



## **Disability Action Plan 2007**

## DISABILITY ACTION PLAN

Name of public authority  
(Clanmil Housing Association)

1.1	<p><b>Introduction</b></p> <p>Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), Clanmil Housing is required when carrying out its functions to have due regard to the need to:</p> <ul style="list-style-type: none"><li>•promote positive attitudes towards disabled people; and</li><li>•encourage participation by disabled people in public life ('the disability duties').</li></ul> <p>Under Section 49B of the DDA 1995, Clanmil Housing is also required to submit to the Equality Commission a <b>disability action plan</b> showing how it proposes to fulfill these duties in relation to its functions.</p>
1.2	<p>As Chair and Chief Executive of Clanmil Housing, we are committed to implementing effectively the disability duties and this disability action plan. We will allocate all necessary resources (in terms of people, time and money) in order to implement effectively this plan and where appropriate, build objectives and targets relating to the disability duties into corporate and annual operating plans.</p> <p>We will also put appropriate internal arrangements in place to ensure that the disability duties are complied with and this disability action plan effectively implemented. We will ensure the effective communication of the plan to staff and to providing all necessary training and guidance for staff on the disability duties and the implementation of the plan.</p>

Responsibility for implementing, reviewing and evaluating this disability action plan and the point of contact within the Clanmil Housing will be:-

Name: Karen Stilges  
Title: Head of Corporate Services  
Address: Northern Whig House, 3 Waring Street, Belfast, BT1 2DX  
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If you require this plan in an alternative format (such as in large print, in Braille, on audio cassette, easy read or on computer disc) and/or language, please contact the above person to discuss your requirements.

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### **Commitment**

We confirm our commitment to submitting an annual progress report on the implementation of this plan to the Equality Commission and carrying out a five year review of this plan, or plans submitted to the Equality Commission over the five year review period.

A copy of this plan, our annual progress to the Equality Commission and our five year review of this plan will be made available on our website [clanmil.org.uk](http://clanmil.org.uk). The public will be made aware of the plan through our joint working with the Northern Ireland Federation of Housing Association's, who will advertise in relevant media. Clanmil will, through our ongoing work with stakeholders who have a disability, find appropriate ways of communicating the plan.

As part of the operational planning process, Clanmil will build objectives and targets relating to the disability duties into the operational plans of each department. Progress on meeting objectives will be considered by the Management Team of Clanmil Housing.

1.3a	<p><b>Consultation</b></p> <p>Clanmil is committed to carrying out consultation in the development of its disability duties. We are keen to seek the views of disabled people in relation to this plan. To do this, Clanmil will be engaged on a number of levels :-</p> <ul style="list-style-type: none"> <li>• We will seek to consult with our tenants who do have a disability on the services we provide</li> <li>• We will advertise through out tenant forum and to staff the development of this plan.</li> <li>• We will be proactive in contacting representative organisations of disability groups for their feedback into the process. The organizations we will contact are :-</li> </ul> <p>Through consultation, Clanmil will seek to :-</p> <ul style="list-style-type: none"> <li>• Identify barriers faced by disabled people in public life, with particular emphasis on the issue of housing / service provision.</li> <li>• Identify opportunities for Clanmil Housing to promote positive attitudes</li> <li>• Incorporate suggestions into the Disability Action plan.</li> </ul>
1.4	<p><b>Functions</b></p> <p>Outlined below are the range of functions of Clanmil Housing Association.</p> <ul style="list-style-type: none"> <li>• Clanmil Housing is a charitable housing association registered with the Department of Social Development. It is a voluntary non-profit making organization.</li> <li>• Responsibility for strategic management of Clanmil lies with the Voluntary Board of management. Day to day management of Clanmil Housing is delegated to the Chief Executive and the senior management team of four departments. The disability plan monitoring comes under the management of the Head of Corporate Services.</li> <li>• The Head Office of Clanmil Housing is in Belfast, and there is a regional office in the North West.</li> </ul>

- Clanmil is involved in the development of affordable housing throughout Ireland for anyone in housing need.
- We have over 1600 units in Northern Ireland. Our housing stock is made up of sheltered accommodation, 3 residential care homes, general family housing and specialized housing units which include housing for those with learning needs, dementia and mobility issues.

Main Policy areas include :-

- Rent collection, arrears and voids
- Community Consultation and development
- Purchase and disposal of land and property
- House Sales
- Employment
- Finance
- Supporting People
- Maintenance
- Procurement
- Complaints
- Health, safety and environmental issues

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### **Public Life Positions**

The range of public life positions over which Clanmil Housing has responsibility for, are as follows:-

- *Board Members and Members of Committees*
- *Tenant Forum*

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### **Previous Measures**

Outlined below are the key measures which Clanmil Housing Association has already taken to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life.

