



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

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 checked="" type="checkbox"/> (double click to open) Name: Telephone: Email:

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

Signature:


Diana Fitzsimons, Chair

This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2019 and March 2020.

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2019-20, please provide examples of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.**

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

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 2019-20 we continued to:

- Provide an out-of-hours telecare based repairs referral service for other social landlords under the Connect24 brand. The Connect24 service also provides emergency response and connectivity provision for vulnerable residents and those with specific care needs.
- 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 on a 24/7 basis. The service handles on average 1300 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 2019-20 reporting period Radius continued to build new homes for social housing. All our properties are built to lifetime home standards.

Within the reporting period Radius continued to work towards the promotion of 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 have also continued to organise and host tenant engagement forums which address a wide range of items, including equality and diversity matters. These demonstrate our commitment to consulting a meeting with our tenants, service recipients and the wider community to reflect on the matters that concern them most. In addition to equality, key items discussed included how we can implement upgrades to their homes. In the reporting period of 2019-20, we have commenced fuller surveys in our sheltered accomodation to provide recommendations on the work required to facilitate compliant access and egress from our sheltered housing schemes as well as devising new ways in which to engage our tenants and service recipients, as well as the communities they are in, in order to ensure that their needs can be identified more readily.

In addition to the HAIP programme, we have also more fully engaged and led initiatives under the auspices of the Together: Building a United Community (T:BUC) programme. This has included the organisation of a number of cross-community and multi-cultural events across Northern Ireland within the reporting year.

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.

2019-20 saw the continuation of our Community Chest scheme, a grant scheme

to community groups to aid development in their areas. In this reporting period we awarded £6645.00 of community grants to 21 separate groups that included:

- **LIA Partnership Group:** Funding towards a project for young people from our communities who went on a 17 day trip to Durban, South Africa to help refurbish an addiction centre.
- **Floating Support Book Club:** Grant money was used to buy new books and refreshments for the over 55's book club to reduce isolation.
- **Torrens & Whyndham Street:** This grant funded a 'Meet the Neighbours' event that the community organised to help with ASB issues in the area.
- **Deerfin Tenants Association:** Funded a 6 week gardening & wellbeing course for residents.
- **Broughshane & District CA:** Funding went towards the groups festive decorating of their village and the area around Millbrae Fold.

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. It is noted that Community Chest funding has significantly increased across April and May of 2020 to approximately £11,000 in order to assist and support tenants, services recipients and community groups in light of the Coronavirus outbreak and its impacts.

Our Good Relations Duty:

- **TBUC Cookstown Burnvale Fun Day**
In May 2019, 172 people took part in a Summer fun day in Cookstown. Residents played an important role in promoting by leafleting surrounding estates. A real community spirit evolved as some residents cut neighbours grass and tidied up the scheme before the event. 100% of attendees agreed that the event helped improve community relationships.
- **Ravenhill**
6 organisations were provided with funding to deliver Holiday Hunger Programmes in East Belfast this included Early Years, Youth, Women's Groups and Men's Groups with a total of 536 individuals benefitting from the provision of breakfasts, lunches and meals through a total of 123 activities, sessions and events over the summer months of 2019. 92% of attendees felt more favourable towards people from different backgrounds after participating in these events.
- **TBUC World Cultural Diversity Day**
In June 2019, working with Causeway Multi-Cultural Forum, this was an event of international food, interactive performances and colourful activities. Radius provided the different food – Mexican / Indian & Irish at

the event & a face painter. Just over 200 people attended, with very positive local newspaper and social media coverage.

- **TBUC Cultural Parade and Festival**

An East Belfast Cultural Parade left My Ladys Road in August 2019, with over 500 individuals taking part from a wide range of cultural organisations, community groups and Radius tenants from other T:BUC Shared Developments in Dungannon & Coleraine and tenants from Ballymena. The parade finished in Ormeau Park with a huge Cultural Festival attended by 2000 plus people from across Belfast. 92% of those surveyed who attended the event positively agreed that the culture and traditions of different backgrounds adds to the richness of diversity in society.

