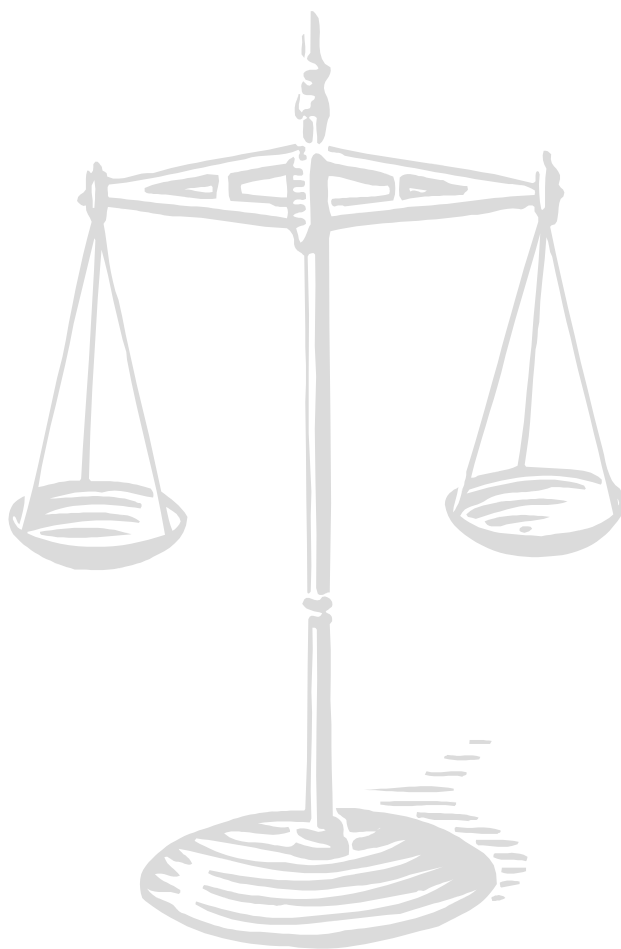


FIFTEENTH ANNUAL PROGRESS REPORT TO THE EQUALITY COMMISSION



The Implementation of the Equality and Good Relations Duties under Section 75 Northern Ireland Act 1998 & the Disability Action Plan under Section 49A of the Disability Discrimination Order (DDO) 2006.

31st August 2015

Please note that this document is available on request in alternative formats including:

- Large font
- Audio
- Braille
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- Main minority ethnic languages
- DAISY

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

In 2014-15, please provide examples of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

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

The Housing Executive's Corporate and Business Plans provide strategic housing policy and strategy business objectives across not only the social housing sector but also the private and privately rented housing sectors. Many of these objectives are aimed at promoting equality of opportunity and fostering good relations. Objectives and supporting Key Performance Indicators (KPIs) are set out separately for Regional Services, Landlord Services and Support Services.

Our Vision is "One in which housing plays its part in creating a peaceful, inclusive, prosperous and fair society."

In setting the organisation's priorities we are guided by the Programme for Government 2011-2015 (PfG), the Department for Social Development's (DSD) Housing Strategy Action Plan 2012-2017, other relevant government policies and research findings.

One of the Housing Executive's Core Values is fairness and equity - which we have always kept at the heart of our organisation. We measure the impact of our work on stakeholders to aid our processes and regular policy reviews include employment issues, Equality Screening and Equality Impact Assessment, and we work along with our partners in the Consultative Forum, Disability Forum and Housing Community Network.

The Housing Executive's Mission Statement is "Working in partnership to ensure that everyone has access to a good affordable home in a safe and healthy community."

The organisation has a statutory role in researching housing issues and our housing policies are founded on a combination of research evidence and consultation. Our research (which includes targeted equality based research and equality based questions as part of general housing surveys (see Section

1, Part 2)) focuses on customer trends and satisfaction, housing conditions, an annual review of the Northern Ireland Housing Market and a number of technical issues which help to set the context for the Corporate and Business Plans.

We carry out a range of consultations each year, some of which are mentioned later in this report (Section 3), and consult widely on the draft Corporate and Business Plans to ensure that the views of consultees are taken into account when these Plans are finalised.

Over time, a framework for communication with tenants at Estate, Area, Regional and Central levels has been developed through the Housing Community Network (HCN) consisting of around 400 community groups. Through this, representatives can debate new and developing policies (along with more local issues) with the appropriate levels of management.

The Consultative Forum on Equality brings together around 150 organisations from the voluntary and community sector (covering Section 75 groups) to debate housing policy issues with a focus on equality. The Chair of the Forum is shared between the Housing Executive (the officer who develops the Corporate and Business Plan) and a representative from the voluntary sector. The work of the Forum is reported directly to the Chief Executive's Business Committee providing a strong voice for equality groups right to the top levels of the organisation.

Regional Services Corporate Objectives

1. Identification of housing requirements across Northern Ireland

During 2014/15 the Housing Executive undertook a client-led programme of research which included an analysis of housing market trends, conditions, and housing related need. The programme included 22 projects -16 were completed during the year including the third Traveller Needs Assessment, a study of housing markets in Larne and Dungannon to determine the effects of migration, and a report on statistics, policy and perceptions around the resettlement of people with learning disabilities from long stay hospitals. We consulted with councils on our plans and programmes for their council area and 26 District Housing Plans were published.

The Housing Executive hosted the first housing market intelligence exchange forum on the 27th of November 2014 attended by over 40 key professionals representing various elements of the housing sector (including the voluntary sector). This forum provides an opportunity for key players in the wider N.I. housing market to share and discuss housing research and key issues facing them and their organisations for the benefit of all working in the sector.

2. Investing in homes and neighbourhoods

There are key performance indicators for increasing the supply of social and affordable housing including supported housing (RSKPI 3,4,5 & 6: see Section 2: Part 7). The programme for social housing is developed through an annual assessment of housing need, including the need for wheelchair accessible and supported housing, and we work with our Housing Association partners to build new houses.

During 2014/15 there were 2,013 new social housing starts against a target of 2,000, meeting the Programme for Government four year target. This was made up of 1,694 urban general needs starts, 119 rural general needs starts and 200 Supported Housing starts. The total number of general needs starts included 200 one bedroom units which will add smaller sized accommodation to the social sector. In addition, there were 1,658 completions against a target of 1,200.

During the year the Housing Executive supported the Department for Social Development in the delivery of shared housing estates (in accordance with our “Together: Building a United Community” (TBUC) Strategy obligations). A total of 12 shared new build schemes have been developed to date by our Housing Association partners, having been identified by the Housing Executive, and a further 3 are currently being taken forward.

3. Improving People’s homes

Grant aid for private sector homes plays an important role in reducing unfitness, helping people to remain in their own homes, and in helping to reduce fuel poverty. It also provides opportunities for families with a disabled family member(s) to make their homes more accessible through grant aided adaptations.

Poor thermal efficiency is one of the three main causes of fuel poverty, the other two being low household income and the cost of fuel. The 2011 House Condition Survey results showed that the overall rate of fuel poverty in N.I. was 42 per cent (294,200 households), having peaked in 2009 at 44 per cent (302,300). Clearly this is an important issue for some of the most vulnerable citizens including disabled people, older people and children. Although housing organisations have no influence on world fuel prices and very limited influence on household income, housing policy can completely remove poor thermal efficiency as a primary cause of fuel poverty. Whilst it is for other agencies to deal with the other causes, improved energy efficiency deals with the worst effects of the problem for households.

The Housing Executive sets targets for energy efficiency improvements to our own stock and also administers the Warm Homes Scheme (now replaced by the Affordable Warmth scheme from 1st April 2015) on behalf of DSD, which can help vulnerable people in the private sector to improve the energy efficiency of their homes. In addition, we provide energy efficiency advice to

the residential sector including a programme of school visits each year to ensure that we are communicating this important issue effectively with children and young people.

During the 2014/15 financial year there were:

- 907 repair grant applications approved against a target of 700
- 9251 boiler replacement approvals against a target of 8,500
- 7,600 approvals for Warm Homes and Affordable Warmth Schemes
- 1,205 approvals for disabled facilities grants against a target of 1,300

Houses in Multiple Occupation (HMOs) are part of the private rented sector and play an important role in meeting the needs of a number of different household groups such as singles, students, low income households, migrant workers and applicants who are in temporary employment. These properties need high safety standards as there are greater risks involved to tenants and our work remains focused on effectively regulating HMOs through:

- The inspection of properties - 2,500 were inspected during the year against a target of 1,800.
- A target of 650 registrations for compliance with the HMO Registration Scheme and management standards was set for the year and 790 were registered during the year.

The demand for this type of accommodation may increase when Welfare Reform changes are introduced in Northern Ireland. It should also be noted that demand for HMOs can be impacted by changes in economic migration.

4. Transforming people's lives

The Housing Executive respects people's desire to live independently and we will offer support through our services to assist where it is possible to do so. The strategic relevance and eligibility of services for Supporting People (SP) funding are monitored through a robust contract management framework.

During the 2014/15 business year:

- NIHE continued to administer funding for over 17,000 Supporting People places with an additional 618 housing support places added.
- NIHE administered the funding to provide an additional 340 new housing support places – 158 for older people, 82 for Bamford groups (Learning Disability) and 343 homeless places.
- NIHE administered funding for 4,249 home based support services in the private rented sector.
- A Private Rented Access Scheme was implemented in support of homeless people.

- A Housing Options scheme approach and a Common Assessment Tool was piloted.
- We piloted a Housing-led regeneration model which aimed to use housing investment as a catalyst for the regeneration of local communities.
- A needs assessment was commenced to inform future service delivery across all Supporting People client groups.

5. Enabling sustainable neighbourhoods and regeneration

The Housing Executive supports physical and community regeneration in a number of ways. During 2014/15 we commenced work to develop housing regeneration best practice principles and identified a pilot site for a mixed use, mixed tenure regeneration project.

Work commenced on scoping a housing social enterprise strategy which will be taken forward in the next financial year by Landlord Services.

One of the Minister's priorities is for NIHE to implement the Empty Homes Strategy. Work on this progressed during the year and a communications plan was introduced which provides information to the public on the problems associated with empty homes, including properties falling into disrepair, attracting vandals or squatters, and causing blight. An empty home is also a wasted resource. A form is available on the NIHE website which the public can use to report a possible empty home. In addition a 'Heritage in Housing' scheme was approved by the Board and will commence in April 2015. This scheme helps to support town and city centre regeneration by working to bring homes back into use within designated 'townscape heritage areas'.

Landlord Services Corporate Objectives

1. Delivering quality services

The Housing Executive aims to deliver the best possible services to all our customers. This is not only a matter of business efficiency, we recognise that our actions have important consequences for people's lives and can effectively reduce inequalities.

We set and monitor a number of targets to help to increase the efficiency of our services and we use customer feedback such as the Continuous Tenant Omnibus Survey to measure progress.

This objective aims to maximise income collection and make the best use of our housing stock. The during 2014/15 the majority of targets were met – not-difficult to let properties were relet within an average of 24 days against a target of 25 days and the number of void properties was below the target of 1% of total occupied stock.

A Sustaining Tenancies Strategy was piloted in South Region and after evaluation a wider roll-out of this strategy is planned for the latter half of 2015 following further work using the 'Systems Thinking' approach.

A Tenancy Fraud Action Plan was implemented which brought some homes back into stock; additional actions resulting from a Public Accounts Committee enquiry will also be incorporated into the Strategy.

Collectively these actions ensured the maximum availability of much needed housing stock.

2. Delivering better homes

The Housing Executive aims to enhance the quality of life for our tenants by continuing to maintain and improve our homes within our current budgetary levels. We will continue to work through the Social Housing Reform programme in examining and delivering new ways to provide a more financially sustainable model for social housing provision for future generations.

During 2014/15 the Housing Executive worked to support DSD on the stock condition survey carried out by Savills to gauge future investment needs. Following the outcome of the survey we will develop an asset management strategy and a five year investment plan.

In addition:

- 9,314 homes had external cyclical maintenance started.
- 5,114 kitchen replacements commenced.
- 6,910 new heating installations commenced.
- 7,800 homes had double glazing installations started.
- 250 lift installations commenced, mainly for disabled people.
- 101 extensions to properties commenced mainly for families with a disabled family member.
- 1,156 shower installations commenced mainly for disabled people.

Contractor performance for response maintenance improved during the year and targets were met with customer satisfaction levels at 98.97%.

3. Fostering vibrant communities

In order to effectively tackle anti-social behaviour the Housing Executive has in place a range of housing management services which are delivered through our network of local offices. We have also forged a range of partnerships with other agencies working in the field of community safety. A new revised Community Safety Strategy and Action Plan was approved by the Board in February 2015 and is now being implemented (Section 1, Part 2).

