



Clanmil Housing Association

Property Services

Maintenance

Equality Impact Assessment

Consultation Document

June 2007

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

- **Large print**
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If you would like an alternative format, please contact:

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1. INTRODUCTION

Statutory Equality Duties

1.1 Section 75 of the Northern Ireland Act requires Clanmil Housing Association, in carrying out its functions, to have due regard to the need to promote equality of opportunity between:

- Persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- Men and women generally;
- Persons with a disability and persons without;
- Persons with dependants and persons without.

1.2 The Association must also, in carrying out its functions relating to Northern Ireland, have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

1.3 In line with its equality scheme obligations, the Association screened all of its existing maintenance policies to assess whether they impacted on the promotion of equality of opportunity or the duty to promote good relations. The following questions were asked during the screening exercise:

- Is there any evidence of higher or lower participation or uptake by different groups?
- Is there evidence that different groups have different needs, experiences, issues and priorities in relation to the particular policy issue?
- Is there an opportunity to promote equality of opportunity between the relevant different groups, either by altering the policy, or by working with others in government or in the larger community, in the context of the policy?
- Have consultations with relevant groups, organisations or individuals indicated that policies of that type create problems specific to any relevant groups.

A report describing the results of the screening process is available from Karen Stilges, Head of Corporate Services, Clanmil Housing on Tel: 028 90 876000 or karen.stilges@clanmil.org.uk or requesting through the website at www.clanmil.org.uk

1.4 Following this screening process and the associated consultation, the Association developed a 5-year Equality Impact Assessment programme. The Maintenance policies are scheduled for assessment in year two of this programme.

1.5 This impact assessments have been carried out in accordance with the procedure outlined in the Equality guidance. The seven separate stages of the Equality Impact Assessment are:

1. Determining the aims of the policy
2. Collecting available data
3. Assessing the impact of the policy
4. Consideration of measures to mitigate any adverse impacts and/or alternative policies that might better achieve the promotion of equality of opportunity
5. Formal Consultation
6. Analysis of responses and decision by Association
7. Publication of results of the Equality Impact Assessment
8. Ongoing monitoring of adverse impact.

1.6 The purpose of conducting the Equality Impact Assessment is as follows:

- ♦ To identify adverse impacts and to consider mitigating factors which will eliminate adverse impact;
- ♦ To consider alternative policies which would better promote equality of opportunity

2.0 About Clanmil Housing Association

Clanmil Housing is a charitable Housing Association registered with the Department of Social Development. It is a voluntary non-profit making organisation.

Over the years we have developed an expertise in both building and managing housing for older people, people with disabilities and special needs. We also have experience of providing care directly and in partnership. Today we are involved in the development and management of affordable housing all over Ireland for anyone in housing need.

Our housing stock is made up of sheltered accommodation, 3 residential care homes, specialized housing units and general family housing. We have over 1708 units throughout Northern Ireland and over 160 staff.

In our mission statement we “aim to be a primary provider of high quality homes at the lowest possible economic rent for everyone in housing need”. We were accredited ISO 9001:2000 in 1995, and the Investor in People Award in 2005

3.0 The Policies

Description of Policies

3.1 The Maintenance policies define how the Association maintains its housing stock and how it communicates with its customers and other stakeholders. This includes policies that cover areas such as:

1. Response maintenance - This means how we respond to day to day repairs reported by tenants.
2. Cyclical / Planned Maintenance - This covers the regular cycle of repairs, replacements and improvements that we carry out to our stock to ensure it is kept in reasonable condition and adherence to statutory requirements. Such work may include annual servicing of equipment, external redecoration, window, heating, kitchen and bathroom replacements.
3. Voids and Re-lets - This covers the essential repairs, renewals, reinstatement, replacement, internal redecoration, cleaning and clearing out that may be required as a result of a change of tenancy to ensure the dwelling is suitable for the next letting.
4. Adaptations to dwellings - This covers how we undertake adaptations necessary to make a dwelling more suitable for tenants with physical disabilities or sensory impairments. These may include installation of level access showers, ramps, grab rails etc.

