



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

### Contact:

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

[www.nb-housing.org](http://www.nb-housing.org)

### 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 2021 and March 2022**

## **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 2021-22, 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.*

#### **Introduction to NB Housing**

NB Housing is a registered social housing association with charitable status. It is governed by a voluntary Board of 10 members. Responsible for effective governance of the Association the Board comprises of Chair, Vice Chair, Secretary, Treasurer and 6 further members.

The Chief Executive is responsible to the Board of Management for the operational management of the association as a corporate body and therefore will ensure that the association fully complies with the Equality Scheme.

At the end of 2021/22 reporting period we had a team of 42 staff to include a Senior Management team comprised of Chief Executive, Director of Development & Property Management and Director of Housing Management & Corporate Services. Our 5-line managers include the Finance Manager, Housing Manager, Foyer Scheme Manager, Development Manager and Maintenance Manager, who manage teams of officers, administrative, support and caretaking staff.

NB Housing has a clear mission and vision to commit to providing outstanding social housing for those in need. We continue to aspire to a strong promotion of equality of opportunity and good relations for all prospective and current tenants, residents and staff.

#### ***Our Mission***

***NB Housing provides affordable rents and homes that build vibrant neighbourhoods and communities***

#### ***Our Vision***

***To lead physical, social and economic regeneration through outstanding social housing***

Despite the impact and challenges COVID has presented throughout the reporting year, we have continued to grow our stock and provide homes for those on need. Stock levels increased from 1082 homes in 20/21 to 1091 at the end of this financial year. Whilst the majority of our stock is located in north and west Belfast we continue to expand outside the city in areas such as Ballygowan, Ballymena, Newtownards, Carrickfergus, Coalisland, Donaghadee and Millisle.

Due to the upheaval that the pandemic caused we extended our Strategic and Business Plan for a further year. Our Strategic Plan 2018-2022 and Annual

Business Plan 2021, continues our mission in the provision of excellent social housing. We continue to accommodate across the Section 75 groups.

Our current stock portfolio of 1091 units accommodates for a variety of needs.

<b>General Needs</b>	<b>959</b>
<b>Supported Housing</b>	<b>68</b>
<b>Sheltered Housing</b>	<b>64</b>
<b>Total</b>	<b>1091</b>

Whilst the majority of housing we provide is for general needs and families we also provide accommodation and specific support groups. These are:

- Sheltered accommodation and support for the elderly at Holy Rood House
- Independent 55's and over in McCorry House providing one-bedroom apartments and support provided by our Tenant Support Officer.
- Homeless young people aged 18-25 at our Flax Foyer Scheme
- Accommodation for vulnerable families at Thorndale House in joint management with the Salvation Army
- Hostel accommodation in partnership with Rosemount Ltd for recovering alcohol dependent residents.

### ***Examples of Key Policy and Service Delivery Developments throughout reporting period 2021/22:***

#### **Continuity of Service during Covid 19 pandemic**

This reporting year found us all in very uncertain times with the continuing Covid 19 pandemic. Government and Public Health Authority guidelines meant our offices closed while we planned for our staff to work from home. NB Housings' continuity business plan was swiftly implemented to ensure our tenants and residents were receiving services as far as possible during lockdown.

With little knowledge about the virus and its impact on our communities, risk assessments were completed manage our workflow in as safe a manner as possible. Office staff were equipped with mobile phones and laptops for home working, while our caretaking team and support staff continued to provide services on site in Flax Foyer and our sheltered schemes, Holyrood House and McCorry House. External support services and visitors to schemes were restricted as per guidelines while staff provided one to one support over the phone. Staffing rotas were amended to limit contact on site, and to accommodate for those who were shielding. The wearing of PPE and social distancing measures were, and continue to be, implemented.

To reduce the risk of transmission in the early days of the pandemic, we were instructed to suspend allocations to our general needs' properties. This directive was lifted in July 2020 and since then have been allocating our vacant properties as normal. All maintenance work in properties, with the exception of emergencies, was also suspended until August 2020, however throughout this reporting year we have resumed maintenance works to our stock and commenced our planned and cyclical maintenance works at the end of this reporting year.

NB Housing were fortunate to be in a position of not having to furlough any staff during this period. Recruitment also continued using zoom and commenced 5 new staff during 2021/22.

At the end of the reporting period, and following two lockdown periods, our offices remained closed and limited staff returned to the office to carry out essential tasks and support services were ongoing.

## Communication

As our offices were closed during the year it was of paramount importance that communication with our tenants and residents was maintained. Unfortunately, our tenants' face to face meetings were suspended as we were committed to reducing risk of transmission and maintaining social distancing. However, we ensured our tenants were aware that we could still be contacted through text, telephone and via our website.

We released our new Tenant Participation Strategy 2021-2024 this year. Tenant Participation is a plan to increase tenant involvement in the delivery of social housing services and the decisions that are made about these services. The new 2021/24 strategy aims to improve the quality of social housing services for tenants and landlords, by encouraging partnership and discussion between the organisation, tenants, service users, local communities and authorities.

Tenant Participation events in 2021/22 have been carried out online for the most part due to lockdown restrictions however we made some delivery changes to ensure this communication and engagement was ongoing. Actions to promote communication and feedback included:

*Online Contact:* Our Community Development and Tenant Support Officer continued to provide engagement events online and contact via a "What's App" group with tenants to offer further engagement opportunities. Zoom was also introduced for group contact so any scheme or focus group meetings could be held online.