Through the Housing Executive's "Good Relations" Community Cohesion Strategy we are working on a range of sectarian and race issues which are underpinned by the 'Building Relationships in Communities' (BRIC) programme. During the year 14 shared communities were developed and good relations projects were initiated in 88 NIHE estates (see 4 below).

There were 17 projects in the 2014/15 business plan for Community involvement; at the end of the financial year 14 had completed, two were progressing, and a further action – digital inclusion – is currently under discussion in relation to a small pilot approach.

4. Promoting Good Relations

Segregated and mixed housing remain an important issue for both the Housing Executive and the Assembly. Housing featured significantly in Government's recent good relations strategy "Together: Building a United Community" (TBUC).

Northern Ireland's residential sector remains deeply divided with 90% of social housing estates continuing to be predominantly single identity, rising to 94% in Belfast. Housing Executive dwellings make up 11.3% of the total housing stock in NI.

Addressing housing segregation is not just the responsibility of the Housing Executive but also of Government, planners, developers, house builders, Housing Associations and private landlords. However, the Housing Executive continues to play a leading role in taking forward a shared housing agenda and we remain fully committed to delivering our Good Relations strategy to address this deep residential segregation. We also look forward to doing all we can to assist the Stormont Executive in delivering its "TBUC" strategy.

During 2014/15 the Housing Executive continued to deliver its own Good Relations Strategy which aims to contribute to safer, more stable neighbourhoods and to promote a more inclusive society, whilst recognising that trust and safety in the community will ultimately dictate the pace of change.

Equality of opportunity in housing allocations is central to the Housing Executive's policy, and all allocations are made on the basis of housing need, including those within Shared Housing Schemes.

Our Good Relations Strategy is delivered within five themes:

- Residential Segregation / Integration - facilitating and encouraging mixed housing schemes in the affordable sector.
- Race Relations - contributing to race relations at a strategic level through effective partnership working.

- Flags, Emblems and Sectional Symbols - supporting local communities to remove sectional symbols and focus on more acceptable expressions of cultural identity.
- Interfaces - developing opportunities to bring communities together and improve interface areas through environmental initiatives and regeneration programmes.
- Communities in Transition - creating the environment to allow timely and appropriate interventions for areas at risk of conflict.

It is the delivery of all these 5 themes (not just shared housing) which contributes to better community cohesion in Housing Executive estates.

Significant progress was made in 2014/15 across all the five cohesion themes:

1. Residential Segregation/Integration

The Housing Executive continues to provide shared housing via a twin tracked approach of shared new build schemes and the Shared Neighbourhood programme in existing estates.

Social Housing Development – New Build Programme

Whilst the Housing Executive does not deliver the new build programme (this is provided by our Housing Association partners) we work in partnership with Housing Associations to bring to their attention the possibility of introducing the Shared New Build brand to schemes. We consider all schemes in the programme as having shared potential.

A total of 12 shared new build schemes have been developed to date by our Housing Association partners, having been identified by the Housing Executive, and a further 3 are currently being taken forward.

The Housing Executive is also working with DSD to develop a further 10 shared new build schemes for potential delivery through OFMDFM's "TBUC" Strategy and we are represented on the strategic oversight group.

2. Race Relations

Work on promoting good Race Relations continues in line with the Housing Executive's Race Relations Policy and Action Plan initiated in 2006.

During 2014/15 the Housing Executive:

- Was represented on OFMDFM's TBUC Monitoring Group.
- Was represented on the Dept. of Justice (DOJ) Hate Crime Delivery Group.
- In conjunction with Supporting People and the Roma Working Group explored the possibility of developing mainstream housing related support for the Roma community in Belfast.

- Contributed to research on the role of the South Belfast Friendship Club and attended the launch of their publication “Be the change: a guide to creating safe and inclusive space”. The Housing Executive also provided gap funding for a Club facilitator in summer 2014.
- Worked with Belfast Migrant Worker Support Group and South Belfast Round Table on Racism to provide support for victims of racist attacks across Belfast; in addition to addressing general housing issues for BME groups.
- Worked in partnership with South Belfast Round Table on Racism to provide training for Housing Executive staff on Hate Crime and delivered 2 workshops.
- Established a NIACRO Supporting People project ‘Supporting Tenancies for people from Ethnic Minority communities’ (STEM). This was formally launched in November 2014 during Homeless Awareness Week. The Housing Executive has two staff dedicated to preventing homelessness and supporting people living in the community who could be at risk of being victimised or targeted because of their perceived ethnicity. The STEM project will also strengthen positive community responses in dealing with incidents of intimidation.
- Through Community Safety funding Northern Ireland Alternatives (NIA) will continue to extend their current service provision and respond to issues of hate crime and community conflict in South and East Belfast collaboratively with the STEM project. Both projects and local Housing Executive staff also work with the East Belfast Hate Crime Response Plan group.
- Housing Executive staff from Belfast Region and HQ provides support to the Belfast Tension Monitoring process.

Racist Hate Crime

During 2014/15 the Housing Executive:

- Developed a draft Hate Crime Policy.
- Developed a draft Hate Crime Tool Kit for staff.
- Worked with Police Community Safety Partnerships and a range of groups - East Belfast Ethnic Minority Support Group, North Belfast Ethnic Minority Support Group and South Belfast Round Table on Racism - to provide support for victims of racist attacks across N.I., in addition to mainstream housing support.
- Supported the development of a Community Response Plan around Hate Crime as part of the Hate Crime Action Plan through the North Belfast DPCSP Hate Crime Working Group.

- Continued to work with the NIACRO project 'Assisting People and Communities' (APAC) approved in March 2014. The project helps to prevent homelessness, support people living in the community who could be at risk of being victimised or targeted because of their perceived ethnicity, and strengthens positive community responses in dealing with incidents of intimidation.
- Continued to work with DOJ, PSNI and DSD on Hate Incident Practical Action Scheme and support for Victims of Hate Incidents.
- Distributed information sheets on the full range of Hate Crime Victim Support Advocates through Victim Support to staff and at events.
- Contributed to Hate Crime Workshop on the Regional Independent Reporting Service.

Non Race Relations Areas

During 2014/15 the Housing Executive:

- With other partners continued to fund Leonard Cheshire Victim Support Advocate project for people with disabilities, and participated in Steering Group for Disability Hate Crime.
- Continued to fund the Rainbow Project in an initiative for members of the LGB&T community aimed at improving access to housing, dealing with housing related issues, and supporting victims of hate crime. Also participated in Steering Group for LGB&T Hate Crime and with project management.
- Progressed LGB&T Housing Research Project in conjunction with Rainbow and CHNI.

3. Flags Emblems and Sectional Symbols

Bonfires

Bonfire management was considerably strengthened during 2014/15 with an increasing number of bonfires being supported through the Community Cohesion Unit's bonfire management programme. Local Offices also continued to provide on the ground support to Council led bonfire management programmes. This has resulted in improvements in the collection of material, reductions in police callouts and reduced displays of sectarian imagery.

In order to sustain the progress in bonfire management we continued to support local bonfire programmes with a small financial resource to provide diversionary activities and family friendly festivals. This financial support has been independently evaluated and found to be excellent value for money and high impact for limited cost.

Re-Imaging

The Housing Executive aims to support communities and groups who wish to positively transform their areas and make them more welcoming to all regardless of religious and political beliefs. There is clear evidence that re-imaging projects have a regeneration impact on communities and we aim to nurture and support communities who wish to transform former paramilitary murals into more acceptable expressions of culture.

2014/15 saw continuing progress in major re-imaging projects across NI and the Housing Executive directly supported a number of key projects in:

- Inner East Belfast
- North Belfast - Mount Vernon
- Ballysally
- West Belfast Whiterock, Falls Road, Sliabh Dubh, Springfield Road
- Derry - Bogside
- Shankill Road
- Shankill Estate
- Newtownards – Bowtown
- Omagh – Strule Park
- Drumtara

These transformation projects have had a major impact on their areas and received significant positive coverage in the local media.

4. Interface Areas

Work towards removing physical interface barriers is concentrated in Belfast where segregation remains high and where there are 88 built interface barriers. Most interfaces are located close to or within Housing Executive estates and 21 of the interface barriers are owned by the Housing Executive.

Whilst the removal of interface barriers is critical to the success of Belfast as a shared city it also presents an enormous threat to those who feel most protected by their existence.

In order to ensure a systematic approach to tackling peace walls the Housing Executive is represented on a cross statutory/cross community Working Group set up by DOJ (as directed by the Assembly's Programme for Government).

Government has also outlined in the "TBUC" strategy the aim to have all peace walls taken down by 2023. This is currently being developed in partnership with all Government Departments to realise an ambitious target.

The Housing Executive is playing its part in helping Ministers deliver on this objective. This includes carrying out 'aftercare package' work to properties adjacent to peacewalls that are being modified/redesigned whether social,

privately rented or owner occupied houses. The measures include security glass fitted to windows that previously had grills transforming the look of the properties to 'normal' homes. This gives residents the confidence to agree to adjustments to the interface structures as their homes are still secured, but in a more visually attractive manner.

We are also working directly with a number of interface communities which have Housing Executive owned peace wall structures across the city. We have developed detailed design proposals for these communities to consult with residents on how their area can be regenerated and improved with interface adjustments. The consultation process is currently underway and we anticipate real progress in the coming year.

5. Communities in Transition

The Community Cohesion Unit has a budget which is used to support local estate based cohesion projects. Projects have been supported in communities across N.I., including interface soccer tournaments, inter-generational projects and summer diversionary activities.

The Cohesion Unit also funds 3 community workers in Lisburn, North Belfast and Omagh who work to promote and develop greater community cohesion in their estates.

BRIC [Building Relationships in Communities] Programme

The Housing Executive's 4 year BRIC (Building Relations in Communities) programme, which aimed to put good relations at the heart of social housing, concluded in September 2014.

A partnership between the Housing Executive, the Rural Development Council and TIDES Training & Consultancy delivered the BRIC programme with PEACE III funding under the Priority - 'Key Institutional Capacities are developed for a Shared Society'.

A total of 88 estates participated in the BRIC programme (including 8 interface estates) each receiving accredited good relations training. The estates were also eligible for a 5K bursary for projects which could improve good relations in their area. This resulted in many excellent good relations projects delivered across N.I. through this fund.

The BRIC programme included training of senior staff, and also funded important research for the Housing Executive including:

- Regeneration with good relations outcomes.
- A visioning tool for 2 interfaces (Blackmountain shared space project and Lower Shankill/Lower Falls interface).
- Cross border housing market examination.
- Visioning tool for all 20 Housing Executive owned interfaces.

- Memorials on Housing Executive land.

The BRIC programme resulted in:

- 1,873 Housing Executive staff trained.
- 391 estates/groups engaged.
- 85 estates/groups trained in Good Relations.
- 85 Good Relations plans developed.
- 85 Cohesion projects established and implemented.
- 359 mentoring and 208 reflective practice days.
- 7 murals re-imaged and 2 contentious memorials transformed.
- 6 research papers completed/published including consultant support for the Housing Executive's social enterprise strategy.
- Visioning tools for 20 Housing Executive and 2 Department of Justice peace walls.
- A best practice guide to memorials on Housing Executive land.
- A range of mediations within and between communities themed around community tensions, murals, flags and memorials across Northern Ireland.
- 17 community houses refurbished, broadening estate activities and increasing cross community contact.
- Over 100 community study visits.
- £454,000 invested in estate communities.

Existing Social Housing Areas – BRIC 2 Programme

Phase 1 of the BRIC 2 programme commenced in April 2015 and will support 72 neighbourhoods across Northern Ireland on a 3 year programme. This is aimed at supporting, “bridging” and building the capacity of communities and to encourage and support existing shared neighbourhoods.

It is anticipated that this project will contribute to increased movement and interaction between single identity communities, to develop a community engaged in meaningful dialogue and to encourage and provide real opportunities for communities to bridge across and between neighbourhoods.

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

Part 2

Please provide examples of outcomes and/or the impact of equality action plans/measures in 2014-15

Outcome measures and performance against equality based business objectives are set out in Question 1 above.

Ensuring that equality is placed at the heart of policy making in the Housing Executive is fundamental to the work of the Housing Executive's Equality Unit.

Section 1 Part 1 demonstrates the organisation's commitment to the promotion of Equality of Opportunity and the considerable progress made to date in relation to our Good Relations duty. Other sections set out the supporting elements that enhance mainstreaming including training, consultation, and access to information and services.

However it is also important to consider other real changes (as set out below) that have been made which have had a positive impact on peoples' lives, and have promoted equality of opportunity and good relations. Much of the work detailed below helps inform our Equality Action Plan.

