

Equality Commission

FOR NORTHERN IRELAND

Public Authority 2018 - 2019 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 2018-19

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Documents published relating to our Equality Scheme can be found at:

www.habinteg-ulster.co.uk/equality-matters

Signature:

This report has been prepared using a template circulated by the Equality Commission. It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2018 and March 2019

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 2018-19, 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 2100 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.

The standard and quality of these developments has been recognised at local and national level with an impressive list of high profile awards, including the UK Housing Award for Outstanding Achievement in Social Housing in Northern Ireland, the RICS Award for the Northern Ireland region and a succession of NIHE Housing Council Awards for Best Scheme in Northern Ireland. Habinteg is a Customer Service Excellence organisation and has Investor in People Silver status.

Throughout 2018/19, 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. This included revising our Equality Scheme to reflect the Association's renewed commitment and work as required of us after 5 years of the publication of our initial Equality Scheme.

Habinteg's core work continues to embody this approach and much of what is undertaken on a daily basis fulfils this commitment - from consultation on new developments, promotion of services aimed at reaching the widest range of audiences, unbiased allocation of housing and service delivery, choice, partnership work to support additional needs, community involvement, 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:

Community Involvement

Since the launch of our Community Involvement Strategy in early 2018, which sets out the Association's commitment to resident and community involvement and included an action plan for bringing about a more dynamic and inclusive community involvement programme across the whole of Northern Ireland, a great deal of work has been carried out by our dedicated Community Involvement Officers and Community Assistants. This work continues to be overseen by the Director of Homes and Communities.

For this reporting period a number of health & wellbeing activities took place. This involved residents having health checks along with a healthy eating workshop. The participants got their blood pressure check, height and weight check and were signposting to GP or pharmacy, if the facilitator identified any concerns e.g. High blood pressure.

Other activities included arts and crafts workshops and art mural designing. Social Activities included networking opportunities, fun days, bingo nights and BBQs. First aid training was also offered across a number of the schemes.

All community events were widely promoted across our schemes with individual households receiving flyers and text messages. This helped to encouraging social interaction between neighbours allowing them to build relationships and support harmony within the schemes. During events neighbours came for a chat and were able to discuss the positive impact of social inclusion and forget their worries for a while.

For this reporting period a wide variety of educational, recreational and social activities were also provided to residents across the whole region. The achievements of residents were recognised at Habinteg's Awards Ceremony which highlighted uplifting stories of everyday life for our residents who go over and beyond to make their community and neighbourhood a friendly and safe living environment. We recognised this achievement by presenting Good Neighbour Awards, Highly commended and Community Spirit award with one overall winner for the entire area.

Scrutiny Training

Empowering Communities facilitated one day Scrutiny Training which was held at Supporting Communities, headquarters in Ballymena. Residents, Housing Officers and Community Involvement Officers (13 people in total) attended this course on Wednesday, 16th January 2019. The course content included –

- Background to scrutiny
- What is scrutiny
- Why is scrutiny important
- What makes scrutiny successful
- Skills needed to be a tenant scrutineer

Evaluation of training was very positive 12 participants felt the training was good, very good or excellent and only 1 recording it as satisfactory. One participant also commented “excellent training giving enough time for discussion and used relevant examples for detail”

Capacity Building training

During February and March, Empowering Communities delivered a suite of training to Housing Officers, Community Assistants, Resident Forum members and panel members. It was held at Supporting Communities Headquarters with 12 participants attending 3 weeks of training. The training content included –

- Team building,
- Communication,
- Roles and responsibilities
- Effective meetings

All participants improved their skills and knowledge so that they make more effective use of meetings, developed communication skills and identified tips in order to increase confidence in communication. Participant commented on evaluation, “trainer was knowledgeable and professional. Was made feel very comfortable”

Residents Forum

The Resident’s Forum next meeting has been scheduled to take place on Wednesday, 3rd April 2019 in The Elk, Toomebridge. The meeting will be attended by residents, Housing Managers, Community Involvement Officer, Planned Maintenance and Maintenance Managers. Residents will received an update on planned maintenance and community involvement as well as agreeing the new Resident’s Forum Induction booklet which will be approved at the next AGM.

