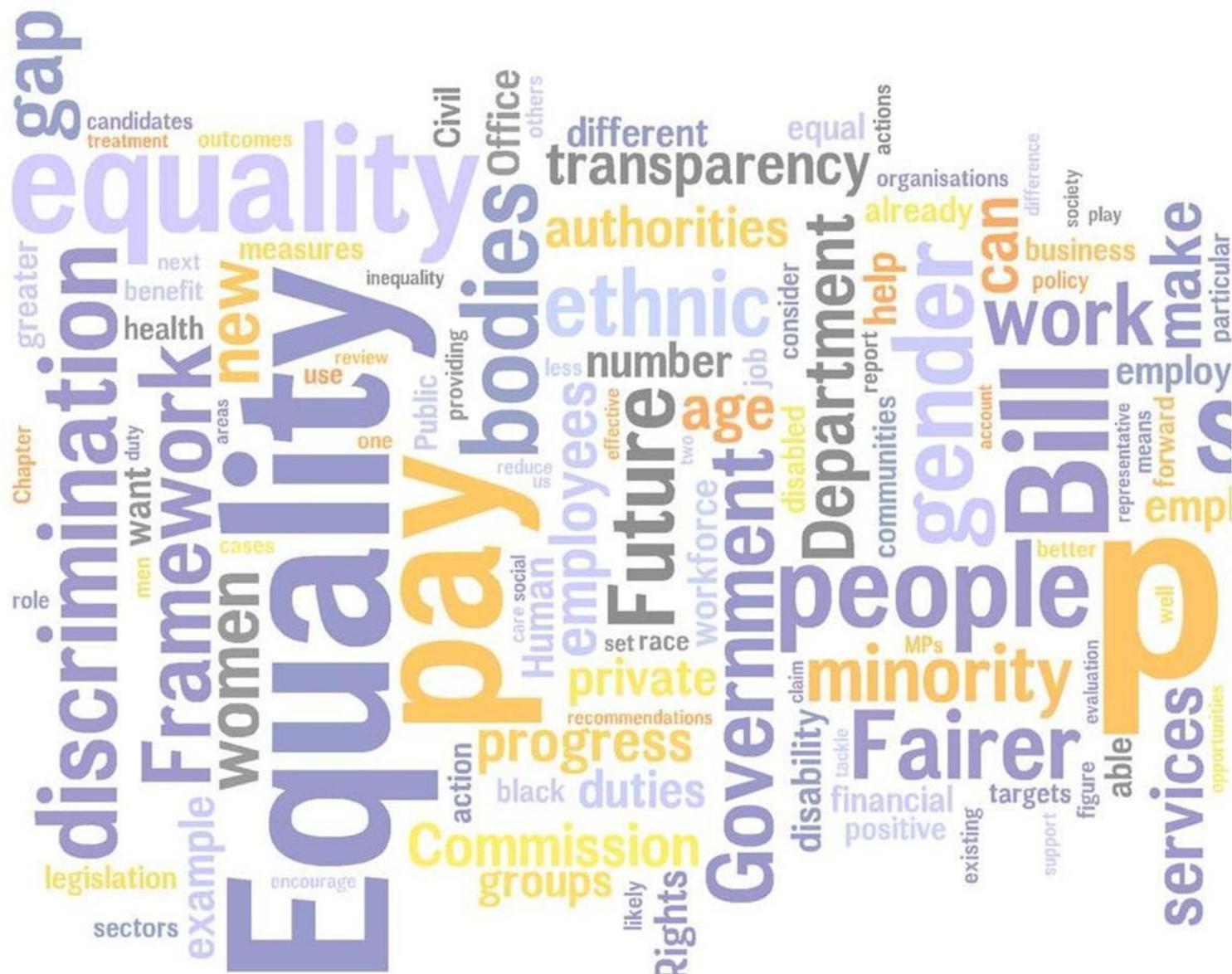


Public Authority 2010 – 2011

Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006



Habinteg

Housing Association (Ulster) Ltd

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority 2010 – 2011 Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006

Name of public authority (Enter details below)

Habinteg Housing Association [Ulster] Ltd

Quality and Performance Manager [including Equality Officer]

S75:

Miss Ann Gallagher

Habinteg Housing Association [Ulster] Ltd
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DDO:

As Above

S75 Executive Summary

- What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?**

Habinteg's response

For the period 1 April 2010 – 31 March 2011, the Association has been involved in some of key policy and service developments to better promote equality of opportunity and good relations. This has included collaborative working with other participating housing associations, co-ordinated by the Northern Ireland Federation of Housing Associations [NIFHA] on the fifth and final year of the collective Equality Impact Assessment timetable.