Set out below are a number of projects and initiatives that have been carried out, many in partnership with other statutory bodies, and voluntary and community organisations, which are integral to the promotion of equality of opportunity and good relations in their widest sense, in the provision of housing in Northern Ireland.

While "headline" activities are important, there is a vast amount of vital work, much of it informal, which should also be recognised. This is carried out with communities at Regional and Local level through residents groups, community associations, District Housing Networks, Area Housing Community Networks, and the Central Housing Community Network.

Asylum Development Unit

The Housing Executive's Asylum Development Unit (ADU) continues to have a responsibility to provide and manage temporary accommodation for Asylum Seekers in Northern Ireland. Although the Asylum project is a regional

service, Asylum Seekers are housed in private rented properties mainly in Belfast while they await Home Office decision on their immigration status.

There are currently over 543 Asylum Seekers in Northern Ireland. During 2014/15, the Housing Executive received 146 new referrals of Asylum Seekers requiring temporary dispersal accommodation. As at 31st March 2015, temporary dispersal accommodation was provided to 531 people who had made an application for Asylum. These represented families made up of 401 people and 130 single adult Asylum Seekers originating from 35 different countries.

The temporary private rented accommodation provided to Asylum Seekers are inspected and visited by ADU staff at least once a month to ensure they continue to meet contractual standards and are fit for purpose. The ADU responds to an average of 230 repair requests and conducts over 300 visits per month.

The Asylum Development Unit continues to work closely with Orchard-Shipman (Initial Accommodation Provider), Bryson One Stop Service (Migrant Help), the Health Trusts, the Police Service of Northern Ireland (PSNI) and voluntary and community organisations in dealing with issues relating to Asylum Seekers.

Close links also continue to be maintained with the Housing Executive's Homelessness Services Unit and EXTERN's Multidisciplinary Homeless Support Team with regard to assisting those households who receive a positive immigration decision in finding permanent accommodation and addressing the challenges associated with mainstream service provision.

During 2014/15 the Asylum Development Unit referred 88 new cases to EXTERN Multidisciplinary Homeless Support Team.

Community Safety

Anti-Social Behaviour (ASB) is an issue that concerns everybody. If incidents of ASB go unchecked they can have a detrimental impact on the quality of life of both young and old alike.

The Housing Executive has a range of statutory and non-statutory interventions in place to address ASB using an incremental and proportionate approach as and when it occurs on our estates. We also have a comprehensive and rigorous set of policies and procedures designed to address ASB which enables us to respond in a quick and efficient manner. The complainant may be a Housing Executive tenant, owner occupier, private tenant or any other individual visiting or engaging in lawful activity.

The Housing Executive recognises the importance of partnership working and has forged a range of partnerships with other agencies and with communities in the effort to prevent ASB from arising or to tackle it effectively when it does.

In particular with the Policing and Community Safety Partnerships (PCSPs), which are statutory bodies established under the Justice Act (Northern Ireland) 2011 with the overall purpose of helping to make communities safer and to ensure that the views of local people are heard on policing and community safety issues. As a designated body to the PCSPs the Housing Executive is committed to contributing to these Partnerships in their work relating to community safety alongside their political and independent members.

We also continued to have close, formal ties with several statutory agencies, including PSNI, local Councils, and the Youth Justice Agency, with whom we have signed information sharing protocols. We also worked with political, community and tenant representatives to ensure that our resources are targeted on areas and incidents that are causing concern to our tenants.

During 2014/15 a number of key strategic and operational objectives were achieved:

Strategic Focus

Community Safety Strategy 2015 - 2017

Following consultation in 2014 our Community Safety Strategy, 'Safer Together' was published. This outlines the Housing Executive's key priorities for 2015 – 2017 and identifies 3 themes of:

- Building Community Confidence - we will work to build community confidence in the ability of the organisation to tackle ASB effectively.
- Ensuring Local Solutions - we will ensure that all our efforts to tackle ASB are relevant to the needs of local communities.
- Working Together - we will work closely with other agencies to improve community safety on our estates.

Early Intervention

During 2014/15 preventative measures continued to be used widely and reflect our strategic focus on early intervention. The majority of all reports of ASB were resolved through the use of warning letters and follow up visits.

The Housing Executive continued its working arrangements with our community based restorative partners Northern Ireland Alternatives (NIA) and Community Restorative Justice Ireland (CRJI) who delivered a Mediation and Community Support (MACS) project on our behalf as a means of addressing reported incidents of ASB. Throughout 2014/15 our partners provided mediation and community support in over 200 cases of neighbour disputes.

In addition both organisations provided, where appropriate, ongoing programmes of support tailored to the individual designed to reduce the risk of re-offending.

The organisation's external panel of independent, trained mediators provided interventions in 57 neighbour disputes involving more than 100 individuals and families throughout 2014/15.

Operational Delivery

Performance

During 2014/15 Housing Executive Local Offices received a total of 3,052 reports of ASB - 36% (1,101) related to noise nuisance, 16% (493) related to multiple ASB i.e. Noise/ Harassment / Verbal Abuse etc., and 13% (403) related to problems with pets and animals.

The organisation also secured 2 injunctions, 8 decrees for possession, and 19 properties were repossessed as a result of ASB action. Repossession continues to be a last resort with the Housing Executive having first tested other interventions as a means of resolving problems of anti-social behaviour.

Corporate Social Responsibility

The Housing Executive is recognised for its innovative Corporate Social Responsibility (CSR) engagement beyond its core business practices. This commitment is evidenced through regular engagement by staff organising fundraising events and providing volunteering hours for an extensive range of charities both on a local and international scale.

As a public sector employer the Housing Executive is unable to offer direct financial sponsorship, however the CSR programme offers staff a CSR Leave allowance of up to 5 days matched leave per person per annum, and 2 days CSR Teambuilding per section.

Opportunities for volunteering and fundraising are communicated to staff through a dedicated weekly CSR Newsletter issued each Friday within the organisation's Staff News. The [CSR Policy document](#) is also available through the Teamsite.

Staff are encouraged to nominate a charity event in need of support and can host and promote events such as coffee mornings, team quizzes, eco days, gardening, and painting and decorating projects, through individual volunteering and teambuilding days.

Volunteering

The Housing Executive provides a range of opportunities for staff volunteering both through promoted programmes and also in support of more local initiatives. In every case volunteering represents an effective vehicle for personal and team development. During 2014/15 staff contributed approximately 83 days volunteering matched by CSR leave.

The Housing Executive is also a member of the Business in the Community (BITC) 'Cares' Programme. Two important benefits of this programme are

that BITC sources projects from other members and charitable organisations, and also carries out the necessary Risk Assessments. This cost effective means of delivering team building opportunities also brings invaluable resources in terms of manpower, skills and awareness to third sector organisations.

Highlights from 2014/15

- During 2014/15 63 staff participated in team events for Action Cancer Shop Challenge, BITCNI Give & Gain Day, Knocklayde House, Giro d'Italia, NI Children's Hospice, Sheils House and Hope Cancer Garden of Reflection.
- Some of these projects are promoted annually through BITC's 'Be A Saint Day', Silver Surfers Day, Give & Gain Day, World and Time to Read campaign. Additionally, with the approval of their line manager, staff may forward requests to the CSR Coordinator to source team projects with their chosen local charity.
- 3 staff availed of CSR leave for overseas Habitat for Humanity projects in Nepal, Uganda and India.
- In 2013 we began a new programme with Marie Curie Helper Service with funding provided for 3 years through The Big Lottery. This is to encourage staff to volunteer as Assessors & Helpers and also for Marie Curie staff to promote the service through visits to local offices etc. A 2 day training programme is provided by Marie Curie for volunteers and assessors. As 2015 is the last year of funding particular emphasis has been placed in promoting the service in rural locations through a series of forums in our North West and South offices.
- In May 2014 21 staff volunteered at the Giro d'Italia held in Northern Ireland. This is the 2nd largest international cycling event in the world. Volunteers from across the Housing Executive participated in a number of roles as linguists, marshals, sports officials, etc.

Fundraising

In 2014/15 staff reported fundraising of over £83,000 for a wide range of charities through both fundraising activities and the Give as You Earn (GAYE) scheme.

GAYE enables staff to make a confidential donation to a charity of their choice; from 2007 to date around £761,000 has been donated through the scheme, including £75,174 in 2014/15. Around 819 staff currently take part and 'Caring the Sharing' who promote the scheme carried out a promotional programme to staff in 2014/15.

Charities Supported

Some of the charities that Housing Executive staff members have made a huge difference to through volunteering, raising awareness and fundraising include:

- Action Cancer
- Alzheimer's Society
- Cancer Focus
- Habitat for Humanity
- Macmillan Cancer
- Marie Curie Cancer Care & Marie Curie Helper Service
- N.I. Hospice Care and Children's Hospice
- Stroke Association
- Woodland Trust

Homelessness Strategy for Northern Ireland 2012 - 2017

The Housing Executive launched the Homelessness Strategy for Northern Ireland on 1st May 2012 following an extensive consultation with Statutory and Voluntary Agencies. The Strategy was subject to a full equality policy screening assessment.

Strategic Objectives

The aim of the homelessness strategy is that long term homelessness and rough sleeping is eliminated across Northern Ireland by 2020.

The strategy aims to ensure:

- The risk of a person becoming homeless will be minimised through effective preventative measures.
- Through enhanced inter agency co-operation services to the most vulnerable homeless households will be improved.
- Re-prioritised Strategy 2014-17.

A review of the Homelessness Strategy was recently undertaken by the Housing Executive. The Review found that while steady progress had been made, there was a requirement for a more focused approach on homelessness prevention.

It also acknowledged that the existing structures of the Promoting Social Inclusion (PSI) Homelessness Partnership required change to maximise the

impact of the Strategy. Following consultation with DSD and the existing PSI Thematic Group Chairs, the Housing Executive's Board approved the 'Reprioritisation of the Homelessness Strategy' in July 2014.

The re-prioritised Strategy focussed on key actions which put homeless prevention at the forefront of the homeless service. It also delivered new structures which identified local needs to commissioning bodies.

Integrated Strategy

While the Housing Executive has the statutory responsibility for the delivery of homelessness services an integrated strategy is required involving a wide range of partners from the statutory, voluntary and community sectors. For the vision to 'eliminate long term homelessness and rough sleeping' to be realised it is necessary for relevant organisations to work together to deliver housing, employment, health, financial support and welfare services to those who experience, or are at risk of experiencing, homelessness.

Development of New Structures

The development of new structures to contribute to the implementation of the Homelessness Strategy resulted in the establishment of a Central and 3 Regional Interagency Forums Chaired by the Housing Executive.

The purpose of the Central Forum is to actively engage and ensure participation of partners to deliver the objectives of the Homelessness Strategy, establish links with wider strategic priorities, agree regional priorities for service commissioning and remodelling, and source and make recommendations on operational models to support the focus on early intervention and prevention.

The purpose of the Regional Forums is to facilitate local engagement with voluntary and statutory partners to identify local need and gaps in provision and so inform commissioning priorities.

Review of Our Customer Journey

As part of the Housing Executive's Journey to Excellence, a major Systems Thinking review is currently underway. This approach, which is currently being tested in a number of Housing Executive locations, seeks to improve front line service delivery and design by understanding and prioritising customer demand and first time resolution of customer needs. This means a fundamental redesign of our approach to homeless customers.

Central to the redesign of our services for customers with a housing issue is the implementation of Housing Options, including agreement on a Common Assessment Framework with partner agencies, and implementation of a Centralised Access Point for homeless support services.

Homelessness Statistics 2012 - 2015

Location	2012/13	2013/14	2014/15
Number presenting as homeless	19,354	18,862	19,621
Number accepted as homeless i.e. Full Duty Applicants (FDA).	9,878	9,649	11,016
Number of new placements in temporary accommodation in year.	3,399	2,878	2,817
Types of Household presenting as homeless.	Singles 10,630 (54%) Families, 6,849 (36%) Elderly 1,875 (10%)	Singles 10,156 (53%) Families 6,484 (34%) Elderly 1,968 (10%)	Singles 10,376 (53%) Families 6,178 (32%) Elderly 2,135 (11%)
Households presenting as homeless due to intimidation.	584	668	590
Average Length of stay in temporary accommodation. Reflecting the existence of "hot spots" where demand for housing is high.	(42 Weeks*) *As at December 2012	38 weeks	36 weeks

Research and Equality

The Research Unit plays an important role in guiding the Housing Executive's intervention in the housing market. Under the 1981 Housing Order the Housing Executive has a statutory responsibility to regularly "examine housing conditions and need" and may also "conduct or promote research into any matter relating to any of its functions".

