



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

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

Signature:

A handwritten signature in cursive script, reading "Diara Fitzsimons", enclosed in a rectangular box.

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

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

This report reflects progress made between April 2017 and March 2018

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

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

- 1** In 2017-18, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

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

1.1 Background

Radius Housing Association is a not-for-profit voluntary Housing Association set up originally in 1976 as Fold Housing Association. It is registered and regulated by the Department for Social Development. The Association is also regulated by the NIHE in their role as administrators of Supporting People. The Care Services directorate is regulated by the Health and Social Services Trusts and the Regulation and Quality Improvement Authority (RQIA).

In April 2017 Fold Housing Association merged with Helm Housing Association and rebranded to Radius Housing Association.

The relevant governing legislation is the Housing (NI) Order 1992, Residential Care Homes Regulation (NI) 2005 and the Industrial and Provident Societies Act (NI) 1969. The Association is registered with the Inland Revenue for Charitable status.

The Association's main functions are to:

- Develop new social housing in accordance with housing need as defined by the Department for Communities and/or Northern Ireland Housing Executive.
- Manage its own housing stock throughout Northern Ireland.
- Develop care services in support of its tenants and residents.
- Provision of social alarm, Telecare services to citizens, North and South of the border.
- Provision of an out-of-hours Telecare based repairs referral service for other social landlords.
- Develop and manage care services for need groups throughout Ireland.
- Provision of 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 its tenants, residents and clients in the provision of its services.

The responsibility for the general policy, management and operation of the

Association rests with a 15 person voluntary and unremunerated Committee, known as the Board. Day to day management is delegated to the Chief Executive and the six directors. The Association's five year Corporate Planning Cycle commenced in 2016/17 and runs to 2021/22.

The Corporate Plan for 2017/18 to 2021/22 is the planning framework within which the Association's annual business plans are defined. The mission statement and values set the Association's planning context and where the Association positions itself. The vision statement defines Association's mission within the aspirations of its key stakeholders.

Six core business objectives set the key performance indicators for the Association. Each objective is supported by enablers and a high-level action plan for the corporate planning period.

1.2 Mission Statement

"To make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities."

1.3 Vision

"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."

1.4 Values

- We will strive for excellence.
- We will make every penny count
- We will be accountable for our decisions.
- We will focus on the outcomes not the processes.
- We will be good to work for and with.
- We will keep our promises.
- We will be fair, polite and respectful.
- We will be creative and innovative.

1.5 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 & Telecare 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.

1.5.2 Managing and improving our existing assets and processes.

- Routinely review the condition and investment needs of our stock.
- Provide a repairs service which meets the needs of tenants.
- Manage out disruption and elongate asset life through a proactive servicing methodology.
- Maximise efficiencies through collaboration.
- Streamline and improve internal processes.
- Provide for safe living and working environments.

1.5.3 Building more new quality homes and communities.

- Maximise development opportunities to meet confirmed housing need.
- Seek to improve conventional and introduce new delivery methods.
- Engage with communities, funders and suppliers.
- Seek to develop mixed tenure general needs communities.
- Achieve 'best value' through collaboration and lifetime costs.
- Adopt modern and efficient development processes.
- Seek energy efficient solutions with minimal environmental impact.
- Willing to transfer-in NIHE communities subject to viability and tenant agreement.
- Enhance our service offering to include community regeneration activities.

1.5.4 Soundly managing our systems and finances.

- Regularly monitor and challenge financial performance.
- Ensure all business units remain viable and within budget.
- Protect our revenue streams.
- Timely provision of private finance.
- Adopt 'Best Value' and efficiency initiatives which provide value for money and uphold quality of service.
- Ensure ICT infrastructure and BCP are adequate for business needs.

1.5.5 Strengthening our reputation through effective assurance and marketing.

- Ensuring good governance and regulatory compliance.
- Ensuring controls are robust and fit for purpose.
- Performance management KPI's cascade down to individuals.
- Key processes comply with accredited quality systems.
- Regular and effective engagement with stakeholders.
- Board members have knowledge and information to support and challenge.

- Reviewing our marketing objectives.
- Educating the public about all that we do and all that we do well.
- Maximising PR around positive aspects of service and good news stories.

1.5.6 Developing, empowering and retaining our people:

- Effective recruitment, selection and retention.
- Enhancing leadership skills.
- Customer Excellence from Lifelong Learning & Personal Development.
- Communication and engagement.
- Diversity and Equality.
- Safe working practices and Staff Wellbeing.
- Ensuring the Association's terms are commensurate and competitive for the sector.
- Engaging volunteers of all ages and experience to augment and enrich the support for our tenants and residents.

1.6.1 TeleCare Services

In addition to its core role as a landlord and developer of social housing, Radius Housing Association has increasingly embraced opportunities to deliver and facilitate a variety of wider services including TeleCare, both to diversify its business model and to meet the needs of its customer base. Service design and development is undertaken in partnership with service commissioners and housing, health and social care providers to integrate Telecare services with support plans and care pathways. 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.

The Association's TeleCare service currently provides care and support to around 23,000 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. We will offer advice and support and call a nominated contact if necessary. The service handles over 1,000 calls for help per day.

The Association continues to receive a large number of referrals of new clients from the Health and Social Care Trusts. An online referral form has been introduced which makes it easier for the Trust to refer clients, in addition training is being rolled out to the Trusts.

PART A

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

Please see the attached Action Plan.