NIFHA had originally invited designated housing associations to prioritise policy areas to be scheduled for EQIA in 2004-05. As a result ten policy areas were identified and consensus was reached on a joint five-year timetable.

In this reporting period Habinteg worked collaboratively with NIFHA and other participating housing associations to mange the work arising from the Year 5 EQIA. Procurement was the only policy area listed for impact assessment in the fifth and final year of the programme - this task was initiated in the preceding reporting year.

Jointly working through NIFHA with other housing associations, Habinteg commenced work on the Procurement EQIA in November 2009.

When the original screening and prioritisation work was carried out, policies relating to such procurement were largely the responsibility of the associations but the operating environment had altered substantially in the interim. The transfer of management of the new build programme to the NIHE and the Department for Social Development's Procurement Strategy for social housing development effectively meant this had become an imposed policy. For this reason NIFHA Council considered that ownership of the Procurement policies now lay with the Department for Social Development (DSD). It was therefore no longer appropriate for associations to conduct an EQIA on procurement for the new build programme; especially since the DSD had 'screened it out'.

In effect, these conditions meant the housing associations' procurement policies are ultimately determined by the Department for Social Development both in terms of the New Build Social Housing Programme and procurement generally.

On the basis of this information the designated associations concluded that the changes to procurement policy required a further screening exercise instead of commencing on the scheduled Year 5 EQIA. This exercise resulted in Procurement being ‘screened out’.

Albeit no EQIA’s were carried out for this reporting period Habinteg continued to screen all new and revised internal policies.

In addition to the above listed, the Association also continues to better promote equality of opportunity and good relations by maintaining support to the principles of a ‘Shared Future’ neighbourhood, where diversity is welcomed and respect and tolerance are shown to all. More recently was the introduction of Good Neighbour Agreements for all new housing association tenancies and re-lets. Like other participating housing association tenants Habinteg’s tenants are encouraged to sign up to a voluntary charter which is a stand-alone document additional to the legal tenancy agreement. It outlines the conduct that is expected from each tenant as well as incorporating community safety and shared neighbourhood principles. Examples of commitments with specific relevance to the promotion of Good Relations include:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Recognition that a good community spirit benefits all through healthy inter-action and mutual support in dealing with local problems.

This agreement is talked through in detail with every new tenant at the sign up stage and then tenants are asked if they would like to enter into this agreement. A copy of this agreement can be found in Appendix 1.

In relation to staff training, the Association continues to invite external agencies that promote equality of opportunity and good relations, into the organisation to provide up to date training and information to all staff. For this reporting period the Association sourced training for all staff on diversity in the workplace and sexual orientation. The Association invited the Rainbow Project into the organisation on 8 and 9 February 2011 to provide training to all staff on sexual orientation and also invited Business in the Community NI to provide training on Diversity in the Workplace on 16 and 17 and 23 February 2011.

The Association’s Quality and Performance Manager, who drives the equality agenda in the organisation with support the Board, Senior Management Team and the Human Resources Officer, continues to ensure that the

Association complies with the latest equality legislation in carrying out their functions, powers and duties and promotes equality of opportunity and good relations among a range of groups.

The Quality and Performance Manager and Human Resources Officer attended training provided by the Equality Commission for Northern Ireland on a number of occasions over the reporting period, which included training on carrying out the 5 year review of the Equality Scheme and the implementation of a new/revised Equality Scheme as well as how to carry out an audit of inequalities.

More collaborative working here, co-ordinated through NIFHA, with other housing associations has been scheduled to take place over the coming weeks.

- **What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?**

Habinteg's response

Equality continues to remain at the heart of Habinteg's ethos and practice and is very much embedded into everything we do.

As mentioned previously, equality training and updates continue to be coordinated by the Quality and Performance Manager who actively spearheads and promotes all aspects of equality as a core element of their role. In general, all aspects of the Association's business adhere to and are inclusive towards all nine categories covered by Section 75.

As highlighted earlier in this report, the Association invited The Rainbow Project into the organisation to provide training and information to all staff on sexual orientation. There was very positive feedback from staff on this training, with a number of people feeding back that have an increased understanding and empathy of the challenges faced by people belonging to the LGBT community. The Association will continue to provide annual up to date equality training on the other nine category groups in turn. Next year's groups have yet to be selected.