3.2 Policy Aims

The aim of the maintenance policies is to ensure Clanmil Housing Association complies with its statutory, legal and contractual obligations as a landlord to maintain its housing stock and to ensure that:

- a. The housing stock is maintained in a lettable condition that exceeds statutory minimum requirements;
- b. There is a responsive repair service that meets legal and contractual obligations and is efficient and effective for our tenants. That service standards are in place that are sensitive to the needs of all of our residents.
- c. All equipment, provided by Clanmil and building components meet required legislative and regulatory standards.

d. There is an adaptations service that meets the needs of its tenants with physical disabilities and sensory impairments;

Scope of Review

3.3 The main stakeholders in relation to the policies include anyone involved in the delivery of services in maintaining our housing stock. This can be any of the following:

External

- Tenants
- Resident of agency managed supported housing schemes
- Contractors
- General public
- Elected representatives
- Community representatives
- Partners
- Other Associations
- Department for Social Development
- NIHE
- Other statutory agencies
- S75 representative groups
- Inspection and assessment bodies
- Suppliers

Internal

- Board members
- Management
- Staff

Former

- Past tenants

This list is not exhaustive.

3.4 The Maintenance policies are intrinsically linked to all of the Association's key policies and processes. This includes:

- Housing Management
- Finance Management
- Development
- Complaints
- Care and Support.

Legislative and Regulatory Requirements

3.5 The Association is required to comply with the following legislative and regulatory requirements:

- Disability Discrimination Act
- DSD Regulatory Framework
- Building Control
- Planning legislation
- Housing Association Guide.
- Asbestos Management
- Construction, Design and Management Regulations (CDM)

3.6 Clanmil also must meet certain obligations, under its Equality Scheme, to ensure that all current and future customers have ready access to its services and information about them. Specific considerations need to be given to some groups who do not have the same access to information as others. These include:

- People with sensory and learning disabilities that may have difficulties with information in print;
- Members of minority ethnic groups, whose first language is not English, and who may have difficulties with information provided only in English.

Reasons for Equality Impact Assessment

3.7 The screening reports gave the following reasons for carrying out an impact assessment on the policy:

(a) Whilst specific initiatives are in place as part of our commitment to delivering an excellent customer service, Clanmil Housing Association equality impact assessment presents an opportunity to clearly define the policies for a service area that is consistently the single most important areas of service delivery as confirmed by the Northern Ireland Federation, Pre-consultation Feedback, Equality Impact of Housing Management & Maintenance Policies (May 2007).

(b) The Association believes that maintenance policies are of high importance to its tenants and all the S75 groups

(a) Clanmil also believes that its maintenance policies merit an equality impact assessment because of the high uptake of maintenance services by all of its tenants and proactively wants to screen the procedures because of the potential impact on the nine groups.

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- (b) The Association provides services to a diverse range of customers including many client groups with special needs.
 - (c) Due to the absence of available data at the time of screening the policies, the decision was taken to assess actual adverse impacts during the conduct of the equality impact assessment

Implementation of the policy

3.8 The maintenance policies have been defined by the Association's management team and key maintenance policies are approved by the Board of Management.

3.9 All staff throughout the Association implements policies.

The key aspects of current policies are presented below.

Standards

3.10 The following standards for each of the policies have been defined by the Association's management team and approved by its Board of Management.

3.10.1 Response Maintenance

Repair category	Timescale for repair	Repair types	Target timescale for completion within timescale
Immediate	Within 4 hours	Includes repairs, which could be a risk to health or safety and may lead to a major structural problem with the home or could cause you major inconvenience.	95%
Emergency	Within 24 hours,	Includes the breakdown of non-essential lifts, damage to windows and doors, which may affect the security, cleaning blocked drains, heating failure and minor leaks.	95%
Urgent Repairs	4 working days	these would include repairs that affect the comfort and convenience of tenants.	95%
Routine	20 working days	These repairs are faults, which do not cause major inconvenience to tenants or staff, or damage to the fabric of the building.	95%

3.10.2 Cyclical / planned maintenance

The redecoration of all schemes is carried out at all properties, usually, on five-yearly intervals, and depending upon the deterioration of the scheme. Clanmil Housing will schedule to paint all internal communal corridors and common rooms, external woodwork, clean and repair gutters and down pipes, and complete minor repairs to the outside of its properties, every five years

Clanmil Housing Association will endeavor (where feasible) to consult tenants to participate in the choice of any new colours for the schemes and dwellings.

