to-face contact was not possible during Lockdown and some tenants were unable to access online support, other ideas were incorporated. These took the forms of COVID recovery packs. Over the year we have produced;</p> <ul style="list-style-type: none"> Halloween Packs - 920 packs (activities and sweets) Christmas Packs for Older people - 1000 packs (puzzles, warm socks, information on various services) Christmas Packs for Children - 920 packs (craft activities, sweets, and Christmas activities) Christmas Packs for Young People- 820 packs (water bottle, headphones and sweets) <p>Since the beginning of the pandemic the Community Involvement Team made it a priority to reach out to tenants aged 60+ to ensure that they have access to food, prescriptions or family support. The</p>

	<ul style="list-style-type: none"> • Continue to prepare for potential impact and raise awareness of Welfare Reform. 	<p>Community Involvement Team have also during the period developed a Community Directory of voluntary and public services that customers can avail of in their local areas. This Directory was distributed to all of the Homes and Communities Team everyone in the team is aware of these services and can also highlight and signpost customers to relevant help and support.</p> <p>During the period Housing Team representatives continued to attend the ongoing monthly NIFHA Information Forum and the NW Forum meetings with representation from other housing associations to discuss and keep up to date on Welfare Reform changes. Issues discussed, any advice and best practice is fed back by the representatives to their colleagues.</p> <p>Housing Staff continued to make a number of referrals to Welfare Advice Officer where some tenants required support with their entitlements.</p> <p>The Welfare Advice Officer continued to make arrangements to meet with tenants, although this mostly had to be carried out virtually or over the phone rather than the preferred face to face. This was to assess their circumstances and to support and advise them on their entitlements. 249 customers benefitted from our dedicated Money Advice Service including debt and benefits advice, over 65s advice & support, pre-tenancy workshops and home starter packs.</p> <p>Information continued to be provided in a number of formats on Welfare Reform for tenants at various opportunities including at sign up, sending with rent statements, with offer letters and via text.</p>
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	<ul style="list-style-type: none"> • Continue to develop housing which meets the needs of all age groups, and target, where possible, specific housing for older residents (Cat 1) • Continue to grant use of a Common facility owned by the Association to Citizens of Senior Years (COSY) club 	<p>During the period our Development Team commenced the building of 184 new homes including the largest mixed tenure project Habinteg has ever undertaken and including 39 CAT1 (active elderly).</p> <p>During the period the Association continued to support the COSY club by providing one of our common rooms as a base for the club. This agreement has been in place since 2003 and allows the COSY club to meet up with peers, share experiences and participate in the range of activities organised - flower arranging, gardening programmes, craft programmes, education and training programmes, to name a few.</p> <p>Many of these residents were previously socially isolated, often following bereavement or due to poor health, and COSY has opened up a whole new life to them. Not only offering support and advice but also increasing self-confidence and improving their wellbeing.</p>
Dependents	<ul style="list-style-type: none"> • Monitor Welfare Reform changes and likely impact for tenants with dependents including keeping tenants informed 	<p>During the period some tenants with dependents were referred to the Welfare Advice Officer for advice and support on their entitlements and the likely impact of Welfare Reform. Where this was the case advice and support was provided to ensure maximisation of the entitlements and other support.</p>

<p>Disabilities and without disabilities</p>	<ul style="list-style-type: none"> • Remain committed to building new housing to Lifetime homes standard and, where possible provide specially designed housing for people with disabilities. • Work with partners to provide specially adapted / designed properties/services for people with disabilities. • Staff Equality and Diversity Training and Unconscious Bias Training 	<p>During the period our Development Team commenced the building of 184 new homes including the largest mixed tenure project Habinteg has ever undertaken and including 1 complex needs unit, 1 complex needs wheelchair unit and 10 other wheelchair units.</p> <p>70 individual adaptations were carried out to existing housing stock 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. 6 major adaptations were requested during the period and are ongoing</p> <p>Habinteg continued to promote the accessibility features of its website particularly the browse aloud software – which facilitates access and participation for people with Dyslexia and those with mild visual impairments.</p> <p>All new employees continue to complete mandatory Equality and Diversity training, which has specific emphasis on people with disabilities. This training forms part of their induction.</p> <p>In addition to the above training all employees were required to complete mandatory unconscious bias training rolled out in March 2021.</p>
<p>Gender</p>	<ul style="list-style-type: none"> • Gather gender baseline information on uptake of activities at schemes and promote inclusion 	<p>Community Involvement Officers continued to gather information on schemes on activities residents wanted to get involved in.</p>

