

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority Progress Report 2005 - 2006

Template to assist Public Authorities to report on implementation of the equality and good relations duties under Section 75 of the NI Act 1998

The information required from public authorities will be based on the period from **1 April 2005 to 31 March 2006**. Please ensure that it is submitted to the Commission by **31 August 2006**, electronically (by completing this template) and in writing, with a signed cover letter from the Chief Executive or, in his/her absence, the Deputy Chief Executive.

This year's progress report template is significantly different from earlier guidance, reflecting the work that many authorities will be undertaking on their five year review of equality schemes. It is important that the authority reports on what it views as being relevant in terms of progress made on the implementation of the statutory duties from April 2005 to March 2006.

Please enter information at the end of each Section in the template.

Name of public authority

NORTHERN IRELAND CO-OWNERSHIP HOUSING ASSOCIATION

Equality Officer name and contact details

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Introduction

This report sets out the progress made in respect of the development and implementation of the Northern Ireland Co-Ownership Housing Association's compliance with the Section 75 duties.

This report covers the period from 1st April 2005 to 31st March 2006. The report will be made available to all consultees and we intend to liaise closely with consultees on the form and content of future reports.

Section 1: Strategic Implementation of the Section 75 Duties

Co-Ownership worked in conjunction with the NIFHA and Equality Commission in the planning and implementation of the Associations Equality Scheme. Staff attended training seminars organized by NIFHA and met first year targets as set by the Equality Commission. Co-Ownership's Equality Scheme was successfully audited by Equality Commission and the Scheme was approved by the Commission in September 2005.

The Association organised an internal steering group, which has received specific training throughout the year, with representatives from each department within the organisation. A budget was set aside to provide training to the board and staff.

Section 2: Screening & Equality Impact Assessment (EQIA)

Equality Commission has agreed a plan with the NIFHA to deliver and complete a screening process and impact assessments over a 5 year period. Please refer to Table A.

Screening commenced in October 2005 following approval by the Equality Commission of the scheme. Co-Ownership worked with NIFHA in the joint exercise with all the Housing Associations and identified policies in respect of Access and Communication. The policies cover the following areas:

- How people contact Co-Ownership
- How Co-Ownership provides information
- How Co-Ownership involves or consults with people

Section 3: Training

Training programme was agreed by Senior Management Team and the Board. Senior Management are briefed on Equality Scheme movement through the Governance Committee on a regular basis. The Board training on general awareness was completed in October 2004.

Equality steering group received specialist training in Equality Impact Assessments and Policy Screening. One or two members of the steering group attended arranged training seminars on each of the dates listed below and reported to the rest of the group on their return.

- Equality Policy and Screening - 24th November 2005
- Equality Impact Assessment - 30th November 2005
- Equality processing - 26th January 2006
- Equality Impact Assessment - 22nd February 2006
- Assess the impact - 23rd March 2006

A staff training package on general awareness was put in place and all received full training by March 2006. This awareness training will be available to all new staff and Board members as part of their induction programme.

No formal evaluation report has been drawn up however, individual evaluations and feedback has been positive.

Section 4: Communication

Staff are informed of progress in monthly meetings.

Draft documents were made available to all staff.

The organisation's commitment is stated in the Corporate Strategy 2005-2008.

A new appraisal system being developed will reflect all equality issues.

An Equality Matters page was featured on the website, and an expanded Equality Matters section will feature in the new Corporate area of the website, under development for 2006 launch.

Section 5: Data Collection & Analysis

Data is collected in relation to employment recruitment in respect of all categories under section 75.

At present, Co-Ownership does not collect data from applicants on political opinion or sexual orientation. Marital status, religious and/or ethnic backgrounds are not intrinsic to the assessment process for buying a property or accessing mortgage finance; while these are monitored there is no apparent adverse impact.

Section 6: Information Provision, Access to Information and Services

The Association is developing an integrated approach to the collection of statistical data to support both monitoring and equality impact assessments. This should facilitate the statistical analysis of services against religion, ethnic origin, disability, gender, dependants, marital status and age.

