

ARK HOUSING ASSOCIATION



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2019-20

Contact:

• Section 75 of the NI Act 1998 and Equality Scheme	Name:	Jim McShane
	Telephone:	028 90 752310
	Email:	jim.mcshane@arkhousing.co.uk
• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above	<input checked="" type="checkbox"/> (double click to open)
	Name:	
	Telephone:	
	Email:	

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

www.arkhousing.co.uk

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 2019 and March 2020

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 2019-20, 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.

Ark Housing remains committed to fulfilling its responsibilities under Section 75 of the Northern Ireland Act 1998.

Principal Activities

The Association is a non-profit making housing association, providing a range of social housing and support services across Northern Ireland for those in need. Our principal activities include:

- Developing new build social housing in response to identified need;
- Providing housing management and tenancy support services to residents;
- Undertaking response, cyclical and planned maintenance works to our homes;
- Assisting people to stay in their own homes through home adaptation services;
- Providing temporary accommodation and support services to homeless families;
- Partnering others in the delivery of specialist housing and support provision.

Vision, Mission and Values

Our Vision is *'Making a positive difference by empowering people and communities'* whilst Our Mission is *'In partnership, provide quality homes and support services to meet housing need and contribute to the well-being of communities'*.

Our core values, which have the acronym P.R.I.D.E are:

- **Progressive** – Forward thinking, supporting change and transformational;
- **Respect** – Treat everybody with dignity and esteem
- **Integrity** – Maintain the highest professional and personal standards
- **Diversity & Equality** – Value diversity and equality in everything we do
- **Excellence** – Strive to deliver the highest standards of quality and customer care

Services

At March 2020 we managed 480 homes across Northern Ireland providing housing and associated services across a diverse spectrum, including:

- General needs family homes;
- Mobility and wheelchair bungalows;
- Sheltered housing;

- Temporary accommodation;
- Specialist homes for those living with mild to moderate dementia, learning difficulties and mental ill-health.

Corporate Strategy

We continue to implement our Corporate Strategy 2017-2022 which reinforces our commitment to equality and diversity. The strategy is defined by the following 5 themes:

- Leading Employer
- Better Homes, Greater Diversity
- Engaged Communities, Greater Impact
- Service Excellence, Satisfied Customers
- Corporate Governance, Sustainability

As part of this strategy, diversity and equality is embedded as a core principle, and we continue to provide homes for, and services to, persons based on objective need from across all Section 75 groups.

THEME 1: Leading Employer

We continue to invest in our staff, ensuring equality of opportunity for all as well as continually raising awareness of our commitment to equality and diversity through our management and training activities. More specifically:

- We ensure that all staff, existing and new, undertake training in Equality & Diversity.
- We encourage staff engagement and regularly measure staff satisfaction. Staff feedback is instrumental in striving to continually improve workforce performance leading to service improvement. Our most recent staff survey concluded that 86% of staff were satisfied in their employment with 86% of all staff proud to work for us.
- We undertake performance and coaching sessions with all staff, thereby helping to deliver high performance.
- During the year, we invested £22k in staff training and development.
- We undertook a range of initiatives and team building exercises to promote good relations across the Association, holding a Staff Away Day in September 2019 and a half day Staff Conference in December 2019.

During the year, we employed an average of 43 people. The gender balance was 68% female, 32% male. The Senior Management team comprised of 75% female, 25% male. Staff retention for the year was 90% at year end and sickness levels were measured at 2.2%

THEME 2: Better Homes, Greater Diversity

During 2019-2020, we completed the handover of 28 new homes, representing a 6% increase in our housing stock to 480 homes. Our housing stock comprises of:

- 327 General Needs properties for families
-

PART A

- 81 Supported Housing
- 72 Sheltered Housing

We undertook 19 home adaptations during the year to enable our residents to live safely and more independently within their homes as their physical needs changed. This represented an investment of £16,500.

- 100% of adaptation work orders were completed within target
- 100% of tenants were satisfied with the Disability Adaptation Service

We invested £307k in planned maintenance and component replacements, which included new kitchens and heating systems in a sheltered scheme of 35 units, 40 ventilation units throughout various schemes, a sprinkler system in a joint managed supported scheme, emergency lighting replacements in 3 schemes, 2 kitchens and 1 bathroom replacement and several boiler replacements.