Regional Panel

The NW Regional Panel meeting was held on 13th March 2019. 8 residents attended and met with Julie Hannaway, Recycle Officer, Derry City and Strabane District Council who advised members on practical tips for recycling. Members finished with some junk art which included decoupage of jam jars! 5 residents attended the NE Regional Panel meeting held on 12th March 2019 in Play Resource Centre, Belfast. As recycle was the theme of the month Belfast City Council also discussed recycling and household waste collections.

Community Awards 2019

There was a fantastic atmosphere at the Tullyglass Hotel, Ballymena on Wednesday, 20th March 2019 which was attended by 40+ residents. We received 40 nominations for 26 individuals who gave their time to help in their community and supported their neighbours. Community Involvement Officers, Community

Safety Wardens and Senior Housing Officer had the difficult job of judging the entries for Good Neighbour and Community Spirit. We had seven winners on the day and received a lovely thank you from the Overall winner who really enjoyed the experience.

Staff Training

13 new employee starts in the period underwent induction to the Association. This key aspect of the induction addresses the Association's commitments to equality and good relations: Charter, Customer Standards, Quality and Equality including Section 75. This introductory awareness session continues to be followed by a more in depth coverage of the topics in an arranged one to one meeting with the Quality and Performance Manager. For this reporting period the Association continued to invest in accredited Equality and Diversity training in the Northern Ireland Workplace eLearning for all staff facilitated by Legal Island Northern Ireland. All new members of staff will be required to complete this training as part of their induction. The training involves an assessment with a required pass rate to ensure the training has been undertaken and understood.

Customer Service Excellence (CSE) Standard 2018

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 August 2018 with the Association successfully retaining the Standard and improving on overall performance. A further two 'compliant' areas were raised to 'compliance pluses' (best practice) as a result of improvements.

The compliance pluses were awarded because the Assessor highlighted that; 'a great deal of work has been undertaken in the past year to ensure the Association has policies and procedures in place which support the right of all customers to expect excellent levels of service. Your tenants are now receiving an increased level of support from your staff as a reaction to the impact of the Welfare Reform provisions. The Welfare Advice Officer has been a valuable addition to other staff who provide advice and assistance to residents'.

For this reporting period the Association achieved out of 57 criteria of the Customer Service Excellence Standard, 18 Compliance pluses and 39 full compliances with no areas of partial or no compliance.

Inclusive Housing Provision

The core business of Habinteg, is to continue to fulfil its Vision of providing Homes, Lives and Communities throughout 2018-19.

71 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. No major adaptations were requested or carried out during the period.

Online Access and Promotion

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

Online access to main services is provided mainly through the website with Browsealoud software providing the key accessibility tool helping to ensure digital inclusion. **Browsealoud reduces barriers between content and audience - adding speech, reading, and translation, facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments.** *Online content can be translated onscreen into multiple languages or 'listened to' with the multiple language voice feature.*

In the reporting period the toolbar launches and speech requests both continued to average at 150 per month. The 'toolbar launch' refers to somebody actively clicking to access one or more of the Browsealoud accessibility features. The 'speech request' indicates a person directly accessing audio (whether in English or any other language).

During the period the Association also participated for a third time as an employer in the training option available to young people with a learning disability, who are enrolled on the Transition programme at NW Regional College.

The training is designed to help the young person build skills and confidence to help get a job. When on placement the young person is supported by a key worker from MENCAP.

Part of the course at NWRC is designed to assist the transition from children's services to adults' services which is often very challenging for young people with a learning disability and their families - it combines a change of services and professionals at the very time when they are also negotiating wider changes to their life.

Young people with complex needs continue to need significant levels of support from adult services. One of the aims of the Transition Programme is to assist in the meticulous planning and gradual transition to new services that is required for a young person with a disability involving a complexity of needs.

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018/19 (or append the plan with progress/examples identified).