We changed providers for our tenant texting service and has proved successful as it provides immediate contact with tenants who may not have made contact in the past. This is a key improvement in communication with tenants as it ensures two-way engagement to ensure service delivery.

*Annual Tenant Satisfaction Surveys:* Our 2021/22 survey was circulated as per previous years and provides feedback on how we are performing and any potential opportunity to improve service delivery.

A summary of key satisfaction results for the reporting year is as follows:

Tenant Satisfaction Summary	2021/22
1. NB Housing overall service	74%
2. Rent represents good value	71%
3. Your accommodation	75%
4. Area/ location	78%
5. Service charges provide value for money	64%

*Tenants Newsletters:* Informing tenants of upcoming events, useful contacts, how the Association is performing etc is ongoing.

As part of our commitment to keeping tenants informed we produce a quarterly newsletter and an annual report to keep tenants updated of the performance of the Association. Information on useful topics is delivered in our quarterly newsletter. Topics include for example:

- Access to services offered by the Association and other useful links
- Campaigns e.g. NIFHA Goes Green
- Contents Insurance
- Debt advice
- Emergency Repair contacts
- Access to Free Wifi
- Health and Safety Issues e.g. Fire Safety, Gas Safety
- Housing or Tenancy Advice
- House Sales Scheme
- Information and tips from Consumer Council
- New Staff
- Notification of upcoming tenant engagement events
- Office operating hours
- Outcome prize draws etc
- Results Tenant Satisfaction Surveys
- Recipes
- Save Money on energy bills advice
- Support signposting to Advice Space, North Belfast Advice Partnership, Ligonell Advice Partnership, Family Hubs

Examples of these publications can be accessed on our website [www.nb-housing.org](http://www.nb-housing.org)

*Tenant Consultations:* We ask for feedback on repairs and planned developments so that tenants have opportunity to inform the Association on how satisfied they are with their homes. This may lead to further improvements moving forward.

Tenant consultation and engagement is carried out when maintenance and development works are to be commenced. Once works are completed tenants are invited to provide feedback on the improvements.

Our Development department will also consult in regard to upcoming development and housing provision. This can be in a group meeting session or as a leaflet drop. The following were leaflet drops this past year:

May 2021: Our “off the shelf” scheme in Kilkeel will deliver 9 two-bedroom apartments

November 2021: We consulted on our Hopefield Avenue, Belfast, scheme which will provide 14 two-bedroom apartments for active older people and 4, two-bedroom wheelchair apartments.

Communication at NB Housing head office is aided with Loop service and our website provides a Browse aloud function for both text, volume adjustment and language translation to assist those with sight and hearing impairment and where English is not a first language. Tenants are also supported via Big Word and Flex Language Services in relation to translating tenancy documentation into their chosen language and interpretation services for any tenancy related communication.

## Community & Tenant Engagement

2021/22 has seen a strong collaboration with other agencies in an effort to combat the challenges of COVID while delivering services. Our staff further developed ways to ensure tenants were provided with advice and assistance to manage their way through a pandemic. Lockdown meant residents and tenants were confined to shielding or isolating, furloughed from their work and subjected to reduced contact with family and friends. Towards the end of the reporting year we saw some services reinstated face to face and within government guidelines.

Our Community Development and Tenant Support Officer worked closely with local agencies to support tenants who were particularly impacted. Some of these developments included:

- SOS: “**Sadie’s Original Soups**” was a programme funded by Belfast Health Trust. The aim of the project was to provide families with a healthy meal on a low budget and this aim was met. It provided families with a healthy meal, whilst also helping them financially as all ingredients were provided. A slow cooker was also gifted to each participant. Participants attended weekly step by step classes via zoom over a 4-week period, and were given recipes to enable them to make a variety of soups.
- Delivered in partnership with the North Belfast **Urban Gardening** programme, administered by Ashton Centre as part of the North Belfast Community Empowerment Programme, we took part in the Urban Gardening programme and this was a great success. Interested tenants filled window boxes and hanging baskets which were then delivered to residents in Flax Street. As part of the programme we also provided and installed the brackets for the hanging baskets and there was a great sense of community spirit with everyone getting involved. All recipients were delighted with the splash of colour the flowers added to their homes and we also gained interest to have community clean up days in some areas, so we are exploring this idea for future sessions.

- Our tenants in Holyrood House took part in the **NIFHA Goes Green campaign**. This involved planting wild flowers and making window boxes which, as well as providing an inviting environment for bees and birds, gave everyone the opportunity to exercise and socialise together - a welcome change following a long year of ongoing COVID-19 restrictions. The tenants are hoping to get together again in 2022-23, this time to create a vegetable patch.
- We attended regular meetings throughout the year with the **Tenant Participation Practitioners Network**. These meetings included various housing groups from Scotland and the Republic of Ireland and provided a useful platform to share ideas and discuss different ways to engage with tenants. It was therefore a great opportunity to network and build relationships with other housing providers and has allowed us to share how we deliver some of our programmes.
- Following a successful funding bid we we were able to purchase 10 airfryers which were delivered to tenants for their use at the '**Fake Away**' class. This was a 4 week class where the aim was to promote a healthy take away style meal for families on a budget. Tenants were provided with ingredients and recipes to produce a healthy and cost-effective family meal.
- In partnership with Clanmill HA, and together with Ardoyne residents' we worked together to arrange a **clean-up** of the Ardglen area in North Belfast. Upon completion of the clean up all NB Housing tenants received a window box for their home. A **street party** was also held by residents of the area to which the Association made a community donation.
- **Oven to plate programme** was introduced in the autumn and funded by the Belfast Trust. Working with families remotely on a cookery programme, participants were provided with an oven dish and weekly ingredients. The 4-week programme demonstrated the ability to put a healthy family meal together with minimal effort.
- **Home Security Packs** made up of door handle alarms and door/window locks were provided by CRJI for distribution to our older tenants. We also obtained 100 **Keeping Safe Packs** which included flashlights and information for emergency contacts.
- Christmas and New Year saw the delivery of an **Intergenerational Programme** where local youth club members and older residents at our supported scheme came together. The programme was a health initiative by encouraging participants to get active and build relationships. A craft class allowed the youths to make Christmas tree baubles for older residents. Everyone then came together to light the Christmas tree in our supported scheme. The programme continued in the New Year when participants received a fit bit/step counter, water bottle and umbrella, and both young and old were paired up for a walking and talking activity.

