



Disability Action Plan

2019-2023

- to provide positive attitudes towards disabled people; and
- to encourage participation by disabled people in public life

Radius Housing

Disability Action Plan 2019-2023

Please note this document is available, on request, in other formats including:

- Larger print
- Audio cassette/CD
- Braille
- Minority Languages

Please contact:

Gillian Somerville
Director Corporate Services
38 -52 Lisburn Road
Belfast
BT9 6AA

Tele No: 0330 123 0880

Email: info@radiushousing.org

Website: radiushousing.org

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1.0 Introduction

Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), Radius Housing Association is required to carrying out its functions to have due regard to the need to:

- Promote positive attitudes towards disabled people;
- Encourage participation by disabled people in public life (the disability duties).

Under Section 49B of the DDA 1995 Radius Housing Association is also required to submit to the Equality Commission a Disability Action Plan (DAP) proposing how it proposes to fulfil these duties in relation to its functions.

A copy of the DAP, our Annual Progress Report to the Equality Commission and our five year Review of the DAP will be made available on request.

2.0 Statement

As Chair and Chief Executive of Radius Housing Association we are committed to implementing effectively the disability duties and the DAP.

- We will allocate all necessary resources (in terms of people, time and money) in order to implement effectively the DAP and

where appropriate, build objectives and targets relating to the disability duties into corporate and annual operating plans.

- We will also put appropriate internal arrangements in place to ensure that the disability duties are complied with and the DAP is effectively implemented.
- We will ensure effective communication of the DAP to staff and provide all necessary training and guidance for staff on the disability duties and the implementation of the DAP.
- We confirm our commitment to submitting an Annual Progress Report to the Equality Commission on the implementation of the DAP as well as carrying out a five yearly Review of the DAP.

The DAP sets out how the Radius proposes to fulfil the disability duties in relation to its functions.

3.0 Consultation

Radius Housing is committed to carrying out inclusive and meaningful consultation when developing, implementing and reviewing the DAP.

We will consult as widely as possible to ensure that any organisation or group which has a legitimate, particular interest in our work or the likely impact of our policies on people with a disability will be included in the process of engagement. This will include:

- Our tenants and residents in Joint Managed or Supported Housing Schemes;
- Staff;
- Contractors and Suppliers;
- Organisations representing disabled people.

We are particularly keen to seek the views of disabled people to help us develop and implement the plan. We will work with representative groups and disabled people in order to identify how best to obtain their views.

Through consultation we will seek to:

- Identify barriers faced by disabled people in participating in public life (generally and in relation to their dealing with Radius Housing);

- Identify opportunities for Radius to promote positive attitudes towards disabled people;
- Set priorities and identify opportunities for encouraging participation in public life;
- Assess the effectiveness of the actions taken and the proposals outlined in this plan.

To promote inclusive consultation, we will ensure that all consultation is carried out in accordance with the guiding principles set out in the Section 75 Guide. In particular we will ensure that:

- All information is made available in accessible formats;
- All consultation methods, including arrangements for meetings are accessible and meet the needs of disabled people;
- All access related costs incurred by people who attend consultation events, and all costs associated with ongoing communication and collaboration with disabled people are recognised and met in good faith.

Section 7 sets out the Action Measures that we plan to take with regard to implementing the disability duties. We welcome any views or feedback on the proposed actions and can amend them or include further action measures dependant on the comments we receive.

4.0 Commitment

We confirm our commitment to submitting an Annual Progress Report to the Equality Commission on the implementation of the DAP as well as carrying out a five yearly review of the DAP.

A copy of the DAP will be made available on our website. radiushousing.org

Responsibility for implementing, reviewing and evaluating the DAP and the point of contact within Radius Housing Association will be our Director of Corporate Services (contact details are shown at p.2 of this document).

5.0 Functions

Radius Housing provides housing, care and support to over 33,000 homes. We are a social enterprise employing over 1,000 people and managing 12,500 properties in 80 towns across Northern Ireland.

Radius has a social housing presence in all 11 council areas, serviced by a regional office network spanning Belfast, Holywood, Ballymena, Newry and Londonderry.

Over the years we have developed a range of service provisions that allow Radius to offer its clients the right level of support either in their own home or in our accommodation. Services include:

- Housing for older people with dementia and the frail elderly;
- Supported housing;

- 11,000 day care places a year;
- Personal pendant alarms;
- Assisting people with a disability in making home adaptations;

Radius employs over 1,000 people throughout 110 different work locations in Northern Ireland.

The Association is registered and regulated by the Department for Communities. It is regulated by the Northern Ireland Housing Executive (NIHE) in their role as administrators of Supporting People. Care services are regulated by the Health and Social Care and the Regulation and Quality Improvement Authority (RQIA).

Radius Housing subscribes to a number of quality standards to ensure that the services it provides are delivered to the highest standards possible.

Radius' main functions are to:

- Develop new social housing in accordance with housing need as defined by the NIHE;
- Manage its own housing stock and care schemes throughout Northern Ireland;
- Develop care services in support of its tenants and residents;
- Provide social alarms, Radius Connect 24 services to clients;
- Provide an out-of-hours Radius Connect 24 based repairs referral service for other social landlords;

- Provide 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 Radius rests with a 14 person voluntary committee known as the Board. Day to day management is delegated to the Chief Executive and 6 directors.

