



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

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

Signature:

A rectangular box containing a handwritten signature in dark ink. The signature appears to read "Diara Fitzgibbon".

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 2018 and March 2019.

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 2018-19, 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.

Radius' Mission Statement is *to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities.*

Our Vision is *to become the most effective and efficient provider of housing, care and support, delivering high-quality services beyond the expectations of all our customers, through harmonised, engaged and empowered staff.*

In 2018-19 we continued to:

- Provide an out-of-hours Telecare based repairs referral service for other social landlords. In February 2019 we rebranded this service to Radius Connect 24.
- Develop and manage care services for need groups throughout the North.
- Provide an advisory service to people seeking grant aided adaptations.
- Collaborate with other statutory, voluntary and community organisations in the development and management of housing and care services.
- Consult with and promote the involvement of our tenants, residents and clients in the provision of its services.

Business Objectives (linked to the Equality Scheme) include:

- Making sure our customers have the best housing care and support services.
- Deliver our services to set standards.
- Develop our services through better knowledge of our customers.
- Encourage neighbourhood tenant groups to tackle anti-social behaviour and maximise support from existing local statutory, community and voluntary groups.
- Co-ordinate activities aimed at alleviating fuel poverty and hardship.
- Ensure our schemes are active community hubs providing safety and security and meeting the aspirations of all our customers.
- Expand our housing support & Connect24 services further into the community.
- Maximise our Day Care and Staying Put activities within funding

constraints.

- Help more older people to sustain tenancies through facilitating and encouraging a better multi-agency approach.
- Enhance our service offering to include community regeneration activities.

The Association's Radius Connect 24 service currently provides care and support to around 21,500 individuals throughout Ireland, whether referred through housing associations, community organisations, health and social care trusts or by the individual self-referring. Clients typically wear a personal pendant which will enable them to call for help from anywhere in their home 24 hours. The service handles over 1,000 calls for help per day. Service delivery models support individual choice to remain at home, maintain independence and dignity and enable timely and appropriate access to reassurance, care and support.

During the 2018/19 year Radius commenced 136 new homes for social housing. All our properties are built to lifetime home standards.

At the end of March 2019 the association had nearly 12,900 social housing units under its management. We hope to mark our 13,000 property in 2019.

During 2018-19 year Radius worked to better promote equality of opportunity and good relations through ongoing work in the following key areas:-

The Housing Associations Integration Project (HAIP) is a unique initiative aimed at promoting good relations interaction across housing association stock in Northern Ireland and the border regions of Republic of Ireland. In 2018 the SEUPB PEACE IV programme awarded the project a grant to up to a maximum of €1.1m under Promoting Peace and Reconciliation, SO4.2 to deliver this project over a three-year period, starting in September 2017 and completing on 31 August 2020.

The partners in the Housing Associations Integration Project are:

- Radius Housing
- Clanmil Housing
- Choice Housing
- Apex Housing
- Northern Ireland Federation of Housing Associations
- Tides Training
- Irish Council for Social Housing

The lead partner is the Northern Ireland Federation of Housing Associations (NIFHA). The project is being delivered by four of Northern Ireland's largest Housing Associations. The other partners are TIDES Training and the Irish Council for Social Housing. The partners came together because of their combined scale and regional spread, their desire to promote good relations and their experience of good relations work. Each of the four NI housing associations employed a Good Relations Officer, GRO, with responsibility for delivering the programme across ten housing schemes each.

This is the first initiative of its kind to cover Northern Ireland and the border counties and aims to promote good relations within and across housing associations. The project brings together social housing residents from a range of religious and cultural backgrounds to share experiences together, learn about differences and embrace diversity in the communities in which they live.

HAIP tested a new approach to building good relations with housing schemes across 40 areas in Northern Ireland and eligible border counties of the Republic of Ireland. These areas were selected using criteria including: geographic spread; small developments; newer developments (under 10yrs); areas with weak community infrastructure; Housing Association local knowledge and; religious/national identity balance.