- In partnership with Belfast City Council and Bridge of Hope, in February 2022 we used a Valentine's theme to deliver the '**Love Yourself**' class. Coming out of COVID many have suffered with mental ill health. The aim was to provide tips on managing stress, particularly stress caused by debt management/budgeting during a time when energy costs are rising. The class also gave tips on relaxation. Each participant received a pamper pack including homeopath products, affirmation books and budget management information.
- With the easing of Covid restrictions we were able to deliver our **Positive/Negative Reimaging Group**. Tenants got involved in improving what was perceived as a negative area, doing some tidying up, painting, installing planters with flowers etc and making it a positive area to enjoy. Photographs of the newly improved spot were provided to tenants to show the changes they made. Local agencies also became involved with the Mens Shed making the planters and benches and Ligoneil Garden centre providing the flowers.
- Use of technology and the ability to contact tenants remotely was an area we embraced as face to face contact was restricted. A **What's App** group was set up to communicate with tenants who had expressed an interest in becoming involved in our tenant focus groups.
- We provided **Wi-Fi** in the communal areas of both our sheltered and supported accommodation. With the aid of our Tenant Support Worker residents were able to interact with friends and family.
- **Family Support Hubs**: One initiative that has been welcomed by families is a joint initiative with Belfast Health and Social Care Trust and Belfast City Council (BCC) who have been working to help provide families with essentials. This has been administered by the Sure Start programme and we have been working in partnership to deliver packs of mother and baby essentials worth over £100. We have also continued to work with North Belfast Area Partnership (NBAP) to deliver food parcels, butcher vouchers and fuel vouchers to families in need.
- We continue our interagency working and have been represented at the following group meetings throughout 2021/22. These meetings will consist of members of other housing associations, NIHE, local community workers, local councillors, advice sector, and tenant representatives etc. Some of the groups include:
  - ❖ Tenant Participation Practitioners Network (TPPN) meetings with Supporting Communities who have set up a 3-monthly forum for Housing Associations. The aim is that Housing Associations share good practice ideas in relation to Community Development and Tenant Participation.
  - ❖ Upper North Multi-Agency Meeting.
  - ❖ Glencairn Residents Group & Interagency group
  - ❖ Ligoneil Community Cohesion Group



- ❖ North Belfast Advice Partnership: Providing advice on benefits, impact of welfare reform, housing issues, provision of food banks etc.
- ❖ Youth Outreach Group

Supporting Young Homeless People: We work in partnership with many services providing support to our young homeless residents (18-25yr olds) at Flax Foyer. This year saw the reintroduction of face to face delivery of services to residents. Some of these services included:



**The Core Project** offers residents a range of practical courses for our young people, to include: Personal Trainer, CSR card, Warehouse Operative, Security Card & Hair & Beauty. They also offer Essential Skills in Literacy & Numeracy.



**Daisy Project** provides a drop-in facility at the Foyer for anyone who is seeking information/advice/counselling relating to Drugs or Alcohol misuse issues. This is a confidential service.



**New Life Counselling** provide information in relation to Mental Health to better understand mental health and get some practical ideas to help deal with any issues.



Bytes launched their new Launch Pad Programme with young people from the Foyer. This is a 12- week programme, aiming at getting young women into the workplace. There will be opportunities to gain OCN qualifications and visits to colleges/ employers.



**Northern Ireland Youth Programme (NIYF)** Northern Ireland have a number of projects that will benefit the young people in the Foyer, to include: Mentoring Programmes, Young Women's Group, Fitness and a host of wellbeing programmes that offer 1-1 counselling and therapeutic interventions. Northern Ireland Youth Programme (NIYF) are also starting new round of a Relentless Change Project for 16-25-year olds who have a housing issue and want to create change. There is the potential of residential and overseas experiences, University accreditation at the University of Ulster and becoming a Youth Consultant.

## Community Safety

We have continued to engage a mobile security company for our apartment buildings to deter anti-social behaviour. Operating in areas of high deprivation and density, some of our tenant's experience incidents of antisocial behaviour (ASB). The security service provides a means of contact should ASB arise outside office hours. The service gives our

tenants an opportunity to report incidents and also gives assurance that resolution is forthcoming to not only ensure their safety but safety within the immediate community.

We continue to maintain links with community police, local councillors, and encourage tenant liaison with our staff teams. Open communication with local outreach workers in hotspot areas has been invaluable as the focus is to encourage youths involved in anti-social behaviour to engage with youth clubs and divert this unwanted behaviour and promote good relations.

Within this reporting period, NB Housing received 73 complaints of antisocial behaviour, 66 of which were resolved.