The Association will carry out annual servicing of s mechanical, electrical and specialist equipment ,installed by it, as required under statutory legislation. These include gas /oil boilers, fire alarms, smoke detectors, fire fighting equipment, electrical appliances etc. The Association will liaise with its tenants to arrange access when necessary to carry out the servicing of the equipment and any repairs arising thereafter.

The Association will carry out major planned maintenance/re improvement works to all its properties on 15-year cycles to ensure that all dwellings are improved and upgraded as required to enhance their life expectancy and to ensure that all properties remain in good order and provide a safe accommodation for our tenants.

3.10.3 Voids and relets

Repair category	Timescale for repair	Repair types	Target timescale for completion within timescale
Void repairs	Within 15 working days	essential repairs, renewals, reinstatement, replacement, internal redecoration, cleaning and clearing out ordered in accordance arising as a result of a change of tenancy and is suitable for letting.	95%

3.10.4 Adaptations

Type of adaptation request	Timescale for completion	Target completion % within timescale
Grab rails & minor bldg adaptations	4 weeks	95%
Helpline & Door Entry	4 weeks	95%
Shower Adaptation	4 weeks from approval of drawings by Occupational Therapist	95%
Major Building Works	Subject to contract terms	95%

3.11 Contractors

Clanmil employs Maintenance contractors to carry out all maintenance works on its behalf. Each contractor is assessed against a predetermined selection criteria prior to appointment and procured in line with the contracting requirements of the DSD Housing Association Guide. Each contractor signs up to the Association standards / quality terms and code of practice for working in its tenants properties. Each contractor provides the Association with its Equal Opportunity Policy.

Contractors performance is regularly reviewed to ensure response targets and quality services are being met and provided respectively and to ensure that the Association is achieving value for money and a quality maintenance service.

3.12 Contact Methods

All methods of access to maintenance services, along with opening times and arrangements for out-of-hours contact agreed by the Board and Senior Management team. Clanmil Housing, Northern Whig House, 3 Waring Street , Belfast, BT1 2DX. Open 9.00am to 5.00pm Monday to Friday. Customers can contact the Association through in a variety of ways including:

- The main office at Northern Whig House, 3 Waring Street, Belfast, BT1 2DX

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- The North West Regional Office at 20 Somme Park, Altnagelvin, Londonderry, BT47 2NE
 - Telephone and Textphone and the out of hours service from Telecare
 - Repairs Line on 028 90 876019
 - E-mail – general and employee specific
 - Written correspondence
 - Website – www. Clanmil.org.uk
 - Local scheme based staff
 - Home visits
 - Publications. Promotional literature
 - In person by visiting our offices or tenant homes

Types of Communications

3.13 Most common ways in which Clanmil communicates maintenance issues with internal and external customers are:

- Tenants handbook
- Quarterly Clanmil Chronicle
- Written communications

3.14 Examples of information commonly requested by customers are:

- Repair requests
- Repair updates / timescales
- Maintenance consultation
- Major repairs to their home / scheme
- Aids & Adaptation advice/guidance
- Alterations advice
- Contractor feedback & access arrangements
- Insurance/claim compensation
- Planned maintenance briefing
- Tenants responsibilities
- Property security /estate management advice
- Energy Efficiency

Telephone

3.15 Clanmil Repairs Desk – 028 90876019

3.16 Telecare out of hours emergency repairs 028 90421010

Website/E-mail

3.17 www.Clanmil.org.uk; housing@clanmil.org

Written Correspondence

- 3.18 The communications policy states that all business correspondence and promotional literature will be formatted in font size 12. We are also looking at adopting the Guidelines of the Plain English Campaign.
- 3.19 Maintenance repairs rights and responsibilities as contained in the tenants handbook that is issued to all tenants
- 3.20 Annual report
- 3.21 Maintenance Information and advice literature contained in the tenants handbook

Personal Contact

- 3.22 Maintenance officers visits each scheme twice yearly is available for all stakeholders through request via the Clanmil Repairs desk or by writing.

There is a sign up procedure for new tenants and a “getting to know you session” in person for all new tenants in new developments. This includes a presentation given by the Maintenance Officer on maintenance procedures, tenants rights and responsibilities relative to maintenance

There is a policy for viewing days held at new development schemes for prospective tenants.

In Sheltered Schemes there are scheme based staff, who provide personal contact for tenants on site and report repairs on the tenants behalf.