Our current housing stock profile is quite diverse. We provide homes and services to older persons, to those experiencing physical and mental ill-health, to those with mobility issues and to families, all of which encompass persons from a wide range of cultural and ethnic backgrounds and well as across a diverse religious spectrum.

We are currently in the process of working towards the development of a shared future scheme under the Together Building Better Communities (TBUC) strategy, which reflects our commitment to improving community relations and continuing the journey towards a more united and shared society.

Homeless Services

At our Homeless Family Centres at Roseville House and Moyard House in Belfast, we provide temporary accommodation and support services for up to 40 families at any one time. We carry out professional assessments of the key support needs for each family and, in partnership with others in the voluntary, community and statutory sectors, we work with each family to support their move into a permanent home. When these families are rehoused in the community, we also provide a resettlement support service to ensure that support is continued through this difficult transition.

Our Homeless Services division provide services and support to many families of different cultural, religious, and ethnic backgrounds, many of whom having just arrived in Northern Ireland. During 2019-20, we welcomed families who identified as:

- Algerian
- Albanian
- British
- Chinese
- Hungarian
- Iranian
- Irish
- Polish
- Portuguese
- Romanian
- Slovakian
- Somalian
- Sudanese
- Tunisian

To meet the needs of our culturally diverse client group we have once again worked in partnership with several partners: Extern, Supporting People, NIHE, Job Assist, Heart Chest and Stroke, Women's Aid, Upper Springfield Youth Team, Horn of Africa, Somalian Association, Black Mountain Shared Space, Barnardos, Red Cross, Ballynafeigh Community Partnership.

The partnerships that we have developed have enabled us to support our services users and improve overall outcomes for housing related support.

Sheltered Housing

We own and manage 3 sheltered housing complexes for older independent persons. Sheltered housing provides round the clock support and assistance with a Scheme Supervisor available during the week in two of our schemes and the Fold Telecare service at evenings and weekends for all schemes.

We provide a range of social and community events at these schemes aimed at building community relations. One such collaboration is our award winning inter-generational initiative between residents at our Sheltered Housing Scheme, Conor House, and pupils from the neighbouring St Genevieve's High School. The pupils regularly visit the scheme to engage with the older residents in a range of events such as arts and crafts sessions. Ark Housing is very proud to facilitate and support this project which was established 16 years ago and is still going strong.

Joint Management Partnerships

Ark Housing also maintains successful partnerships with three specialist care and support providers.

Threshold NI:

We maintain 15 self-contained apartments in Portrush for people experiencing and recovering from mental illness. Threshold NI provide specialist care and support staff 24 hours a day at this service which enables residents to live their lives in a safe and secure environment despite their disability. This is a successful therapeutic community approach where residents have a full say in everyday practices and policies.

Inspire:

We maintain a residential care home in Belfast which accommodates 11 older frail residents. Inspire provide high quality care and support at this scheme whilst promoting independence and choice amongst residents. It offers a safe and secure home for adults and older people with learning disabilities and complex needs.

South Eastern Health & Social Care Trust:

Situated in Bangor, Ravara Court accommodates up to 36 persons who are living with mild to moderate dementia in 24 self-contained apartments. This scheme was designed to accommodate the latest design standards in dementia care housing and incorporates many unique features including a green roof, a secure outdoor space, advanced technological options that will maintain independence where individual circumstances

deteriorate, open communal spaces and many other aspects of good practise design to support residents to live better despite their situation.

THEME 3: Engaged Communities, Greater Impact

Our strategic theme, 'Engaged Communities, Greater Impact', focuses on increasing levels of tenant participation. We strongly believe that one of the most effective ways of improving services is to provide opportunities for tenants to become actively involved in what we do and to have opportunities to shape those.

As part of our tenant participation strategy, we developed a Tenant Participation Action Plan for the year which outlined the key delivery milestones. The Action Plan is reviewed annually and reported on regularly to the Senior Management Team and Investment Committee. This also includes Key Performance Indicators which align with the Association's operational and strategic objectives.