Marital Status	<ul style="list-style-type: none"> • Ensure housing available to meet the needs of all irrespective of marital status. 	Continued to abide by the rules of the Housing Selection Scheme and allocate accommodation appropriate to applicant's housing needs, irrespective of marital status.
Political Opinion	<ul style="list-style-type: none"> • Ensure the Association continues to abide by current equality legislation through its Equality Scheme, including demonstrating that it is an equal opportunities employer 	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 equality and diversity training, as required of all employees as part of their induction to the Association.
Race	<ul style="list-style-type: none"> • Ensure accessibility of information and services and provide translation / interpretation services where appropriate 	<p>Continued to promote our accessibility features of website in particular our browse aloud software which adds speech and translation to our website facilitating access and participation for people English as a Second Language.</p> <p>Continued to use Language Line and STEP for its translation and interpretation services, where requested.</p> <p>Where applicable the Welfare Advice Officer continues to signpost EU tenants regarding resettlement status as a consequence of BREXIT.</p> <p>As mentioned earlier in this report funding was received in the period, through the Housing for All Scheme. This funding helps promote building of relationships with the Girona Close neighbourhood and the wider community.</p> <p>The funding was invested in delivering culture diversity packs to 120 primary school children in 4 primary schools across Portrush bringing children together to explore the diverse cultures of India, Poland and Turkey, through recipes, crafts & information. We have also delivered 100 adult "One World Boxes" to Seniors/Ageing well groups within the five mile radius of Portrush.</p>

Religion	<ul style="list-style-type: none"> • Provide housing to meet needs in all in areas, regardless of the religious orientation in any one location and promote a shared future agenda. 	<p>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.</p> <p>Habinteg has two "Housing For All" Schemes in Holywood and Portrush. These schemes are to promote shared housing among tenants and within the local community. The Holywood scheme was completed in January 2020. The Portrush scheme completed in November 2020.</p> <p>Work to develop an understanding of Shared housing within the respective communities was completed with the new tenants.</p> <p>The schemes signed up to the Good Relations plans. One of the aims being to which aim to:</p> <ul style="list-style-type: none"> • promote and support a community where residents feel welcome and where everyone has opportunities to make positive contributions to their community; developing a sense of belonging, community ownership and shared identity. <p>We also submitted our 5 year Good Relations Plan to the DfC for approval in February 2021. This Plan outlines a range of bonding, bridging and sustainability programmes to compete within the 5 year period.</p>
Sexual Orientation	<ul style="list-style-type: none"> • Cross sectoral sharing of case studies/good practice 	<p>The Association continues to have a 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.</p>

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 2020-21 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The work of the Community Involvement Team, particularly since the recruitment of the Good Relations Officers and Tenant Engagement Officer, has continued to significantly contribute towards the further promotion of equal opportunity, good relations and resident engagement and involvement through the number of community based activities and events during the period. A number of these activities and events had to be delivered virtually.

The equality screening of all new and revised policies and procedures by the Quality and Performance Manager/Equality Manager continued to take place with 10 policies and procedures equality screened in the period.

- 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:

The scope and frequency of 'events' or 'activities' at housing schemes continued to increase, particularly activities and events delivered virtually by the Association's Community Involvement Team. Additional funding streams were tapped into to invest in / prepare for projects, activities and events. The impact has been felt and fed back in numerous ways by both residents and also Community Assistants in terms of targeting funding for events.