## **Our Staff Team**

At NB Housing we ensure our staff avail of Equality of Opportunity in all aspects of their working life. Key developments this reporting period include;

- Recruitment and Selection: Within the reporting year we recruited 4 permanent new staff and one temporary position to cover maternity leave.
- We are an Equal Opportunity employer. From April 21 to March 22 we advertised a total of 5 posts, received 19 applications, shortlisted 14 applicants, interviewed 12 and filled all 5 positions.
- Employee Assistance Programme: Given the uncertain times during lockdown and ongoing pandemic, we engaged *Inspire Workplaces* to deliver an Employee assistance programme for all staff from May 2020. The programme offers support to staff who may have situations affecting their well-being for example stress, relationships, finance etc. The programme delivers 24hr access to counselling as well as advice and information for support. The service is provided at no cost to our staff.
- Investors in People: NB Housing was reassessed in June 2019 for reaccreditation in the 6<sup>th</sup> Generation Framework of Investors in People. The Association was awarded GOLD accreditation until 2022. We will be reassessed in June 2022 for reaccreditation for a further 3-year period.
- Work Life Balance: Flexibility to staff working patterns was implemented during the reporting year as our staff were balancing home working and other responsibilities at home, e.g. childcare, schooling etc. due to lockdown.

## **Property Maintenance and Development**

Tenant and residents' needs are addressed through a number of key service delivery improvements throughout the year. Our adaptations service continues to address physical needs of our tenants by involving multidisciplinary teams such as OTs, Social Workers, Support workers etc. and ensuring needs are met.

The Association completed 28 disability adaptations at a total investment value of £54,510. Works included, the provision of level access showers, lighting upgrades, grab rails etc.

PART A

<b>Adaptation Type</b>	<b>Number Completed</b>
Level Access Shower	16
Grab & Stair Rails	8
Automatic WC	1
Lighting Upgrade	1
Level Garden Area	1
Level Access External Door	1
	<b>28</b>

The Association continues to develop homes for those in need. During this reporting year, NB Housing, completed the purchase of 9 properties for rehabilitation in Bangor, Belfast and Newtownards. We also acquired off the shelf schemes consisting of 8 units in Ligoneil and Ballygowan.

New development sites purchased and due to go on site in 22/23 include Crumlin Road scheme which will provide 14 new units of accommodation and Lower Clonard Street in West Belfast providing 2 family houses.

In addition to the new homes above, our development department continues to add to our property portfolio with 17 homes within the reporting year.

<b>Development Activity 21/22</b>	<b>Number of Homes</b>
Completed	
Rehabs	9
Off the shelf	8
<b>Total</b>	<b>17</b>

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2021-22 (or append the plan with progress/examples identified).

### Age

Communication: The outcome of our 2021/22 annual survey on communication is outlined below:

Communication 2021/22	% of Very/ Fairly Satisfied
1. Your views are taken into account	65%
2. Keeping you informed	78%
3. Opportunities for participation in management and decision making	63%

- 79% of tenants stated that when they last had contact it was easy to get hold of the right person.
- 92% of respondents said that they found staff helpful and 81% of respondents said that staff were able to deal with their query. 66% of respondents said that they were satisfied with the final outcome, 24% were dissatisfied and 10% said neither.
- 57% of respondents indicated that they would like to access their NB Housing account/ report a repair online.

Digital Inclusion: This year we made a funding application to Supporting People for the residents (18-25yrs olds) of Flax Foyer. Under the Supporting People Programme Covid 19 Recovery Fund we were awarded £22,705 for our “Foyer Connect” project. This new project aims to improve the connectivity of young people in the Foyer and in turn improve their mental health. The application was successful and we purchased, 5 new computers, 5 laptops, 2 i-pads, x-box with games, printer, DVD player, Wifi throughout the ground floor of the scheme and 5 new chairs for the computer suite. Survey Monkey has also been purchased to monitor the progress of the project and to improve resident participation in decision making processes. This is a much-needed provision for young homeless people to stay connected.

Since the beginning of the pandemic our older residents (65yrs+) in Holyrood House endured restricted visiting. In the latter part of 2021/22 families and friends were able to resume visits to the scheme. NB Housing availed of Belfast City Council funding to aid engagement and improve mental health through this unusual time. Ten tablets were purchased and Wi-Fi installed in the scheme so that tenants could avail of online tools. With assistance, residents enjoyed chatting to their families on screen.

What's App, and Zoom played an important role in Tenant Participation. As access to offices and group meetings were suspended, contact was reinstated using digital methods. This has proven to be both successful and valuable.

We introduced a "Call Pay" system where tenants can pay their rent over the phone. This has been very successful and gives tenants another convenient option to pay rent.

Our website provides an accessible means of contact where tenants can present questions/queries, pay their rent, make a complaint or request a repair. Our 2022/23 Annual Business plan will address a priority to review our website to action tenants' requests for greater accessibility and view their own accounts online.

*Social Inclusion:* We have made good use of technology to ensure tenants are still involved with the Association whilst our offices remain closed. Plans were put in place to review how delivery of activities could be carried out with limited contact, use of technology and one to one telephone support. As mentioned above, Zoom continues to play an important role in getting tenants together. Our Community Development & Tenant Support Officer arranged many online events that got tenants together and developed good relations.

We are delighted to see some activities and meetings being held face to face at our Foyer Scheme as restrictions have been reduced.