CATEGORY	PROPOSED ACTIONS	ACTION TAKEN 2018/19
<p>Age</p>	<ul style="list-style-type: none"> • Continue to review preferred methods of communication for tenants • Prepare for potential impact and raise awareness of Welfare Reform. • Continue to develop housing which meets the needs of all age groups, and target, where possible, 	<ul style="list-style-type: none"> • In the period a 4 Digital Inclusion sessions were facilitated by the Community Involvement Officer with the aim of encouraging older people to become more confident and familiar with using the internet, social media and avoiding scams. • All Housing Managers and Housing Officers continued to receive relevant training in terms of the implications of Welfare Reform and undertook and continue to undertake Tenancy Audit visits to determine how many of our tenants are affected. • Housing Staff made a number of referrals to Welfare Advice Officer where some tenants required support with their entitlements. • The Welfare Advice Officer made arrangements to meet with tenants referred to assess their circumstances and to support and advise them on their entitlements • As a result of the number of referrals the Welfare Advice Officer introduced an over 65 project with the aim of maximising benefit entitlement and additional referral support where required. • During the period Housing staff also attended NIFHA Information Forum meetings monthly with representation from other housing associations to discuss and keep up to date on Welfare Reform changes • Information was provided in a number of formats on Welfare Reform for tenants at

	<p>specific housing for older residents (Cat 1)</p> <ul style="list-style-type: none"> • Continue to grant use of a Common facility owned by the Association to Citizens of Senior Years (COSY) club 	<p>various opportunities including sending with rent statements, with offer letters and via text.</p> <ul style="list-style-type: none"> • During the period the Association completed 18 No.Cat 1 apartments, including inner city and close to amenities. • 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>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>
<p>Dependents</p>	<ul style="list-style-type: none"> • Monitor Welfare Reform changes and likely impact for tenants with dependents including keeping tenants informed 	<ul style="list-style-type: none"> • 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.

<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. • Continue to participate for as an employer in the training option available to young people with a learning disability, who are enrolled on the Transition programme at NW Regional College. 	<ul style="list-style-type: none"> • During the period the Association completed 114 new homes combining a range of dwelling types - family houses, apartments and bungalows - including properties for persons with a disability. • 71 minor adaptation works were completed during the period • Continued to drive improvement on accessibility features of website with enhanced browse aloud software adds speech - facilitating access and participation for people with Dyslexia... ..and those with mild visual impairments. • Continue to work closely with joint management partner INSPIRE Wellbeing and during the period completed 6no. 1 bedroom apartments providing 24 hour support for Service Users within their own home on their resettlement journey from long stays in hospital or more intensive support facilities. • During the period the Association also participated for a third time as an employer in the training option available to young people with a learning disability, who are enrolled on the Transition programme at NW Regional College.
<p>Gender</p>	<ul style="list-style-type: none"> • Gather gender baseline information on uptake of activities at schemes and promote inclusion 	<ul style="list-style-type: none"> • Community Involvement Officers continued to gather information on schemes on activities residents wanted to get involved in. This information was used to draw up a schedule of activities residents were most interested in whilst promoting gender inclusion.

Marital Status	<ul style="list-style-type: none"> • Ensure housing available to meet the needs of all 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Continued to improve our accessibility features of website with enhanced browse aloud software adds speech and translation to websites facilitating access and participation for people English as a Second Language. • Continued to use Language Line and STEP for its translation and interpretation services, where requested. • The Welfare Advice Officer has signposted EU tenants regarding resettlement status as a consequence of BREXIT.
Religion	<ul style="list-style-type: none"> • Provide housing to meet needs in all areas, regardless of the religious orientation in any one location and promote a shared future agenda. 	<ul style="list-style-type: none"> • The Association continued to abide by the rules of the Housing Selection Scheme and allocates accommodation appropriate to applicant's housing needs, irrespective of religion. The Association remains committed to a 'Shared Future' Agenda and shared community
Sexual Orientation	<ul style="list-style-type: none"> • Cross sectoral sharing of case studies/good practice 	<ul style="list-style-type: none"> • The Association has zero tolerance for any homophobic hate crime and continued to commit to protocols of contacting/working with the PSNI and other agencies where there has been a suggestion or evidence of targeted hate crime.