The Association continues to see the difference the Community Involvement Team have made to the lives of individuals and groups by engaging and consulting with them. Significant work continues to be done to target hard to reach tenants who have previously felt isolated and not really part of the community giving them more of a sense of belonging and involvement 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):*

PART A

- As a result of analysis from monitoring the impact *(please give details)*:
Community Involvement Evaluations from residents following community events and/or activities
- As a result of changes to access to information and services *(please specify and give details)*:
- Other *(please specify and give details)*:

The work of the Community Involvement Officers continued to be largely driven by the Association's Community Involvement Strategy and subsequent Operation Targets for residents, to promote equal opportunity and 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 2020-21 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:

Yes Section 75 statutory duties were integrated in all job descriptions in the period. During the second half of the year 13 new employees' commenced employment with the Association, 10 of which were permanent positions, 1 was a temporary position and 2 were agency staff.

In relation to Section 75 there is an expected behaviour under 'Embracing equality and diversity'. This includes;

Habinteg employees will treat everyone with professional and personal respect, promoting fairness and recognising the value of diversity. For managers, as leaders, it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.

PART A

Our job descriptions also advise that;

Habinteg is an equal opportunities employer

5 Were the Section 75 statutory duties integrated within performance plans during the 2020-21 reporting period? *(tick one box only)*

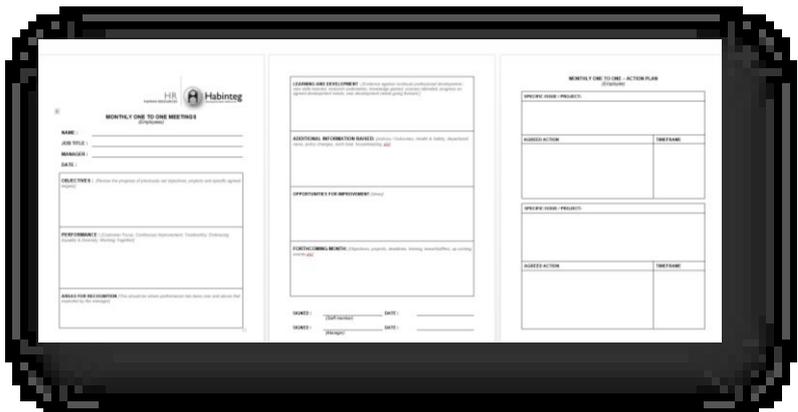
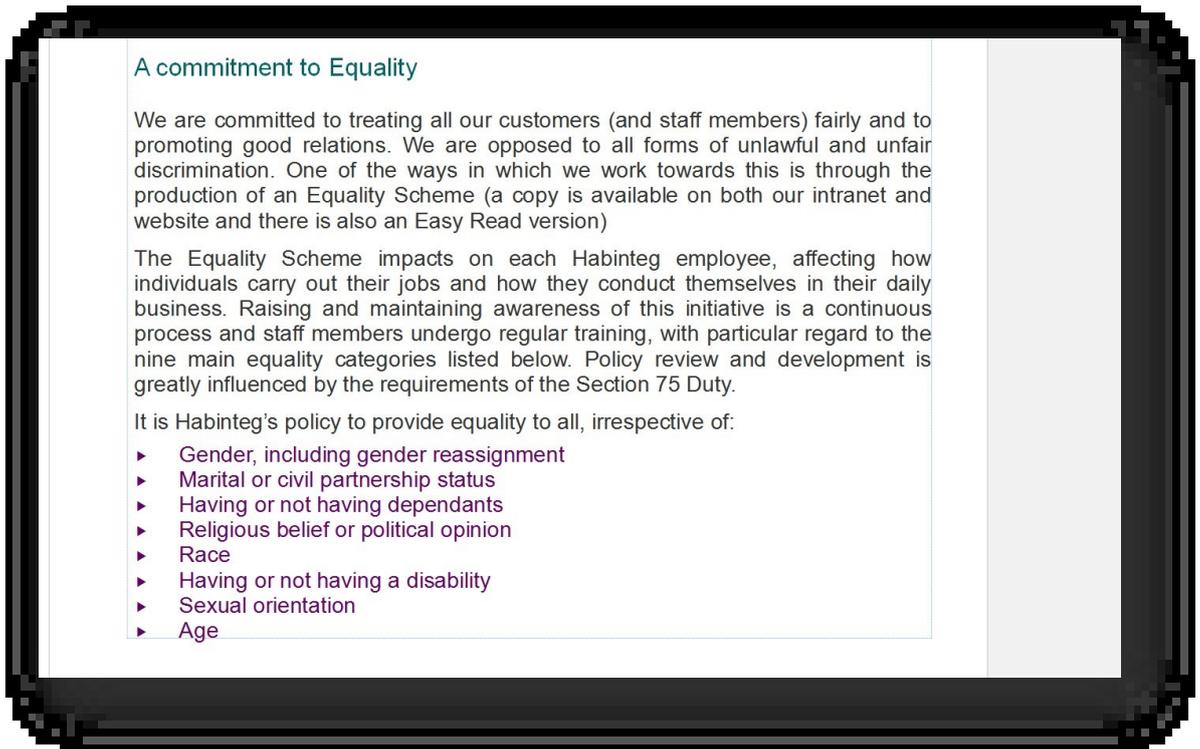
- Yes, organisation wide
 Yes, some departments/jobs
 No, this is not an Equality Scheme commitment
 No, this is scheduled for later in the Equality Scheme, or has already
 been done Not applicable

