

ARK HOUSING ASSOCIATION



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2023-2024

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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 2023 and March 2024

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 2023-24, 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 2024, we owned and managed 814 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

Our Corporate Strategy 2022-2027 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

Diversity and equality as one of our core values is embedded in this strategy, 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 continued 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:

- All staff had undertaken 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 92% reported that they were satisfied in their employment with 78% feeling motivated, engaged, enjoy a healthy work-life balance and feel empowered and valued.
- We undertake performance and coaching sessions with all staff, thereby helping to deliver high performance.
- We also invested almost £37k in staff training and development across the organisation.
- We operate a Hybrid Working policy. We recognise that hybrid models of remote working, having been made possible by technological advancements, are a great way to embrace the benefits of providing staff with a work life balance while maintaining productivity.
- 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% male, 25% female also. Staff retention for the year was 86% at year end and sickness absence levels were measured at an average of 3.9%.
- 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 2022-2023, we delivered 114 newly completed homes, increasing our housing stock to 717 homes comprising of:

- 562 General Needs properties for families
- 57 Supported Housing
- 74 Sheltered Housing
- 24 Homeless

We undertook 25 disability adaptations during the year to enable our residents to live safely and more independently within their homes as their physical needs change. This represented an investment of £106k.

Throughout 2022-2023, we invested an unprecedented £684k in planned maintenance and component replacements. This demonstrates that as well as investing in new homes, we are committed to maintaining our current homes to a high quality for the well-being and comfort of our tenants.

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 2,894 repairs with 2,460 (85%) 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 'Housing For All Programme'. As part of this programme, Ark Housing in partnership with local voluntary and statutory agencies and the wider community have been developing and delivering good relations activities to 6 shared housing 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 continue to see a positive increase in client referrals to our Floating Support service, with 128 clients in receipt of support at the end of March 2023.

As part of this service, we were also very pleased to secure additional funding from Council for the Homeless NI, Lottery Funding and a Cash for Kids grant. The various pots of money have allowed us to provide much needed food vouchers during the cost of living crisis. We were also able to provide help to families setting up home to purchase some household items. And through the Ark Creative Communities project, it allowed families, to engage and participate in various activities through the medium of music, theatre, drama and art.

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 2022-2023, we welcomed families who identified as:

- British
- Irish
- Sudanese
- Eritrean
- Somalian
- Syrian
- Ukrainian

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.

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.

During 2022-2023 we facilitated 76 activities with 671 tenants attending these events. We saw 12% of our tenants participating in one or more of these engagement activities. 27% of tenants participated in consultation events and 21% signed up to the menu of involvement register.

During 2022-2023, we underwent an accreditation process with Supporting Communities and were pleased to be awarded Upper Bronze status.

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 2022-2023 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:

- 71% of tenants satisfied with the overall service provided by the Association

- 81% satisfied with the standard of their home
- 78% believe rent to be value for money
- 71% believe service charges to be value for money
- 67% are satisfied with repairs and maintenance

In 2022-2023, 13 formal complaints were received. 97% of our complaints were resolved on time and the overall average day to investigate and respond to our complaints was 17.7 days. All complaints were resolved satisfactorily, with 92% being resolved at Stage 1 and those that progressed to Stage 2 were all resolved at that Stage, with no complaints progressed to 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 2022-2023, consisted of 11 persons with a wide range of skills and experience. The gender balance of the Board was 55% female and 45% 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.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2022-23 (*or append the plan with progress/examples identified*).