- **HAIP Cross community cultural study visit to Derry/Londonderry**

The joint cross community study visit to Derry in October 2019 provided an excellent opportunity and experience for Radius and Choice tenants to learn together. The tenants had an insight into the lives and experiences of two communities who had both been actively involved, highlighting the history of the city from a PUL and CNR perspective. The participants commented that it had been very interesting and enjoyable experience.

- **TBUC Festive Fun Evening & Christmas Tree Light Switch on (Global Crescent)**

150 tenants and their children attended a Christmas Tree Light Switch on and Festive Fun Night in Global Crescent with Sleigh Rides, Christmas Turkey & Ham Burgers, Hot Chocolate and Christmas Crepes. We had some festive music provided by Willowfield Church with a singer and guitarist as well as a kids disco and a range of festive fun activities. 100% of tenants surveyed who attended the event reported being satisfied with the event.

- **HAIP Love Your Neighbourhood Event Eden**

Our tenants and their children attended a Love Your Neighbourhood Fun day and BBQ in February 2020. It was a great way to bring all our tenants together in a fun way, while also building capacity in the area. The low key fun environment helped enable us to find out directly from the tenants their thoughts on the local area, what was good and what they would like to see improved upon. Colleagues from the Community Investment team, as well as the Housing and Assets Officers were on hand to answer any specific queries from the tenants.

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

Please see the attached Action Plan and note details below:

- **TBUC Community Audit at Weavers Court**

This door-to-door consultation was to ascertain interest in community activities for residents.

The findings from responses from residents who completed the questionnaires, indicated that a proportion of tenants suffer from anxiety, depression and other mental health issues. Reportedly there are a number of tenants who may have alcohol and/or drug addictions. Provision of mental and wellbeing classes / scheme clean-up / basic cooking classes and linking up with the local Men's Shed at Laurel Hill Business Park were all discussed as possible activities that residents would be interested in.

We were looking to arrange a specific time to visit Laurel Hill Men's Shed and provision of other activities outlined above when COVID19 restrictions took place. These will be re-visited when COVID-19 restrictions are lifted.

- **Estate Walkabout Galway Court**

We held an Estate Walkabout in Galway Place & College in February, to help encourage tenants to engage with us we brought along a burger van which succeeded in supporting engagement and open dialogue between ourselves and our tenants. We also brought our Welfare Advice Officer who helped a number of tenants with benefit questions and the feedback received afterwards was overwhelmingly positive, with tenants citing the opportunity to have welfare questions answered and meet some of their neighbours as particular highlights.

- **Estate Walkabout at Rossnagalliagh**

The Housing Officer, Asset Officer and NW Tenant Empowerment Officer Ryan Young spent a number of hours walking around the estate. Having lettered the tenants beforehand they got a great response to our presence. They spoke with 23 tenants, 25 repairs were reported and tenants were updated on matters such as planned maintenance schemes, tenant engagement activities and welfare advice.

- **TBUC Include You, Include Me**

The Include You, Include Me Event was held in partnership with Forward South Partnership, Solas, RNIB and Belfast Health & Social Care Trust Disability Team. It was hosted in Fourwinds Conference Room and attended by 80 participants representing up to 40 organisations with 13 information stands to provide advice, information and resources to reducing barriers to inclusion for those with additional needs when organising events. 100% of attendees found the activities and information useful.