In practice, the GROs have found over the last year, that the need to engage with tenants, build relationships and address their needs first, is key to gaining their trust and motivation to participate in the planned programme activities. This has resulted in GROs starting the programme with activities that are of interest to tenants, such as gardening workshops and health sessions which help to build confidence and motivation, leading tenants eventually to engage in good relation events.

We delivered four tenant forums and one general family tenant conference. These demonstrate our commitment to consulting a meeting with our customers to reflect on the matters that concern them most. This would include how we can implement upgrades to their homes and moving forward in the 19/20 year we will conduct surveys in all our sheltered accomodation to provide recommendation on the works required to facilitate compliant access and egress from our sheltered housing schemes.

We have continued with the successful roll out and implementation of our Community Investment Strategy which focuses on key themes:

- Tenant Engagement
- Good Relations
- Employment/Apprenticeships
- Welfare Reform
- Tenant Empowerment/Community Hubs.

The delivery of our development schemes also have a requirement to ensure they provide apprenticeship and employment opportunities in our communities.

This reporting year was the first full year of our Community Chest scheme, a grant scheme to community groups to aid development in their areas. In this reporting period we awarded £7472.00 of community grants to various groups that included:

- **Tullyvallen Polyunnel-** *turning waste ground into a green area with allotments & a polytunnel.*
- **Ballyclare High School-** *Creation of a sensory Garden.*
- **Falls Residence Association-** *Funding for a community festival.*
- **Carrickblacker Fold-** *Boccia classes with other schemes.*

- **Quoile Fold-** *Art Classes to improve combat social isolation & learn new skills.*
- **Grahamsbridge Manor-** *Items for the tenant Garden.*
- **Ligoniel Improvement Association-** *Christmas meal & gift for isolated elderly people including some Radius tenants.*
- **Ballinascreen Fold-** *Brain fit classes for tenants in the Fold & surrounding areas.*
- **Tidy Towns Randalstown-** *Improving the area around Maine Fold.*
- **LIA - partnership group-** *Funding for a children's capacity building trip to South Africa.*

This shows our commitment to assisting and developing communities, particularly those in hard to reach areas. The community groups receiving these would cover all 9 groups under S75 i.e. those who were holding events/projects for the young, elderly, disabled and the community within which they work.

Our Good Relations Duty:

- Under our 6 week Feel Good Friday Programme that included benefits advice, advocacy, signposting into family support services, mental health awareness, cultural cooking and nutrition, relation and stress management and tenants received a certificate at the end for completion of the Top Tips for Looking After Yourself Programme attended by 6 tenants.
- Titanic Treasure Trail Walk with Tenants – facilitated by myself and East Belfast Community Development Health Development Coordinator to increase activity levels whilst learning about local history attended by 4 tenants
- Pumpkin Carving and Fun Day in partnership with Apex Housing with tenants from 2 T:BUC Schemes coming together with 102 attending
- 6 week Drama Afterschools Programme for tenants children x 6 to improve self- esteem and confidence, learn new skills and encourage development of social relationships and interaction with peers through the arts. Participants took part in the Radius Christmas Pantomime.
- Christmas Pantomime in partnership with Lagan Village Youth & Community Group & Orchardville Adults with Learning Disabilities, School of Dance and CMAC Drama Academy with 138 participants attending including tenants. To promote diversity, the arts, celebrate the festive season and encourage partnerships and networks to improve community relations.
- Christmas Tree Light Switch On and Festive Fun Day Event with 180 attending including tenants and their wider families to promote inclusiveness, community safety, community relations and bringing tenants together in a safe environment.
- Established a Ravenhill Advisory Panel with a wide range of stakeholders

PART A

x 32 attending and 27 members signed up to guide and support the delivery of the Good Relations Plan for Ravenhill Shared Housing for All/T:BUC – include representation from politicians, community organisations, education sector, disability, health & fitness, PSNI, Belfast City Council, Good Relations, Youth Justice, Community Safety, Housing Executive and Housing Associations and churches

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

Please see the attached Action Plan and note details below:

An example of some of the impact of our work includes. Our Good Relations Officer delivered training to tenants in the Ballymena area using cookery as a way to getting tenants involved in good relations events. This has furthered tenant's interest in getting involved. The first OCN training course on Good Relations is scheduled for 4 sessions in May and tenants have already signed up for it. It has been encouraging to see a progression for a number of tenants in terms of capacity building and a growing interest in good relations work.

