

Woodvale & Shankill Community Housing Association



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2017-18

Contact:

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<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input type="checkbox"/> (double click to open) Name: Telephone: Email:

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

<http://www.wscha.org/sample-page/equality-scheme/>

Signature:

Lynn McCullough.

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 2017 and March 2018

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 2017-18, 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.

The Association is a community based housing association with 445 properties of which 105 are within sheltered schemes which provide secure housing primarily for tenants aged 55 years or over, over the past 12 months we have continue to offer tenancies to tenants under this age who have varying illnesses. These tenants have been successfully integrated into the community within the scheme resulting in a more diverse community. The association continues to promote its use of its text service and email facility to allow service users who may be hearing impaired for reporting repairs or who need to contact the Association for any other purpose. This range of communication method has been welcomed by all service users, the use of these have continued to increase over the past year.

During the reporting period the Association held a fun day, this was open to anyone wishing to attend.

The tenant's newsletter and the Associations website give details on how to obtain information in different formats.

All tenants who have used the repair service continue to receive a tenant satisfaction survey to complete.

All new tenants must enter in to a Good Neighbour Agreement.

The Association continues to offer community grants to local community groups to allow them to purchase equipment, fund competition entries etc.

Our diverse board is made up of members with varying abilities i.e. epilepsy, mobility issues, mental health.

Scheme supervisors continue to hold regular activities and outings, which all tenants are encouraged to attend.

We provide support and assist tenants during the migration to Universal Credit, and strive to ensure all tenants are aware on maximising their income by claiming any benefits they may be entitled to.

- 2** Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2017-18 (or append the plan with progress/examples identified).

Woodvale & Shankill Community Housing Association (WSCHA) staff attended various forums, public meetings and community safety meetings throughout 2017/2018.

The Northern Ireland Federation of Housing Associations is the umbrella body for 20 registered housing associations in Northern Ireland. Designated housing associations have participated in a joint approach coordinated by NIFHA throughout the development of equality schemes. Woodvale & Shankill Community Housing Association continues to seek support from NIFHA when required on matters relating to equality.

Woodvale & Shankill Community Housing Association is committed to:

- Acting fairly, honestly and openly
- Seeking to continuously improve our operating systems and value to our stakeholders
- To develop our employees, board members and tenant forum members
- Embraced the principles of equality and diversity in the workplace

WSCHA carried out 16 adaptations to properties throughout the reporting period to ensure tenancies could be sustained, these adaptations included installing grab rails, level access showers etc.

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 2017-18 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 2017-18 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 2017-18 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:

In the 2017-18 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 2017-18 report
- Not applicable

Please provide any details and examples:

All tenants who have adaptation work carried out on their homes are surveyed and their comments recorded on the quality of workmanship, speed of the process and their satisfaction with the outcome and the positive impact the adaptation has made to their lives and to enabling them to remain in the home the work was carried out on. During the reporting period 18 adaptations were carried out. Cost of adaptations is not currently covered by grant funding, all costs are met by WSCHA.

The Association continually reviews our tenant handbook to ensure it is user friendly.

All tenants/service users are treated equally in the provision of services.

Equality action plans/measures

7 Within the 2017-18 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 2017-18 reporting period (*points not identified in an appended plan*):

N/A

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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 2017-18 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:

All new tenants are given information on:

- Welfare Reform
- Fire Safety
- Smoke Alarms
- Information on additional support services

For prospective tenants we carry out a benefit check.

We proactively encourage all tenants to keep us informed of any changes to their health and wellbeing that may affect their tenancy and we ensure we update our IT systems accordingly so that any decisions regarding their tenancy are appropriate to their needs.

WSCHA encourage tenants through our newsletter to become active members of our tenants' forum, as this gives them the opportunity to participate in the Associations development, all tenants are encouraged to participate in surveys regarding cyclical maintenance.

The tenant's forum continues to hold meetings 4 times a year, at which all tenants are encouraged to support.

The Association continues to maintain contact with community groups within the local area and attends meetings to aid involvement and participation as much as possible.

The Association is committed to furthering tenant participation within the Housing Association.

The website is continually updated with updates for tenants, news within the association, job advertisements and documents relating to the associations business areas. The website has the option for visitors to increase font size, adjust contrast and change font and background colour.

The Association works jointly with NIFHA on formal consultations, this work has proved invaluable in terms of consistency and making consultation meaningful for not only this Association but the housing sector in general.

PART A

12 In the 2017-18 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:

Face to face meetings – delivery of our planned maintenance schemes, housing support services, etc.

Written documents - delivery of our planned maintenance schemes, support services, etc.

Telephone consultations – various initiatives throughout the year.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (*tick one box only*)

- Yes No Not applicable

Please provide any details and examples:

14 Was the consultation list reviewed during the 2017-18 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)

[Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]

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 2017-18:

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 2017-18 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 2017-18 reporting period? *(tick one box only)*

- | | |
|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, already taken place |
| <input checked="" type="checkbox"/> No, scheduled to take place at a later date | <input 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 2017-18 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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

N/A

PART A

- 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:

N/A

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

- 26 Please list **any examples** of where monitoring during 2017-18, 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 2017-18?

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:

- 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)*

Further staff training to ensure all staff to become fully aware of all aspects of section 75 of the Northern Ireland Act 1998.

The association is currently renovating our offices to ensure we continue to enable all tenants/service users to avail of our services, and to meet staff needs.

- 30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) reporting period? *(please tick any that apply)*

PART A

- 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:

3

Fully achieved

Partially achieved

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}			
Local ^v	Community Consultation on ongoing cyclical maintenance Face to face meetings with tenants	3 consultations per phase of scheme Staff members continue to hold one on one meetings/home visits with tenants/prospective tenants who are unable to attend our offices	Tenant input into design/layout of improvement works Has encouraged more tenant participation, better communication with tenants and has increased tenant satisfaction.

PART B

	Tenant Board Member		Contribution to policy making and day to day running of Association
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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	All tenants and staff are proactively encouraged to submit articles to our tenant newsletter		Increase awareness of WSCHA activities among staff and tenants
2	Advise tenants on potential impact of welfare reform	2 staff members attended information sessions/training on Welfare Reform & Universal Credit	Increase tenant awareness of financial impacts of WR
	Diverse Communication methods	Social media now used alongside traditional methods of communications	More of our tenants are now using smart phone technology for communicating regularly

PART B

		to ensure a wider range of tenants are kept informed.	alongside traditional methods for those who prefer them
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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			
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			

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
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PART B

1				
2				

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

	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?

(a) Qualitative

Tenant surveys are carried out upon completion of response maintenance, cyclical maintenance and adaptations.

Post tenancy interviews are carried out at 6 weeks post tenancy and 1 year post tenancy to help identify any issues the tenant may face and to help sustain tenancies.

Staff participate in annual appraisal process.

PART B

(b) Quantitative

WSCHA record all our allocations into a NICORE database, this information contains all required Section 75 information.

All statistics regarding ASB are recorded.

Mediation is encouraged and we are supported by a third party organisation in achieving the best possible outcome for all involved.

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?

N/A

If yes please outline below:

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

PART B

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?

N/A

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

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

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

^{iv} **Regional**: Situations where people can influence policy decision making at a middle impact level

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

^{vi} **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.