Research into house condition and housing need still form a very important part of the research programme, but in recent years the scope has broadened to include other strategic issues and a growing customer-orientation. As part of this trend research increasingly emphasises equality-related issues in order to provide the necessary evidence base for an ever increasing range of equality-related housing policies.

The House Condition Survey continues to provide regular updates on housing conditions in N.I. The 2001, 2006 and 2011 surveys showed that there were

no longer any significant differences between Catholic and Protestant households in terms of their housing conditions.

However, the 2011 survey shows that there are still significant differences by age. For example, approximately 14 per cent of households with a household reference person aged 75 or more, and 10 per cent of those aged 60-74, live in a home which fails to meet the Decent Homes Standard (compared to only 7 per cent for those aged 40-59).

Further analysis of the 2011 House Condition survey during 2013/14 permitted the disaggregation of its finding on Fuel Poverty by District Council. The figures show significant geographical discrepancies related to condition of properties and income levels.

Ongoing customer related research, such as the 2014 Continuous Tenant Omnibus Survey, indicates that differences in attitudes to the Housing Executive's services by Protestant and Catholic households continue to be negligible.

The Research Unit also collects information on gender, nationality, ethnicity and disability in all its surveys. It also commissioned research into the experiences of LGB&T people in relation to homelessness. The final report was published in early 2015 and confirmed that while most homeless LGB&T clients were positive about their experiences of dealing with the Housing Executive, there may be a need for staff to undertake some sexual orientation and gender identity awareness training. This is being carried out in partnership with Rainbow and the Council for the Homeless.

The Research Unit will continue to play an important role in providing baseline evidence of equality related housing issues as well as the evidence required to help formulate policy and monitor its impact.

Traveller Specific Accommodation

The Housing Executive is currently preparing a draft report for discussion following completion of the 3rd Comprehensive Traveller Accommodation Needs Assessment. Based on these outcomes the Housing Executive will establish a new 3 year Traveller Accommodation programme to address the needs of Irish Travellers in Northern Ireland. A paper is currently being prepared for Board approval of the new programme.

The Traveller Accommodation Programme, formulated as a result of the Needs Assessment, is reviewed on a yearly basis.

Progress continued to be made during 2014/15 including:

Group Housing Schemes

(Residential housing developments with additional facilities and amenities specifically designed to accommodate extended families of Travellers on a permanent basis).

- Following protracted negotiations with Newry and Mourne Council regarding access lands, a group housing scheme at Father Cullen Park, Bessbrook consisting of 6 units, was completed in September 2014 and is currently fully occupied and managed by Clanmil HA.

Serviced Sites

(Managed accommodation with permanent bases to park caravans or erect timber framed buildings, where electricity, water and sewerage is provided and where other facilities such as communal or individual amenity units may be provided).

- Planning approval has been granted for a serviced site at Burnside, Craigavon, and two additional pitches at Acorn Grove also in Craigavon, which will be subject to discussion with stakeholders and the outcomes of the Traveller Needs Assessment.

Transit Sites

(Authorised sites used for short stays).

- The Housing Executive continues to investigate lands suitable for transit site provision in Craigavon, Newry and Belfast.
- Due to Power NI's decision to amend existing vending arrangements for Traveller sites we have been working to complete the necessary works to provide individual on-site metering. To date a full switchover has taken place on the co-opted site at Glen Road, Belfast, Ballyarnett transit site in Derry/Londonderry, and the Glen site in Coalisland. Similar works will commence in September 2015 in Acorn Grove, Craigavon and are also required in Greenbrae in Strabane, Daisyfield in Derry/ Londonderry, and Glen Road Heights in Belfast. These will form part of major improvement packages involving substantial funding to reinstate these 3 sites which have been subject to major vandalism.
- We continue to progress the accommodation options for Travellers in areas of identified need.
- A temporary planning application was submitted in June 2014 to accommodate an extended Irish Traveller family in Rathenraw, Antrim. Approval of the formal application to provide a 4 unit temporary site pending the provision of suitable lands for a permanent solution is awaited from Antrim and Newtownabbey District Council.

Wheelchair Accessible Housing

The Housing Executive's 'Social Housing for Wheelchair Users' working group was established to develop a cohesive action plan to address regional waiting lists for wheelchair standard housing, as identified in the Wheelchair User Survey carried out in April 2007.

The role of this group has evolved into an over-arching steering group with 2 sub-groups:

- Planning & management sub-group - established May 2015 to examine the planning and management of generic wheelchair accessible accommodation.
- Design standards sub-group – has produced a draft report on space standards and good practice in the design of larger wheelchair standard social housing units and consideration of good design features for people with sight loss and dementia.

Inter-Departmental Review of Adaptations (IDR)

The Inter-Departmental Review of Adaptations (IDR) was launched in February 2010. The Housing Executive has been instrumental in leading out the IDR on behalf of the Department for Social Development (DSD) and the Department of Health, Social Services and Public Safety (DHSSPS).

A draft evidence based report and executive summary was subject to public consultation February - May 2013, delivered with the assistance of Disability Action to ensure pan-disability representation. A summary of the consultation responses was formally launched by the Ministers for Housing and Health in April 2014.

The Review has 4 main strategic themes:

- Joint Development of a Policy & Governance Framework.
- Inter-agency Case Management.
- Resource, Procurement and Recycling of Resources (within and across the sectors).
- Design Standards, Costs and Design Communication.

Approval was given by DSD & SHSSPS to proceed with the work streams detailed below ahead of Ministerial approval:

- A case management approach is incorporated within the 4 strategic themes and identified within the Executive Summary of the Inter-Department Review of Housing Adaptations.
- The development of a Design Standards Toolkit and an Accessible Housing Register.
- The Housing Executive has been instrumental in leading out two of the key outcomes emanating from the IDR which have now been selected as OFMDFM signature projects within their Active Ageing Strategy, these are:
 - An Accessible Housing Register; and
 - Improving information on private sector accessible properties.

- The Adaptations Policy Unit submitted the completed Inter-Departmental Review of Adaptations Final Report and Action Plan to Departmental leads for ministerial clearance prior to presentation to N.I. Executive.
- All the IDR publications are available to download at:

<http://www.nihe.gov.uk/index/advice/disability/adaptations/advice-review-of-housing-adaptations-services.htm>

Accessible Housing Register

One of the key outcomes from the Inter-departmental review above was the development of an Accessible Housing Register (AHR). This is an information tool to enable housing authorities to identify specific properties that may meet the needs of a particular group of applicants on the waiting list. The AHR will identify where adapted stock with available accessibility features i.e. fully wheelchair accessible/ mobility standard/life-time homes standards etc. are located to enable these properties to be appropriately classified.

A number of external factors impacted on the full implementation of the AHR and a phased approach was been agreed:

- Phase 1 for Housing Executive properties focused specifically on the identification and classification of adaptation extensions and vertical lifts. This has been completed and preparations are being made for an interim AHR to go live in 2015.
- Phase 1 for Housing Association stock focused on data cleansing and the classification of properties; this work is being co-ordinated by NIFHA.
- Phase 2 for Housing Executive Landlord Services will focus on the implementation and evaluation of the interim AHR.
- Phase 2 for Housing Associations will focus on the completion of the screening /classification exercise with intention of this data being included within the AHR in the future. Work is ongoing with NIFHA to draw up a joint data sharing agreement to take this forward.

The Housing Executive's Chief Executive's Business Committee has approved further investigation and the potential procurement of an AHR software package. The AHR will be managed by Regional Services.

Improved Accessible Housing Information

Early exploratory work has commenced to develop a single survey sheet of accessibility features to assist older and disabled people to find suitable, accessible property and to develop a code of good practice for those renting or selling property within the private sector. The option to include a web resource to advertise accessible private sector properties will be considered as a "bolt on" within the development of the specification of the AHR above.

Design Standards Toolkit

The Design Standards Toolkit was formally launched by the Ministers for Housing & Health in April 2014 and went live from that date.

The toolkit includes:

- A range of minor housing adaptations which can be provided without the need for referral to HSC Trusts for assessment, thus harmonising Housing Executive and Housing Association provision.
- Evidence based, consistent, and equitable housing adaptation design standards for all housing tenures.
- Improved design formats which will help disabled people visualise and discuss proposed housing adaptations.
- Standardised and robust occupational therapy formats for housing adaptation recommendations, financial governance, specifications, and follow up communications to all housing providers.
- Electronic formatting that will help to facilitate more timely and consistent inter and intra-agency communications.

Early feedback from operational staff has been very positive and there are future plans to develop a design template for new build properties. The early development work on the electronic submission of data identified an additional work stream to meet Data Protection requirements. A data sharing agreement has been developed and is due to be signed off by the Housing Executive/ HSC Trusts in the near future.

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

Part 3

Has the application of the Equality Scheme commitments resulted in any changes to policy, practice and/or service delivery areas during the 2014-15 reporting period?

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

The process of embedding Section 75 duties into the planning and decision making processes of the Housing Executive over the past number of years ensures that any changes or analysis of policy includes consideration of equality issues. This is more than an assessment of equality impacts as the policy team will often look at how housing inequalities can be addressed through the policy development process. Areas where equality issues have been considered during the year include Communication (Section 2: Part 26); Monitoring (Section 2: Parts 20, 21, 22, 23); Homelessness and Welfare Reform (Section 1: Part 2); Supporting People (Section 1: Part 1); Community Cohesion (Section 1: Part 1); Community Safety (Section 1: Part 2); Community Involvement and Participation (Section 2: Part 11); and the Housing Executive's transformation process generally. These policy areas are reported on separately within this report as detailed above.

Part 3a

With regard to the change(s) made to policies, practices 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?

Section 1 Parts 1 & 2 set out in detail the benefits for individuals and households within each of the Section 75 groups e.g. our Community Cohesion policy directly impacts on people with different political and/or religious backgrounds; our Supporting People programme targets households with a range of support needs associated with disability, age, racial

background and sexual orientation; our Homelessness policies often consider issues of gender (including domestic violence); our Community Safety policies deal with issues including race and religion; and our Community Involvement and Participation policies often engage those groups which can be more difficult to reach including children & young people and carers.

Part 3b

What aspect of the Equality Scheme prompted or led to the change(s)?

- 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):

Policy managers engage with the Housing Executive's Equality Unit when reviewing or developing a policy. The process of screening is often the end result of this engagement and often simply reflects the outcome of discussions which have ensured that equality and good relations issues have been given the necessary regard within the policy area. This is an iterative process and can involve a degree of informal consultation with members of the Consultative Forum on Equality and/or other specific fora (e.g. the Disability Forum) and /or customers directly to ensure a full understanding and accommodation of the potential equality impacts.

Section 2: Progress on Equality Scheme Commitments and action plans/measures.

Arrangements for assessing compliance

Part 4

Were the Section 75 statutory duties integrated within job descriptions during the 2014-15 reporting period?

- 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

Equality is one of the foundations of the Housing Executive and is one of the key values which was re-established when the values were reviewed as part of the transformation process. This approach, reinforced by staff training and clear processes ensures that equality is mainstreamed in the organisation across all functions. This removes the necessity for explicit equality duties in each job description other than those roles directly concerned with the equality, good relations and human rights functions of the Housing Executive.

Part 5

Were the Section 75 statutory duties integrated within performance plans during the 2014-15 reporting period?

- 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

Section 1 of this report sets out in some detail the range and breadth of activities within the Housing Executive that ultimately challenge inequalities experienced by people in terms of housing, and demonstrates that in the context of targeting housing need, we also target housing inequalities. This process is achieved by ensuring that information on housing inequalities informs the development of the Corporate Plan. It is supported by the establishment of an Equality Department with responsibility for implementation of the Section 75 duties and a Community Cohesion Department charged with implementing the Good Relations duty.

Part 6

In the 2014-15 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?

- 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 2013-14 report
- Not applicable

This is set out in response to Question 1 and 2. Targeting housing need and addressing housing inequalities form the mainstream work of the organisation. Our work in relation to new Social housing, improvement and maintenance of housing stock, supported housing, homelessness, private sector grants etc all address key business needs but also are designed in a way that targets housing inequalities. This is supported by key strategies or guidelines engaging with Community Cohesion, BME families and Migrant Workers,

Travellers, Children & Young People, Older People, Disabled People and housing and Sexual Orientation.

Section 2: Progress on Equality Scheme Commitments and action plans/measures.

Equality Action Plans / Measures

Part 7

Within the 2014-15 reporting period, please indicate the number of Actions completed, Actions ongoing, and Actions to commence.

Actions completed: Actions ongoing: Actions to commence:

The Housing Executive's Equality Action Plan is embedded within the Corporate and Business Planning process and is delivered at either Corporate level, where performance is monitored against the Business Plan, or at Business Unit level where the performance is monitored and reported on at Divisional level.