EQUALITY SCHEME ACTION PLAN 2022 – 2027

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

1.0 EQUALITY

No.	Objectives / Intended Impact	Action	Performance Indicator	Performance Status Update																
1.1	Consider a diverse range of social and other affordable housing solutions that are geographically spread throughout Northern Ireland.	Monitor the number of homes in each council area for categories of need.	Homes completed across different areas in Northern Ireland	<p>In 2022-2023, we completed 114 social housing homes across different council areas in NI:</p> <ul style="list-style-type: none">• Belfast City – 22• Derry City & Strabane – 48• Newry, Mourne & Down – 16• Lisburn & Castlereagh - 28 <p>At March 2023, we had 340 social homes on site in the following council areas:</p> <table><tr><td>Ards & N Down</td><td>63</td></tr><tr><td>Armagh, Banbridge and Craigavon</td><td>56</td></tr><tr><td>Belfast</td><td>14</td></tr><tr><td>Causeway Coast</td><td>12</td></tr><tr><td>Derry & Strabane</td><td>145</td></tr><tr><td>Lisburn & Castlereagh</td><td>11</td></tr><tr><td>Mid & East Antrim</td><td>7</td></tr><tr><td>Newry, Mourne & Down</td><td>32</td></tr></table>	Ards & N Down	63	Armagh, Banbridge and Craigavon	56	Belfast	14	Causeway Coast	12	Derry & Strabane	145	Lisburn & Castlereagh	11	Mid & East Antrim	7	Newry, Mourne & Down	32
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Newry, Mourne & Down	32																			

1.2	Consider new build opportunity, where possible and where demand / NIHE support is available, for Housing for All Schemes	Identify potential schemes	Increased Housing for All Schemes	<p>Housing for All schemes, or more recently renamed Shared Future Housing, are social housing developments, which are open to everyone, regardless of race, religion or community background.</p> <p>By supporting and encouraging neighbourhoods where everyone in the community is valued and respected, and where diversity is celebrated is fundamental to building lasting peace and a stable society in Northern Ireland.</p> <p>During 2022-2023, we increased our Shared Future Housing from 2 to 6 schemes. The current projects are:</p> <ul style="list-style-type: none"> • Ogle St, Armagh • Causeway Street, Newcastle • Malone Road, Belfast, • Frances St, Newtownards • Quarry Heights, Newtownards.
1.3	Improve staff and Board member awareness in respect to Ark Housing's Equality Duties.	All staff and Board members have completed Equality and Diversity training.	100% of Ark Housing staff complete training	Refreshers training not delivered during 2022-23. To be programmed for 2023-24.
1.4	Improve awareness of Ark Housing Equality Scheme	Publish an easy to read, more visual summary of Ark Housing's Equality	Published on Ark Housing's social media channels	Equality Scheme published on new Website September 2023.

		Scheme for staff and tenants		
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2.0 DISABILITY

No.	Objectives / Intended Impact	Action	Performance Indicator	Performance Status Update
2.1	To improve staff awareness in respect to Ark Housing's disability obligations	All staff and Board members have completed disability training.	100% of Ark Housing staff complete training	Refreshers training not delivered during 2022-23. To be programmed for 2023-24. However Legal Island Equality and Diversity e-learning modules provided to all new staff.
2.2	To improve access to services for persons with a disability	Ensure all new-build homes are built to Lifetime Homes Standard	100% new build homes provided to lifetime homes standards.	100% new build homes in 2022-2023 provided to lifetime homes standards.
2.3	Ensure all disabled adaptations works are completed within published timescale	Minor adaptations completed within 26 weeks; Major adaptations completed within 52 weeks.	100% target met	Performance was 68% Unfortunately, Performance was below standard due to contractor and administrative delays. The issues will be addressed for future adaptations.

3.0 COMMUNICATION

No.	Objectives / Intended Impact	Action	Performance Indicator	Performance Status Update
3.1	Improve communication and positively engage with tenants and ensure information about schemes and services is accessible to all	Analyse and collate tenant profile information to help tailor services to tenants (ie people with disabilities, those with dependents, living in rural areas, tenants where English is not their 1 st language etc)	KPI within the Customer Service Strategy	Improved communications and available information through new website and scheme roadshows

4.0 STATUTORY OBLIGATIONS

No.	Objectives / Intended Impact	Action	Performance Indicator	Performance Status Update
4.1	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	All policies equality screened, where applicable	Applicable policies equality screened	New policies and revised policies in 2022-2023 have been equality screened.