Setting up of Advisory Panel for Laurel Hill Housing for All scheme, Coleraine

- The overall aim of the Advisory Group is to support the good relations initiatives detailed in the GRP
- The AG will identify the "good relations" needs of the area
- Publicise & build awareness of the shared neighbourhood & the GRP
- Avoid duplication of services
- Adhere to Code of Practice
-

Representatives from the voluntary and community sector, statutory organisations, the education sector and elected representatives from across the political field attended the first meeting of the Advisory Panel held on 19 March 2019, with all signing up to being part of group going forward.

Radius Summer Festival Fun Day

A cultural and good relations event delivered onsite to tenants in the T:BUC Scheme but open to the wider community to attend with a range of activities including inflatables, petting farm, Fire Engine, Police Vehicle, African Drumming Circle, Mini Cart Track, Indian/Chinese/Ulster Scottish Dancers, Cultural Cuisine and a BBQ

The aim of the event was to – To bring tenants together in a safe and comfortable environment that is inclusiveness and accessible to all tenants to improve relationships, promote community safety & cultural awareness, to increase activity levels and raise awareness on addiction and mental health services and signposting into services.

Outcome – attended by 200 participants

The event was attended by a large number of tenants and also the wider community including groups and organisations locally and family members.

There were 7 referrals made to Belfast Drug & Alcohol Coordination Team for access to further support for tenants and family members to better support them through the consequence or impact of addiction or to address addiction for themselves.

100% of tenants felt the event encouraged them to come and mix with other tenants and brought them together as a community, encouraged them to take part in future cultural awareness activities/training and workshops.

76% agreed they would be keen to engage in planning future activities.

Collaboration – There was collaboration with a range of service providers including Phil's Farm, East Belfast Community Counselling, BDACT/EXTERN, East Belfast Alternatives, PSNI & NI Fire Service

Halloween Fun Day

Halloween themed fun day provided to tenants in an area where they have never had any community activities provided within the scheme and to connect and include other tenants from the wider community and encourage bridging and bonding between tenants, the wider community and local providers. To improve community awareness and relations in a safe environment that is welcoming and inclusive.

The aim of the event was to – Improve community awareness and relations in a safe environment that is welcoming and inclusive locally.

Outcome – attended by 90 participants

Tenants from 4 areas of Ravenhill all came together to attend the event and Lagan Village Youth & Community Centre attended with some members of the local community and youth centre. Orchardville Society who provide support to Adults with Learning Disabilities on the Ravenhill Road also attended and brought along 15 young adult service users from there organisation to take part in the event. The event improved relationships between a diverse group, encouraged and developed new networks and increased the confidence and capabilities within the community to engage, increase the opportunity for shared space and respect for others.

The participant's felt that the event would encourage them to inform others of T:BUC, to get out and mix with each other more, use what they have learnt within the home and get along better with others.

Collaboration – with Lagan Village Youth & Community Group, Orchardville Society

Social Change Programme x 8 weeks in partnership with Apex Housing

This Social Change 8 week programme was facilitated by Amplify NI from January – March 2019 and was a collaborative programme between Radius and Apex with tenants of Global Crescent & Ballynafoy Close. The tenants were provided with the opportunity and resources to identify key issues that mattered to them. Where supported to turn their ideas into actions through facilitated workshops, good practice visits and discussion. Programme delivery included supporting the group with

community mapping, 'co-creation' workshop, setting a vision for the group, an impact plan and the practicalities of delivering the project.