Much work has been completed in relation to the provision of information in accessible formats, such as:

- Large font versions of all main information leaflets.
- Provision for sign language on request.
- Provision of translated material on request.
- Provision of alternative formats on request.
- Association's website, which is W3C Level AA compliant and Browsealoud enabled.

The provision of information in accessible formats has been developed in association with many of the representative groups.

Section 7: Complaints

No S75 complaints were received during 2005/06.

Section 8: Scheme Timetable

Refer to Table B.

Section 9: Consultation, Participation and Engagement

The NI Federation of Housing Associations placed a Public Notice advertising the approval of all 36 designated Housing Associations'

Equality Scheme in the three main regional newspapers on 23rd December 2005. This was in line with the commitment made in Appendix 5 of Co-Ownership's Equality Scheme. A composite disk containing the approved Equality Scheme of all 36 designated Housing Association's to the 163 original organisations on 31st January 2006.

Co-Ownership has set up an Equality Steering Group and with guidance from NIFHA has attended all training, informational seminars and consultation exercises arranged through the Federation and organized by consultee groups. The group responded to all feedback from consultees and has ensured all client groups to our willingness to engage in the process.

Section 10: The Good Relations Duty

Since its inception, the Association has delivered the housing service against a set of core principles, which is "fairness and equity". In developing our Corporate and Business Plans, objectives and performance indicators are agreed in the context of this core principle and compliance with TSN. Accordingly the Association has sought to mainstream equality issues by including them in the Corporate Plan, namely Objective 2 "Target resources to those in greatest need". A representative from Co-Ownership attended the Good Relations Framework Agenda conference on 29th September 2004 at Belfast City Hall. Co-Ownership also attended a Community Relations Council conference on 20th June 2005.

Section 11: Additional Comments on Mainstreaming

We encountered time constrictions developing the equality scheme with the organization against completing day-to-day priorities. The Association has incorporated Urban and Rural Strategy working with other housing providers.

Section 12: Concluding Questions

12A) Does the authority believe its work on implementing the statutory duties during 2005-06 produced positive benefits for the organisation? **YES** ✓ if yes please complete the following

No

	Very noticeably	Noticeably	No real change
i) Increased awareness of equality issues in policy making	<input type="checkbox"/>	✓	<input type="checkbox"/>
ii) Increased ability to ensure policies are designed and targeted to reflect equal opportunities objectives	<input type="checkbox"/>	✓	<input type="checkbox"/>
iii) Increased awareness of good relations issues in policy making	<input type="checkbox"/>	✓	<input type="checkbox"/>
iv) Increased ability to ensure policies are designed and targeted to reflect good relations objectives	✓	<input type="checkbox"/>	<input type="checkbox"/>
v) Increased awareness of equality issues in service delivery	✓	<input type="checkbox"/>	<input type="checkbox"/>
vi) Increased ability to ensure services are designed and targeted to reflect Section 75 requirements	✓	<input type="checkbox"/>	<input type="checkbox"/>

12B) Does the authority believe its work on implementing the statutory duties during 2005-06 produced positive benefits for groups within the Section 75 categories?

YES if yes please complete the following

No ✓

	Very noticeably	Noticeably	No real change
Persons of different religious belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons of different political opinion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons of different racial groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons of different age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons with different marital status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons of different sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Men and women generally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons with and without a disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persons with and without dependents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please go to Question C over

QUESTION 12C

If you answered yes to QUESTION 12 B, for each of the categories where a noticeable or very noticeable change has occurred, please give examples of those changes to policies or practices which have resulted in positive change. If the change was a result of an EQIA please tick the appropriate box in column 3:

	Policy or Practice	Tick if result of EQIA
Persons of different religious belief	•	
Persons of different political opinion	•	
Persons of different racial groups	•	
Persons of different age	•	
Persons with different marital status	•	
Persons of different sexual orientation	•	
Men and women generally	•	
Persons with and without a disability	•	
Persons with and without dependents	•	

Appendix A

Screening & EQIA Update

Please enter details relating to the authority's progress using the following matrices.