Any tenant can request a home visit at any stage of their tenancy with their Maintenance Officer

- 3.23 Clanmil have a policy of tenant participation, which includes quarterly tenant forum meetings, which in practice include powerpoint presentations and the use of the Loop system for the hearing impaired. The Maintenance Manager attends each quarterly meeting and provides regular updates on maintenance matters and issues.

There are 2 general tenant meetings at each of the schemes annually. The Maintenance Officer attends the meeting and addresses any tenant queries. Clanmil produce a scheme visit notice and these are issued to each tenant and placed on the notice board. There are arrangements in place at each scheme to notify in person any tenant with a disability / illness / literacy impairment.

Consultation meetings to seek feedback from tenants on services effecting them for example changes to properties in relation to Planned and cyclical Maintenance.

Regular on site meetings with scheme based staff with the tenants.
One to one meetings for tenants who have personal difficulty / illness accessing the public meetings.

Translators, Advocates and Signers

3.24 The association has signed up to the installation of language line to provide accessibility for customers from other ethnic backgrounds. We also hold a bank of translation services which we have utilised on an ad hoc basis as and when requested and we have a list of registered signers that would be used if required.

Applications for housing include information on the forms for requesting alternative languages and formats.

Information

3.26 The Associations policy for Communications also includes the principle of providing information. We highlight that alternative formats are available on request but have had no requests for alternative formats. Any requests would be considered centrally by Corporate Services who have a monitoring system in place for recording any such requests.

4. Consideration of available data and research

The following were used in considering available data relevant to the impact of the Access and Maintenance Policies.

4.1 Sources of information

- (a) Internal management information on the performance of contractors, the profile of tenants /service users
- (b) 1991 Northern Ireland Census Data
- (c) Office for National Statistics
- (d) Northern Ireland Research and Statistics Agency
- (e) DDA audits
- (f) NICORE – statistics of all lettings made by the Association
- (g) Qualitative Feedback from telephonists and reception staff
- (h) Tenant satisfaction surveys – 8 completed annually
 - Tenant follow up survey 6 weeks after tenancy commencement
 - Clanmil repair statistics
 - Aids and Adaptations Survey
 - Tenant satisfaction survey for planned works
 - 5% telephone sample for repairs completed
 - 5% personal visit sample for repairs completed
- (j) Completed Best Value Reviews
 - Treasury Management
 - Risk Management
 - Neighbour Nuisance
 - Complaints
 - Voids and Allocations
 - Equality Scheme
 - Life Cycle Costings
 - Design Brief
 - Development Service
- (i) Complaints register
- (j) Statistics on use of language line, interpretation services and provision of alternative information formats
- (k) Equality Commission Codes of Practice
- (l) Mystery Shopper carried out by NIHE

4.2 NIFHA Pre consultation feedback on maintenance policies (May 2007)

The Northern Ireland Federation of Housing Associations (NIFHA) represents and supports the voluntary housing movement in Northern Ireland.

NIFHA is the umbrella organisation representing, supporting and promoting the activities of the 38 registered and 6 unregistered housing Associations in Northern Ireland. The Federation's purpose is to enhance the ability of housing associations to improve the social well-being of people in Northern Ireland.

IMS (NI) Ltd, a market research company, was appointed to conduct a pre-consultation exercise to help the 36 designated housing associations assess the impact of their management and maintenance policies of the Section 75 equality categories.

The range of maintenance policies covered within the research included:

1. Response maintenance - This means how we respond to day to day repairs reported by tenants.
2. Cyclical / Planned Maintenance - This covers the regular cycle of repairs, replacements and improvements we carry out to our stock to ensure it is kept in reasonable condition. Such work may include external redecoration, window, heating, kitchen and bathroom replacements.
3. Voids and Re-lets - This comprises essential work that is necessary to ensure that a property is suitable for letting.
4. Adaptations of dwellings - This covers how we undertake adaptations necessary to make a dwelling more suitable for tenants with physical disabilities or sensory impairments.

A total of 98 consultees were sent pre-consultation information and a covering letter on the week commencing 5/3/07. Telephone surveys started on 12/3/07 and were completed by 20/3/07. A total of 18 surveys were successfully completed.