Outcomes - The outcomes of this project will see tenants taking ownership of their neighbourhood, developing their confidence and capacity for social change as well as developing relations with adjoining tenants from the area. It provided the opportunity for connecting and engaging with the wider community, community/voluntary and statutory organisations along the way and building their capacity to take positive action to make change for themselves and the wider community. The programme worked on the premise that the people who live in communities are the best people to come up with ideas for change!

Actions decided by the group to follow up on include –

- Continuing to meet as a group to take ideas forward – weekly update and planning meetings
- Engaging with other community groups to develop programmes – Willowfield, Orchardville, Ravenhill Church and Lagan Village Y&CG
- Making a difference to their area through an environmental enhancement programme of planting, community and road safety activities and actions and provision for children locally through activities.
- Building capacity of tenants through engagement
- Improving the look of their area through collaboration

Collaboration - with Amplify & The Young Foundation, Conservation Volunteers, The Diamond Women's Group, Belvoir Area Residents Group & Cameron's Garden Centre supporting adults with learning disabilities) & Young at Art

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 2018-19 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:

N/A

- 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 2018-19 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 2018-19 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 2018-19 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 2018-19 report
- ☐ Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:	39	Actions ongoing:	43	Actions to commence:	4
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Please provide any details and examples (*in addition to question 2*):

The fully completed actions include collecting statistical information such as tenant profiles to gather information on areas such as preferred methods of communication, information on the number of times couples are not housed together and information to help tailor services to customer needs .

Due to the nature of the remaining actions, whilst completed they still need maintained and will also be included as ongoing. They fall within each of the Equality Categories and examples include:

- The inclusion of play areas and open space in new developments, which are currently considered in each new development.
- Continually reviewing the preferred methods of communication for tenants, this includes updating our website for use with smart phone devices, provision of interpreter services, providing brochures and documents in easy read formats.
- Continuing to lobby government on the impact of welfare reforms and the single room rate.
- Monitoring our recruitment processes to ensure they facilitate a consistently equal approach to all genders.
- Continue to house couples together on request at schemes.
- Review of policies and procedures to ensure compliance.
- Continually ensuring staff and board members receive the appropriate training.
- Facilitating training on electronic communications this included our silver surfer sessions in sheltered accommodation.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

The Action Plan has been reviewed and amended in line with the new Equality Scheme for Radius Housing.

- 9 In reviewing progress on the equality action plan/action measures during the 2018-19 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 2018-19 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:

Using the Equality Commission guide for Consultation we ensured that our consultation list was up to date and relevant.

Our Equality Scheme was approved by the ECNI in the 18-19 year, this following consultation with staff, union and tenants.

Our tenant consultation took place via the area panel meetings with a presentation, followed by semi structured focus groups. This satisfied the geographical needs of the process and the need to consult across both general needs tenants and supported housing tenants.

Views were also obtained through forums and committees to ensure a geographical collection of information and opinions.

Stakeholder consultation was achieved through email and all consultees were contacted with a copy of the draft Scheme and an invitation to comment.

Our Disability Action Plan opened for consultation in late March 2019 and will remain open for consultation until June 2019.

So far we have conducted stakeholder consultation via our consultee email

distribution list, this will remain open until June.

We have commenced consultation with our various area panels and will facilitate a full meeting and presentation of the plan at the Tenant Executive Committee in May 2019.

As always, alternative formats were available on request. Any requests were and will continue to be responded to in a timely manner to prevent any reduction in timescale that might put a group or individual at a disadvantage in meeting the timescales.

Workshop with HACT and Housing Association community practitioners on 27 March 2019 to discuss how HA's baseline and measure the social value of what they do. The discussion looked specifically how to use the HACT social value calculator to measure Good Relations outcomes that are particular to Northern Ireland, (currently the HACT social calculator does not make provision for this). This is being followed up by another workshop.

During the 18-19 year we engaged with NIHRG as part of a wider consultation group in relation to the rights of travelers. Some of the outworking's of this included communication to those in our settled traveler grouped schemes including raising awareness on fire safety.

These consultations give Radius an opportunity to communicate and interact with staff, tenants and stakeholders in a positive and transparent manner.