i) EQIA Timetable – 2005-06

Title of policy EQIA underway during April 2005- March 2006	Stage (as per Steps 1-7 of EQIA Process) As at end March 2006	If joint-EQIA please state partner authorities	Outline any adjustments to policy intended to benefit individuals from the nine equality categories and outline the relevant categories affected.	Were adjustments to policy a result of <u>A</u>ssessment of adverse impact/ <u>C</u>onsultation, or <u>B</u>oth <i>Please enter A, C or Both</i>	If EQIA decision making stage completed, is amended policy being implemented? <u>Y</u>es/<u>N</u>o
1.					
2.					
3.					
4.					
5.					

ii) Ongoing Screening Activities 2005-06

Title of policy subject to screening during April 2005- March 2006	If joint policy please state partner authorities	Was initial screening decision changed following consultation? <u>Y</u>es/<u>N</u>o	If Screening completed is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o	If EQIA planned indicate year for assessment
1. Access & Communication	No	No	Yes	06 - 07
2. Complaints	No	No	Yes	06 - 07
3.				
4.				
5.				

iii) Ongoing EQIA Monitoring Activities 2005-06

Title of EQIA subject to Stage 7 monitoring during April 2005- March 2006	If joint policy please state partner authorities	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
1.			
2.			
3.			
4.			
5.			

iv) 2006-07 EQIA Time-table

Title of EQIAs due to be commenced during April 2006 – March 2007	Existing or New policy? Please enter E or N below.	If joint-EQIA please state partner authorities	Please indicate expected date of completion of EQIA Stage 6 i.e Decision making stage
1. Access & Communication	E	No	06 - 07
2. Complaints	E	No	06 - 07
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

TABLE A

	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
1.	Access and Communications	<p>How the Association provides access to information and all of its services, and how it communicates with customers and other stakeholders. This policy covers the following areas:</p> <ol style="list-style-type: none"> 1. Offices (local and area)* 2. Consultation & involvement 3. Visits 4. After hours services 5. Office duty and cover arrangements 6. Publications and reports 7. Research 8. Public relations and Marketing 9. General correspondence <p>Complaints will be considered separately in another screening exercise. * This means buildings where services are delivered not homes.</p>	To ensure effective promotion of all policies and services so that there are no barriers preventing access.	In	<p>All policies to be reviewed and developed in line with Equality Scheme</p> <p>Year 1</p>

	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
2.	Allocations	Allocations made by housing associations are normally done so through “The Housing Selection Scheme” (HSS), which is the generic scheme used by NIHE & Housing Associations, albeit with the proviso that some housing associations may have provision for special allocations policies for particular accommodation and these will be considered separately.	The purpose of this policy is to be fair and equitable to those seeking housing and to take account of the wider needs of the community as well as the objectives, well-being and viability of housing associations. N.B. The HSS is a statutory scheme outside the control of housing associations. It is the obligatory scheme for assessing housing need and guiding selection.	Out*	Responsibility for conducting an EQIA on the HSS lies with the NIHE. The NIHE have already committed to undertaking an EQIA of the HSS. The HAs would be keen to participate any such EQIA.
3.	Care and Support	To provide appropriate care and support services to a wide range of vulnerable client groups.	To deliver to people with care and support needs appropriate services which maximize their quality of life and promote independence.	In	Year 3
4.	Charging Policies	These policies relate to the process for setting charges for services to users and clients	To set charges affordable to clients at a level which ensures financial viability and is fair and equitable	In	Year 4
5.	Complaints	This policy encompasses the procedures associated with the handling of complaints about	To ensure that anyone who is dissatisfied with the housing association’s services can seek	In	Year 1

	housing association services. Note: How HAs deal with complaints of neighbour nuisance is dealt with under Housing Management.	redress through an effective and equitable internal complaints review system.		
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	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
6.	Corporate	<p>The range of policies which define how the Association does its business. This includes:</p> <ol style="list-style-type: none"> 1. Strategic planning 2. Business performance 3. Corporate and board reporting 4. Risk management 5. Regulatory standards and best practice 6. Equality 7. Data protection <p>Reporting and communication of plans and performance will be screened under Access and communication.</p> <p>Note: How the Association decides where to build its properties will be screened under Development policies.</p>	<p>To establish the strategic direction of the Association and ensure that the organisation achieves its overall objectives as well as complying with all regulatory standards, stakeholder requirements, and standards of best practice.</p>	Out	These policies were screened out, as associations are required to conform to specific guidelines in these areas.