- **HAIP Reminiscence Programme Cullybackey**
Held in September 2019, this programme was designed to improve cross-community relations through forging new friendships and partnerships. This reminiscence programme will provide opportunities for people from different communities to get to know each other better and to appreciate their similar and different life experiences. The overall outcome was that the group members felt enriched by sharing their memories with each other.
- **TBUC Ravenhill Mini Fun Day and Consultation**
Also in July, 121 residents attended a community consultation & mini fun day to discuss and provide feedback and suggestions on the development of a Radius site on Ravenhill Street to convert into a community space. The outcome of this was to develop a community garden space with 100% commenting that they felt the event will help build community relationships. 37% of attendees felt more connected with others, 31% reported an increased understanding of others and 13% of attendees said that they had developed new relations after the event.
- **Tenant Empowerment NW SureStart Classes at the Hub Skeoge**
Surestart ran various types of classes from Baby Weaning, Baby Yoga to cooking demonstration for parents of toddlers in the local area in July 2019. With usually 1 or 2 different programmes running in 4 or 6 week cycles from the Hub, the ladies at SureStart are helping an average of 7 parents out per class over this period.

3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? (tick one box only)

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

Please provide any details and examples:

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

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

5 Were the Section 75 statutory duties integrated within performance plans during the 2019-20 reporting period? (*tick one box only*)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

In the 2019-20 reporting period were objectives/ targets/ performance measures relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? (*tick all that apply*)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs

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- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2019-20 report
- Not applicable

Please provide any details and examples:

Equality action plans/measures

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

Actions completed:	40	Actions ongoing:	0	Actions to commence:	0
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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 consistent approach to all nine strands of equality.
- 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 2019-20 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 where required.

9 In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: *(tick all that apply)*

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- All the time Sometimes Never

11 Please provide any details and examples of good practice in consultation during the 2019-20 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

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

Our Disability Action Plan opened for consultation in late March 2019 with consultation closing in June 2019. The consultation list included local councils and government, regulatory bodies, internal staff as well as tenants and service recipients.

Consultation with our various area panels was facilitated by 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.

During the reporting period we continued to engage with NIHRC, including the

formal introduction of a GDPR/DPA 2018 compliant data sharing agreement, 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 as well as a closer assessment of the needs of the community.

These consultations continue to provide Radius the 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 2019-20 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (*tick all that apply*)

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*):

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

An example would be our area panels and tenant executive committee that has members who have various tenancy tenures and with varying disabilities and competencies; allowance is made by Radius for transport to and from meetings.

Easy to 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 2019-20 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 2019-20 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):

48

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

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

17 Please provide details of the main consultations conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Our current Disability Action Plan (DAP) was subject to a number of consultation phases, including internally, with tenant focus groups, local councils and

government, and was also made available to the ECNI in September 2019. The DAP was subsequently been published in September 2019 and is due for formal review in 2024 (unless earlier amendments are required in light of changing legislation, organisational changes or in the needs of our tenants or service recipients).

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (tick one box only)

Yes No concerns were raised No Not applicable

Please provide any details and examples:

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2019-20 reporting period? (tick one box only)

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 2019-20 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 will be carried out where an equality issue had arisen or as part of our internal review of policies over their three-year cycle.

22 Please provide any details or examples of where the monitoring of policies, during the 2019-20 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 and to also identify new ways in which equality and good relations practices may be supported or implemented.

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.

Additional activities completed within the reporting period included Estate Walkabouts by Radius staff (for example at Rossnagalliagh and Galway Court) to foster direct engagement with tenants on matters such as welfare advice and enabling tenants to engage both with Radius staff and their neighbours. As well as this a pilot T:BUC Community Audit held at Weaver's Court took place in March 2020 to ascertain additional ways in which the Association could more actively engage tenants and their communities- plans for broadening the scope of such auditing were being progressed, but have unfortunately been placed on hold in light of the Coronavirus outbreak.

Staff Training (Model Equality Scheme Chapter 5)

24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

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:

2019-20 Date)	(To	176
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Information Sessions Numbers:

2019-20 Date)	(To	355
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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:

Sixteen tenants from Maine and Neilsbrook Folds and St Patrick's Ballymena came together to take part in accredited Good Relations training course in May 2019. This provided a good opportunity for the tenants from the two areas to get to know each other better. They participated in activities which explored influences on personal identity and engaged in an interactive exercise on prejudice awareness. The 16 tenants who completed the course were presented with their OCN certificates at a ceremony in Ballymena.