The commitment to consult in a meaningful and useful way is one of the underlying concepts of the equality commitments as well as aligning with Radius' own values and aims.

- 12** In the 2018-19 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:

Example of area panels and tenant executive committee has members who are tenants across tenure and will varying disabilities and competencies; allowance is made by Radius for transport to and from meetings.

Easy read score cards are produced to break down information in an convenient fashion.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

☒ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

The consultation with Radius's tenants provided an opportunity to increase tenant awareness of our equality commitments and the feedback from the tenants was very useful for the implementation of equality awareness at the grass roots level.

- 14** Was the consultation list reviewed during the 2018-19 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)*:

45

- 16** Please provide the **number of assessments** that were consulted upon during 2018-19:

0	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.

PART A

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:

The Association's Development directorate has its own policies and procedures for consultation for construction and development.

Our current consultation for Radius' Disability Action Plan remains open.

- 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 2018-19 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 2018-19 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:

Any actions taken to change/ review policies would be carried out where an equality issue had arisen or as part of our internal review of policies every three years.

- 22** Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

We have had no examples where monitoring has revealed differential or adverse impacts that have not been previously mitigated for.

- 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:

Monitoring enables the figures for training courses, alternative formats, and adaptations to be easily available and to allow the Association to include relevant and sufficient resources in our business financial planning.

Throughout the reporting period, the following were also used in considering available data relevant to our services:

- NIHE waiting list data from the NI Housing Executive.
- NICORE – statistics of all lettings made by the Association submitted to NIFHA.
- Tenant Satisfaction Surveys – external researchers were used to survey tenants.
- Mystery Shopping Surveys – used to gather feedback on ease of access to our services.
- Complaints register.
- Anti-Social Behaviour statistics.
- Recruitment and Selection statistics.
- Employee surveys.
- Welfare Reform statistics and forecasting.

Workshop with HACT and Housing Association community practitioners on 27 March 2019 to discuss how HA's baseline and measure the social value of what they do. The discussion looked specifically how to use the HACT social value calculator to measure Good Relations outcomes that are particular to Northern Ireland, (currently the HACT social calculator does not make provision for this). This is being followed up by another workshop.

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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

The following training courses have been delivered to staff over the reporting period. Some are universal and mandatory across all staff, others are required by specific directorates and some are specific to individual roles.

Equality of Opportunity e learning is included in our mandatory Corporate Induction suite of e training. This is completed by all staff on induction and reviewed and repeated every three years after induction. This allows us 100% compliance with the Equality Scheme.

Our Welfare Advice Officers delivered training and welfare changes awareness sessions training on universal credit (UC) to staff and awareness sessions to tenants. This includes changes to PIP payments (previously DLA).

Other training relevant to the Equality Scheme and Section 75 is listed below.

Activities & Reminiscence with Older People

Autism & Asperger's Syndrome (An Introduction)

Back Care

Care Planning & Report Writing

Care Services Information Session

Challenging Behaviour in Elderly Care Services

Challenging Behaviour in Learning Disabilities

Corporate Induction (E-Learning)

CSR Site Pass

Dementia Awareness

Epilepsy

Equality of Opportunity (inc Dignity at Work) (E-Learning)

Fire Awareness

First Aid (3-Day/1-Day)

Food Safety in Catering (CIEH Level 2)

GDPR (E-Learning)

Health & Safety (E-Learning)

Human Rights

Infection Control/COSHH

Information Sessions Care/Housing (Includes Equality of Opportunities) (E-Learning)

Ladder Safety

Lone Worker

Managing Attendance at Work

Performance Management

Recruitment, Selection & Induction

Risk Assessment Principles & Practice (CIEH Level 2)

Safeguarding Adults at Risk & Child Protection Principles

Equality of Opportunities Training Attendance:

2018	180
2019 (To Date)	60

Information Sessions Numbers:

2018	15
2019 (To Date)	97

- 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:

Our Good Relations Officer consulted with the local tenants and agreed on an evening of cookery training which 4-5 women attended. This went so well that a further three evenings were organised. The format of the evenings facilitated the discussion of many interesting topics, such as how to cook on a budget as well as the challenges of being a single mother, racism in Ballymena, and coping with depression. Building on this, the tenants became more interested and involved in participating in good relations events. They have now participated in six workshops, a study visit and an inter-cultural evening and are now very positive about HAIP.