	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
7.	Development	Development covers the full process of providing social housing through new build, rehabilitation, existing satisfactory and off the shelf, through the submission of the annual bid for development (including obtaining NIHE support on need and private finance to fund the work) to identifying sites, through design, tendering and selection of contractors to practical completion when the property is handed over for use by a tenant.	In accordance with Department for Social Development (DSD) guidelines and mindful of the sustainability of the association to develop or acquire new social housing stock to meet the long-term needs of potential clients in the local community.	Out	The development function of Housing Associations (HAs) is dictated by housing need, which is determined by the NIHE. Standards and procedures adopted by HAs are set by the DSD, in the Housing Association Guide and monitored through the scheme audit process. HAs have no discretion regarding housing need issues, development procedures and

					housing standards. The DSD and NIHE set the Annual Development Programme. Selection of contractors must be undertaken through Constructionline
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	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
8.	Finance	<p>The range of policies which define how we manage our finances. This includes:</p> <ol style="list-style-type: none"> 1. Budget setting 2. Financial reporting 3. Treasury Management <p>Note: Internal audit and fraud policies are covered under Governance, whilst charging for services is addressed under Charging policies. Procurement policies are being screened separately.</p>	To ensure that the Association manages its resources effectively to support its corporate strategy and business plans, whilst ensuring the ongoing viability of the organisation and the achievement of high levels of probity and accountability.	Out	Funders and regulators establish requirements with which associations must comply. The approach to finance is also subject to regular external scrutiny through publication of accounts, and audit and

					inspection.
9.	Governance	<p>This policy area covers the recruitment, renewal of membership, management, codes of conduct, rules and standing orders of the Board.</p> <p>Governance also includes the following:</p> <ol style="list-style-type: none"> 1. Internal audit 2. Fraud 3. Whistleblowing 4. Codes of conduct for staff 	To ensure the Board conducts its business in an accountable and transparent way, adhering to the principles of good governance and taking account of best practice.	In	Year 2

	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
10.	House Sales	In October 2004, the Department of Social issued Guidance amending the House Sales Scheme and extending the Statutory Right to Buy to Housing Association Tenants. Specifically the guidance placed a statutory responsibility on housing associations to operate a house sales scheme in compliance with the Housing (NI) Order 2003 as detailed in the DSD's House Sales Scheme.	<p>From the perspective of each housing association as a designated public authority, the following policy aim applies:</p> <p>Operating within available resources, to provide qualifying tenants with an opportunity to become owner-occupiers in their local communities, mindful of the short-term and long-term well-being of the Association, its clients and the local community</p>	Out*	During the DSD's consultation, prior to the introduction of the House Sales Scheme, the HAS submitted a policy screening response document indicating an EQIA was necessary as the proposed policy

					had the potential for adverse impact.
11.	Housing Management	<p>The range of policies which define how we manage our housing. This includes:</p> <ol style="list-style-type: none"> 1. Allocations*, transfers and voids 2. Rent setting, collection and arrears recovery 3. Nuisance and Anti-social behaviour 4. Tenant Participation 5. Tenancy Management 6. Evictions 7. Compensation 8. Estate Management/Caretaking <p>NB: Allocations – see Policy area 2</p>	Operating within available resources, to provide an efficient, effective and equitable housing management service in the interests of the Association, its tenants and the wider community	In	Year 2

	Policy Area	Description	Policy Aim	Screening Decision	Priority for EQIA
12.	Human Resources - Recruitment & Selection	Policy applies to how people are informed of vacancies within the association and in turn how these positions are filled. This process encompasses induction.	To recruit & select staff using fair and equitable procedures that promote equality of opportunity and ensure that the most suitable person is appointed or promoted.	In	Year 3