Following the introduction of the values based new Employee Expected Behaviours last year, these are now included in the performance management process and staff are appraised against these during their 1-2-1 meetings with managers and their annual performance reviews. This then feeds into the overall organisational performance report for Board.

As mentioned earlier in this report the new Ready Set Go Induction programme for new employees has now been embedded however it has been acknowledged that those who have started to work for the Association have found it more difficult to connect and build working relationships given the remote working. To assist in this the Induction Programme has been complimented by the introduction of HR mentoring for new employees to help them settle into the Association and develop working relationships outside of their teams more quickly.

Please provide any details and examples:

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



6 In the 2020-21 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 2020-21

report Not applicable

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

Stemming from this Vision and Values base, Habinteg’s Corporate Strategy 2018 - 2021 continues to include ongoing commitments to community involvement and to accessible housing. The Association’s Operational Plan for the period 20/21 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 2020-21 reporting period, please indicate the **number** of:

Actions completed:	9	Actions ongoing:	1	Actions to commence:	3
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Please provide any details and examples (*in addition to question 2*):

nine actions planned for the period were successfully met during the year and one is ongoing and three are yet to commence

8 Please give details of changes or amendments made to the equality action plan/measures during the 2020-21 reporting period (*points not identified in an appended plan*):

As a full review of our Equality Scheme and Equality Action Plan was carried out in 18/19 there were no significant changes or amendments made to our Equality Action Plan in 2020/21.

9 In reviewing progress on the equality action plan/action measures during the 2020-21 reporting period, the following have been identified: (*tick all that apply*)

PART A

- 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 2020-21 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:

During the period a Staff Consultative Forum (SCF) comprising representative staff members continued to review all new and existing internal Corporate/Employee policies and procedures for fairness, transparency and accuracy.

Housing staff continued to receive regular briefings and updates from the Housing Managers and referred residents to the Welfare Advice Officer who were likely to be impacted by Welfare Reform. Consultation was also carried out by the Welfare Advice Officer with residents directly who were likely to be impacted by the benefit cap as a consequence of the introduction of Universal Credit.

PART A

12 In the 2020-21 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*): via Text, Zoom, email and feedback forms on website

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:

Due to the pandemic there was an increase in the uptake of people using zoom as a method of consultation.