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 2018/19 reporting period? *(tick one box only)*

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

Please provide any details and examples:

A. The Association continued to award small grants during 2018/19 following the introduction of a small grants initiative in 2015/16 - Our Community - to support and increase the type and number of activities based at housing schemes which promote a community spirit. The stated aim continues to be to *promote inclusion, equality, participation and good relations which is of real benefit to residents.*

B. The Association's Community Involvement Officers continued to help further promote equality of opportunity and encourage good relations and resident engagement and involvement through a number of community based activities and events.

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

Please provide any details and examples:

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

B. The Association continues to see the difference the Community Involvement Officers have made to the lives of individuals and groups by engaging and consulting with them. Significant work has been 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):*

As a result of analysis from monitoring the impact *(please give details):*
Community Involvement Evaluations from residents following community events and/or activities

PART A

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

The Our Community initiative and the work of the Community Involvement Officers continues to be largely driven the Association's Community Involvement Strategy and subsequent Operation Targets for resident activities to promote good relations and the requirements outlined by the Department for Communities, who are also the Regulator of Housing Associations.

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2018/19 reporting period? (*tick one box only*)

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

Please provide any details and examples:

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

Job adverts continued to display the line:

Habinteg is an equal opportunities employer:

5 Were the Section 75 statutory duties integrated within performance plans during the 2018/19 reporting period? (*tick one box only*)

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

Please provide any details and examples:

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

A commitment to Equality

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

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

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

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

During the period the Association introduced the new Performance Management Process. This new process involves monthly one to one meetings between staff members and their Line Managers. As part of the one to one meetings Line Managers look at the performance of staff members in relation to *[Customer Focus; Continuous Improvement; Trustworthy; Embracing Equality & Diversity; Working Together]*



6 In the 2018/19 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

PART A

- No, these are already mainstreamed through the organisation’s ongoing corporate plan
- No, the organisation’s planning cycle does not coincide with this 2018/19 report
- Not applicable

During the period Habinteg’s Board and Senior Management Team reviewed our Corporate Strategy. Our Mission Statement was revised and now reads;

‘Habinteg will provide accessible, affordable, inclusive, integrated homes and excellent services to enrich lives and communities of all customers’.

The Association introduced a new value, **‘Integration’** which outlines the Association’s commitment to **‘embracing diversity, equality and opportunity’** including **‘enhancing inclusive living experiences for all our customers’**

Please provide any details and examples:



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

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 18/19 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 2018/19 reporting period, please indicate the **number** of:

Actions completed:	6	Actions ongoing:	2	Actions to commence:	3
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Please provide any details and examples (*in addition to question 2*):

During the period as part of a full review of our Equality Scheme a review of proposed actions for 2018/19 were also reviewed. Relevant actions were carried forward and new actions were agreed in line with Equality commitments. All actions planned for the period were successfully met during the year and are ongoing.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018/19 reporting period (*points not identified in an appended plan*):

As a consequence of a full review of our Equality Scheme a full review of our Equality Action was also carried out. These actions are detailed in our revised Equality Scheme to be approved by the Equality Commission.

9 In reviewing progress on the equality action plan/action measures during the 2018/19 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

- All the time Sometimes Never

- 11** Please provide any **details and examples of good practice** in consultation during the 2018/19 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 the Association consulted on its revised Equality Scheme with a significant number of consultees.

Internally a Policy Review Group was established comprising representative staff members to review all internal 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.

- 12** In the 2018/19 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, 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:

There has been increased uptake from consultees via texting.

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.

Equality

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

Equality - We will:

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

- 13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018/19 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 equality and diversity session with the Association's Quality and Performance Manager on the Association's equality obligations and their responsibilities as employees.

- 14 Was the consultation list reviewed during the 2018/19 reporting period? *(tick one box only)*

Yes No Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

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

PART A



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

12

16 Please provide the **number of assessments** that were consulted upon during 2018/19:

7	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.