The main actions that impact on equality at Corporate level are as follows:

(N.B. The following actions are in addition to mainstream equality actions relating to training staff, consultation standards, access to information and services, Screening and EQIA and communication support).

Regional Services Objectives

(Regional Services Key Performance Indicators (RSKPI))

Objective 1 – Identification of housing requirements across Northern Ireland

RSKPI 1 Market intelligence

- Undertake annually a client-led programme of Research and Development which includes an analysis of housing market trends, housing conditions, housing-related need, and housing generally to assist with identifying gaps in provision.
- Establish a number of sectoral exchange forums, commencing 2015, to gain knowledge of up to date market intelligence, to analyse local and regional changes and dynamics, and to carry out local and international benchmarking of best practice.

Objective 2 - Investing in homes and neighbourhoods

RSKPI 3, 4 & 5 New social homes - Administer grant aid to Housing Associations to start 2,000 new social homes by March 2015, including 200 one bed units to meet the requirements of welfare reform; and complete 1,200 new social homes by March 2015.

RSKPI 6 - NIHE to facilitate the advance purchase of land to allow housing associations to build 1,200 units.

In addition to the key performance indicators outlined for Objective 2, and to assist sustainable development, the Housing Executive will support DSD to provide at least 3 intermediate housing pilots to test and evaluate the draft Affordable Housing Policy and bring forward a land asset management strategy to maximise the potential for building future homes.

We will work with others across a variety of tenures and sectors to maximise opportunities for sustainable town centre, rural and estate regeneration. Six neighbourhoods across Northern Ireland have been identified for development as pilots this year. These are: Lower Oldpark, Belfast; Tigers Bay/ Mountcollyer, Belfast; Doury Road, Ballymena; Lower Shankill/Brown Square; Lenadoon, and Divis.

Objective 3 – Improving people’s homes

RSKPI 7 Private Sector - Approve 700 applications for home repairs grants; Approve 8,500 applications for boiler replacement; Implement the new Affordable Warmth Scheme to run concurrently with the Warm Homes scheme for 9,000 privately owned properties and improve SAP ratings by 15%; Help 1,300 households to maintain independence in their own homes by approving disabled facilities grants.

RSKPI 8 Houses in Multiple Occupation - Register 650 Houses in Multiple Occupation and Inspect 1,800 HMO living standards.

In addition to our key performance indicators, we will be working on the following business areas.

We will:

- As Home Energy Conservation Authority for Northern Ireland, measure and report progress on improving the energy efficiency of Northern Ireland's housing stock (for more information: www.nihe.gov.uk/heca_seventeenth_annual_progress_report_2013.pdf)
- Support the introduction of the DSD's 'Warm Homes' replacement scheme.
- Assist independent living through financial support for disabled facilities grants and provide a policy framework for strategic adaptation work to ensure consistency of standards across housing tenures.
- Develop and deliver a loans pilot for repairs and improvement in the private housing sector as part of the DSD's Review of Support for Repair and Improvement in the Private Housing Sector.

Objective 4 – Transforming people's lives

RSKPI 9, 10, & 11 Supporting People (SP)

- Continue to provide 17,000 housing support places through the SP Programme, assisting over 23,000 of the most vulnerable citizens within their local community.
- Fund the development of an additional 340 SP housing support places to meet Bamford and Homelessness requirements.
- Provide home based support services for 4,000 SP service users in the private rented sector.

RSKIP 12 Homeless Service

Deliver the Homelessness Strategy action plan:

- Work with DSD to carry out a strategic review of our Supporting People policy and programme and carry out our own strategic review of procedures to be completed by March 2015.
- Manage the Housing Selection Scheme to assess an individual's housing need and provide an advice service.
- Implement a procured Private Rented Sector regional access scheme to assist in the prevention of Homelessness and provide housing choice options.

Objective 5 – Enabling sustainable neighbourhoods and regeneration

RSKPI 14 Together Building United Communities - support DSD in the delivery of 3 shared housing estates.

RSKPI 15 - Develop a housing social enterprise programme to encourage and support capacity building in local communities.

- We will develop a land strategy to protect and maximise development potential of our land asset and explore alternative funding streams.
- Progress our Rural Strategy.
- Deliver the Special Pockets of Deprivation (SPOD) funding on behalf of DSD.
- Continue to ensure that our work delivers in line with DSD's commitments to the Sustainable Development Strategy.

Landlord Services Objectives

(Landlord Services Key Performance Indicators (LLKPI))

Objective 1 – Delivering quality services

LLKPI 7 Welfare Reform - Work with DSD to develop and implement a plan to advise and support tenants impacted by the changes to the welfare system.

LLKPI 8 Sustaining Tenancies - Implement the Sustaining Tenancies strategy in all Areas.

Objective 2 – Delivering better homes

LLKPI 13 Adaptations to our homes for disabled people:

- Install 1,100 showers.
- Install 250 lifts.
- Start extensions to 200 properties.

LLKPI 17 Energy Advice

- Provide energy advice to 8,500 customers; helping our tenants to make the most efficient use of heating systems as well as gains from our heating programme to help reduce the energy efficiency element which contributes to fuel poverty.

Objective 3 – Fostering Vibrant Communities

LLKPI 18 Community Safety

- Implement the action plan from the Community Safety Strategy 2014-17.

LLKPI 19 Community Cohesion

- Increase support for shared housing among our tenants.
- Develop 14 further shared communities.
- Develop good relations in 88 NIHE estates.

LLKPI 20 Community Involvement

- Implement the 2014 Community Involvement Strategy, particularly the introduction of tenant scrutiny panels to all Areas.
- Promote social enterprise projects.

Part 8

Please give details of changes or amendments made to the equality action plan/measures during the 2014-15 reporting period.

No changes were made to the Action Plan.

Part 9

In reviewing progress on the equality action plan/action measures during the 2015-16 reporting period, the following have been identified

- 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

All continuing actions are set out in Section 2 Part 7.

Section 3: Arrangements for Consulting

Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance:

All the time Sometimes Never

Please provide any details and examples of good practice in consultation during the 2014-15 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:

Effective engagement, participation and consultation are essential to modern quality public services. The Housing Executive recognises this and understands the relationship between quality and equality in policy development and service provision. We therefore continue to maintain and build on the good relationships we have developed with our customers and their representatives to ensure we are responsive to changing environments and demands.

Two main consultation mechanisms, the Housing Community Network, and the Consultative Forum on Equality, have been developed to provide an in-built customer voice, giving clear feedback on both the quality, and equality, of our goods, facilities and services. These are supplemented by more specialist forums in the areas of Good Relations, Race issues and Disability.

Housing Community Network

The Housing Community Network was established to ensure that local communities are more involved, better informed and can contribute to better decision-making in relation to housing policy and how it affects them.

During 2013 in line with structural changes in the Housing Executive the role, function and structure of the Housing Community network was reviewed. The revised approach has the vision:

“To work in active and meaningful partnership with our Communities, to give residents a real say in making their neighbourhoods better places in which to live”.

A set of values were agreed that also considered the new role of the Landlord Services function within the emerging structure of the Housing Executive.

These include a focus on our customers, collaboration with the network groups, personal responsibility, valuing tenants and staff working with them, and improving value.

The strategy is developed to help deliver the Housing Executive’s objective of “Building Stronger Communities”.

The specific aims will encompass:

- Customer Focus
- Customer Support
- Customer Impact
- Service Improvement

It is intended to produce smart actions against each of the objectives that will be integrated into the Business Plans of key Landlord Services Business Units associated with key roles for the Community network itself. An independent facilitator will work with NIHE to deliver these outcomes.

During 2014/15, in line with the new structures, the Central Housing Forum met with the Housing Executive’s Board on a number of occasions to discuss issues including the future structure of the Housing Executive, the Social Housing Reform Programme and the Social Enterprise Strategy.

A comprehensive training program for Tenant Scrutiny Panels has been developed and will commence in September 2015.

Inter Community Network

The Housing Executive re-established the Inter Community Network in the latter part of 2014/15. An initial meeting was held and it was agreed to set up a new group drawn from the community sector with a remit covering community cohesion work involving shared communities, anti-racism, anti-homophobia and disability issues.

Disability Forum

The Housing Executive’s Disability Forum is comprised of pan-disability community representation including sensory, physical, learning, hidden, and multiple disabilities and mental health.

The Forum has the role of scrutinizing housing policy and services and informing the direction of future policy.

Specific functions of the Forum include:

- The review of housing allocations and tenancy sustainability from the perspective of disabled people.
- Provision of guidance to improve the quality of service as experienced by disabled people.
- Marketing guidance across the sector and difficult to reach groups and individual households.
- Inform and advise on issues associated with the review of public sector housing.

During 2014/15 the Disability Forum:

- Sent letters of introduction to NIHE Chief Executive and DSD Minister.
- Discussed the content of the Housing Degree with the University of Ulster.
- Completed a Local Office accessibility survey.
- Completed a guide “Useful Tips for NIHE Staff “, which was distributed to all staff through the Equality Unit.
- Developed a number of good practice papers on disability and housing.
- Worked with the Housing Executive’s Equality Unit on the review of the Disability Action Plan.
- Responded to the DSD consultation “Engagement Policy for Social Housing Providers”.
- Gave a presentation on the Forum as a model of good practice to the Local Government Staff Commission’s Equality Conference.
- Contributed as panel members to Disability Action’s Disability Discrimination Order event for 11 new councils.

The work of the Forum will continue during 2015/16 with a busy programme of work including the review of Equality training for NIHE staff.

Consultative Forum

The Consultative Forum on Equality provides a framework for consultation on matters relevant to the Section 75 statutory duties. It is constituted with representation from all the Section 75 categories and a Steering Group works between the annual meetings of the full Forum.

The thirteenth annual meeting of the Forum was held on 16th October 2014.

A wide range of representatives from voluntary groups, community groups, trade union groups and public bodies attended.

A Steering Group is elected at the annual meeting of the Consultative Forum to deal with issues throughout the year and to provide a view on Housing Executive policies by the voluntary and community sector with regard to our Section 75 obligations.

The Steering Group is representative of the Section 75 groups and comprises representatives from Supporting Communities NI; Housing Rights Service; Community Relations Council; Disability Action; NIPSA; NICEM; The Rainbow Project; Save the Children; Carers NI; Council for the Homeless; Barnardos; Children's Law Centre; Co-Operation Ireland; NIFHA; STEP; Women into Politics; Women's Aid Federation; MENCAP; Mindwise; Committee on the Administration of Justice; Helm; Women's Support Network; UNITE; NICRAS and the Rural Community Network.

The Forum provides a direct link for the Housing Executive with representative groups for service delivery issues, and in the process of policy development, which can pre-empt many problems.

The 2014 Forum was opened by joint chairs Janet Thomas (NIHE) and Murray Watt (SCNI). The Forum discussed the following issues:

- A presentation and discussion by Tony Steed (NIHE) on Measuring Housing Inequalities.
- A presentation and discussion by Brian O'Kane (NIHE) on Supporting People: Challenging Housing Inequalities.
- A presentation and discussion by Linda Hutchinson (NIHE) on Housing's Response to Racism, Homophobia and Disability.

The Forum provides a working link with a wide range of equality and voluntary organisations and as such enables access to the Housing Executive for representative organisations at a high level and at early stages in policy development.

It also gives the Housing Executive unique access to the voluntary and community sector by working together through the Steering Group to discuss and consult on new or changing policy areas, rather than the necessity for meetings with individual representative groups on every occasion.

Consultation Toolkit

The purpose of the Consultation Toolkit is to fine tune the process of consultation by the Housing Executive, and to streamline external consultation, as many consultees have highlighted the pressures of consultation or consultation 'fatigue'.

The toolkit is based on email distribution lists, and promotes a consistent approach to consultation to ensure both compliance and effective consultation. During 2014/15 the toolkit was used to facilitate consultation on the draft

In the 2014-15 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees:

- 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):

Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme during the 2014-15 reporting period?

- Yes No Not applicable

The Housing Executive's Consultative Forum Steering Group met on 2 occasions during 2014/15.

Was the consultation list reviewed during the 2014-15 reporting period?

- Yes No Not applicable – no commitment to review

Section 4: Arrangements for Assessing and consulting on the likely impact of policies

Please provide the number of policies screened during the 2014-15:

10

Title of policy subject to screening
Privately Financed Solar PV Scheme.
Housing Social Enterprise Strategy and Associated Community Asset Transfer Policy.
Community Asset Transfer.
Absence Management Policy.
Revised Disciplinary Procedure.
Revised Equal Opportunities Policy.
Revised Community Safety Strategy.
Revised Community Cohesion Strategy.
Interim Investment Priorities.
Revised Whistleblowing Policy.