The researchers experienced a number of problems in getting respondents to complete the surveys by telephone. In order to increase the level of response a decision was made to send the remaining consultees the survey by post with a SAE for easy return. These were dispatched on the 21/3/07 and the final numbers were counted on 30/3/07. A additional 5 surveys were returned bringing the final completed survey total to 23, which is a 23% response rate.

The main priority policy areas identified by consultees were (in order of importance):

1. Repairs
2. Adaptations s
3. Voids and re-let repairs
- 4 Cyclical/planned maintenance

Whilst adaptations is ranked highly as a policy that affects equality groups, there is no indication of any adverse impact.

No issues were raised in relation to cyclical/planned maintenance policies.

Profile of Service Users

4.1 Total housing stock as at 31.03.07

	Units	% of stock
Housing with care	: 41	2%
Supported	: 70	4%
Sheltered	: 950	56
General Needs	: 544	32%
Category One Elderly	: 92	5%
Scheme Co-Ordinator	: 10	1%
Total units	: 1708	100%

4.2 The principal sources of equality information about tenants are tenant surveys and NICORE lettings statistics.

4.3 The Association does not house anyone under the age of 18 years due to the restrictions of the common selection scheme. Details below cover only the new lettings from 2006 -2007 and have been taken from the NICORE report. We are currently upgrading our IT systems to enable us to provide accurate age profile reports for all tenants.

Total new lettings	281
Age	
Age 16- 24	46 = 16%
Age 25 – 44	67 = 24%
Age 45 – 59	36 = 13%
Age 60 Plus	132= 47%
Marital Status	
Married	25 = 9%
Unmarried	122= 43%
Divorced	34= 12%
Widowed	67 = 24%
Separated	33 = 12%
Disability	
Yes	84 = 30%
No	197= 70%
Dependants	
Care of a child	94 = 33.4%
Care of a disable person	15 = 5.3%
Care of an Elderly person	4 = 1.2%
No dependant	168 = 60.1%
Gender	
Male	102 = 36.3%
Female	179 = 63.7%
Ethnic group	
White	277 = 98.5%
Irish Traveller	2 = 0.7%
Mixed	1 = 0.4%
Black Caribbean	1 = 0.4%
Religious Belief	
Protestant	125 = 44.5%
Catholic	139 = 49.5%
Mixed	3 = 1.1%
None	8 = 2.8%
Other	5 = 1.9%

4.7 At present, Clanmil does not collect data on political opinion or sexual orientation. The 2004 Northern Ireland Life and Times Survey indicates that 1% of respondents described themselves as gay or lesbian. A research report by Youthnet argues that analysis of the Census 2001 indicates that between 2 and 10% of the population may be lesbian, gay or bisexual.

4.8 According to the 2004 Northern Ireland Life and Times Survey 39% considered themselves to be unionist, 23% stated that they were nationalists whilst 37% stated that they were neither.

Response Maintenance

Analysis of Current Performance

During the period 1 January 2007 - 31 March 2007, a total of 7048 works orders were raised. Set out in the table below, shows how these works orders were categorised and our performance in carrying out these repairs within our agreed timescales.

CATEGORY	NO OF WORKS ORDERS RAISED	% COMPLETED WITHIN TIMESCALE
Immediate	1101	99%
Emergency	928	98%
Urgent	3893	95%
Routine	1126	90%

We have set a strategic performance indicator of completing 95% of repairs within the agreed category timescale.

Adaptations

Performance Report on Aids and Adaptations

Detailed below is a schedule outlining the number of Aids / Adaptation requests, received for the period 1 April 06 – 31st March 2007 and our performance in completing these requests.

NO OF ADAPTATION REQUESTS RECEIVED	1 ST APRIL 06 TO 31 ST Mar 2007	TARGET FOR COMPLETION	ACTUAL NUMBER	PERFORMANCE
Grab rails & minor bldg adaptations	67	4 weeks	62	93%
Helpline & Door Entry	14	4 weeks	13	93%
Shower Adaptation	45	4 weeks from approval of drawings by Occupational Therapist	45	100%
Major Building Works	3	Subject to contract terms	Works ongoing	Works ongoing
TOTAL	129		120	95%

Complaints

Details below cover the number of complaints received by the Association during the period 1st April 2006 – 31st March 2007. For comparative purposes figures for the previous year are also shown.