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 2018/19, 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.

- 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 2018/19, 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 2018/19?

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 Scheme was revised during this period. 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 (2019/20) 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:

13

Fully achieved

0

Partially achieved

0

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ	NIFHA / Members	Participation in relevant consultation exercises.	Inform policies / strategies and promote equality.
Regional ^{iv}	The Chair of Habinteg's Residents Forum, continues to be an advocate of Disability Awareness. She is also a member of the Association's Housing Management Committee.	The RF Chair is an extremely important role in the organisation and this input demonstrates a recognition by the association of the need to involve and promote the voice of people with disabilities.	Ensures that Disability awareness and positive promotion remains imperative to the Association's vision and ethos
Local ^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	Equality and Diversity eLearning training module mandatory for all new staff to complete.	All staff receive the training which includes an assessment at the end to ensure the training was understood. This eLearning module continues to be part of induction of new staff to the organisation.	Awareness of equality and diversity best practice and legislation; understand the impact of exclusion; and help staff in relation to building an inclusive working environment.
2	Liaising between the Association and the Equality Commission NI through the Association's Quality and Performance Manager particularly through equality updates and training facilitated by the Equality Commission	Updates filtered through to Board and all 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.

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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 was produced.	Customers who have used the facility have been able to access information in their preferred language/format.
2	The Association continues to promote a statement that information can be provided in Alternative Formats including Braille and other different languages as mentioned above. Continued use of accessibility software, most notably the Browse aloud feature on the Association website.	Equal accessibility of information to all who wish to use our services Browse aloud adds speech, reading, and translation to websites facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments.	Removal of barriers and enables users to access information and services. In the reporting period there was an average of 99 toolbar launches and 86 speech requests per month.
3	Efforts to promote and communicate the commitment to section 75 and its importance to the Association	Feature in Annual Report entitled Equality Matters with updates on activity and highlighting of equality duties. Dedicated Equality matters section on the website.	Raised awareness of the importance and centrality of Equality and Diversity to Habinteg. Promotes Habinteg's commitment to Equality and Diversity across all its business

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Continue to embed the disability duties into our consultation with customers processes through our Residents Forum and tenant survey structures	Creating an awareness of our obligations of the disability duties internally to our staff and Board and externally to our customers, whilst promoting positive attitudes towards people with disabilities and encouraging participation by people with disabilities in public life.	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
2	Include regular features about disability in Publications	Feature in new format Annual Report entitled Equality Matters with updates on activity and highlighting of equality duties.	Ongoing commitment to promote duties and encourage others to see that this is good practice
	Positive images of people with disabilities in our Habinteg literature, staff and Board structure, correspondence and other promotional materials	Habinteg’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 features in the Community Involvement Strategy, launched in June 2018, and in the promotional slide display at the launch event. A multi-screen presentation display, also featuring positive images of people with disabilities, featured at the Community Involvement Day at Stormont in October 2018.	Promotion of Diversity Champion for NI Teresa McDonough, who is also tenant, Habinteg Resident Forum Chairperson and Committee member. Teresa was heavily promoted online and in regional print publications through April and May 2018 and at National level through UK wide publicity in August 2018. All the above were promoted on our website, where the publications mentioned are available, and featured throughout the period on social media which, additionally, regularly features images relevant to this theme from community events across NI.

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

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	N/A		
2	N/A		

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	N/A			
2	N/A			

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

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

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

(a) Qualitative

The Association continues to be committed to the effective implementation of all aspects of the Disability Action Plan throughout our organisation. Overall responsibility for 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 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?

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Please select

If yes please outline below:

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

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

As an integral part of the review of our Equality Scheme, the Association is also in the process of conducting a full review of its Disability Action Plan, with the aim of making revisions to both documents to reflect statutory Equality and Disability legislation and best practice. The Association is holding off on making any significant changes to its Disability Action Plan until after attending a training seminar on Section 49A 'The Disability Duties and Disability Action Plans being facilitated by the Equality Commission on 17 January 2020.

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.