*Welfare Reform:* Furlough added another dimension for tenants already struggling to make ends meet. Tenants found themselves with reduced income and in some cases without work forcing them onto universal credit. The introduction of universal credit has been a difficult process for recipients. In March 2020 a temporary £20 per week uplift to Universal Credit and Working Tax Credit was introduced recognising the plight of many struggling financially during the pandemic. This was a temporary uplift and despite pleas not to remove it, it ceased in October 21 pushing many families below the poverty line.

Welfare Reform remains an agenda item for our Tenant Newsletter as the impact will affect all tenants of working age in receipt of benefit. We provide information to tenants and signpost to debt advice agencies where necessary in an effort to reduce potential financial hardship. The reform is impacting age groups differently, for example, while over 65's are not impacted, those between 25 -35yrs will be affected by a shared room rate capped by the local housing allowance, and families/households who are under occupying their properties have housing benefit cut by up to 25%, more commonly known as bedroom tax.

We continue to lobby against the removal of mitigations payments. The removal will mean tenants currently receiving supplementary payments for Benefit Cap and Social Sector Size Criteria (Bedroom Tax) will experience further hardship if these payments should cease.

## **Dependents**

*Welfare Reform/Single Room Rate:* As above, the adverse impact of Welfare Reform may be extensive. Our Foyer scheme continues to prepare young people for the adverse impact particularly for this age group. Residents are

supported by their keyworkers to understand the implications as they move on to independent living in the community.

We signpost our tenants to various advice agencies to raise awareness to families in particular, as tenants considering a transfer to other accommodation may be impacted. The outcome of the equality action plan has positively highlighted the need to provide relevant and timely information to our tenant base. We also carry out benefit checks to ensure our tenants struggling with rent payments are receiving all benefits they are entitled to.

*Lack of 2-bedroom accommodation:* This accommodation type will be in high demand particularly for those vulnerable tenants in need of a carer, and single parents. At the end of this reporting period NB Housing 2-bedroom accommodation represented 43.7% of its total stock. This will continue to rise as new developments and acquisitions are finalised going some way to meet need in this category.

## **Disability**

*Lifetime Homes:* The Lifetime Homes Standard incorporates a set of principles that should be implicit in good housing design that maximizes utility independence and quality of life. The Lifetime Homes Standard seeks to enable 'general needs' housing to provide, either from the outset or through simple and cost-effective adaptation, design solutions that meet the existing and changing needs of diverse households. NB Housing seeks to deliver on these principles on all new build properties. Both of our new build schemes, set to commence early next year on Crumlin Road and Lower Clonard, will embrace these principles.

*Adaptations:* NB Housing completed 28 adaptations to homes throughout the year. Adaptions can include fixed aids, or home extensions to assist mobility or activities of daily living for those with disability.

*Communications/Electronic:* We continue to deliver our browse aloud function for hearing or sight impaired on our website. Our head office is serviced by the loop system. Frailer tenants in our sheltered scheme are equipped with pendant and pull cord devices to access assistance outside office hours. This provides assurance for those tenants' dependent on support services.

## **Gender Imbalance**

*Activity Programmes:* Whilst activity programmes are essential in group living accommodation to prevent social isolation, it is as important to ensure activity planning is appropriate across genders.

Activities offered during the year have attempted to address the any gender imbalance. For example the "NifHa Goes Green Campaign" encouraged involvement from everyone. This was a successful activity as it was not considered gender specific. Likewise, our cooking programmes, intergenerational walk and talk, reimaging programme, etc, attracted participants that may not have been otherwise involved.

## Political Opinion

A potential inequality was highlighted within our Audit of Inequalities and therefore included in our action plan. This related to perceptions for potential employees who have “political convictions”. NB Housing continues to request application to Access Ni for all potential support staff and continues to recruit staff based on the Merit Principle.

## Race

### Good Relations Week 20<sup>th</sup>- 25<sup>th</sup> Sept 2021

Our Foyer scheme hosted a variety of sessions to raise awareness during good relations week in September 2021. Each day a different topic was explored over the course of the week. Starting out with discussion on “What is Good Relations?”, “Preparing a Good Foyer Agreement”, “Exploring Identity”, “Kicking out Prejudice and Mental Health Games” and finishing the week with discussion on “What does a truly inclusive society look like?”

In addition to this, our young people enjoyed the sampling of cuisines from different cultures, sharing culinary skills and experiences from around the world.

Communications: Our current tenant profile has 0.64% of households who do not have English as a first language, this is an increase of 0.18% in 2021/22. We continue to engage with both Big Word and Flex Language Services who have provided translation and interpretation services for our tenants. We continue to provide information on our services on our website which is serviced by Browse Aloud. This enables tenants or prospective tenants to translate information to any language.

Good Neighbour Agreements: For the promotion of Good Relations all of our tenants are required to sign up to the principles of the Good Neighbour agreement. The agreement encourages all tenants to,

*“Respect all neighbours and their property, irrespective of their religion, race, ability, culture or political belief.”*

## Sexual Orientation

Our training programme includes staff awareness of LGB&T community to continue to improve positive attitudes among staff and tenants. The support-based training has provided a practical approach to the issue’s groups may experience and how our support staff can manage these. Staff practice and response is enhanced and as a result we are providing positive outcomes for our residents. Agencies consulted to provide support include, Gender Jam, Rainbow, Cara Friend, HYPE, GPs, and Gender Assessment Clinic at Knockbracken.

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2021-22 reporting period? *(tick one box only)*

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

Please provide any details and examples:

We have seen a number of changes over the past 2 years due to the pandemic. As per government guidelines, our offices have remained closed to the public, visitors were restricted in schemes and engagement with tenants was also limited. This however opened a path to delivering services differently. Staff were working from home with a gradual return to the office for essential tasks. Staff were provided with laptops, phones and remote access to work from home. We have developed an Agile Working Policy in preparation for office reopening. This will evaluate roles which will inform the amount of time required in the office.