13.	Human Resources - During employment	<p>These policies clarify the standards of behaviour and performance required by all staff during their employment with the association. They include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Absence Management 2. Complaints 3. Disciplinary 4. Grievance 5. Health & Safety 6. Leave 7. Lone Worker 8. Performance Management 9. Training 10. Volunteering <p>These policies are also linked to Governance and certain Codes of Conduct e.g. whistleblowing are covered by that policy area.</p>	<p>The Association will operate procedures as dictated by law, best practice and industry standards to:</p> <ul style="list-style-type: none"> ➤ ensure effective & efficient management ➤ abide by relevant statute ➤ and ensure well-being of all staff <p>while working to achieve the organisational aims, objectives & mission statement.</p>	In	Year 4
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	Policy Area	Description	<i>Policy Aim</i>	Screening Decision	Priority for EQIA
14.	Human Resources - Staff Exit	This policy encompasses the procedure associations adopt when staff leave the	To ensure the effective and efficient management of the processes for staff who leave	Out	Most Housing Associations participate in the

		<p>organisation including Exit Interviews, Redundancy Schemes, Pension and retirement.</p> <p>Note: Discipline and Absence procedures are being screened separately.</p>	<p>the organisation and to operate these procedures in a fair and equitable manner.</p>		<p>NILGOSC scheme which has already been subject to EQIA</p>
15.	Maintenance	<p>This policy defines how the Association maintains its stock to a high lettable standard and is interlinked with the Association's Response Maintenance Policy, Cyclical Maintenance Policy, Major Repairs Policy, Right to Repair Policy, Right to Compensation Policy and Consultation Policy. This list will be amended when necessary.</p>	<p>To operate within available resources, to provide an efficient, effective and equitable housing maintenance service in the interest of the Association, its tenants and the wider community.</p>	In	Year 2
16.	Procurement	<p>Purchasing/choosing suppliers for the provision of any service or product</p>	<p>To operate fair and equitable procedures to provide value for money for customers and suppliers providing:</p> <ul style="list-style-type: none"> ➤ Compliance ➤ Fraud prevention ➤ Deployment ➤ Transparency ➤ Ease of understanding/application 	In	Year 5

TABLE B

Area of Implementation	Element	Performance Indicator	Milestone
Organisational Arrangements	<input type="checkbox"/> Integration of equality objectives into corporate strategy	<input type="checkbox"/> SMT agrees equality objectives <input type="checkbox"/> Equality objectives included in strategy plans for 2004-2007 <input type="checkbox"/> Equality objectives reviewed annually in consultation with SMT	<input type="checkbox"/> annually <input type="checkbox"/> annually <input type="checkbox"/> annually
	<input type="checkbox"/> Integration of equality objectives into personal performance plans	<input type="checkbox"/> SMT agrees draft guidance for staff <input type="checkbox"/> Objectives included in personal performance plans	<input type="checkbox"/> ongoing <input type="checkbox"/> annually
Progress Reporting	<input type="checkbox"/> Regular reports to the Association	<input type="checkbox"/> Minuted reports at least quarterly	<input type="checkbox"/> ongoing
	<input type="checkbox"/> Annual reports to Equality Commission	<input type="checkbox"/> Report sent after approval by the Board of Management <input type="checkbox"/> Summary of Annual Progress Report to Equality Commission incorporated in the Association's Annual Report	<input type="checkbox"/> annually in July <input type="checkbox"/> annually
	<input type="checkbox"/> Review of Scheme	<input type="checkbox"/> Review conducted, published and sent to Commission	<input type="checkbox"/> 2010

<p>Consultation</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Overview of Consultation <input type="checkbox"/> Consultation on Equality Impact Assessments 	<ul style="list-style-type: none"> <input type="checkbox"/> Meeting takes place to consider joint approaches to consultation with other Registered Housing Associations Bodies <input type="checkbox"/> Consultation takes place for Screening of policies in line with the 2 stage approach (see p.11-12) <input type="checkbox"/> Report of consultation on screening exercise to be included as part of annual report to Equality Commission <input type="checkbox"/> Consultation takes place on each Equality Impact Assessment 	<ul style="list-style-type: none"> <input type="checkbox"/> 06/04 <input type="checkbox"/> 09/05 <input type="checkbox"/> Interim report 07/05. Full version 07/06. <input type="checkbox"/> ongoing
<p>Training</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Training programme <input type="checkbox"/> Top Level briefing on Equality Scheme <input type="checkbox"/> Awareness training <input type="checkbox"/> Specialised/focused training 	<ul style="list-style-type: none"> <input type="checkbox"/> Training programme agreed by SMT <input type="checkbox"/> Briefing on Equality Scheme for Boardmembers and Senior Managers takes place <input type="checkbox"/> All staff trained by end 2005 <input type="checkbox"/> All new staff to receive equality awareness training within 1 year of joining. <input type="checkbox"/> Specialised/focused training (see Section 8 of Scheme for types of training) for key staff (minimum of 1 in year 1) 	<ul style="list-style-type: none"> <input type="checkbox"/> ongoing <input type="checkbox"/> 04/04 <input type="checkbox"/> 05/04 <input type="checkbox"/> 06/04 <input type="checkbox"/> 12/05 <input type="checkbox"/> ongoing <input type="checkbox"/> ongoing