The Quality and Performance Manager will continue to represent the Association and attend seminars and training organised by the Equality Commission for NI, as standalone training or in conjunction with events and seminars organised with NIFHA, so as to keep up-to-date and aware of any changes in legislation and requirements that the Association must adhere to.

The Quality and Performance Manager will continue to relay relevant and up to date information both verbally and on the new staff Intranet where necessary. Equality work update papers will continue to be prepared for Board, Housing Management Committee and Senior Management Team information at regular intervals and listed as an agenda item where required. Discussions will continue to be had at the Action Team meetings and any recommendations actioned, upon approval, through staff training and updates.

The Association endeavours to continue to take guidance from government and the Equality Commission through NIFHA's Equality Coordination Group and ensure that it plays its part in helping to improve outcomes in terms of equality of opportunity and good relations.

In order to improve outcomes the equality duty remains a standard agenda for the Board of Management Team, Senior Management Team, and Action Team and is included in staff briefings. The equality duty also continues to be highlighted at the Residents Forum and published in the residents' newsletters and at relevant staff training.

The Association proudly continues to be committed to promoting and delivering its Vision of 'Homes for All' and its mission statement to 'provide accessible, sustainable, high quality housing'.

Habinteg in general continues to invest time and resources for internal and external processes and an endorsement of the Equality Duty under Section 75, through publications and staff training opportunities.

We will continue to ensure that all members of our Board, which comprises one Resident representative, sub-committees, staff team and Residents' Forum, are made aware of any new duties and will ensure that our Disability Action Plan is implemented in full. We also plan to continue to consult fully with all of these internal groups and with people with disabilities, who make up some of these groups when undertaking our five yearly review of this plan next year.

We continue to publicise that we offer any of our publications in alternative formats upon request and have continued to retain our membership with Language Line Services in London and avail of STEP in Dungannon Northern Ireland who offer interpreting and translation services in various languages. Habinteg also continue to produce documents in large print and on audio tape at the request of some of its customers. The Association, where needed, will continue to utilise the services of RNIB for the purpose of translating documents into Braille for customer who may request the information using this format.

The Association continues to be committed to using the following statement in all of Habinteg's recruitment campaigns:

'Applications are welcomed from persons irrespective of religious belief, political opinion, racial group, age, marital status, sexual orientation, gender, ability/disability or dependant statuses'.

The Association is due to be fully assessed against the new Customer Service Excellence Standard in December 2011. In order to demonstrate that we excel in customer service the Association recognises that improvements need to be made and one of the improvements we are embracing is to gain a better understanding of who our customers are. We intend commencing a Tenant Profile exercise of our existing tenants and are currently doing this for all new tenants of the Association. This information will help us gain a better idea of our tenants' needs and preferences.

- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3 and reference the title of the relevant EQIA in the space provided below:**

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons of different political opinion	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons of different racial groups	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons of different age	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons with different marital status	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons of different sexual orientation	<ul style="list-style-type: none">• Staff training on sexual orientation by the Rainbow Project [FEB 2011]	
Men and women generally	<ul style="list-style-type: none">• Training for all staff [FEB 2011] on Diversity in the Workplace	
Persons with and without a disability	<ul style="list-style-type: none">• Implementation of Vulnerable Adults Policy	
Persons with and without dependants	<ul style="list-style-type: none">• Implementation of Child Protection Policy• Implementation of Vulnerable Adults Policy	

Section 1: Strategic Implementation of the Section 75 Duties

- Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2010-11**

Habinteg's Response:

As previously highlighted, Habinteg continues to have the equality agenda firmly embedded within the organisation. We continue to recognise and adhere to our equality duty and timetable and ensure that staff members receive up to date training and information through the role of the Quality and Performance Manager and Human Resources Officer.

Progress on our equality work continues to be reported on a regular basis by the Quality and Performance Manager to the Board, Housing Management Committee, and Senior Management Team both verbally and in written report form. It remains the Quality and Performance Manager's role to ensure that all staff members receive adequate training and up to date information.

Between April 2010 and March 2011 the Association was involved in joint work on Year 5 of the Equality timetable. During the reporting period the Association worked collaboratively with other participating Associations and the Northern Ireland Federation of Housing Associations [NIFHA] to initiate the process for Year 5 EQIA on Procurement. It was later accepted that procurement policies lay with the Department for Social Development [DSD]. It was therefore no longer appropriate for associations to conduct an EQIA on procurement for the new build programme; especially since the DSD had 'screened it out'.

