

# ARK HOUSING ASSOCIATION



## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2021-2022

### Contact:

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

[www.arkhousing.co.uk](http://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 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.*

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**

By March 2022, we currently own and manage 605 homes across a wide geographical area 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 five 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 are embedded as core principles, 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 aim to ensure that all staff, existing and new, undertake training in Equality & Diversity.
- We are committed to recognising, rewarding, and retaining highly motivated staff. Staff feedback is instrumental in striving to continually improve workforce performance leading to service improvement and in our most recent staff survey 87% reported that they were satisfied in their employment with 86% proud to work for us.
- We undertake performance and coaching sessions with all staff, thereby helping to deliver high performance.
- We also invested over £16k in staff training and development.
- Despite the COVID19 pandemic, continuing into 2021/22 which led to the majority of our staff remote working throughout the year, we undertook a range of initiatives to promote good relations across the Association and share business and operational success by adapting to an increased electronic means of working and using digital platforms such as Microsoft Teams and Zoom for general communication and holding meetings.
- We have recognized that hybrid models of remote working are likely to continue in the wake of the pandemic, having been made possible by technological advancements. As a forward-looking organization, we wish to embrace the benefits of, providing staff with a work life balance while maintaining productivity, and have therefore, recently introduced a Hybrid Working policy.
- During the year we employed an average of 44 people. The gender balance was 75% female, 25% male and the Senior Executive Team comprised of 75% female, 25% male also. Staff retention for the year was 91% at year end and despite COVID19, sickness absence levels were measured at an average 3.8%.
- We continually ensure that we meet our equality statutory requirements under section 75 of the Northern Ireland Act.

**THEME 2: Better Homes, Greater Diversity**

During 2021-2022, we delivered 68 newly completed homes, increasing our housing stock to 605 homes comprising of:

- 451 General Needs properties for families
- 56 Supported Housing
- 74 Sheltered Housing
- 24 Homeless

We undertook 6 disability 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 £10.4k.

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

Throughout 2021-2022, we committed to investing in environmental improvements across a number of schemes, enhancing safety and security measures through anti-climbing fencing and gates and resurfacing of communal pathways. We invested £133k in planned maintenance and component replacements,

We continually monitor the quality of services delivered to our tenants. Our repairs service is paramount to achieving high levels of tenant satisfaction and Value For Money (VFM) and during the year we completed a total of 2,526 repairs with 2,349 (93%) of those being completed within our published timescales.

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.

Ark Housing is committed to the promotion and provision of shared housing and have been supported by the Department for Communities and the Northern Ireland Housing Executive's 'Shared Housing Programme'. As part of this programme, Ark Housing, in partnership with local voluntary and statutory agencies and the wider community, has been developing and delivering good relations activities in our two shared housing schemes in Ogle Street, Armagh and Causeway Road, Newcastle.

During 2021/2022, we facilitated:

- 5 community events (22 participants)
- 2 Advisory Group meetings
- Partnership working with Triangle, Arbour and Clanmil Housing Associations

In 2021/2022, three further developments were identified as having 'Shared Potential' and were taken forward in the 2021/2022 'Housing for All' Shared Housing Programme. These were:

- 58 Hillsborough Road, Lisburn
- Rourke's Link, Ballyhoran
- Malone Mews, Belfast

Work has commenced in developing Shared Housing Action Plans for each of these schemes

Homeless Services

The new Floating Support Service, which was launched in March 2021 has meant that we have been able to extend our existing homeless service provision out into the Greater Belfast area. Through partnership working with the Northern Ireland Housing Executive, Supporting People and Community Hubs across Belfast, we have been able to provide support to 170 families and have successfully assisted 81 families into more suitable accommodation.

As part of this service, we have also been able to promote and develop community interaction and cohesion within the community by delivering a wide range of community activities in partnership with local community organisations.

We have accessed funding to deliver digital inclusion training as well as the provision of purchasing items for a sensory garden, polytunnel, greenhouse and growing equipment for our accommodation-based schemes.