Tenant participation is extremely important to us and, during the year, we carried out the following activities:

- 240 community and social engagement events with a reported 56% of all tenants attending at least one or more of those events;
- 41 Tenant/Resident meetings;
- 10 Consultations in relation to planned maintenance;
- Established two new resident groups;
- Held 9 resident group meetings;

THEME 4: Service Excellence, Satisfied Customers

Ark Housing Association strives to ensure that the services we provide to our tenants, residents and service users are of the highest standard. Our Strategic Theme 'Service Excellence, Satisfied Customers' focuses on how we can ensure that our tenants, residents and service users can enjoy excellent housing and support services, and below illustrates our performance during 2019 – 2020:

Formal Complaints:

- 7 formal complaints received
- 100% resolved satisfactorily
- 90% satisfactorily resolved at Stage 1
- 10% satisfactorily resolved at Stage 2

Allocations Performance:

- Average Letting Time: 20 working Days
- Total Number of Allocations: 98

Homeless Services:

- Supported 104 Homeless Families

Response Maintenance:

- Maintenance orders completed: 2420

- Total % of those completed within specified timeframe: 87%

Average Rent by Size:

We balance the need to fund the maintenance and loan repayments of our homes and achieving an affordable rent for our tenants. The following represented our average rents for 2019-20:

- £63.61 - 1 bedroom
- £89.43 - 2 bedroom
- £98.69 - 3 bedroom
- £105.96- 4 bedroom

Tenant Satisfaction:

We continually use feedback from tenant surveys and learnings from our complaints procedure to increase levels of satisfaction and the results of our 2019 tenants survey indicate high levels of satisfaction across several areas:

- 94% of tenants satisfied with the overall service provided by the Association;
- 96% of tenants satisfied with the standard of accommodation;
- 92% of tenants satisfied with their community/neighbourhood;
- 94% of tenants reported that anti-social behaviour was not an issue in their area.
- 94% are satisfied with how staff dealt with their queries;
- 93% of tenants are satisfied with repairs and maintenance;
- 94% of tenants are satisfied that they are kept informed.

THEME 5: Corporate Governance, Sustainability

The Association is governed by a voluntary Board which, during 2019-2020, consisted of 14 persons with a wide range of skills and experience. The gender balance of the Board was 71% female and 29% male.

Upon approving policies for final ratification the Board of Ark housing note and discuss the equality screening process.

PART A

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (or append the plan with progress/examples identified).

EQUALITY SCHEME ACTION PLAN 2017 - 2022

Listed below is our five-year Equality Scheme Action Plan (2017-2022) with updated progress during this period.

Area Impacted	Objectives / Intended Impact	Action	Performance Status Update
Equality	To improve staff and Board member awareness in respect to Ark Housing’s Equality obligations	All staff and Board members have completed Equality and Diversity training and / or awareness sessions.	<p>Completed: Undertaking a 3-year plan for the e-learning courses in Equality from Legal Island:</p> <p>Year 1: Equality & Diversity: <i>In Progress</i> Year 2: Unconscious Bias in NI Workplace Year 3: New Diversity & Inclusion in the NI Workplace</p>
		All new employees to be informed on equality and diversity obligations as part of their induction programme.	<p>Completed: All new staff inducted in equality and diversity</p> <p>All new staff complete Legal Island e-learning course – Year 1 Equality & Diversity Module</p>
		Ensure all Board Members are trained in Equality and Diversity	<p>Completed: ECNI attended and presented overview of obligations at Ark Housing’s Board review session in November 2019.</p>

PART A

		Publish an “easy read” summary equality scheme for staff and tenants	Action to Commence
Disability	To improve staff awareness in respect to Ark Housing’s disability obligations	All staff and Board members have completed disability training	Completed: 100% of Ark Housing staff completed training. ECNI attended and presented overview of obligations at Ark Housing’s Board review session in November 2019.
	To improve access to information for persons with a disability	Organisational information is available in alternative formats within 20 days, where required	Ongoing: commitment to complete all requests processed within 20-day target.
		Review policies to identify and assess any significant issues relating to disability duties referenced under Section 49A of the DDA 1995	Completed. No significant issues identified.
	To improve access to services for persons with a disability	Ensure all new-build homes are built to Lifetime Homes Standard	Completed: 100% new build homes provided to lifetime homes standards
		Ensure all disabled adaptations works are completed within published timescale	Completed: 100% target met

PART A

Communication	Improve communications with tenants and ensure information about schemes and services is accessible to all	Review publications to ensure appropriate distribution / communication of all information	Completed
		Analyse tenant profile information to help tailor services to customer needs	Ongoing
		Evaluate use and frequency of translation and interpretation services	Action to Commence. Translation services frequently provided to a broad spectrum of service users on an ongoing basis.
		Review digital forms of communication used by the Association information and communication to ensure maximum inclusivity	Ongoing
Statutory Obligations	Ensure appropriate policies and provisions relating to equality and diversity and disability are in place and that all new and revised policies have been equality screened	Review and update Disability Action Plan	Completed: Plan, reviewed, updated, and published September 2019. All new policies screened as required.