After the inter-cultural event, which involved a number of women from Afghanistan talking about their experiences of living in Northern Ireland and cooking Afghan food, there were positive comments from tenants:

“The opportunity gave me enjoyment to learn from other traditions”

“This was a great chance to learn about women from other cultures who have made their home in Northern Ireland”

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

- 26** Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The Association provides alternative formats on request for all documents and provides interpreters for those whose first language is not English.

This reporting period we have provided translations, interpreters and signers for our tenants to ensure they have full access to information and services.

The languages we have been asked for this reporting period have been as follows.

Arabic

British Sign Language

Lithuanian

Mandarin,

Polish

Portuguese

Somali

Tetum

We have provided signers for our tenants for consultations, Officer visits and as and when required at our offices and schemes.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

- 28** Please indicate when the Equality Scheme is due for review:

The new Equality Scheme is due for review 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)*

We will be continuing our focus on screening all policies to meet scheme commitments and will focus on training for new staff as that arises.

We also hope to facilitate up to 10 members of staff to complete British Sign Language Level 1.

We always seek to enhance our portfolio of e-learning for staff and will continue with our cycle of reviewing policies and procedures.

- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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

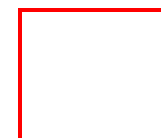
1. Number of action measures for this reporting period that have been:

35

Fully achieved

1

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}	<p>Board members</p> <p>Tenants' Executive and Area Panels</p>	<p>4 meetings a year</p> <p>Various meetings and event attendance throughout the period</p>	<p>Contribution/input organisational policy and decision taking.</p> <p>The Tenants' Executive has a greater awareness of issues for tenants with disabilities and as result will feed this back into the organisation when consulting on key policies, procedures and</p>

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			processes. Having the input of those tenants on the Panel with experience of the impact of disabilities and vulnerabilities is a positive step in supporting improvements across all areas of work within the Association.
Local ^v	<p>Directors hold prominent positions which help shape future policy decisions.</p> <p>31 of our Tenant Representatives have disabilities and are able to take key roles in our sheltered schemes to both feedback information and bring to our attention any issues regarding specific local measures and actions to be achieved. One of our Tenant Representatives is partially sighted.</p>	<p>CBI Board Member Older People Research Advisory Committtee Women's Aid Board Member Disability Action Board Member</p> <p>Provide Evidence to DFC and Health Committees.</p> <p>Secretariat of All Party Group on Housing. PACT Advisory Board Member Chartered Institute of Housing (CIH) Board Member</p> <p>Member of Local School Board of Governors.</p> <p>Independent Health Care Providers (IHCP) Member NI Dementia Lab Member</p> <p>Tenant/Resident meetings</p>	<p>Contribute/input into policy and decision making at Regional and local levels.</p> <p>Increased contact with hard to reach groups in particular those with mobility problems and sight issues.</p>

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	<p>Tenant/Resident Forums</p> <p>Partnership/stakeholders and local Community Groups</p> <p>Area Housing Managers</p> <p>Health and Social Care Trust (H&SCT) partnerships</p> <p>NI Digital Assist Steering Group</p>	<p>Regular events throughout the year</p> <p>Members of West Belfast Community Empowerment Group</p> <p>Connect 24 and the H&SCT'S work strategically with various community and voluntary sectors as well as the public sector.</p> <p>Facilitated by Business in the Community</p>	<p>Participation and consultation with Tenants on local issues.</p> <p>Feedback gained to enhance our service offering.</p> <p>Identifies areas/hotspots of anti-social behaviour.</p> <p>These partnerships aim to educate a wider audience of the benefits of the Connect 24 services.</p> <p>Links with private sector to provide expertise to 'Digitally Befriend' tenants and service users.</p>
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2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	Corporate Induction (including Equal Opportunities)	Staff completed the training via e-learning.	Communicating organisational commitment and providing knowledge of Section 75 legislation.