The service complements our existing accommodation based homeless service 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 2021-2022, we welcomed families who identified as:

Nationality of Clients		
Irish	Northern Irish	British
Indian	Pakistani	Bangladeshi
Iranian	Syrian	Somalian
Albanian	Chinese	Sudanese
Nigerian	Zimbabwean	Yemen
Russian	Portuguese	Swedish
Hungarian	Polish	Czechoslovakian
Spanish		

To meet the needs of our culturally diverse client group we have once again worked in partnership with several agencies/bodies They have enabled us to support our services users and improve overall outcomes for housing related support.

<b>Agencies / Other Bodies</b>	
NI Housing Executive (NIHE)	PSNI
NI Federation of Housing Associations (NIFHA)	Homeless Prevention Forum
Chartered Institute of Housing (CIH)	Belfast City Council
Homeless Connect	LORAG
Health & Social Care Trusts	Newhill
Family Support Hubs	Feile an Phobail
Education Authorities	Arts Council
Ballynafeigh Community Partnership	

### 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.

### 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 help 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 illness.

**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 provide input. During 2021/2022 we facilitated 22 tenant meetings, 5 Tenant Forum meetings and organised 6 Tenant Participation Training courses which were facilitated by Supporting Communities. We saw 27% of our tenants participating in one or more of these engagement activities. In addition to this, we carried out 4 consultation events in relation to service changes and arranged 2 pre-tenancy sessions for tenants moving into our new developments. Members of our Tenants Forum also worked alongside staff members to undertake a review of our website.

**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. We continually use feedback from tenant surveys and learnings from our complaints procedure to increase levels of satisfaction.

In 2021/2022 we appointed an external consultant, Aquity, to undertake our annual satisfaction survey. These results were also benchmarked against Housemark Star surveys.

The results from the survey show that:

- 80% of tenants satisfied with the overall service provided by the Association
- 80% satisfied with the standard of their home
- 80% believe rent to be value for money
- 75% believe service charges to be value for money
- 76% are satisfied with repairs and maintenance

In 2021/2022, 21 formal complaints were received. 95% of our complaints were resolved on time and the overall average day to investigate and respond to our complaints was 14.95 days. All complaints were resolved satisfactorily, with 90% being resolved at Stage 1 and those that progressed to Stage 2 were all resolved at that Stage, with no complaints received from the Ombudsman. We welcome complaints as a means of learning and being able to continuously improve.

**THEME 5: Corporate Governance, Sustainability**

The Association is governed by a voluntary Board which, during 2021-2022, consisted of 11 persons with a wide range of skills and experience. The gender balance of the Board was 64% female and 36% male. The work of the Board is supported by its committees which include the Audit, Compliance and Risk Committee, the Investment Committee, the Governance Committee and the Remuneration Committee.

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- 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).

**EQUALITY SCHEME ACTION PLAN 2017 – 2022**

Listed below is our five-year Equality Scheme Action Plan (2017-2022) with updated progress during this period. The Action Plan is due to be revised in line with our updated Corporate Strategy 2022-2027.

<b>Area Impacted</b>	<b>Objectives/Intended Impact</b>	<b>Action</b>	<b>Performance Status Update</b>
<b>Equality</b>	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	All staff and Board Members to undertake refresher Equality and Diversity Training e-learning module from Legal Island by December 2022 <i>Action to Commence</i>
		All new employees to be informed on equality and diversity obligations as part of their induction programme.	All new staff inducted in equality and diversity <i>Ongoing</i>
		Publish an “easy read” summary equality scheme for staff and tenants	<i>Action to Commence</i>
<b>Disability</b>	To improve staff awareness in respect to Ark Housing’s disability obligations	All staff and Board members have completed disability training	To be completed as part of Legal Island’s Equality & Disability e-learning module by December 2022 <i>Action to Commence</i>
	To improve access to information for persons with a disability	Organisational information is available in alternative formats within 20 days, where required	Commitment to complete all requests processed within 20-day target: <i>Completed</i>