PART A

Governance	To have a more balanced Board composition	Assess composition of Board & Committee Members and review marketing of opportunities when recruiting	Completed
Housing Inequalities	To develop homes and services, where possible, that aim to address those issues brought forward in the ECNI Key Inequalities in Housing and Communities Report April 2017	To actively consider new build opportunity, where possible and where demand / NIHE support is available, for categories of need as highlighted in ECNI report	Ongoing
		To actively consider new build opportunity, where possible and where demand / NIHE support is available, for shared future housing	Completed
		To review ASB policy with a view to enhancing service response in respect to potential racial or homophobic motivated attacks	Completed

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 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

Antisocial behaviour policy updated to include reference to harassment on equality grounds.

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:

It will provide added assurance to both perpetrators and victims that such behaviours will be robustly responded to.

3b What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

As a result of what was identified through the EQIA and consultation exercise *(please give details):*

As a result of analysis from monitoring the impact *(please give details):*

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

Other *(please specify and give details):*

Identified as part of our action plan development processes.

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 2019-20 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 2019-20 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:

6 In the 2019-20 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 2019-20 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed:

Actions ongoing:

Actions to commence:

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

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

None

9 In reviewing progress on the equality action plan/action measures during the 2019-20 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

PART A

- 11** Please provide any **details and examples of good practice** in consultation during the 2019-20 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 reporting period, we carried out face-to-face community consultations for 19 new schemes with over 700 councilors and neighbours attending.

All venues were inspected prior to organising of events to ensure that they were fully accessible for those with disability needs.

- 12** In the 2019-20 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 2019-20 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

- 14** Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)*

PART A

Yes No Not applicable – no commitment to review

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

[Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published] <http://www.arkhousing.co.uk/publications>

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

30

16 Please provide the **number of assessments** that were consulted upon during 2019-20:

0	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**

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 2019-20 reporting period? (*tick one box only*)

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 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

- *Section 75 statutory duties form part of induction training for all new staff who are also expected to complete e-learning modules on Equality & Diversity.*
- *When appropriate and on an ongoing basis, arrangements are made to ensure staff are kept up-to-date with Section 75 developments.*

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:

The Legal Island Equality and Diversity e-learning modules provide comprehensive training to all staff. The courses help to reaffirm a positive culture of equality and diversity in the workplace and provide staff with the skills to address issues promptly and effectively. With so many staff working shift hours, it was an ideal way to ensure that all staff receive the same high-level training.

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

26 Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

N/A

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2019-20?

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 current Equality Scheme has been designed to co-exist alongside our 5-year Corporate Strategy and therefore will be due for review in 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)*

N/A

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

16

Fully achieved

2

Partially achieved

3

Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period. *Current Disability Action Plan & Status appended below*

ARK HOUSING DISABILITY ACTION MEASURES & STATUS

Action Measure	Timescales	Performance indicators / Intended Outcome
Leading Employer		
Provide training to all staff on disability duties	Every 2 years	Fully Achieved: All staff trained on disability duties and awareness
Provide specialist training for senior managers for recruitment, retention, and support of people with disabilities within the workplace	2019-2020	Fully Achieved: Senior Managers aware of support needs for people with disabilities

PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
Evaluate disability training with representative of disability sector	2019-2020	Not Achieved: Disability training is relevant and signed off by disability sector
Promote opportunities for people with disabilities to participate in the workplace.	2019- 2022	Fully Achieved: People with disabilities are supported in contributing to society. Increased applications from people with disabilities.
Conduct a monitoring survey of all Board and staff members with disabilities.	2019-2020	Not Achieved: Ensure staff and board members feel supported within the workplace
Better Homes, Greater Diversity		
Process adaptation requests in line with our policies and procedures and DfC guidance	Ongoing	Fully Achieved: Adaptation requests completed.
Process all reasonable adjustments received from tenants and staff	Ongoing	Fully Achieved: All requests completed.
Implement the Lifetime Homes design criteria in all new build schemes	Ongoing	Fully Achieved: All new build homes designed to lifetime homes standards
Provide specifically designed accommodation to cater for people with disabilities where the need has been identified and supported by the Northern Ireland Housing Executive	Ongoing	Fully Achieved: All identified needs met

PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
Service Excellence, Satisfied Customers Engaged Communities, Great Impact		
Review accessibility and usability of the Association's website for people with disabilities	2019-2020	Fully Achieved: Website is easily accessible and usable by people with disabilities. We also provide browse Aloud software to enable deaf, hard of hearing and the visually impaired to access website information .
Review all external and internal communication policies, practices, and procedures to ensure that people with disabilities are portrayed positively	2019-2020	Fully Achieved: Promotion of a culture of inclusion
Undertake a review of the accessibility of all internal and external information.	2019-2020	Fully Achieved: Communications are accessible by people with disabilities and by people where English is not their first language
Ensure that there are opportunities for those with disabilities to attend events held by the Association	2019-2022	Fully Achieved: All venues to be inspected prior to organising of event to ensure that they are fully accessible for those with disability needs.
Monitor requests for publication/information in alternative formats	2019-2022	Achieved: Collation of statistical data on requirements.
Work with other organisations who seek to promote positive attitudes towards people with disabilities	2019-2022	Not Achieved: Liaise with individuals /groups promoting disability awareness, training, and support.

PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
Establish the scale of disability amongst Ark Housing tenants. Review and adapt existing monitoring systems to ensure relevant information is collated and analysed.	2019-2020	Partially Achieved: Collect statistical data to ensure services are targeted to the needs of the Association's tenants
Build on existing partnerships with voluntary and statutory organisations providing services for the Association's tenants with complex needs.	2019-2022	Fully Achieved: Continued beneficial relationships to ensure provision of services to tenants with complex needs.
Corporate Governance, Sustainability		
Provide training opportunities to Board Members on disability duties and awareness.	2019-2020	Fully Achieved: All board members trained on disability duties and awareness
Incorporate DAP objectives and targets into reporting at Committee and/or Board.	Annually	Fully Achieved: Reviewed by Board annually
Encourage the participation of people with disabilities on the Ark Housing Board and tenant participation structures.	2019-2022	Ongoing: Membership of the Board and Tenant groups to demonstrate increased participation of those with disabilities.
Publish and promote the Disability Action Plan within and outside the Association	2019	Fully Achieved: Publication of Disability Action Plan – September 2019

PART B

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	Supporting People Services	Supporting People Service Provider	Delivery of vital support services, improving access to health, wellbeing, and quality of life services
Regional ^{iv}	Disability Adaptations Service	Provision of disability modifications, aids, and equipment	Improved quality of life, independence, and access for disabled clients.
Local ^v	Tenant and resident liaison meetings, events, and consultations	Provision of support, advice, and assistance to tenants	Opportunities for active participation in external services, involvement in service development and input into service provision and improvements.

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

	Training Action Measures	Outputs	Outcome / Impact
1	Induction Training for all new staff and Board Members on the requirements to meet Section 75 obligations	Improved awareness and understanding	Increased awareness and interest in needs of Section 75 groups and knowledge of legislative responsibilities and good practice

PART B

2	Provision of training to all staff on disability duties	Improved awareness and understanding	Increased awareness and interest in needs of Section 75 groups and knowledge of legislative responsibilities and good practice
---	---	--------------------------------------	--

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	Enhancement of website	Installation of upgraded Browse Aloud software to enable deaf, hard of hearing and the visually impaired to access website information	Ease of access of website information by tenants and general public who have hearing and/or sight difficulties. An enhanced translation service also ensures availability to people where English is not a first language.
2			

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1			
2			

PART B

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

Ark Housing Disability Action Plan Measures and Status appended above.

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

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

Ark Housing Disability Action Plan Measures and Status appended above

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
1				
2				

PART B

4. Please outline what action measures **have not been achieved** and the reasons why.
Ark Housing Disability Action Plan Measures and Status appended above

	Action Measures not met	Reasons
1		
2		

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

(a) Qualitative

(b) Quantitative

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?

PART B

N/A

If yes, please outline below:

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

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

No

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.