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

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

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
- Cantonese
- Lithuanian
- Mandarin,
- Polish
- Portuguese
- Somali
- Tetum

- Thai

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 2019-20?

Insert number here:

Please provide any details of each complaint raised and outcome:

No complaints were raised during the reporting period that related to the Equality Scheme.

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 continue to provide specific training on screening for new staff as appropriate.

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 (2019-20) reporting period? (please tick any that apply)

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same

PART A

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:

40

Fully achieved

0

Partially achieved

0

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}	Board members Tenants' Executive and Area Panels	4 meetings a year Various meetings and event attendance throughout the period	Contribution/input organisational policy and decision taking. 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 processes. Having the input of those tenants on the Panel with

PART B

			<p>experience of the impact of disabilities and vulnerabilities is a positive step in supporting improvements across all areas of work within the Association.</p>
<p>Local^v</p>	<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 Committee 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</p> <p>Chartered Institute of Housing (CIH) Board Member</p> <p>Member of Local School Board of Governors.</p> <p>Independent Health Care Providers (IHCP) Member</p> <p>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> <p>Participation and consultation</p>

PART B

	<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>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	<p>Corporate Induction (including Equal Opportunities)</p> <p>Equality of Opportunity (Including Dignity at Work)</p>	<p>Staff completed the training via e-learning.</p> <p>Staff completed the training.</p> <p>Staff completed the training via e-</p>	<p>Communicating organisational commitment and providing knowledge of Section 75 legislation.</p> <p>Increased staff awareness of equality legislation and best practice.</p>

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	<p>Health and Safety</p> <p>Increased our portfolio of e-learning solutions for staff</p> <p>Specific training in Policy Screening</p> <p>Mental Health First Aid Training</p>	<p>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>Policy Screening training for staff completed with support from the ECNI, this has now become a fixed element of induction training for applicable staff.</p> <p>Sessions took place in May 2019 in conjunction with AWARE NI. Approximately 20 members of staff completed the course.</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> <p>Ensures that policy screening activities can be completed across directorates without constraints of limited staff resource or availability.</p> <p>Enhanced awareness amongst staff of mental health issues enabling them to support colleagues, tenants and other service recipients.</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.
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.
	Continue to include positive statements about people with disabilities in key publications Ensure that publications continue to promote positive images of disabled people.	Annual Report 2019-20, Housing Leaflets and Radius News Annual Report 2019-20, Housing leaflets and Radius News. Staying Put leaflets.	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. 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.

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	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.	Captured within the partnership agreements.	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.
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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.

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4	Public statement to encourage and support the continued representation of disabled people on the Board and throughout the Tenants' Governance structure.	Annual Report 2019/20 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. Tenant Executive Committee.	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.
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 cultural parade and festival took place in August 2019.	Ensures that engagement across the Association is broad and inclusive.

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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 support to disabled people in any of the public life positions, and include measures to increase confidence of disabled people.	Targeted training; Communications Strategy utilised to build confidence regardless of disability.	Support for tenants who may be disabled and 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.

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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	Adaptations to the Association's homes/schemes Houses designed to meet the specific needs of disabled tenants.	345 Homes/Schemes adapted to suit tenants/resident's needs. All properties under development or design are to Lifetime Homes Standard.	Promotes independent living/secure environments. Radius continues to design homes to 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	The Association uses an industry wide housing management IT

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		tenant data.	<p>system that is now able to record all the equality and profiling data that the Association holds on tenants.</p> <p>This has led to improved service delivery to those tenants who have any issues or vulnerabilities under Section 75.</p>
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3. Please outline what action measures have been partly achieved as follows:

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

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

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- 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
- 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

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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:

	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

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^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.