In addition a number of minor policies and procedures were submitted to the Strategy, Policy and Procedures Clearing Committee (SPPCC) which is attended by the Equality Unit Manager and considers equality and other compliance issues.

Policies considered and cleared during 2014/15 included:
Inconsequential Land Sales.
Illegal Use and Adverse Possessions.
Manual Compensation Procedures.
Special Case Payments.
Rental of Land for Car Parks.
Telephone Masts.
Group Repair Scheme.
Rent Assessment and Control.
Scheme for the Purchase of Evacuated Dwellings (SPED).
Undeveloped Land Schedule.

Please provide the number of assessments that were consulted upon during 2014-15:

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.

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

N/A

Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees?

Yes No concerns were raised No Not applicable

Following decisions on a policy, were the results of any EQIAs published during the 2014-15 reporting period?

Yes No Not applicable

Section 5: Arrangements for Monitoring and Publishing the Results of Monitoring

From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2014-15 reporting period?

- Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

The Housing Executive's Equality Monitoring policy is reviewed on a regular basis. The last review was conducted in 2012 and a new review is scheduled for 2017.

In analysing monitoring information gathered, was any action taken to change/review any policies?

- Yes No
 Not applicable

Please provide any details or examples of where the monitoring of polices, during the 2014-15 reporting period, has shown changes to differential/adverse impacts previously assessed:

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:

The initial statistical reporting system used for monitoring data sets and trend analysis of housing waiting lists and allocations was developed from the

PRAWL housing management system which was in operation from March 2002 to June 2011.

A new Housing Management System (HMS) was implemented in July 2011.

Initially a number of issues with the transfer of data from the previous system to the new system led to delays in information quality and availability. However, this has now been resolved and we are able to provide up to date information up to and including to 31st March 2015. Information available at household level includes religion, nationality, age, ethnic origin, gender, dependents and marital status.

Equality monitoring data is used to provide information to support Equality Impact Assessments (EQIAs), answer Freedom of Information (FOI), Parliamentary Questions (PQ) & Assembly Questions (AQ) requests and is made available internally for planning and management purposes.

The Equality Unit also continues to utilise the Continuous Tenant Omnibus Survey (CTOS) to monitor a number of equality issues with regard to tenants. Following an initial report featuring disability issues in 2004 (Equality Bulletin No. 7 - Disability and Housing Executive Tenants) circulated to consultees; two further bulletins updating this data have been issued. With the introduction of Disability Action Plans and the Disability Discrimination Order (DDO) "disability duties" there is a need for guidance on how best to monitor Disability, including "attitudes", in line with these duties. The Housing Executive has consulted with a number of organisations for advice on this, and has also drawn on other significant surveys to develop attitudinal questions for the CTOS from 2008.

Equality Bulletin 42 provides a summary of the Disability Mapping Report which includes details on disability from the CTOS and can be accessed at:

http://www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.

The Public Attitudes Survey 2012 also included a chapter entitled 'Attitudes to disability in Northern Ireland', this is available on the Housing Executive website at: www.nihe.gov.uk/public_attitudes_survey_2012.pdf

Internal Promotion of Equality Monitoring

During 2014/15 the Equality Unit continued to highlight the importance of equality monitoring within the organisation. Actions taken included the ongoing promotion of the in-house leaflet entitled 'Equality Monitoring – What is it about?' which informs staff as to why equality monitoring questions are asked, and highlights how equality monitoring data can be used to ensure that everyone has the right to equality of opportunity when accessing Housing Executive services. The leaflet has been incorporated into the training packs for staff using the HMS system and is referenced in Equality Awareness training.

Disability Mapping Report

The Equality Unit has developed a project on disability mapping to provide a benchmark to inform policy development, service delivery and decision making to meet the needs of our customers. The mapping report includes 35 indicators to help inform our understanding of the level, and type, of disability by Local Government District (LGD) throughout Northern Ireland.

These indicators focus on a number of specific areas including prevalence of disability in Northern Ireland including mental health, general health and social wellbeing, age related indicators, benefits, attitudes towards people with disabilities and support for people with disabilities. The most recent Disability Mapping Report is available on the Housing Executive website at the following link:

www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.htm

BME and Migrant Worker Population

During 2014/15 the Housing Executive completed its 9th annual mapping report on BME and Migrant Worker communities in Northern Ireland.

The results of this ninth phase of the project brought together findings from the previous reports with up to date indicators enabling further trend analysis.

In addition results from a Housing Executive Local Office survey were mapped using Geographical Information Systems (GIS) to highlight key trends on BME and Migrant Worker housing needs.

A number of case studies were also carried out in Ballymena, Coleraine, Dungannon, Portadown and South & East Belfast Local Offices to provide a more in depth insight into current housing issues faced by BME and Migrant Worker populations in these areas.

The ninth report is currently in draft format and will be published later in the year.

Previous reports can be accessed on the Housing Executive's website:

www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.htm

Private Sector Grants

A suite of reports have been developed covering the Housing Executive's Grants process.

In-House Research

A number of research projects and surveys conducted by the Housing Executive have provided valuable information in relation to equality monitoring.

These include:

- The House Condition Survey.
- The Public Attitudes Survey.
- Staff Attitudes Survey.
- The Continuous Tenant Omnibus Survey.
- Common Selection Scheme Service Delivery.
- Grants Customer Surveys.
- Neighbourhood Renewal Surveys.
- Travellers Accommodation Needs Assessment Report.
- Black and Minority Ethnic and Migrant Worker Mapping Updates.
- Disability Mapping Report.
- Housing and Support Needs.

External Sources

Monitoring of equality of opportunity and good relations includes reference to a wide range of external sources of information.

Sources accessed include:

- The Census.
- The Labour Force Survey.
- The Continuous Household Survey.
- The Northern Ireland Life and Times Survey.
- Northern Ireland Multiple Deprivation Measure 2010.
- Research conducted by OFMDFM Research Division.
- Research conducted by the voluntary and community sector.
- British Social Attitudes Survey.

In addition, the following sources are used on a regular basis:

- Equality Commission.
- Equality Authority.
- National Disability Authority.
- Equality and Human Rights Commission.
- NI Civil Service Departments.
- Home Office.

- Local Government Association Research Bulletin.
- Health Agencies.
- Community Relations Council.
- ARK Northern Ireland.
- Office of the Deputy Prime Minister.
- Department for Social Development.
- Centre for Housing Policy, York University.
- Cabinet Office.
- N. Ireland Statistical Research Agency (NISRA)
- Employers' Forum on Disability.

Use of Equality Monitoring Information

During 2014/15 the equality monitoring systems were used extensively for replies to FOI and AQ requests, and for internal information requests. A total of 34 separate requests were completed.

External Requests

External requests were received from various organisations including:

- Belfast Telegraph
- Department for Social Development
- N. Ireland Statistical Research Agency (NISRA)
- N. Ireland Strategic Migration Partnership
- MLAs
- Local Councils

Internal Requests

Internal requests were received from various Housing Executive departments including:

- Housing Policy & Services
- Business & Programme Management
- Community Cohesion Unit
- Information Department
- Strategic Planning

Section 6: Staff Training

Please report on the activities from the training plan/programme undertaken during 2014-15, and the extent to which they met the training objectives in the Equality Scheme.

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

In accordance with Equality Scheme requirements the Housing Executive developed an integrated strategy for the training required to support the implementation of our equality duties. Two types of training were identified: Equality Awareness training, including Induction Training, and skills-based training, which covers processes like Screening and Equality Impact Assessment.

A programme for the delivery of Equality Awareness training, skills based training, and Induction Training throughout the organisation was established, alongside targeted training for Board members and Directors.

Equality Awareness Training

In developing general Awareness training on the Section 75 duties the Housing Executive worked closely with the Local Government Staff Commission, local councils, and the Equality Commission, as well as Disability Action and the North West Forum of People with Disabilities with regard to disability training, and the Multi-Cultural Resource Centre with regard to Race Relations training.

The comprehensive training programme includes awareness of the Equality Scheme, Human Rights, Disability, Race Relations and discrimination generally and has been ongoing since 2002.

It has been adapted over time to take account of legislative and other changes which have been introduced to the equality agenda and a major review of the content and format took place in 2009, when the course was updated to reflect the changes in focus and emphasis. The Human Rights content of the Awareness training was also enhanced in response to liaison with the NI Human Rights Commission.

Equality Awareness training has been under continuing development during 2014/15 to reflect the new Equality Scheme. A further in-depth review is currently under way and a 'refreshed' training package will be re-introduced across the organisation during 2015/16.

To March 2015 a total of 147 courses, involving around 2,870 staff, have been completed, during which staff from Local Offices, Regions, Grants/HMO, DLO, CSU, and Divisions in Headquarters have received training.

Staff training is also supplemented with Equality Bulletins which highlight any new changes in legislation or policy and their impact on housing in Northern Ireland.

Equality Training for Board & Directors

Specially tailored Equality Awareness briefing sessions have been provided to Board Members, Directors and Senior Managers.

Skills Based Training

The programme for skills based training is more complex and is aimed at training key staff. Five training courses on Equality Impact Assessment (EQIA) have been completed to date. Further courses will be delivered as required.

Other Training

Good Relations Training

The BRIC programme was completed in December 2014, with around 1870 staff trained over the life of the programme. A subsequent evaluation of the project was carried out from the training, reflective practice days and business planning days, putting good relations at the heart of social housing.

Post Project Evaluation

Reflective Practice - BRIC enabled staff and tenants to participate in a process of learning and understanding that included 208 reflective dialogue sessions facilitating the sharing of ideas and learning across the organisation and with tenants from Housing Executive areas. This led to an exchange of practical solutions to often contentious issues around murals, memorials and bonfires resulting in the 'shared' designation of a further 85 Housing Executive estates. The process of reflective practice ensured needs were continuously assessed and met. Bespoke business planning days also ensured that good relations remained at the heart of the Housing Executive at a time of organisational change and significant re-structuring. It also enabled the programme to widen its reach resulting in 1,873 staff being trained against a revised programme target of 623.

Ongoing evaluation evidenced the effectiveness and quality of training provided by Tides. Participants were invited to complete a training evaluation form at the end of each session; results showed a high level of satisfaction with course delivery and content. Each attendee was also asked to devise an action plan that ensured good relations was at the core of their work, and opportunities for reflection and mentoring were also built into the programme

In addition front line staff achieved accredited training up to OCN Level III in:

- Good Relations and Civic Leadership.
- Conflict Management.
- Developing Group and Teamwork Communication Skills.
- Working with Contentious Issues and Contentious Cultural Issues.
- Training for Trainers (Good Relations Officers and Community Cohesion Advisors).

In going forward the Housing Executive has aligned the BRIC concept into its core business and a new BRIC 2 programme has been developed. The 72 estate based programme will be delivered over 3 years across all Regions and Areas. Good Relations Officers will design BRIC 2 training via a number of communication mediums across the organisation.

Communication Support Awareness Training

Communication Support services were widely used throughout the Housing Executive in 2014/15, including Sign Language interpreting and Alternative Formats. Communication Support Awareness training continues to be carried out on request and advice on interpreting & translation issues was provided to staff throughout the year.

As the requirement for communication support services remains consistent across the organisation Communication Support Awareness training will continue to be developed and provided for staff on demand or where required.

Sign Language

The Housing Executive makes training funding available for staff who wish to take up sign language courses to accommodate customers with hearing impairments.

To date 33 staff members have been trained to Stage 1 BSL level and 4 to Stage 1 ISL level, and approximately 40 staff have attended 10 refresher courses for both Stage 1 & Stage 2 BSL level.

Safeguarding Training

Child Protection

The Housing Executive's Child Protection / Safeguarding Policy & Procedures were approved by the Board in April 2010 and included a commitment to provide suitable training in child protection/safeguarding to staff working with or coming into regular contact with children.

In general, child protection/safeguarding training was provided at three levels - general awareness training for all staff, staff with substantial contact with children, e.g. Local Offices, Grants, Hostel and Technical staff, and comprehensive training designed for Safeguarding Officers and Key Managers.

Two intensive Child Protection training courses, followed by two successful pilot courses were held in 2010. The formal programme of Level 2 training commenced in February 2011 providing sessions in all Regions and Headquarters, completing in December 2012. Subsequent sessions were demand-led and a further short programme took place in 2013 /14.

Around 120 sessions of child protection training have been held to date with over 2100 staff attending, and around 100 referrals have been made to the HSC Trusts Gateway Teams/PSNI through the formal referral process.