Additionally, we had to change how we engaged with our tenants. To comply with restrictions and to reduce the risk of Covid transmission our Community Development & Tenant Support Officer developed involvement and participation in community forums and meetings through technology. This has permitted discussions around the services of the association.

Additionally, much work has taken place around benefits and financial assistance, for example, support from local Family Support Hubs, the use of Quick Calc for benefit maximisation, greater access to benefits, discretionary housing payment applications, food banks, etc that may have positive impact in the lives of those across Section 75 groups.

**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:

Hybrid working has become the “new normal” as we move out of restrictions. It has evidenced that in some roles, work can be carried out from home when necessary. This gives staff a flexible work life balance as they too will be impacted with the forthcoming economic downturn and the impending cost of living challenges.

Tenant engagement in this reporting year was still taking place via Zoom, telephone and email. We made the most of technology to get tenants involved via these methods and was a success. This will make a difference for those who are not able to attend the office, meetings or activities in person, as they have another option to engage.



**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):*

Covid related change: Restrictions imposed created change

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

Covid related change: Restrictions imposed created change

Other *(please specify and give details):*

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

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

**4** Were the Section 75 statutory duties integrated within job descriptions during the 2021-22 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:

**5** Were the Section 75 statutory duties integrated within performance plans during the 2021-22 reporting period? *(tick one box only)*

PART A

- 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:

2021/22 brought a 1year extension to our 2018-2021 Strategic Plan due to the ongoing upset to services that Covid brought. This meant our 2021/22 Business Plan continued from the previous year and delivered on the Associations strong values, aims and mission. Staff Performance Appraisals and One to One session integrate the values of the association and our mission to provide a home for those in need.

At NB Housing we realise the important role that the community, voluntary sector and the general public have to play to ensure the Section 75 statutory duties are effectively implemented. Our equality scheme demonstrates how determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 statutory duties.

6 In the 2021-22 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 2021-22 report
- Not applicable

Please provide any details and examples:

Our Annual Business Plan for 2021/2022 has incorporated NB Housing targets in fulfilling our statutory equality and good relations duties of our Equality Scheme and Disability Action plan.

**Equality action plans/measures**

**7** Within the 2021-22 reporting period, please indicate the **number** of:

Actions completed:	24	Actions ongoing:	2	Actions to commence:	0
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Please provide any details and examples (*in addition to question 2*):

As outlined in section 2

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2021-22 reporting period (*points not identified in an appended plan*):

There have been no changes made to the plan in 2021/22

**9** In reviewing progress on the equality action plan/action measures during the 2021-22 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 2021-22 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:

Our new Tenant Participation Strategy 2021-24 was completed last year and can be viewed on our website [www.nb-housing.org](http://www.nb-housing.org).

Consultation with our tenants and residents on matters that affect them is central to NB Housing Tenant Participation Strategy. The purpose of the strategy is to ensure tenants have a voice in the way service of the Association are delivered.

PART A

We aim to consult regularly with tenants through a menu of involvement to assess which method best suits our tenants needs or preferences.

**12** In the 2021-22 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2021-22 reporting period? *(tick one box only)*

- Yes       No       Not applicable

Please provide any details and examples:

**14** Was the consultation list reviewed during the 2021-22 reporting period? *(tick one box only)*

- Yes       No       Not applicable – no commitment to review

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

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

0
---

**16** Please provide the **number of assessments** that were consulted upon during 2021-22:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	Consultations for an <b>EQIA</b> alone.

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

N/A

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

Yes       No concerns were raised       No       Not applicable

Please provide any details and examples:

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

**19** Following decisions on a policy, were the results of any EQIAs published during the 2021-22 reporting period? (*tick one box only*)

Yes       No       Not applicable

Please provide any details and examples:

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

**20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2021-22 reporting period? *(tick one box only)*

- |  |  |
|--|--|
| <input type="checkbox"/> Yes   | <input type="checkbox"/> No, already taken place   |
| <input type="checkbox"/> No, scheduled to take place at a later date | <input checked="" type="checkbox"/> Not applicable |

Please provide any details:

**21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- |                              |  |   |
|------------------------------|--|---|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Not applicable |
|------------------------------|--|---|

Please provide any details and examples:

**22** Please provide any details or examples of where the monitoring of policies, during the 2021-22 reporting period, has shown changes to differential/adverse impacts previously assessed:

No adverse impacts

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

N/A

**Staff Training (Model Equality Scheme Chapter 5)**

**24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2021-22, and the extent to which they met the training objectives in the Equality Scheme.

**Returning to Community Bases  
and Activities**

Supporting Communities

Online

13/05/2021

**Suicide First Aid**

ASCERT

Online

14/05/2021

**Level 3 Award in Understanding  
the Principles of Restorative  
Practice**

SFJ Awards

15/06/21

16/06/21

**Anti-Social Behaviour**

Housing Rights

Online

03/12/21

**Workshop: Line Manager  
Training – How to Handle  
Difficult Conversations**

Online

26/01/2021

**Introduction to Equality**

ECNI

Online

09/03/22

**Flexible Working Webinar**

ECNI

Online

09/03/22

Our training plan 2021/22 continued online. NB Housing recognises that awareness raising and training plays a crucial role in effective implementation of our Section 75 duties. The extent to which this training met the training objectives of the Equality scheme can be summarised as follows:

- We have recruited new staff in the reporting year and as part of our induction plan we ensure staff are aware of our Section 75 duties. The Introduction to Equality delivered by the Equality Commission Northern Ireland provides a comprehensive overview for beginners in employment equality, covering the role and function of the Commission, an introduction to anti-discrimination

legislation in NI, definitions of discrimination, the reasonable adjustment duty, Fair Employment Treatment Order and good practice.