	05/06	06/07
Maint/Dev	21	23
Staff	6	1
Allocations	4	1
Service Charge	1	0
Rent	0	4
Compensation	2	1
Security	2	1
Others	12	2
Anon	0	0
Consolidated	0	1
Totals	48	34

The complaints relating to Maintenance are split into the following categories:-

- Repairs
- Defects
- Landscaping
- Security

The following is the total number of complaints that have been received in each category and shows the length of time taken for resolution.

<u>Maintenance</u>	22
Repairs	19
Defect	0
Landscape	2
Security	1

DDA Audits

4.8.1 All new properties are constructed to lifetime homes standards. Clanmil have internally trained the maintenance manager to conduct a full range of DDA audits of all our properties, which was concluded in March 2006. Audits were conducted and no non compliance with the legislation issues were raised.

Any issues, which were raised, were given a priority rating and those that required immediate response have been acted upon. Other areas which are not required by the legislation, but may require consideration as ways of improving the environment for our tenants are continually being assessed

Tenant Satisfaction Surveys planned maintenance / adaptations

4.11 Tenant satisfaction surveys are issued to all tenants after major planned works have been carried out at their homes. Between April 2006 and March 2007, we issued 182 surveys and had 72 (approx 40% return rate) returned tenant satisfaction surveys.

Tenant satisfaction surveys are also issued to all tenants after adaptation works have been carried out at their homes. Between April 2006 and March 2007, 129 surveys were issued with 92 tenants returning their questionnaire (approx 71% return rate).

Any issues, which were raised in both surveys, were given a priority rating and those that required immediate response have been acted upon. Other areas which did not require immediate response, but may require consideration as ways of improving the maintenance service for our tenants are continually being assessed and acted upon when necessary.

Cyclical Maintenance

4.12 During the period April 06 to March 07 cyclical redecoration works effecting 144 units were carried out by the Association. This equates to approx 8.5% of the current total stock.

5. Assessment of Impact

5.1 Disability

People with physical or sensory disabilities are likely to have different needs or have more difficulty accessing information or services. This includes:

- Wheelchair users
- People with limited mobility
- Hearing impaired
- Visually impaired
- Amputees
- Those with a mental illness or learning disability
- People with dyslexia

Clanmil have a designated member of staff to process adaptation requests received from Occupational Therapists on behalf of tenants and have the ability, subject to terms and conditions, to provide some adaptations for tenants with disabilities without an Occupational Therapists request.

Clanmil have completed a full DDA audit of all properties and has taken action where necessary to ensure full access to goods and services.

Information on tenant rights and responsibilities in relation to maintenance can be requested in other formats e.g. Braille, larger print.

Clanmil have established a Security working group to address from a maintenance perspective any security fears that tenants with physical or sensory disabilities are likely to have.

5.2 Race

Ethnic minority groups are likely to be adversely affected on the ground that they are less likely to speak English as their first language and may be less able to read information in written form. There may also be cultural issues (open hours).

Information on tenant rights and responsibilities in relation to maintenance can be requested in other languages and they can avail of the use of our language line facility.

Clanmil operates an appointment system to carry out repairs. Contractors liaise with the tenants to arrange suitable dates and times to gain access to carry out works. This overcomes any cultural issues regards access to properties

Clanmil liaise regularly with An Munia Tober , a support group for Irish Travellers, when consulting with tenants from the traveling community.

Clanmil have established a Security working group to address from a maintenance perspective any security fears that tenants from ethnic minority groups may have.

5.3 Dependents

People with dependents may be more likely to be affected by office opening hours. However there is no evidence to indicate any adverse impact in this area. Staff arrange visit after hours and family friendly facilities are provided at the main office, such as changing facilities, educational toys and children welcomed to tenancy meetings, where appropriate.

Although no specific research was available, Clanmil maintenance staff held meetings / visits outside office hours in the evenings to facilitate those with dependants whose partner was perhaps working and would limit their participation if held during working hours.

5.4 Age

There may be some impact on the grounds of age as older people are more likely to have special requirements due to mobility problems, difficulty understanding information, sensory requirements. There is no evidence of adverse impact however Clanmil have completed a full DDA audit of all its properties and has taken action where necessary to ensure full access to goods and services.