Child Protection Training 2010 - 2015

Location	Courses completed @ 31/03/15	No. staff trained @ 31/03/15
Belfast Region / Centre	40	649
North Region	38	662
South Region	35	744
3 rd Level Training	2	24
Information Session	2	44
TOTAL	117	2,123

Safeguarding Vulnerable Adults Training

The Housing Executive's Safeguarding Vulnerable Adults policy was approved by the Board in October 2012. Included in the policy was a commitment that the Housing Executive would provide suitable training in safeguarding vulnerable adults from abuse to staff working with or coming into regular contact with vulnerable adults.

It is intended to merge the Child Protection and Vulnerable Adults' policies and training into a single Safeguarding Policy by April 2016.

In general, safeguarding vulnerable adults training is provided at three levels:

- Level 1 - general awareness training for all staff.
- Level 2 - staff with substantial contact with vulnerable adults, e.g. Local Office, Grants, Hostel and Technical staff.
- Level 3 - comprehensive training designed for Safeguarding Officers and Key Managers.

One Level 3 intensive Safeguarding Vulnerable Adults training course was held in May 2013, facilitated by 'VolunteerNow', and attended by Safeguarding / Deputy Officers and key managers.

Following this ten successful pilot Level 2 courses were held in autumn 2013. The formal programme of Level 2 training commenced in January 2014 and has continued throughout 2014/15; it is due to complete in December 2015.

Around 110 sessions of training have been held to date with almost 2000 staff attending, and around 40 referrals have been made to the HSC Trusts /PSNI through the formal referral process.

Vulnerable Adults Training 2013 - 2015

Location	Courses completed @ 19/05/15	No. staff trained @ 19/05/15
Belfast Region / Centre	36	713
North Region	31	627
South Region	38	631
3 rd Level Training	2	28
TOTAL	107	1999

Contractors

The Equality Unit has conducted ten Safeguarding Information sessions to date for NIHE contractors with regard to safeguarding; further sessions will be made available on request.

Access to Training

Special efforts are made in training situations to ensure that the needs of all staff who are nominated to attend are catered for in appropriate ways. Sessions have been facilitated by using alternative formats and services

provided by Action on Hearing Loss Communication Services Northern Ireland and RNIB.

Evaluation of Training

Participants attending training complete evaluation sheets at the end of each course. These are reviewed, noted and summarised by the trainers prior to being forwarded to Learning & Development for retention on the course file.

Comments recorded on Equality Awareness training have been consistently positive and have improved further as the content has been reviewed and developed in the light of feedback.

Comments recorded on Child Protection training have also been consistently positive and increased as the training progressed. Analysis of the evaluation sheets at the completion of the formal training programme showed that over 90% were completed. Of these 92% felt that the course objectives had been met; 89% that the course was relevant to their current or future job; 88% that the course length was appropriate; 95% that the course content was excellent (61%) or satisfactory (34%); and 93% that the standard of the Equality Unit Trainer was excellent (80%) or satisfactory (13%).

Comments on the Safeguarding Vulnerable Adults training currently underway also show a positive response. The formal programme of training is due to complete in December 2015, following which the evaluation sheets will be analysed.

Comments on Communication Support Awareness training continue to be equally positive.

Staff Attitude Survey

The effectiveness of equality training was also reflected in the most recent Staff Attitude Survey (2013/14) when 83% of staff (81% in 2011/12) responded that they were aware of the statutory duties placed on the Housing Executive by the Northern Ireland Act (1998), and 82% (74% in 2011/12) were aware of the Equality Scheme document. The next results are due in mid-2015.

Section 7: Public Access to Information and Services

Please list any examples of where monitoring during 2014-15, across all functions, has resulted in action and improvement in relation to access to information and services.

Communication of equality issues is central to their promotion and mainstreaming throughout the Housing Executive.

The organisation deals with, and provides services to, a broad range of stakeholders, customers, and staff, all of whom are geographically dispersed. It is therefore essential to disseminate information to staff and provide support where necessary to ensure that they are aware of their obligations and best practice.

It is also important that customers are aware of the way in which the Housing Executive promotes equality of opportunity and good relations via the services and activities it provides.

During 2014/15 the organisation's commitment to equality was communicated internally and externally in a number of ways.

Internal Communication

Four Equality Bulletins for staff were issued during the year and where applicable posted on the Housing Executive website at:

www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.htm

- No. 42 – Disability Mapping Update 2013.
- No. 44 - Summary Equality Scheme.
- No. 45 – Guidelines for Using Communication Support Services for People Needing Language Support & Alternative Formats for People with Disabilities.
- No. 46 – Autism Advice and Information.

Other information provided included:

- Quarterly Reports on the implementation of the Equality Scheme distributed to key staff and statutory consultees.
- Monthly update on government consultations circulated to key members of staff.

- ‘Useful Tips for NIHE Staff in Regard to People with Disabilities’, developed by the Housing Executive’s Disability Forum, and distributed to all staff.
- The Equality Unit provided advice on a number of consultation exercises using the Consultation Toolkit, including the draft Corporate Plan 2014/15 to 2016/17, and the ‘Safer Together’ Community Safety Strategy 2014 -2017.
- A Race Relations Policy update is circulated to key staff and CXBC biannually.
- Annual and quarterly updates on Communication Support usage are made available to relevant staff and CXBC.
- Minutes of the Consultative Forum on Equality and the Consultative Forum Steering Group are circulated to key staff for information and action.
- Equality Awareness training continues across the organisation.
- Communication Support Awareness training is conducted on request or where required.

External Communication

A commitment to equality has been a primary value of the Housing Executive and this is evident in its external communications, for example:

- The commitment to equality is reflected in the Chairman’s Review and the Chief Executive’s Statement in the Annual Report.
- The Corporate and Business Plan, which is consulted on, has equality at its foundation and as a principle underpinning the business function of the organisation.
- The Housing Executive’s Publications Policy & Guidance mainstreamed its commitment to making clear and direct communication with all its customers and ensures information can be made accessible in a variety of formats including DAISY, Braille, audio, DVD, large font and main minority languages on request. In 2014/15 we provided information to customers in audio CD and large font formats, as well as main minority languages.
- The Housing Management computer system has been enhanced to print rent statements in large font format.
- Staff continued to utilise all available communication support services including telephone interpreting, face to face interpreting, translations, Sign Language interpreting, and alternative formats (see Section 7a).

- An interpreter continued to work in conjunction with the Housing Executive to provide face to face interpretation on a weekly basis for Chinese residents in the Annadale Flats area of Belfast. This service has been in place since 2009.
- We continued to make good use of our extensive consultation network of tenants, residents groups and representatives of equality and voluntary groups. During 2014/15 the network was utilised to facilitate consultation on the draft Corporate Plan 2014/15 to 2016/17, and the 'Safer Together' Community Safety Strategy 2014 -2017.
- The Housing News, which is sent out annually to all tenants, is available in alternative formats. It also includes information for tenants on how they can access free communication support services, and is translated into Chinese (Simplified & Traditional), Polish, Lithuanian, Portuguese, Russian and Slovak.
- A new poster 'Communicating with the Housing Executive' was produced in 2014/15 for display in Local Outlets and other Housing Executive buildings accessed by the public.
- The Housing Executive's website has a help page which provides information for people who do not have English as their first language and for people with disabilities at: <http://www.nihe.gov.uk/index/help.htm>
- The Housing Executive is also on Twitter *@nihcommunity* and Facebook at www.facebook.com/housingexecutive.
- Communication continues to be a regular feature of the Equality Unit's internal team briefings and is a key element of the business planning cycle.

Section 7a: Information Provision, Access to Information and Services

As the Housing Executive continues to review its services and customers become more diverse the issue of access to information and services remains high on the agenda. To ensure a responsive service and to anticipate the needs of customers the following arrangements have been put in place:

Access to Services

- Telephone interpreting and translations continue to be provided by 'thebigword' in all service outlets, including Housing Executive Homeless Hostels.
- 'thebigword' telephone interpreting service is also available to Voluntary Sector Hostels.
- Face to face interpreting is provided by local organisations including STEP, NICEM and CWA.
- Staff trained in Sign Language; customers can also access Sign Language interpreters.
- Hearing induction loops in all outlets.
- Portable one to one (crystal) loop systems in all outlets.
- Comprehensive user-friendly Type Talk service available.
- The Housing Executive website has a help page which provides information for people who do not have English as a first language. It also provides information regarding alternative formats and other services to enhance accessibility: <http://www.nihe.gov.uk/index/help.htm>
- The Housing Executive *is also on Twitter @nihecommunity and Facebook at www.facebook.com/housingexecutive.*
- The Housing Executive uses '03' telephone numbers as a cost saving measure for our customers.

Access to Information

- Wide ranging and accessible Publications policy.

- A range of leaflets have been translated into different languages and made available to Housing Executive customers. These include:
 - Tips to Make Your Home More Energy Efficient.
 - Guide to Renting in the Private Sector.
 - Houses in Multiple Occupation (HMO) leaflet.
 - 'Money Worries: Behind with Rent' leaflet.
 - 'Money Worries: Budget' leaflet.
 - Housing Selection Scheme Booklet.
 - Warm Homes leaflet.
- A range of material in different languages has been developed for Asylum Seekers including an induction pack, 'Housing for Refugees in Belfast' leaflet, advice leaflet on support agencies and networks, a leaflet detailing information on schooling in the Belfast area and advice on energy efficiency.
- All main leaflets are available in large font format.
- The Housing Management Computer system can now print rent statements in large font format.
- All main application forms contain advisory statements in a range of minority languages.
- Information is provided in various formats on request including large font, audio, DVD, Braille and DAISY, as well as main minority languages and a statement is placed in all publications advising of the alternative formats available. In 2014/15 we provided information to customers in audio CD and large font formats.
- A new poster 'Communicating with the Housing Executive' was produced in 2014/15 for display in NIHE Local Offices and other NIHE buildings accessed by the public. The poster in various languages highlights the number of ways customers can communicate with the Housing Executive.
- From 2009/10 an interpreter has worked in conjunction with the Housing Executive on a weekly basis providing face to face interpretation for Chinese residents in the Annadale Flats area of Belfast.
- The Equality Unit continues to promote the use of communication support through Communication Support Awareness training, Equality Bulletins and by providing advice directly to staff.
- The Housing Executive in partnership with the NI Youth Forum has produced a DVD aimed at the under-25 age group focused on the housing process and the issue of homelessness and under 18's.

- In 2014/15 another DVD was produced aimed at helping young people to avoid getting into unnecessary debt.

Communication Support Services

The use of telephone interpreting remained consistent in 2014/15, as did the use of face to face interpreting and translations. Service outlets are aware of the benefits of all the communication support services. Use of communication support services from 2012 - 2015 is detailed below.

Telephone Interpreting Service 2012 - 2015

NIHE	2014/15	2013/14	2012/13
Total No. of Calls	3,420	3,055	3,294

Voluntary Sector Hostels & Asylum Seekers Unit	2014/15	2013/14	2012/13
Total No. of Calls	1,627	1,345	1,407

Total number of Languages Requested 2014/15: All Users

Language	Total	Language	Total
Polish	1653	Slovak	592
Mandarin	481	Lithuanian	371
Somali	288	Hungarian	270
Romanian	267	Arabic	247
Portuguese	231	Czech	128
Spanish	123	Russian	85
Kurdish (Kurmanji)	32	Vietnamese	30
Latvian	29	Farsi (Persian)	26
Bulgarian	27	Cantonese	25

French	23	Thai	23
Tigrinya	21	Bengali	22
Italian	11	Albanian	9
Kurdish (Sorani)	8	Amharic	6
Farsi (Afghan)	3	German	2
Kurdish (Bahdini)	3	Hindi	2
Bahasa Indonesian	1	Greek	1
Korean	1	Pashto	1
Punjabi	1	Sudanese	1
Tetum	1	Turkish	1
Yoruba	1		

Translations (NIHE Only) 2012 – 2015

NIHE	2014/15	2013/14	2012/13
Total No. of Translations	316	184	151

Languages Translated in 2014/15 = 21

Language	Total	Language	Total	Language	Total
Polish	96	Lithuanian	60	Portuguese	34
Slovak	30	Hungarian	21	English	16
Latvian	13	Romanian	8	Spanish	7
Chinese Simplified	6	Russian	5	Audio Conversion	3
Chinese Traditional	3	Tetum	3	Arabic	2
Bulgarian	2	German	2	Somali	2

Czech	1	French	1	Maltese	1
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Face to Face Interpreting (NIHE & Asylum Seekers Unit Only) 2012 – 2015

NIHE	2014/15	2013/14	2012/13
Total No. Interpreter Sessions	108	105	91

Languages Interpreted in 2014/15 = 10

Language	Total	Language	Total
Chinese	43	Polish	16
Sign Language	15	Tetum	14
Slovak	9	Mandarin	4
Portuguese	2	Romanian	2
Arabic	1	Bulgarian	1
Hungarian	1		

Dissemination of Information

Corporate Plans and Business Plans are circulated within the organisation for consultation before publication. Public consultation meetings are also held. The finalised Plans can be made available in alternative formats on request and are placed on the Housing Executive website.