- The safeguarding of vulnerable tenants and residents is a duty to report any risks or safeguarding concerns. Staff are trained in the necessary protocols to ensure our tenants, residents and children are safeguarded.
- The pandemic has resulted in an increase in mental ill health due to isolation, stress and even financial hardship. Training to create awareness of mental health issues and how these can impact any one of Section 75 groups developed an understanding of the challenge's individuals can encounter and how we might manage support and reduce stigmas. Handling these conversations can be difficult for managers as try to effectively communicate workplace issues.
- Sessions on substance abuse, suicidal ideologies and trauma gave staff the tools to effectively deal with crisis situations that tenants may find themselves in and how they can act to provide the best support for a positive impact.
- We have experienced Anti-Social Behaviour around some of our apartment buildings. This behaviour requires prompt and careful action due to alleviate. Working in partnership with other community-based organisations assists in delivering an effective solution for all our tenants.
- The Flexible working webinar delivered by Equality Commission examined flexible working in Northern Ireland and the challenges to ensure equality of opportunity in relation to hybrid working practices and increasing requests for flexible working from employees.

- 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:

NB Housing outlines its training and development plans for the upcoming year based on the outcomes of staff appraisal and performance reviews, staff development plans, changing needs of our client groups, and legislative requirements and duties. The aim of the plan is to develop staff skill and update knowledge in the delivery of the objectives in the annual business plan.

We seek feedback on the training delivered through an evaluation process. Overall staff have given positive feedback on the sessions provided as training not only raises awareness and assists staff in their knowledge of legislative requirements but also ensures best practise. During this reporting year, whilst the sessions were delivered online and group interaction was suspended, we found attendance was greater as travelling was not involved and screen time for a session was reduced.

The last two years have brought many changes to our working environments. Being a flexible employer has allowed staff to manage how the pandemic has affected them and their households. Our approach to remote working has enabled staff to deliver a service to our tenants while managing the challenges of Covid and the impact of change. The Equality Commission for Northern Ireland provides training sessions that are practical, informative and interactive where practitioners and service providers are able to present and discuss examples to improve practise and positive outcomes. Raising awareness of the availability of information such as policy templates, advice etc. is a valuable resource to assist in the delivery of our



Equality Scheme objectives. The Flexible Working webinar covered situations and suggestions that promoted equality of opportunity for all staff.

As Covid restrictions has eased and we work our way back to face to face activity it has been important to ensure that both staff and tenants are aware of the precautionary measures we need to take to keep everyone safe. Supporting Communities provided a useful session on getting back together in a safe environment. Activities have been slowly resuming aiding tenants to socialise, alleviate isolation and improve mental health.

We have seen how the impact of the pandemic and restrictive measures has resulted in an increase in cases of mental ill health among our younger residents. This client group has experienced changing needs and we must ensure our staff are equipped with the knowledge to deal with these needs. Training around mental health, safeguarding, and substance misuse has guided staff on how to develop a holistic service to address individual needs of the residents, including risk assessment and an outcome-based action plan. We have seen an increase in the need for specialist training sessions in mental health awareness, health and wellbeing and wellness recovery plans etc as clients present with differing needs and are trying to deal with the impact of isolation periods with limited resources open to them during the pandemic. Our staff availed of suicide first aid courses in our Foyer scheme to ensure they are equipped with any emergencies should they arise. Staff found this session extremely beneficial and are now confident of the action to take if required.

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

- 26** Please list **any examples** of where monitoring during 2021-22, across all functions, has resulted in action and improvement in relation **to access to information and services**:
- We continue the use of What's App & Zoom for tenants as tool for tenant focus groups and meetings
  - Our Strategic and Business Plan for the upcoming year has included a review of our website in response to tenants expressing an interest in accessing their own accounts online.
  - We have continued to engage with translation and interpreting services as a means of improved communication and information.
  - Our Website library provides information leaflets accessible to all our tenants and tenants and residents. This information ranges from tenant participation, anti-social behaviour, repairs, tenants' handbooks, value for money statement, annual reports, equality scheme etc.
  - Quarterly newsletter publications mailed to all tenants and also uploaded on our website to inform of developments in the association, access to external contacts, advice on managing tenancies etc.

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

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2021-22?

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:

November 2022

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

NB Housing training and development plan for 2022/23 will focus on a number of equality topics to refresh for current staff and to create awareness for new staff who have joined us this year. Availability permitting, we hope to access training on the following:

An Introduction to Equality

Recruiting Fairly

Sexual and Domestic Abuse Awareness training

Management of Bullying and Harassment in the Workplace

Promoting Equality for People with Disabilities

A focus on Equality Screening

Promoting Mental Wellbeing at Work

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

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

**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:**

**17**

Fully achieved

**1**

Partially achieved

**1**

Not achieved

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

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

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	1.Representation on both Board and Staff Teams at NB Housing as well as Housing Sector/NIFHA Meetings	Recruitment Processes/Board Recruitment Attendance at Meetings and Sub Committee Meetings	Positive input to decision making process.
Regional <sup>iv</sup>	2.Tenant Consultation/ Engagement/Participation Strategy	New Tenant Participation Strategy 2021-24 delivered. Dedicated staff member in post to drive Tenant Participation Strategy/Tenant Welfare. Choices available on methods of involvement	Increased involvement particularly among older tenants with the provision of WiFi and iPads to a small number.  Expanded involvement methods to online access e.g. Zoom. Publicised in tenants quarterly Newsletter seeking