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

<p>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.</p>	
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<p>Equality - We will:</p> <ul style="list-style-type: none">• treat <u>all people</u> 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.	
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13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

New staff members continued to undertake the mandatory equality and diversity awareness e-learning as part of their induction, in addition to a face to face or virtual equality and diversity sessions with the Association's Quality and Performance Manager on the Association's equality obligations and their responsibilities as employees.

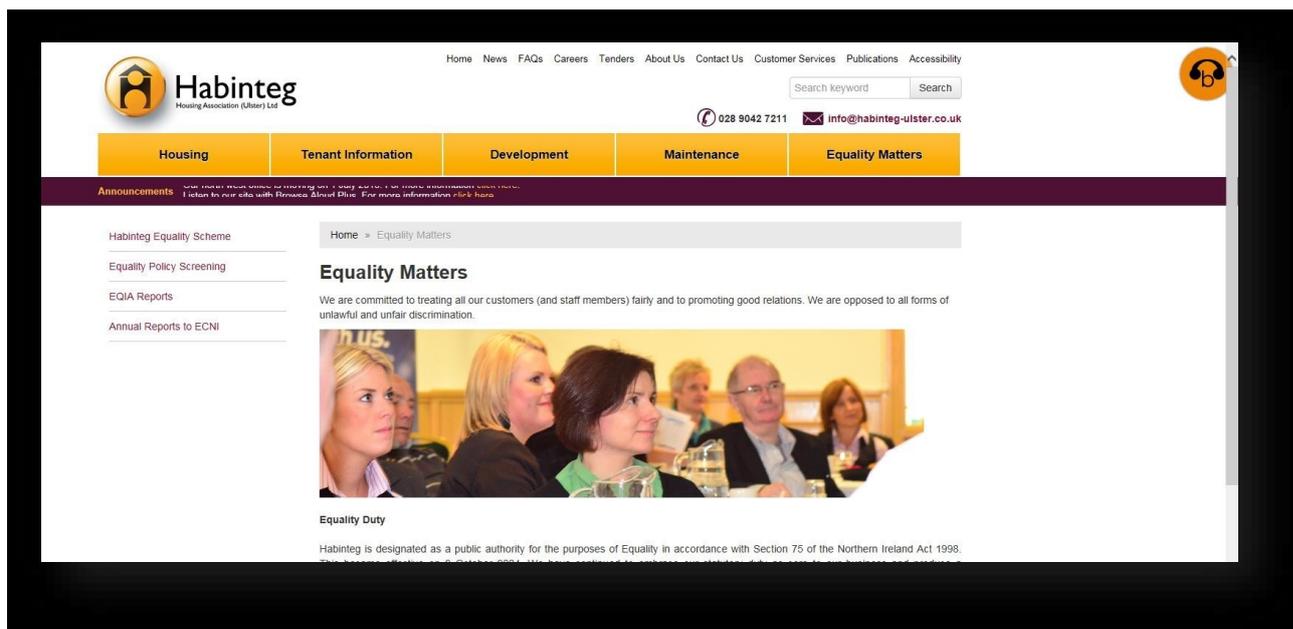
Mandatory online Unconscious Bias training was also rolled out to all employees from March 2021.

14 Was the consultation list reviewed during the 2020-21 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>



15 Please provide the **number** of policies screened during the year (as recorded in screening reports): 10

16 Please provide the **number of assessments** that were consulted upon during 2020-21:

10	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

N/A

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

- Yes
 No concerns were raised
 No
 Not applicable

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

The Association continues to gather, for NICORE monitoring purposes, details of the categories of tenants we are housing, through the Common Selection Scheme.

During the period the Association carried out equal opportunities monitoring to ensure fairness and equal opportunity requirements are being met.

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 2020-21, and the extent to which they met the training objectives in the Equality Scheme.