Quarterly Reports on the implementation of the Equality Scheme continue to be distributed to all statutory consultees.

Section 8: Complaints

How many complaints in relation to the Equality Scheme have been received during 2014-15?

Insert number here:

Chapter 8 of the Equality Scheme for the Northern Ireland Housing Executive sets out the procedure for investigating any complaints regarding the discharge of its Section 75 duties.

No complaints relating to the statutory duties have been received to date.

The Housing Executive has comprehensive complaints systems for all its operational services.

It is the practice of the Housing Executive to manage complaints efficiently and when appropriate to adapt and change its policy, practices and procedures where deficiencies have been identified through these processes.

Section 9: Looking Forward

Please indicate when the Equality Scheme is due for review:

The NIHE Equality Scheme is due for review in 2020.

Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period?

Reviewing and updating Equality Awareness Training.

In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2015-16) reporting period?

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

- Goods, facilities and services: There are potential issues with forthcoming age discrimination legislation and the emerging issue of refugees
- Organisational changes/ new functions: The restructuring of Council boundaries and the Community Planning relationship may be issues that require advice.

8th Report on the Disability Action Plan

April 2014 - March 2015

1. Number of Reporting Actions for this period that have been:

8

Fully achieved

3

Partially achieved

0

Not achieved

2. Please outline below 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	Outcome / Impact
National	Build on partnerships already established with Organisations which provide training opportunities and support to disabled people (i.e. USEL, Disability Action, Action Mental Health, Orchardville, Cedar Foundation, RNIB and Action on Hearing Loss) with the aim of providing training and employment placement opportunities with the Housing Executive.	Ongoing	Maintenance of relationships with groups and greater participation in the workplace. Periodic updates on activity will be reported in the Annual Report to the Equality Commission.

2 (b) What training action measures were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1.	<p>Training on general Disability Equality Awareness has and will continue to be delivered to all Staff including Board members, senior managers, human resources personnel and new recruits as part of the induction process.</p> <p>This will include training on Disability Equality Legislation and on the duties included in the Disability Discrimination Act (DDA).</p> <p>Training on the duties will include:</p> <ul style="list-style-type: none"> • promoting equality of opportunity, • eliminating discrimination, • eliminating harassment, • encouraging participation in public life, and • taking steps to meet the needs of disabled people. <p>Training will be ongoing, relevant and updated to take into consideration amendments and new inclusions to the DDA as required.</p>	Ongoing	<p>Rolling Disability Equality Awareness Training Programme ongoing: 147 courses held to date attended by around 2,870 staff.</p> <p>Evaluation built into staff attitudes survey with a report at least every 2 years.</p> <p>Disabled staff surveyed to assess change in attitudes.</p> <p>Supplementary training for staff and Board members will be conducted as required.</p>

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.	Systems will be enhanced to ensure that disabled customers receive communication in the required format that they initially request.	Ongoing	<p>The Housing Executive has in place a reactive system for meeting customers communication need as and when required</p> <p>The Housing Management System enhanced in Feb 2014 to produce statements in large print format.</p> <p>In 2014/15 3 tenants were facilitated with 4 rent account statements, Rent Increase, and Rate Increase Notices were also issued; 1 audio-statement was provided.</p> <p>The Housing Executive website has a help page which provides information regarding alternative formats and other services to enhance accessibility: http://www.nihe.gov.uk/index/help.htm</p>
2.	Enhance the awareness of staff of Disability Issues.	Equality Bulletins serve to raise awareness and the profile of key subjects.	<p>Four Equality Bulletins which included Disability Issues were issued during 2013/14.</p> <ul style="list-style-type: none"> • No. 42 - Disability Mapping Pilot Report 2013: provided a summary of the Report which includes details on

			<p>disability from the CTOS.</p> <ul style="list-style-type: none"> • No. 44 - Summary Equality Scheme. • No. 45 – Guidelines for Using Communication Support Services for People Needing Language Support & Alternative Formats for People with Disabilities. • No. 46 – Autism Advice and Information. <p>In addition the Equality Unit distributed to all staff a guidance note prepared by the Disability Forum entitled 'Useful Tips for NIHE Staff'.</p>
3.	Review the current system of approval, resources and delivery of housing adaptations.	Better more efficient adaptation services	<p>The Inter-Departmental Review of Housing Adaptations consultation document / final action plan have been submitted for Ministerial / NI Executive approval.</p> <p>Further consultation will take place in 2015/16.</p>

2 (d) What action measures were achieved to 'encourage others' to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1.	The Housing Executive ensures that all partnerships arranged under supporting people adhere to the principles of key equality legislation.	From April 2008, ongoing.	All Supporting People providers have signed funding agreements requiring compliance with all applicable equality legislation and the DDA. Validated on a rolling annual basis through implementation of Supporting People contract management arrangements.

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.	Disability Issues included as a standing item for the Consultative Forum Steering Group.	The Consultative Forum Steering Group agreed have disability issues included as a standing item on the agenda. 2 meetings held during	Having disability issues as a standing item on the agenda of the Consultative Forum Steering Group ensures there is a regular review of progress, and new actions can be introduced on an annual basis, or when required.

		2014/15.	A number of disability groups including Disability Action and MENCAP regularly attend and the issue of disability is discussed at each meeting.
2.	Attitudinal (and associated) studies will be included the main research projects conducted by the Housing Executive. It is envisaged this will include the Continuous Tenants Omnibus Survey (CTOS), the Public Attitudes Survey, the Staff Attitudes Survey (every two years) and the House Condition Survey (every four years).	From October 2008	<p>Data regarding attitudes to disability will be collated using the Continuous Tenants Omnibus Survey (CTOS), the Public Attitudes Survey, Staff Attitudes Survey and House Condition Survey.</p> <p>The Public Attitudes Survey 2012 included a chapter on 'Attitudes to disability in Northern Ireland' (available on the NIHE website).</p> <p>Continued inclusion of disabled people in all research.</p> <p>Reports on findings/disability issues published; minimum of 1 report per year</p> <p>The following research studies were conducted in 2014/15:</p> <ul style="list-style-type: none"> • Neighbourhood Renewal Survey • Community Audit Survey • Energy Efficiency • Grants Customer Survey • Evaluation of Assistance

			<p>Technology</p> <ul style="list-style-type: none"> • Shared Communities Research <p>Within these studies a number of Disability questions, including attitudinal questions, were asked. Findings have been distributed widely and can be accessed on request and/or through the website at www.nihe.gov.uk</p> <p>The Equality Unit has also developed a project on disability mapping to provide a benchmark (to be built upon annually) to inform policy development, service delivery and decision making to meet the future needs of our customers. The 3rd report published in summer 2014, included 34 dynamic indicators to help inform our understanding of the level, and types, of disability by Local Government District (LGD) throughout Northern Ireland.</p> <p>Equality Bulletin 42 provided a summary of the Disability Mapping Report and includes details on disability from the CTOS.</p>
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3. Please outline what action measures have been partly achieved as follows:

	Action Measures partly achieved	Milestones / Outputs	Outcomes/Impacts	Reasons not fully achieved
1.	<p>The Business to Employee (B2E) Project Board recently approved a proposal to engage with the Strategic Partner (BT) for a feasibility exercise to consider the requirements and associated business benefits of e-Learning.</p> <p>The objective is to understand our key business challenges, explore our current vision on learning and to investigate the benefits and costs of possible opportunities for e-Learning, including improved accessibility to learning for people with a disability</p> <p>The aim will be that all disabled staff availing of e-learning will have communication and other necessary supports put in place as part of the strategy, once approved.</p>	Ongoing	<p>The Housing Executive recognises the value of learning and development opportunities for staff and that some staff, for reasons associated with equality requires this service in a way that is tailored for them. This could include specific targeted training sessions using sign language interpreters, assistive technology or direct facilitation.</p> <p>We also acknowledge that sometime standardised training including e-learning can be inaccessible for some people for many reasons, e.g. sensory disability, literacy, jargon, language, location, timing. The Housing Executive reviews this policy regularly and has consulted the Equality Manager and disabled staff on preferred and/or appropriate methods of training.</p>	Under development

			<p>Recent Equality based training initiatives have included:</p> <ul style="list-style-type: none"> • Use of Loop systems. • Sign Language Interpreters • Large Print handouts. • Lipspeakers. • Speech to text. • Group sessions for deaf and hearing impaired staff. <p>Board approved New Learning system was launched in 2013 and now has a range of web based courses available for staff to take. These courses can be developed in house and built to meet accessibility standards. The Learning and Development department also ensure that courses purchased from outside bodies also meet accessibility requirements.</p>	
2.	Work in conjunction with the Disability Forum, facilitated by Disability Action, to scrutinise selected Housing Policies and consult on future Housing Policy proposals.	The NIHE Disability Forum completed actions during 2014//15:	<ul style="list-style-type: none"> • Drafted detailed workplan for 2013-2015. • District Office Accessibility 	Under development

			<p>Surveyed.</p> <ul style="list-style-type: none"> • DSD Social Housing Reform met with DSD staff and responded to consultation. • Reviewed Forum Membership; 2 resignations followed by 2 new members recruited. • Sent letters of introduction NIHE Chief Executive and DSD Minister. • Initial contact with Professor Paddy Gray re University of Ulster Housing Degree. • District Office Accessibility Survey completed. • Useful Tips for NIHE Staff - forwarded to Equality Unit for inclusion in Equality Training and Website. • Good Practice papers 1&2 finalized. • Worked with the Equality Unit on the review of the DAP. 	
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			<ul style="list-style-type: none"> • Forum responded to the DSD consultation – Engagement Policy for Social Housing Providers. • Conferences – Isobelle Hamilton gave a presentation on the Forum as a model of good practice at the Local Government Staff Commission’s Equality Conference; Ursula Marshall was a panel member at Disability Action’s DDO event for 11 new councils. 	
3.	<p>NIHE inserts clauses in all major works contracts it currently procures requiring the Contractor to:</p> <ul style="list-style-type: none"> • “Carry out his duties in a courteous manner, and to adequately train his staff and subcontractors of any tier, to be particularly sensitive in dealing with issues concerning ... Tenants with specific additional needs such as a disability...” • “In relation to his personnel, fully observe and comply with the provisions of all applicable employment legislation and regulations in force from time to time including where applicable ...and to the extent required by law 	From 2013 and ongoing	<p>The Housing Executive will on an continuous and ongoing basis:</p> <ul style="list-style-type: none"> • Monitor all Contractors performance in relation to a disability matters and obligations under their contract. • The Planned Schemes Works Contract (the Contract under which we carry out the vast majority of our planned maintenance schemes) places the 	Under development

	<p>... the Disability Discrimination Act 1995”</p> <ul style="list-style-type: none"> “... use its best endeavours to ensure that in its employment policies and practices and in the delivery of the any service required of the Contractor under the contract it has due regard to the need to promote equality of treatment and opportunity between ...person with and without a disability (within the meaning of the Disability Discrimination Act 1995).” 		<p>following requirement upon the Contractors as part of their Tenant Care:</p> <ul style="list-style-type: none"> The Contractor adequately trains his staff and subcontractors of any tier to be inter-culturally aware and to be particularly sensitive to issues concerning religion, race, tradition or culture which may occur during the planning or execution of the works and to deal with Tenants with specific additional needs such as a disability, an older person or a person with a different language. 	
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4. Please outline what action measures have not been achieved and the reasons why?

	Action Measures not met	Reasons
1	None	

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

Progress on the Disability Action Plan is monitored as a standing item on the Consultative Forum Steering group which is attended by representatives from Disability Action, MENCAP and other Disability organisations.

(b) Quantitative

Attitudes to disability amongst our customers and staff will be monitored via the Housing Executive's main research projects.

Monitoring will continue through the Continuous Tenants Omnibus Survey (CTOS), the House Condition Survey (every four years), and the Public Attitudes Survey. In addition the Staff Attitude Survey (every 2 years) will help us monitor the number of staff being supported in respect of learning and development, and will identify areas where more consideration should be given to the development needs of disabled staff and assist in monitoring our work under the Disability Duties. Reports on findings and disability issues will be published.

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.

Please select: YES

If yes, please outline below: The Plan has been reviewed and will be re-launched in 2015/16.

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	These are reported in the sections above.		

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?

Please select: YES

A revised plan will be issued in 2015/16.