As part of the Housing Association guide, outlined by the Department of Social Development, the Association has the ability, subject to terms and conditions, to provide some adaptations for tenants with disabilities without an Occupational Therapists request

5.5 Marital status

They may be some impact on the grounds of single working parents who are unable to provide access to contractors to carry out routine repairs / servicing work during normal working hours.

5.6 Sexual orientation

There is no evidence of any adverse impact.

5.7 Gender

There is no evidence of any adverse impact.

5.8 Religious belief

There is no evidence of any adverse impact.

5.9 Political opinion

There is no evidence of any adverse impact.

5.10 Literacy

Although not directly related to any of the section 75 groups, those with low literacy levels are likely to have greater difficulty in accessing information since much of the information provided by the Association is in the written word.

We are currently reviewing the policy for communication with our scheme housing Irish Traveller families to include added verbal communication of key documents.

6. Mitigating Measures

The following options that could potentially improve our performance in promoting maintenance policies:

We will be utilizing our current resources to make our range of services more accessible and responsive. These are:

- **A further review of disability access**
- **Enhanced access to website – browse aloud, text only, large print, alternative languages WWAC, improved colour schemes**
- **Staff training and awareness raising re. Promotion of access to services and information**
- **Adjustments to services – promotion of service / defects visits in the evening**
- **Consider the use of texting to report repairs (mobile phones)**
- **Promotion of maintenance surgeries at all schemes**
- **Provision of more information in pictorial form**
- **Consider an appointment system for repairs.**
- **Joint policy on communication with the 9 groups focusing on provision for disability, people with dependants, ethnic minorities and the Irish Traveller Community.**
- **Consider the use of the internet for reporting repairs**
- **To Promote knowledge of Clanmil within local communities in which we operate.**
- **cyclical redecoration works to include DDA improvements in Clanmil properties**

APPENDIX A

Estimated Populations of Minority Ethnic Communities in Northern Ireland

Source: Multi-Cultural Resource Centre N-I

Community	Numbers	Main Mother Tongue Languages	Main Geographical areas within NI
Chinese ¹	7000- 8000	Cantonese, Mandarin, Hakka, English	Belfast, Craigavon, L'Derry, all NI
Indian ²	1500	Punjabi, Hindi, English, many others	Belfast, Derry and various
African	1600	English, Swahili, Fulani, Xhosa, Arabic, Shona, Yoruba, French	Belfast, Ballymena Co. Antrim
Arabic speaking communities ³	1000- 1500	Arabic, English and many others	Belfast, Craigavon
Irish Travellers	1500	English, Gammon/ Cant/ Shelta.	West Belfast, Derry, Craigavon, Newry
Pakistani Community	700- 1000	Punjabi, Urdu, English others	Greater Belfast Craigavon
Portuguese community	700	Portuguese	Craigavon area, Tyrone, other
Bangladeshi Community	450-500	Sylheti, Bengali	North Down, Ards, Greater Belfast
Filipino community	300-350	Tagalo, English and others	Various
Persian/ Iranian community	300-350	Farsi, English	All NI
Jewish Community	230	English	North Belfast

Other communities (with estimates where available):

- **S&E Asia:** Koreans (100), Japanese (80-100), Vietnamese, Thais, Indonesians, Malaysians (140), Indochina and others, also: Australia & New Zealand
- **Central Asian:** Afghans (20), Kurds, Turkish, former Soviet Republics
- **The Americas:** US citizens, Canadians, Latin Americans (200-250) including Brazil (50), Colombia (35) and others
- **Europeans:** Dutch, French, Albanians (50), Kosovans (80-100), Spanish, Russians (50-100); Polish, Romanians, former Yugoslavia, Italians, Germans, Greeks, and many others

Notes for table:

1. The **Chinese** community includes Hong Kong and the New Territories, Malaysia, Taiwan, Singapore, and Mainland China; the majority originate from Hong Kong and are Cantonese speakers (with some Hakka speakers) for those with written Chinese the traditional form is used; for people from the mainland Mandarin is mainly spoken and the simplified written form used. All are colloquially referred to as "Chinese".

2. The **Indian** community reference here includes around 200-250 members of the Sikh community and people from Sri Lanka;

3. The **Arabic speaking communities** include Jordanians, Palestinians, Lebanese, Syrians, Egyptians, Libyans, Saudis, Iraqis, Moroccans, Algerians and others from North Africa, the Middle East and other areas.