5.0 GOVERNANCE

No.	Objectives / Intended Impact	Action	Performance Indicator	Performance Status Update
5.1	To have a more balanced Board composition with respect to gender, age and political opinion	Assess composition of Board & Committee Members and review marketing of opportunities when recruiting	'Balanced Board & Committees	<p>The Association is governed by a voluntary board and we ensure there is a wide range of skills and experience.</p> <p>The gender balance in 2021-22 was 64% female and 36% male. In 2022-2023, the balance improved to 55% female and 45% male.</p>

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2022-23 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 2022-23 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 2022-23 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 2022-23 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 2022-23 report
- ☐ Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2022-23 reporting period, please indicate the **number** of:

Actions completed:

8

Actions ongoing:

0

Actions to commence:

2

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 2022-23 reporting period (*points not identified in an appended plan*):

None

9 In reviewing progress on the equality action plan/action measures during the 2022-23 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 2022-23 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 2022-23 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 2022-23 reporting period? *(tick one box only)*

☐ Yes

☒ No

☐ Not applicable

Please provide any details and examples:

- 14 Was the consultation list reviewed during the 2022-23 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*):

0

- 16 Please provide the **number of assessments** that were consulted upon during 2022-23:

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 2022-23 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 2022-23 reporting period? *(tick one box only)*

☐ Yes ☐ No, already taken place
☐ No, scheduled to take place at a later date ☒ 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)*

☐ Yes ☐ No ☒ Not applicable

Please provide any details and examples:

- 22** Please provide any details or examples of where the monitoring of policies, during the 2022-23 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 undertaken during 2022-23, 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 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 2022-23, 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 2022-23?

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 was reviewed in 2022-2023, to co-exist alongside our 5-year Corporate Strategy.

- 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

- 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:

16

Fully achieved



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 and status appended below

Action Measure	Timescales	Performance indicators / Intended Outcome
Leading Employer		
Provide training to all staff on disability duties	Every 3 years	Disability duties training not delivered during reported year.
Provide specialist training for senior managers for recruitment, retention and support of people with disabilities within the workplace	As required	Specific training for senior managers to be scheduled for 2023-24.
Evaluate disability training with representative of disability sector	Every 3 Years	Disability training as outlined above for 2023-24 will be designed and delivered in conjunction with disability sector.

Action Measure	Timescales	Performance indicators / Intended Outcome
Promote opportunities for people with disabilities to participate in the workplace.	Ongoing	Opportunities available at all recruitment exercises.
Better Homes, Greater Diversity		
Process adaptation requests in line with our policies and procedures and DfC guidance	Ongoing	Completed
Process all reasonable adjustments received from tenants and staff	Ongoing	Completed
Implement the Lifetime Homes design criteria in all new build schemes	Ongoing	Completed
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	Completed
Service Excellence, Satisfied Customers Engaged Communities, Great Impact		
Review accessibility and usability of the Association's website for people with disabilities	Ongoing	Completed
Review all external and internal communication policies, practices and procedures to ensure that people with disabilities are portrayed positively	Ongoing	Completed

Action Measure	Timescales	Performance indicators / Intended Outcome
Ensure that there are opportunities for those with disabilities to attend events held by the Association	Ongoing	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	Ongoing	Collation of statistical data on requirements.
Work with other organisations who seek to promote positive attitudes towards people with disabilities	Ongoing	Liaise with individuals/groups promoting disability awareness, training and support.
Establish the scale of disability amongst Ark Housing tenants. Review and adapt existing monitoring systems to ensure relevant information is collated and analysed.	Ongoing	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.	Ongoing	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.	Every 3 Years	Disability duties training not delivered during reported year.
Incorporate DAP objectives and targets into reporting at Committee and/or Board.	Annually	Review and update by Senior Management Team

Action Measure	Timescales	Performance indicators / Intended Outcome
Encourage the participation of people with disabilities on the Ark Housing Board and tenant participation structures.	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	At every review	Publication of Disability Action Plan

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			
Regional ^{iv}			
Local ^v			

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

	Training Action Measures	Outputs	Outcome / Impact
1			
2			

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			
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			

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

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

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		
2		

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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

(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			
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?

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.