To date Habinteg has completed the screening of Year 1, Year 2, and Year 3 and Year 4 policy areas and will not be carrying out Year 5's EQIA on Procurement. The five year EQIA timetable has therefore come to an end and any future timetabling will agreed collaboratively through NIFHA and all participating housing associations in the very near future.

Even without receipt of the next EQIA timetable, the Association remains committed to promoting equality of opportunity for all and excellence in customer service, and will continue to seek, where possible, to continue to put measures in place to ensure that all sections of society have an equal opportunity to access appropriate redress when problems occur.

Responsibility for overseeing Habinteg's compliance with the Section 75 equality duty will continue to lie with the Chairman of the Board and Chief Executive and the day to day responsibility for developing initiatives in

relation to the equality duty continues to be designated to the Quality and Performance Manager, who reports directly to the Chief Executive, Deputy Chief Executive / Director of Operations and Senior Management Team on this matter.

The Quality and Performance Manager ensures that training and information provided through NIFHA and the ECNI is adopted in order to progress on complying with the equality duty. As mentioned earlier in this report all staff members and other relevant persons are updated on a regular basis through various communication methods, including training events throughout the year.

Habinteg continues to be represented on a multi-agency partnership in the North West region which is co-ordinated by PSNI. This multi-agency group oversees the development of protocols for race and homophobia. This highlights our continued commitment to the promotion of good relations throughout Northern Ireland.

As mentioned at the beginning of this report, Habinteg has also already embraced the 'Shared Future Agenda' and demonstrated its commitment to this by completing in November 2008, the first in the North West, Shared Future Housing Development at Ballyfatten Close in Sion Mills. The Association continues to promote the principles of the Shared Future Agenda and encourages all residents to sign up to the 'Good Neighbour Agreement' [See Appendix 1 for a copy of the Good Neighbour Agreement].

Section 2: Screening

- Please provide an update of new/proposed/revised policies screened during the year.**

Title of policy subject to screening	Was the Full Screening Report or the Result of initial screening issued for consultation? <i>Please enter F or R</i>	Was initial screening decision changed following consultation? <u>Yes/No</u>	Is policy being subject to EQIA? <u>Yes/No?</u> If yes indicate year for assessment.
NO NEW OR REVISED POLICIES WERE INTRODUCED FOR SCREENING FOR THIS REPORTING PERIOD.			

Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2010-11, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2011-12**

EQIA Timetable – April 2010 - March 2011

Title of Policy EQIA	EQIA Stage at end March 10 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals and the relevant Section 75 categories due to be affected.
NO POLICIES WERE SUBJECT TO AN EQIA FOR THIS REPORTING PERIOD.		

- Where the EQIA timetable for 2010-11 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.**

NB The EQIA timetable for 2010 -11 was not met because it no longer appropriate for housing associations to conduct an EQIA on procurement for the new build programme; especially since the DSD had ‘screened it out’.

Ongoing EQIA Monitoring Activities April 2010- March 2011

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
NO POLICIES WERE SUBJECT TO AN EQIA FOR THIS REPORTING PERIOD		

- Please outline any proposals, arising from the authority's monitoring for adverse impacts, for revision of the policy to achieve better outcomes for the relevant equality groups:**

2011-12 EQIA Time-table

Title of EQIAs due to be commenced during April 2011 – March 2012	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
NEXT FIVE YEAR EQIA TIMETABLE YET TO BE AGREED THROUGH COLLABORATIVE WORKING WITH NIFHA AND OTHER PARTICIPATING HOUSING ASSOCIATIONS		.

Section 4: Training

- Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.**

Habinteg's Response:

The Association's Quality and Performance Manager, continued to actively embrace the equality agenda on behalf of the organisation by availing of the relevant external training and information seminars provided by NIFHA through the Equality Coordination Group, the Equality Commission for Northern Ireland and other relevant voluntary and statutory bodies throughout the year.

This included training by the Equality Commission on conducting a 5 year review of Equality schemes, preparing to create or revise your Equality Scheme for 2012 and carrying out an 'audit of inequalities'.

NIFHA continued to sign-post members to relevant training on equality matters during 2010-11. As part of their member support role the Corporate Services Manager also facilitated occasional training sessions for individual associations which focused on their equality obligations. Presentations and training material which Federation personnel have produced for equality purposes remained freely available for any member association to adapt for use in their own training.