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	<p>Equality of Opportunity (Including Dignity at Work)</p> <p>Health and Safety</p> <p>Increased our portfolio of e-learning solutions for staff</p>	<p>Staff completed the training.</p> <p>Staff completed the training via e-learning.</p> <p>Staff completed training from our e-learning portfolio. Courses attended included:</p> <ul style="list-style-type: none"> • Data Protection • Corporate Induction • Health & Safety • Equal Opportunities • Coaching & Mentoring • Housing information sessions 	<p>Increased staff awareness of equality legislation and best practice.</p> <p>Increased knowledge, best practice and awareness of Health and Safety in the workplace.</p> <p>Staff can access training at their place of work and at a time convenient, thus reducing the need to travel to a central venue.</p>
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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	Continue to improve accessibility of the website	We continue to develop our internet, social media and internet services to provide access to information and services.	Information available to a wider audience in alternative formats.

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2	Policy Review	Ongoing programme of policy review in place.	Ensure policies are compliant with changes in legislation and comply with best practice; ensure policies comply with relevant statutory requirements.
3	Provide materials in alternative formats on request.	Information is provided in large font/format and electronically. Translations and interpreters are provided on request for those whose first language is not English	Information is available to a wider audience in alternative formats.
	<p>Continue to include positive statements about people with disabilities in key publications</p> <p>Ensure that publications continue to promote positive images of disabled people.</p> <p>Develop communication plans with Joint Management Partners when developing supported housing schemes to promote the positive benefits of schemes designed to support people with disabilities.</p>	<p>Annual Report 2017-18 (2018-19 in draft) , Housing Leaflets and Radius News</p> <p>Annual Report 2017/18 (2018-19 in draft), Housing leaflets and Radius News. Staying Put leaflets.</p> <p>Captured within the partnership agreements.</p>	<p>Improved communications/ key publications. Openness and acceptance of disabled people into the work of the organisation and recognition that they are tenants and key stakeholders as well.</p> <p>Improved communications/ key publications. Openness and acceptance of disabled people into the work of the organisation and recognition that they are tenants and key stakeholders as well.</p> <p>Improved communications/ key publications. Openness and acceptance of disabled people into the work of the organisation and recognition that they are tenants and key stakeholders as well.</p>

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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	Consultation	Tenant/Resident forums Participation on Sub/Committees/Board	Provide input to enhance delivery of services.
2	SMT and Board Members	Continue to lobby on policies and contribute to the consultation processes alongside NIFHA our representative body.	Input to policy external to the organisation
3	Welfare Reform Action Plan and Strategy	Training, review of internal systems and policies. A Welfare Reform Project group has been set up with representatives from different departments.	Increase in staff knowledge and skills across specific areas and ensure we provide our tenants with the right advice to safeguard their tenancy.
4	Public statement to encourage and support the continued representation of disabled people on the Board and throughout the Tenants' Governance structure.	Annual Report 2018/19 Housing Leaflets Radius News	Improved communications and openness and acceptance of disabled people into the work of the organisation and a recognition that they are tenants and stakeholders as well. Provide opportunities for involvement at all levels.
5	Access appropriate options for encouraging participation of disabled people in Tenant Governance structure.	Tenant Engagement Strategy rolled out and embedded. Production of Menu of Involvement and available online or hard copy.	Enhanced tenant governance structure that is embedded into that of Radius that is inclusive and provides a suite of options for tenants of all groupings to get involved.