Area of Implementation	Element	Performance Indicator	Milestone
Equality Impact Assessments (EQIAs)	<input type="checkbox"/> Screening	<input type="checkbox"/> Finalise screening instrument and procedures, and pilot with sample of policies <input type="checkbox"/> Screen all policies <input type="checkbox"/> Prioritise policies for EQIA <input type="checkbox"/> Consult with relevant interest groups on outcome of screening exercise (including proposed priorities for EQIA)	<input type="checkbox"/> 01/05 <input type="checkbox"/> 02/05 <input type="checkbox"/> 03/05 <input type="checkbox"/> 04/05 – 09/05
	<input type="checkbox"/> Plan for EQIAs	<input type="checkbox"/> Develop plan for carrying out EQIAs, taking account of consultation responses <input type="checkbox"/> Agree plan for EQIAs with SMT <input type="checkbox"/> Agree plan with Registered Housing Associations	<input type="checkbox"/> 09/05 <input type="checkbox"/> 09/05 <input type="checkbox"/> 09/05
	<input type="checkbox"/> Carrying out EQIAs	<input type="checkbox"/> Begin EQIAs <input type="checkbox"/> Review Plan for EQIAs <input type="checkbox"/> Carry out EQIAs in accordance with for EQIAs	<input type="checkbox"/> 10/05 <input type="checkbox"/> annually in May <input type="checkbox"/> ongoing

Area of Implementation	Element	Performance Indicator	Milestone
Communication	<input type="checkbox"/> Publication of Equality Scheme <input type="checkbox"/> Dissemination to key stakeholders	<input type="checkbox"/> Scheme to be published after approval from the Equality Commission <input type="checkbox"/> Summary of Scheme to be developed and made available <input type="checkbox"/> Scheme to be made available in accessible formats on request <input type="checkbox"/> Scheme to be published on website <input type="checkbox"/> Copy of Scheme to be made available to all staff <input type="checkbox"/> Copy of Scheme mailed to all those consulted on the Scheme, and to others on request <input type="checkbox"/> Press Release to the media informing them of the publication of the Equality Scheme	<input type="checkbox"/> 10/05 <input type="checkbox"/> 11/05 <input type="checkbox"/> ongoing <input type="checkbox"/> 12/05 <input type="checkbox"/> 10/05 <input type="checkbox"/> 10/05 <input type="checkbox"/> 10/05 or when all HA schemes are approved
Access	<input type="checkbox"/> Review of Access to Information and Services	<input type="checkbox"/> To conduct a review within one year of the implementation of the Scheme covering all aspects of access to information and services, and produce report making recommendations <input type="checkbox"/> To consult on review with key stakeholders <input type="checkbox"/> Produce action plan for acting on review recommendations <input type="checkbox"/> Implementation of action plan begins <input type="checkbox"/> Carry out action plan to meet performance indicator targets	<input type="checkbox"/> 10/06 <input type="checkbox"/> 06/07 <input type="checkbox"/> 07/07 <input type="checkbox"/> ongoing <input type="checkbox"/> ongoing

Complaints	<input type="checkbox"/> Complaints	<input type="checkbox"/> To respond to any complaints of non-compliance within one month of complaint being made <input type="checkbox"/> To report on complaints made on an annual basis to the Equality Commission as part of annual report	<input type="checkbox"/> ongoing <input type="checkbox"/> annually in July
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