In October 2010 NIFHA's Annual Conference focused on the theme of 'Working Together for Better Housing'. Sessions relevant to equality and diversity included:

- Disabled people's experience of the Disability Duties
- Easy ways to engage with tenants
- Linking older people with benefits

As mentioned earlier in this report all relevant equality training and updates on Section 75 equality duties were reported by the Quality and Performance Manager to the Board, the Housing Management Committee, the Senior Management Team, the Action Team and to staff members at weekly team meetings and at various stages throughout the year, including through the Intranet and at the annual Habinteg Away Days when all staff and some Board members are present.

For this reporting period the Association continued to place a strong emphasis on the Equality Duty to its employees from day one of their

employment with the Association. This involved the Quality and Performance Manager providing each new employee with a one to one session on the Association's commitment to the equality agenda as part of their induction to the organisation.

The Association, as an 'Investors in People' organisation, continued to welcome the opportunity to train staff to enhance their ability to do their job better. Training to enable staff to fulfil the Section 75 duty is considered essential.

Individual training was identified at the appraisal stage between the Line Manager and the appraisee. At weekly team meetings training was reviewed with the rest of the team and an evaluation form on the training completed by the member of staff who attended the training.

Section 5: Communication

- Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.**

Habinteg's Response:

As in this report, the Association completes an annual progress report to the Equality Commission and copies the same to NIFHA on its equality work since the last reporting period.

Internally the Association evaluates what staff members thought of and learned from various equality training. This feedback helps decide on future training needs also.

The Association surveys tenants satisfaction by asking them how they were treated by the member/s of staff they were in contact with and whether they felt they were treated unfairly. Current figures show high satisfaction with staff treating tenants fairly.

Habinteg also continues to communicate progress on its delivery of the Section 75 duties during the year in a number of other ways. These include in the Resident Newsletter, to the Residents Forum, in the Service Review document, in the staff magazine, the staff Intranet and at staff training events.

Section 6: Data Collection & Analysis

- Please outline any systems that were established during the year to supplement available statistical and qualitative research or any**

research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.

Habinteg's Response:

The joint data collection process during 2010-11 was handled by NIFHA and its member associations largely because it related to the internal aspects of the sector's procurement activities. The main activities were co-ordinated or undertaken by NIFHA under the joint exercise and these were:

- Researching into ownership of procurement policies together with the guidance and the legislation to which housing associations are subject
- Producing reports from the Federation's NICORE Database
- Using NIFHA's database to provide equality data for member associations

Other regular data collection audits continue to be undertaken internally. Some of these include;

The collection of tenant data, on behalf of NIFHA, for their annual socio-economic data analysis of new lettings. These statistics are referred to as 'NICORE' and at 31 March 2011 still cover seven of the nine Section 75 categories.

The Association also continues to collect and report similar information to NIFHA on behalf of its jointly managed schemes.

Socio-economic information remains to be collected in relation to Northern Ireland Demographics when undertaking policy review and is particularly relevant to the Section 75 Equality duty.

The Association continues to produce annual returns on its activities in relation to Housing Management to our funding body the Department for Social Development [DSD].

The Association also continues to carry out annual Tenant Satisfaction Survey across 20% of all our housing schemes and more recently has adopted the new benchmarking Tenant Satisfaction Survey used by a number of other housing associations. For this reporting period a summary of the results were published in Habinteg's 'How Did We Do?' document 2010, which is distributed to all residents and is available on our website.

The results of the surveys are analysed by the Quality and Performance Manager and are then discussed in detail at the Housing Management Committee meetings and are reported on at Senior Management Team and Board meetings. The next 20% round of surveys for 2011 will commence in September 2011, using the same benchmarking Tenant Satisfactory Survey, which was introduced and adopted by participating housing associations in September 2010.

The results of the surveys are also communicated to all other staff members at weekly team meetings and on the staff Intranet and actions are put in place to address where possible any improvements in service delivery.

The Association continues to have in place a staff suggestion scheme in which staff members are encouraged to put forward thoughts and suggestions on how to improve on the Association's service delivery especially to those who fall under any one of the nine categories outlined under Section 75 of the Statutory Equality Duty.

More recently the Association introduced a new Stakeholder survey in order to determine satisfaction with other stakeholders other than our tenants.