Radius' services continue to be delivered in partnership with the NIHE, the Department for Communities and the Health and Social Care Trusts.

6.0 Public Life Positions

Radius Housing does not have direct control over public life positions. Through our Board, SMT members and staff we promote positive attitudes towards disabled people and encourage participation by disabled people through access and participation on:

- Internal Committees;
- Forums;
- Various Boards;
- Relevant stakeholder/community groups.

We also encourage all customers to participate in public life through the:

- Provision of Complaints procedure;
- Mechanism for feedback.

In addition we provide training and have appropriate policies in place through which disability duties are mainstreamed.

7.0 Action Measures

Outlined in our DAP are the measures which we propose to take over the period 2019-2023 together with performance indicators or targets. Our DAP focuses on the following key areas to help secure improvements and changed attitudes:

- Communication;
- Awareness Raising, Training and Development;
- Getting people involved, Participation and Engagement;
- Recruitment and Retention.

We have undertaken work in areas to assist in the positive promotion of attitudes towards disabled people and to encourage their participation in public life. We work closely with people who have disabilities and those who act on their behalf. Some areas of good practice include:

- Specially designed complex needs housing for those with disabilities.
- Adaptation works and assistive technology to enable those with a disability to remain in their homes.
- Provision of supported housing and support services to assist our customers to stay in their homes.
- Reasonable adjustments made for staff and tenants when necessary.
- Provision of signing services provided on request.
- Induction loop system in place in the Associations office premises and most of our sheltered housing common rooms.
- Screening policies in line with Section 75 requirements.
- Mandatory equality training for all staff.
- Our website is enabled with Browsealoud software to enable those with a disability to access information.

8.0 Publication

Copies of this plan are available on the Radius Housing Association website at the following web address:

radiushousing.org

Hard copies and alternative formats can be made available upon request from our Director of Corporate Services.

Action Measures

What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life?

(1)Communication

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
1	Continue to enhance accessibility of our website.	Improved accessibility for staff, tenants and stake holders.	Website accessibility to recognised standards.	Corporate Assurance and IT	Ongoing
2	Provide materials in alternative formats and/or interpreters on request.	Improved accessibility.	Materials provided on request.	SMT/Corporate Assurance	When requested
3	Continue to screen policies to	Increased	Screening	SMT/	Ongoing and

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
	ensure positive attitudes and compliance with Equality Scheme and Disability Action Plan.	awareness.	Templates.	Managers	when policy is reviewed.
4	Use positive and proportionate imagery in Corporate documentation.	Positive imagery in documentation and website.	Materials and website.	Corporate Assurance	Ongoing.
5	Inform our staff and tenants on disability issues at least once a year via Radius News.	Promote positive attitudes towards disabled people.	Produced in Radius news	Corporate Assurance	Annually.

(2) Awareness Raising, Training and Development

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
6	Encourage applicants to declare that they have a disability in our new Radius recruitment video.	More accurate data in place.	Baseline information established which can be used to inform policy and procedure development.	Human Resources	Q2 19/20
7	Update our current e-learning module to cover disability awareness.	Increase staff awareness of legislation and best practice.	All staff and board trained, evidenced through attendance records and evaluation forms.	SMT/Human Resources	Annually

(3) Getting people involved in our work, Participation and Engagement

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
8	Hold Tenant/Resident Forums, to gauge views on our service provision.	Provide input to enhance delivery of our services.	Participation/attendance at meetings.	Director of Communities and Care	Annually
9	Tenant/Resident Participation on Committees/Board.	Provide input into policy development decisions.	Participation/attendance at meetings.	Board/SMT	Annually
10	Carry out a review of our sheltered and supported schemes to identify any non-compliance DDA standards.	Ensure our schemes are compliant with DDA standards.	Review of reports delivered by consulate.	SMT/Director of Assets.	Ongoing
11	Lobby on local policy decisions and contribute to the consultation	Represent the Association's	Representation on groups/participation in	SMT/Board	Ongoing

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
	processes alongside NIFHA. This includes retention of Supporting People (SP) funding which many of our residents including those who would have a disability rely heavily upon.	interests on various action groups.	consultation processes.		
12	Monitor complaints to ascertain if access in relation to information on services has been an issue.	Ensure lessons learned are adopted.	Increased awareness through complaints reports.	SMT/ Corporate Services/ Corporate Assurance.	Annual Review
13	Address any relevant disability issues raised through NIHE Equality Consultative Forum.	Increased access to services.	Relevant issues addressed and where appropriate, reported in Annual Progress Report.	SMT/ Managers	When appropriate

(4)Recruitment and Retention

	Action Measure	Intended Outcome	Performance Indicator and Target	Ownership	Timescale
14	Recruitment and selection methods including tests and venues accessible for all applicants. Make reasonable adjustments to facilitate disabled candidates upon request.	Increased diversity/pool of applicants.	Recruitment targets and objectives met.	Human Resources	Ongoing
15	Effective policies and procedures in place to provide staff with flexible working arrangements.	Committed workforce.	Continue to meet Directorate/Scheme targets.	SMT/Human Resources	Ongoing

Signed by:

Diana Fitzsimons
Chair

Date: April 2019

Mr John McLean
Chief Executive