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		Review policies to identify and assess any significant issues relating to disability duties referenced under Section 49A of the DDA 1995	No significant issues identified: <b>Completed</b>
		Ensure all new-build homes are built to Lifetime Homes Standard	100% new build homes provided to lifetime homes standards: <b>Completed</b>
		Ensure all disabled adaptations works are completed within published timescale	100% target met: <b>Completed</b>
<b>Communication</b>	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	Review carried out as and when new publications are published <b>Ongoing</b>
		Analyse tenant profile information to help tailor services to customer needs	<b>Ongoing</b>
		Evaluate use and frequency of translation and interpretation services	Translation services frequently provided to a broad spectrum of service users on an ongoing basis. <b>Completed</b>
		Review digital forms of information and communication used by the Association to ensure maximum inclusivity	New website under development – one of the main requirements is to ensure that the website design is compliant with appropriate Accessibility Standards/ Requirements, both visually and audibly. For instance, it will allow for the integration of Browse Aloud (and/or other online audio

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			services) to support real time screen reading as well as the translation of page content, where supported languages can demonstrate an acceptable level of translation accuracy. <i>Ongoing.</i>
<b>Statutory Obligations</b>	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	Disability Action Plan to be revised and realigned with the new 2022-2027 Corporate Strategy <i>Action to Commence</i>
<b>Governance</b>	To have a more balanced Board composition	Assess composition of Board & Committee Members and review marketing of opportunities when recruiting	<i>Completed.</i>
<b>Housing Inequalities</b>	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.	<i>Completed</i>

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		To actively consider new build opportunity, where possible and where demand/NIHE support is available, for shared future housing	<i>Completed</i>
		To review ASB Policy with a view to enhancing service response in respect to potential racial or homophobic motivated attacks	<i>Completed</i>

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**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:

**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:

**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):*

## 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)*
- 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 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

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- 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:

**Equality action plans/measures**

7 Within the 2021-22 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*):

N/A

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*):

None

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*)

- 4 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

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**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:

**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)**

[<http://www.arkhousing.co.uk/publications>]

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

4
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**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 type="checkbox"/> No | <input checked="" 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:

N/A

**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.

*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*

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*developments. An updated Equality & Diversity e-learning module will be undertaken by all staff and Board Members by December 2022.*

- 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 is 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 2021-22, 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 2021-22?

Insert number here:

N/A
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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 reviewed in 2023.*

- 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)*

No

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**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:**

**14**

Fully achieved

**1**

Partially achieved

**6**

Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period – 2021-2022  
*Current Disability Action Plan and status appended below – New Disability Action Plan to be developed in line with new Corporate Strategy 2022-2027.*

Action Measure	Timescales	Performance indicators / Intended Outcome
<b>Leading Employer</b>		
Provide training to all staff on disability duties	2017-2022	All staff to be trained on disability duties and awareness Refresher Training to be undertaken for all Staff and Board Members as part of the Equality and Diversity module scheduled by December 2022  <i>Not Achieved</i>

## PART B

<b>Action Measure</b>	<b>Timescales</b>	<b>Performance indicators / Intended Outcome</b>
Provide specialist training for senior managers for recruitment, retention and support of people with disabilities within the workplace	2017-2022	Senior Managers aware of support needs for people with disabilities  <i>Not Achieved</i>
Evaluate disability training with representative of disability sector	2017-2022	Disability training is relevant and relevant and signed off by disability sector  <i>Not Achieved</i>
Promote opportunities for people with disabilities to participate in the workplace.	2017-2022	People with disabilities are supported in contributing to society. Increased applications from people with disabilities.  <i>Not Achieved</i>
Conduct a monitoring survey of all Board and staff members with disabilities.	2017-2022	Ensure staff and board members feel supported within the workplace  <i>Not Achieved</i>

## PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
<b>Better Homes, Greater Diversity</b>		
Process adaptation requests in line with our policies and procedures and DfC guidance	2017-2022	Adaptation requests completed. <i>Fully Achieved</i>
Process all reasonable adjustments received from tenants and staff	2017-2022	All requests completed. <i>Fully Achieved</i>
Implement the Lifetime Homes design criteria in all new build schemes	2017-2022	All new build homes designed to lifetime homes standards <i>Fully Achieved</i>
Provide specifically designed accommodation to cater for people with disabilities where the need has been identified and supported by the Northern Ireland Housing Executive	2017-2022	All identified need met <i>Fully Achieved</i>
<b>Service Excellence, Satisfied Customers Engaged Communities, Great Impact</b>		
Review accessibility and usability of the Association's website for people with disabilities	2017-2022	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. <i>Fully Achieved</i>

## PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
Review all external and internal communication policies, practices and procedures to ensure that people with disabilities are portrayed positively	2017-2022	Promotion of a culture of inclusion <b>Fully Achieved</b>
Undertake a review of the accessibility of all internal and external information.	2017-2022	Communications are accessible by people with disabilities and by people where English is not their first language <b>Fully Achieved</b>
Ensure that there are opportunities for those with disabilities to attend events held by the Association	2017-2022	All venues to be inspected prior to organising of event to ensure that they are fully accessible for those with disability needs. <b>Fully Achieved</b>
Monitor requests for publication/information in alternative formats	2017-2022	Collation of statistical data on requirements. <b>Fully Achieved</b>
Work with other organisations who seek to promote positive attitudes towards people with disabilities	2017-2022	Liaise with individuals/groups promoting disability awareness, training and support. <b>Not Achieved</b>
Establish the scale of disability amongst Ark Housing tenants. Review and adapt existing monitoring systems to ensure relevant information is collated and analysed.	2017-2022	Collect statistical data to ensure services are targeted to the needs of the Association's tenants <b>Partially Achieved</b>

## PART B

Action Measure	Timescales	Performance indicators / Intended Outcome
Build on existing partnerships with voluntary and statutory organisations providing services for the Association's tenants with complex needs.	2017-2022	Continued beneficial relationships to ensure provision of services to tenants with complex needs. <b>Fully Achieved</b>
<b>Corporate Governance, Sustainability</b>		
Provide training opportunities to Board Members on disability duties and awareness.	2017-2022	All board members trained on disability duties and awareness. <b>Fully Achieved</b>
Incorporate DAP objectives and targets into reporting at Committee and/or Board.	Annually	Review and update by Senior Management Team <b>Fully Achieved</b>
Encourage the participation of people with disabilities on the Ark Housing Board and tenant participation structures.	2017-2022	Membership of the Board and Tenant groups to demonstrate increased participation of those with disabilities. <b>Fully Achieved</b>
Publish and promote the Disability Action Plan within and outside the Association	2017-2022	Publication of Disability Action Plan on website <b>Fully Achieved</b>



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 <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>	Supporting People (SP) Services	SP Service Provider	Delivery of vital support services, improving access to services and health, wellbeing and quality of life
Regional <sup>iv</sup>	Disability Adaptation Service	Provision of disability modifications, aids and equipment	Improved quality of life, independence and access for those with a disability.
Local <sup>v</sup>	Tenant & resident liaison meetings and social events	Provision of support, advice and assistance to tenants and residents	Opportunities for active participation with external services, 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 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

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2	Training of Floating Support staff on a number of programmes	Increased understanding of the needs and issues facing homeless people	Improved service

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	Greater use of translation services and promotion of Language Line service  Production of multi-lingual information leaflets for Homeless Services in partnership with NIHE and Supporting People	Staff access to translation services and multi-lingual information leaflets to meet the needs of those for whom English is not the first language	Improved housing & homeless support services delivery for those of different ethnic groups whose first language is not English Enhancement of website
2	Enhancement of website with installation of ChatBot	Ability to ask questions online in real-time environment	Instant responses and Improved Service
3	Information/Publications	Information available in alternative formats, on request	Improved access to information for tenants or applicants with sight or hearing impairment

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	All staff are expected to adhere to the values and behaviours adopted by the organisation	Commitment to and understanding of the organisation’s equality scheme’s aims and objectives	Improved service delivery and greater standard of care.
2			

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			
2			

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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				
2				

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

	Action Measures not met	Reasons
1	Disability Awareness Training for Staff & Board	Scheduled to take place this year.
2		

PART B

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

(a) Qualitative

The Senior Management Team (SMT) monitors the delivery and effectiveness of the Disability Action Plan (DAP) on a regular basis.

(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?

Please select

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			

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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?

In the coming months, the Disability Action Plan is due to be revised and updated in line with our new Corporate Strategy 2022-2027

<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.