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		Tenant Executive Committee.	
6	Seek to give staff opportunities to provide mentoring services to, or meet training and development needs by working with community and voluntary groups that work with people with disabilities.	Accessed and delivered through the staff training programme.	Enhanced support to staff members working with those who are disabled, as well as those staff who have disabilities themselves; empowering involvement.
7	Continue to support learning and development needs of staff with disabilities to enhance career development opportunities.	Accessed and delivered through the staff training programme.	Enhanced support to staff members working with those who are disabled, as well as those staff who have disabilities themselves; empowering involvement.
8	Establish a database of local representative organisations to ensure effective outreach to disabled people.	Still currently informal but the database has been added to since the inception of our Diversity Day Event 3 years ago. A further Diversity Day is scheduled for May 2019.	Ensures that engagement across the Association is broad and inclusive.
9	Remove barriers to the selection/ participation of disabled people on Board/ Tenant governance structures.	Our marketing and access arrangements, and training for staff, Board and tenants mitigates against these barriers.	Ensure that the recruitment to the Board is open and transparent and inclusive of all.
10	Remove barriers to the selection/ participation of disabled staff on Staff Consultative Forum and other service review teams.	Access arrangements and training for staff mitigates the potential barriers.	Ensure that the recruitment to structures is open and transparent and inclusive of all.
11	Provide appropriate training and	Targeted training; Communications	Support for tenants who may be disabled and

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	support to disabled people in any of the public life positions, and include measures to increase confidence of disabled people.	Strategy utilised to build confidence regardless of disability.	involved in public life positions, enhanced confidence and engagement with Radius as a result.
12	Work with Joint Management Partners and contractors/ suppliers to promote positive attitudes towards disabled people.	Standards in working protocols included in JMA Model Agreement, procurement and contracts.	Continue to work with contractors, suppliers and JMA partners to raise awareness and ensure compliance.
13	Work with Joint Management Partners to encourage participation of disabled people in public life.	Standards in working protocols included in JMA Model Agreement, procurement and contracts.	Continue to work with contractors, suppliers and JMA partners to raise awareness and ensure compliance.

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	Adaptations to the Association's homes/schemes	<p>Homes/Schemes adapted to suit tenants/resident's needs.</p> <ul style="list-style-type: none"> - Shower adaptations 216 - Minor adaptations 442 - Major Adaptions 12 	<p>Promotes independent living/secure environments.</p> <p>Radius continues to design homes to</p>

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	Houses designed to meet the specific needs of disabled tenants.	All properties under development or design are to Lifetime Homes Standard.	meet the specific needs of tenants.
2	We use our social media pages to highlight any significant impacts or changes and achievements across section 75 groups within our tenant base.	Increased awareness for all tenants using social media and the website.	Embeds the mainstreaming of equality and disability consideration across the organisation.
3	Other complete measures are around monthly/ quarterly monitoring of implementation and reporting to staff, SMT and Board.	All are covered through the reporting schedule.	Increased awareness and understanding of challenges and chill factors and how the organisation mitigates to remove them.
4	Review and adaptation of existing monitoring systems.	Review of IT systems and utilisation and a joined up approach to using tenant data.	The Association uses an industry wide housing management IT system that is now able to record all the equality and profiling data that the Association holds on tenants. This has led to improved service delivery to those tenants who have any issues or vulnerabilities under Section 75.

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

	Action Measures partly achieved	Milestonesvi / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Mental Health First Aid Training	Plans were made to roll out this training in 19/20	Sessions will start in May 2019 and this will	Engaged with Corporate Charity AWARE NI who

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		were Radius staff will attend	enhance staff awareness on Mental Health assisting our staff and our customers.	were having difficulties getting qualified trainers to delivery sessions hence the delay.

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

	Action Measures not met	Reasons
1		

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

- Board and SMT Minutes
- Tenant and Staff Satisfaction Surveys
- Complaints Procedure
- Training Evaluation Sheets
- Monitoring data; Annual Review of Progress
- Customer Service Excellence (CSE) external assessment

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- ISO9001

- DFC Benchmarking

(b) Quantitative

- Training records and training evaluations

- Joint consultation committee minutes/records

- Analysis of survey data

- Equality Monitoring Statistics

- Recruitment and Selection Statistics

- Website Statistics

- Number of Complaints

- Performance Scorecard key performance Indicators

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

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

NO

If yes please outline below:

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	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?

Not at present.

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.