During the period all new staff as part of their induction completed the accredited Equality and Diversity in the Northern Ireland Workplace eLearning module. This training met objectives outlined in our revised Equality Scheme.

Mandatory online Unconscious Bias training was also rolled out to all employees from March 2021.

- 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 2020-21, 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 2020-21?

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:
The next time the Scheme is scheduled to be revised is in 2023/24 unless legislation or best practice requires this to take place earlier.

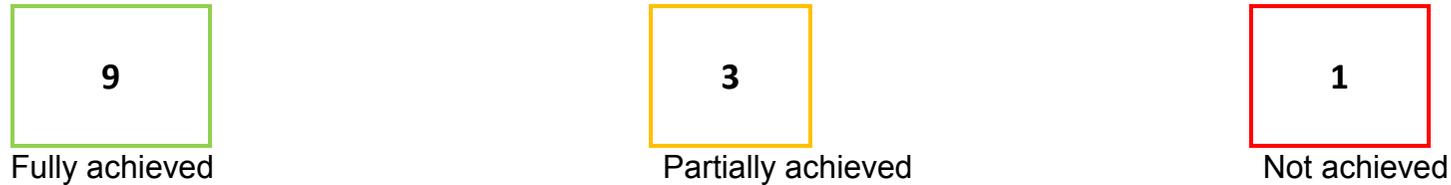
- 29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? (*provide details*) No specific areas identified at present.

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2020/21) reporting period?

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

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

1. Number of action measures for this **reporting period** that have been:



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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	NIFHA / Members	Participation in relevant consultation exercises.	Inform policies / strategies and promote equality.
Regional ^{iv}	None in the period		
Local ^v	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	<p>Equality and Diversity eLearning training module mandatory for all new staff to complete.</p> <p>Mandatory online Unconscious Bias training was also rolled out to all employees from March 2021.</p>	<p>All staff receive the training which includes an assessment at the end to ensure the training was understood.</p> <p>This eLearning modules continues to be part of induction of new staff to the organisation.</p>	<p>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.</p> <p>Employees are equipped to identify their own unconscious biases and are trained on how to reduce the likelihood of these biases negatively affecting their decision making in their professional and personal lives.</p>
2	<p>Liaising between the Association and the Equality Commission NI through the Association's Quality and Performance Manager particularly through equality updates and training facilitated by the Equality Commission</p>	<p>Updates filtered through to Board and all staff members</p>	<p>Awareness and equality agenda continuing to be embedded in the corporate strategy and actively promoted in the organisation as a whole.</p>

PART B

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.
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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 have an arrangement with 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 is available.	Customers who have used the facility have been able to access information in their preferred language/format.

PART B

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 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	Section on our Website called 'Equality Matters' dedicated to equality and diversity related items with updates on activity and highlighting of equality duties.	Highlights importance and centrality of Equality and Diversity to Habinteg. Promotes Habinteg's commitment to Equality and Diversity across all its business

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

PART B

2	Provide news updates on disability on our internal staff communication platform	Create a culture of awareness and embracing of equality and diversity	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's Corporate Strategy 2018 - 2023, published and promoted in the period, features positive imagery of people with disabilities, both staff and residents. Similar positive imagery continues to feature in our Community Involvement Strategy.	Promoted on our website, where these publications mentioned are available, we also featured throughout the period on social media which, additionally, regularly features images relevant to this theme from community events across NI.

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		

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	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 effective implementation of the Equality Scheme and the Disability Action Plan will be overseen by our Board, led by the Chairperson. 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 operational responsibility for implementation of the equality and disabilities duties for the Association. 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

PART B

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 three yearly review of our Vision, Mission Statement Objectives and Values by Senior Managers and the Board. 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.

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

If yes please outline below:

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

PART B

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?

The Association is in the process of going out to consultation following a full review of its Disability Action Plan, including revisions based on Disability legislation and best practice. Progress on this will be reported in the next reporting period 2021/22

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