**Promoting positive attitudes towards disabled people and Encouraging the participation of disabled people in public life.**

- **Provision of integrated housing and services for disabled**

- people
- Specialised housing provision which includes schemes with assistive technology so tenants can remain in their homes longer
- Adaptations carried out to homes to facilitate tenants with a disability
- Disability Awareness training among staff
- Specialist training as relevant to post e.g. recruitment panels or for those carrying out specific jobs within Clanmil dealing with more specialized areas of disability i.e. dementia
- Joint working with partner organizations such as the Trusts and NIAMH, AMH
- Association policies take account of disability considerations
- Reasonable adjustments made for staff / tenants as necessary
- DDA audits carried out and plan of action agreed by management team
- DDA auditor trained in house to conduct DDA audits
- Association buildings readily facilitate use by disabled people
- Homes built to Lifetime Homes standard where appropriate
- Accessibility issues addressed or barriers to involvement by disabled people removed
- Promoting interaction between those with a disability and those without
- Positive images of disabled people used in association's display or promotional materials
- Positive attitudes towards disabled people reflected in association's literature, correspondence and written materials etc.
- Involvement with disability placements through the Orchardville Society for the past four years
- Purchase of a textphone and loop system at head office. Braille signage throughout the main office building.
- Website enabled with browsealoud and text only to enable those with a disability more ready access to information.
- Disabled tenant representatives on the Board of management
- Employment policies that encourage/support disabled staff
- Disabled people supported to participate in internal groups such as Tenants Forum, Best Value Reviews Working parties and Committees
- User involvement policies/activities/groups (with disability focus) ie armchair aerobics, reminiscence etc.
- Policy proofing

	<ul style="list-style-type: none"> <li>• Equipment available to readily facilitate participation by disabled people ie loop system for meetings, textphone etc.</li> <li>• Specialised workshop with the Equality Commission on issues relating to disability and employment for HR practitioners</li> <li>• Conduct community consultation with local community and political representatives to promote positive attitudes for people with disabilities as part of the housing development process –</li> <li>• The establishment of project teams, comprising representatives from Housing, Maintenance, development and the local community to identify and work through key design and management issues, which may include disability issues.</li> <li>• We hold regular maintenance surgeries at schemes to facilitate more participation by tenants</li> <li>• Carrying out complex needs assessments to allocate housing to meet the needs of people with disabilities</li> <li>• Specialised provision of furniture and equipment in housing schemes ie assisted showers and furniture for communal areas</li> </ul>
3	<p><b>Action Measures</b></p> <p>Outlined below are the measures which we propose to take over the period of this disability action plan, together with performance indicators or targets.</p>

## Measures to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

### Mainstreaming the new Disability Duties

Measures	Timescale	Performance Indicators/target
Ensure positive and proportionate imagery in all Corporate documentation	<i>June 2007 and ongoing</i>	Positive and proportionate imagery in main corporate documents including Annual Report, promotional material and tenant

Develop screening procedure to assess disability issues in relation to S75 duties	March 2008	newsletters. New policies screened for disability implications. Included in annual progress report
Include requests for statistical information in relation to stakeholders with disabilities in internal surveys	Ongoing	Disability information collated and included in the annual return
Complete NICORE information on annual basis for all new tenants	Annually	Report statistics to Northern Ireland Federation of Housing Associations. Report findings to the Board of Management
Maintain and annually update staff monitoring system	Annually	Personnel reports on disability issues produced and reported to the Board
Review external and internal communication policies, practices and procedures	March 2008	All communication policies take account of disability equality duties
Integrate statutory disability duties into the annual business planning process	March 2008	Report progress on operational plan to the Board of Management and the Equality Commission

### Training and Awareness

Provide briefings on the	December 2007	Briefing process
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disability duties to all staff, tenants and Board members		completed
Provide specialist training for senior managers and recruitment panels	December 2007	Training delivered
Research the availability of online training on the disability duties for staff	March 2008	Identify suitable training solutions
Equality issues included in staff inductions with formal training carried out within one year of join	Ongoing	All new staff aware of equality issues and formally trained within one year of joining

### Promoting Positive Attitude

Use the District Housing plans produced by the NIHE to identify specific geographic areas where housing need has been identified for people with disabilities	Annually	Include in the Association's annual development Strategy from which we identify our new build programme/where we target development opportunities
All new homes are developed to promote barrier free living which includes homes designed and built to lifetime homes standard	Annually	Target development of at least 100 homes to lifetime home standard
Consulting with local communities and political representatives to promote positive attitudes regarding housing	Ongoing	Internal ISO procedure to undertake community consultation for all schemes in the development programme

Develop a written policy on community consultation which includes reference to disability issues	March 08	Board approval/training for staff
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### Encouraging participation in public life

Build on partnerships already established with voluntary and statutory organizations providing services for our tenants with disabilities: <ul style="list-style-type: none"> <li>Northern Ireland Association for Mental Health</li> <li>Action Mental Health</li> <li>Orchardville Society</li> </ul>	Ongoing	Provision of xxx supported housing units and support services
Provide assistive technology to facilitate tenants staying in their homes longer	Ongoing	Tenant call system upgraded in xxx schemes
Remodelling – we are promoting a pilot project at the Savoy in Bangor which will ensure that tenants can remain living independently in accommodation that currently and in the future, their needs and expectations.	Ongoing	DSD approval to remodel and work to commence by March 08
Carry out adaptation requests as requested by Occupational Therapists	Ongoing	Adaptation work completed within 10 weeks of receipt of request

<p>Tenant participation for those with disabilities</p> <p>Develop a strategy for the employment of people with a disability</p> <p>Continue work placement arrangements with Orchardville Society</p>	<p>December 2007</p>	<p>4 tenant forums per annum carried out</p> <p>Transport provided to facilitate tenant involvement</p>

Signed by:

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Chair

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Chief Executive