PART A

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

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

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

Please provide any details and examples:

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

In the 2017-18 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing

corporate plan

No, the organisation's planning cycle does not coincide with this 2017-18 report

Not applicable

Please provide any details and examples:

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of:

Actions completed:	56	Actions ongoing:	48	Actions to commence:	8
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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. Other actions completed included information on the makeup of Housing Association Boards and the development of a Good Practice Guide in conjunction with NIFHA.

Due to the nature of the remaining actions, whilst completed they still need maintained. 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.
- Ensuring all new builds are cabled for broadband connection which aids digital communication for all sections of our communities.

PART A

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

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 2017-18 reporting period, the following have been identified: (*tick all that apply*)

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

Arrangements for consulting (Model Equality Scheme Chapter 3)

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

- All the time Sometimes Never

- 11 Please provide any **details and examples of good practice** in consultation during the 2017-18 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

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

Staff were consulted via email and the draft Scheme was sent to the Union for comment.

Tenants were consulted via the area panel meetings during the consultation period 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. Tenants' views were also taken into account through the Tenants Forum and the Tenant representatives on the Communities and Assets Committee and on the Board.

Stakeholder consultation was achieved through email and all consultees were contacted with a copy of the draft Scheme and an invitation to comment. Alternative formats were available on request and a large number of hard copies were sent put on request mostly due to the size of the document. These requests were 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.

This consultation gave 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 2017-18 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

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

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

- Yes No Not applicable

Please provide any details and examples:

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.

Tenant representatives were also invited to our Diversity Day event.

14 Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

PART A

- 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*):

31

- 16** Please provide the **number of assessments** that were consulted upon during 2017-18:

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

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

The Association’s Development directorate has its own policies and procedures for consultation for construction and development. The main consultation that was undertaken during this reporting period specific to Section 75 was on our draft Equality Scheme.

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

- Yes No concerns were raised No Not applicable

Please provide any details and examples:

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

- 19** Following decisions on a policy, were the results of any EQIAs published during the 2017-18 reporting period? (*tick one box only*)

Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

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.

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

Specific Equality Training – ECNI Screening

Activities Training

Arrears Training

Back Care

Bereavement Awareness

Breakaway techniques

Care Information

Care Planning and Reporting

Caring for your customers

Challenging Behaviour

CSR Training

Customer Services

Dementia Awareness

Disciplinary and Grievance

EJO and Court Proceedings

End of life Care

Fire Safety

Fire Safety and Evacuation

GDPR Awareness

Health and safety

Human Rights

Information Sessions

Investigation Training

PART A

Leadership is community
Managing Attendance
Managing Difficult Conversations
Managing Residents Finances
Managing Service users Finances
Managing Sheltered Housing
Money Management
Performance Review
Protection of Vulnerable Adults
Recruiting Fairly,
Recruitment and Selection
Risk Assessment
RQIA
Safeguarding Adults
Supporting Employees affected by cancer
Swallow Awareness
Tackling Hoarding
Universal Credit overview
Universal Credit Training
Vulnerable Adults

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The aim of 'Diversity Day' was to ensure that Radius embraced Helm and Fold's (legacy organisations) longstanding commitment to equality, diversity and good relations and to enhance the learning experience for employees by inviting a variety of support groups and charities all of whom work with various groups within Radius's areas of operation to an exhibition style event, to which staff were invited to attend, thus providing awareness and information on the various challenges some communities face and valuable networking opportunities that would be of benefit to both our colleagues and our tenants. This reporting period was our 3rd annual event and it was received very well by staff. We won the Legal Island Equality and Diversity award for this event in 2017.

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

- 26** Please list **any examples** of where monitoring during 2017-18, across all functions, has

resulted in action and improvement in relation **to access to information and services**:

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 around major works at schemes and at our Annual Tenants Forums.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2017-18?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

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*)

PART A

We will be focusing this year on increasing screening training for all managers and continuing to screen all policies to meet Scheme Commitments. We also hope to facilitate up to 10 members of staff to complete British Sign Language Level 1. We are also seeking 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 (2017-18) 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:

74

Fully achieved

Partially achieved

Not achieved

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

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

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}	Board members Tenants' Executive and Area Panels	5 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

PART B

			<p>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.</p>
<p>Local^v</p>	<p>Directors hold prominent positions which help shape future policy decisions.</p> <p>28 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. 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>

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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>TeleCare 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 TeleCare 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	Information available to a wider audience in alternative formats.

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		services.	
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</p>	<p>Annual Report2017/18, Housing Leaflets and Radius News</p> <p>Annual Report2017/18, Housing leaflets and Radius News</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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	designed to support people with disabilities.		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.

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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	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.
4	Public statement to encourage and support the continued representation of disabled people on the Board and throughout the Tenants' Governance structure.	Annual Report 2017/18, Housing Leaflets and 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.
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.

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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	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 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	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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	people.		
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 Houses designed to meet the specific needs of disabled tenants.	Homes/Schemes adapted to suit tenants/resident's needs. Shower adaptations 162 Minor adaptations 232 Major Adaptions 5 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	Increased awareness for all tenants using social media and the website.	Embeds the mainstreaming of equality and disability consideration across the organisation.

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	within our tenant base.		
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				
2				

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

PART B

	Action Measures not met	Reasons
1	Giving staff the opportunity to mentor and/or work in the community and voluntary group that work with people with disabilities.	This is being explored as part of the outworkings of Radius's CSR Strategy, after which SMT will consider the best way to maximise the opportunities presented by community and voluntary sectors.
2		

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

(a) Qualitative

- 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
- Housemark Benchmarking

PART B

(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:

	Revised/Additional Action Measures	Performance Indicator	Timescale
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PART B

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.