PART B

		<p>circulated to all tenants to encourage participation.</p> <p>Greater publicity of engagement both in newsletters, mail drops, one to one and website to encourage involvement</p>	<p>involvement/engagement opportunities.</p> <p>Contact has been made via Community Development and Tenant Support Worker</p>
Local <sup>v</sup>	3. Review internal and external communications	<p>Yearly review of Annual Report.</p> <p>Tenants surveyed to inform of preferred methods of communication.</p>	<p>Positive imagery included in Annual Report.</p> <p>Continued use social media sites, texting service &amp; browse aloud function.</p>
	4. Recruitment Drives reaching a wide audience.	<p>Jobs advertised externally via Nijobs.com, Community NI or NIFHA and Employers Online. Internally via email to all staff</p>	<p>Applications received from those with and without disability</p>
	5. Support Staff with disabilities to fulfil career development and learning	<p>Training needs analysis for all staff. Performance appraisal process on going.</p>	<p>Training and development plans are in place for staff with or without disability. Staff inform of training needs at appraisal meeting or one to ones.</p> <p>Outcomes provide increased awareness and improved service provision.</p>
	6. Conduct a monitoring survey of all Board Members and staff members with disabilities	<p>Distributed on recruitment</p>	<p>Outcomes monitored and needs addressed as required.</p>

PART B

	7. Recruitment & Support: Exit Interviews	Exit interviews held to identify needs that may impact policy direction	Policy includes reference to exit interview process. Interviews carried out for leavers.
	8. Work with joint partners to adopt the principles and spirit of disability duties/ Links with disability groups	Quarterly and annual review meetings with joint partners. Report on performance provided. As and when required contact with external agencies to address needs.	Documented meetings/actions with Joint Management Partners. Contact with external groups for example OTs, disability action, sensory awareness teams etc to assist tenants to maintain their tenancies independently.
	9. Encourage interaction between those with disabilities and those without	Given pandemic and restrictive contact, one to one/group activities suspended.	On line interaction encouraged via Zoom
	10 Promotion of positive attitudes	Ongoing engagement to adopt principles of disability duties	Improved services to those with disability

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

	Training Action Measures	Outputs	Outcome / Impact
11.	Provide Training/Refreshers on disability duties to Board members and staff.	2021/22 training plan included: <ul style="list-style-type: none"> <li>• Flexible Working Webinar</li> <li>• Equality in the Workplace</li> </ul>	Refreshers that included awareness raising of Section 75 duties and legislation and the roles and responsibilities of the NB Housing Team. Reference to reasonable adjustment duties.

PART B

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

	Communications Action Measures	Outputs	Outcome / Impact
12.	Accessibility	Increased contact this year following easing of COVID restrictions Information available online in various formats including Browsealoud function	Greater accessibility to information for those with/without disability. Preferred method of contact is one to one meeting, telephone or in writing. Tenants meetings on line were available.
13.	Tenant Consultation/ Engagement/Participation	Menu of Involvement circulated to tenants to choose most appropriate engagement option.	Paper based survey offered and implemented. One to one or group contact offered online via Whats App and Zoom
14.	Information/Publications	Information available in alternative formats, on request. Browse aloud facility, large print, texting etc.	Improved access to information for tenants or applicants with sight or hearing impairment.

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

	Encourage others Action Measures	Outputs	Outcome / Impact
15.	Encourage engagement for those with disability and those without	Encourage attendance at any socially distanced or online events	Attendance at online/socially distanced events/meetings of those with disability and without.

PART B

16.	Engagement with external organisations and multi-agencies	Establish positive working relationships with external organisations	Contact with external organisations such as, New Life Counselling, Aware NI, ECNI, Autism awareness, Disability action, Daisy, Belfast Trust, Local GPs, OTs, Support and Care Providers etc., has a positive impact and promotes independence for our tenants and residents.
17.	Activity Programmes	Reinstating face to face activity, as well as continuing activity online	Continue to survey to assess choice/interest

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		

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

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Establish the scale of disability amongst NB Housing Tenants, this is ongoing as new applicants become tenants	Profiling questionnaires for tenants. Use of new staffing resource to assist in the process.	To better address housing needs for tenants with disability. Applications for adaptations are being received and needs addressed.	Tenants are not forthcoming regarding information in relation to personal information on request.

PART B

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

	Action Measures not met	Reasons
1	Include Questions in Policy Screening template to assess significance of disability duties as part of screening exercise	Screening ongoing

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

(a) Qualitative

- Tenant Satisfaction Surveys
- Tenant Activity Surveys
- Tenant Participation/Engagement Events
- Maintenance & Development Consultations
- Adaptation Consultations
- Response Maintenance Satisfaction Surveys
- Training Evaluations
- Complaints Monitoring

(b) Quantitative

- Recruitment monitoring returns
- NICORE Statistics



PART B

- Fair Employment Monitoring
- Annual Satisfaction Survey

6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

No further revisions have been made following review of Disability Action Plan 2017

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			

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?

NB Housing continues to keep the plan under review and should opportunities for new measures arise we will endeavour to incorporate

<sup>i</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

<sup>ii</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

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

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

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