The Association is also going to commence an exercise from September 2011, which will be undertaken by the housing students, to gather more information on who our tenants' are, their household compositions and their needs and preferences.

- Please outline any use of the Commission's Section 75 Monitoring Guide.**

The Association generally continues to refer to the guide in the process of developing or implementing policy to ensure that we are promoting equality of opportunity and good relations and are adhering to the responsibilities imposed by Section 75.

Section 7: Information Provision, Access to Information and Services

- Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.**

Habinteg's Response:

Since the last reporting period the Association's Communication Officer has continued, in consultation with staff and the Residents Forum, to update and improve the Association's new website. This has included the provision of

more relevant, accessible and up to date information and publications for customers in a variety of accessible formats.

For example the Communication Officer has introduced a language translation tool and font size tool onto our website, making it more accessible to those who are visually and hearing impaired and for those who prefer to read the information in their preferred language.

We also continue to state on all of our publications that all our information can be made available in alternative formats upon request. We continue to use the facilities of Language Line Services, who provide interpretation and translation services in up to 170 various languages and the language translation services of local company STEP.

Our reception areas continue to display welcome posters in a variety of languages for people from a wide range of cultures visiting our offices.

The Association continues to be committed to gathering feedback from our tenants through Tenant Satisfaction Surveys. We ask in the survey where we could improve our information provision and where weaknesses are identified we address these. We recently adopted a new benchmarking Tenant Satisfaction Survey, which allows us to benchmark our tenant satisfaction levels against other tenants in similar sized housing associations.

Section 8: Complaints

- **Please identify the number of Section 75 related complaints:**
 - received and resolved by the authority (including how this was achieved);
 - which were not resolved to the satisfaction of the complainant;
 - which were referred to the Equality Commission.

Habinteg's Response:

- No Section 75 complaints were received during the period 2010/2011.
- A comprehensive complaints procedure remains in place which offers recourse to the Ombudsman Service.

Section 9: Consultation and Engagement

- **Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.**
- **Please outline any use of the Commission's guidance on consulting with and involving children and young people.**

Habinteg's Response:

The Association continues to be committed to working jointly with our Joint Management Partners, other housing associations, NIFHA, the Equality Commission, our Residents Forum and community and voluntary groups to undertake consultation and involvement exercises in relation to the Section 75 duty.

Although there was little significant engagement with consultee organisations for EQIA purposes for this reporting period, the majority of consultation exercises are coordinated by NIFHA, who act as a central link between housing associations and the Section 75 representative groups. The exercises include passing on information, advertising in the press, facilitating meetings and organising consultation events involving the whole housing association movement. A proportion of NIFHA staff time continues to be allocated to the housing association movement's Section 75 equality duty.

The Association continues to be strongly committed to consultation generally and views consultation and involvement of customers as a key business priority.

Habinteg continues to involve customers in many of the decision making processes employed. This is particularly evident in the work that is carried out by a representative Residents Forum which continues to consist of democratically elected representatives from Habinteg housing schemes and which meets at least three times per year. The Vice Chair of the Forum is a co-opted member of the Housing Management Committee and Board.

The Association continues to work very closely with many groups and consortia throughout the community and voluntary sectors. Such mechanisms continue to prove excellent vehicles for the Association to gain an insight into the requirements of different groups in the community.

The Association has significantly enhanced our consultation and engagement with children and young people on our housing schemes through the Community Assistant Service. For this reporting period the Association asked Community Assistants [residential members of staff] to engage with those who live on their housing schemes and organise at least three events per year based on this consultation and engagement.

A number of events are ongoing and have taken place including Garden Angels Project, a project organised and co-ordinated to encourage youth to look after the more vulnerable in their community. Others include, Fruity Fridays, a social gathering for children to encourage them to eat more fruit by making a variety of fruit smoothies and dance classes for 4-10 year olds.

Section 10: The Good Relations Duty

- Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.**

Habinteg's Response:

In addition to what has already been mentioned in the Executive Summary of this report, the Association remains committed to Corporate Social Responsibility [CSR] and recognise the benefits for customers, employees and key stakeholders in developing and implementing a Corporate Social Responsibility Strategy.

The Association continues to have a clear ambitious vision to consider the economic, social and environmental impact of its operations. To date the Association has become involved in numerous activities to provoke an overall positive impact on society which will be highlighted in more detail in our third CSR report later this year. Some of the activities the Association continues to be involved in to progress the good relations duty include;

'Our Community' Schools Project – North West

Two Housing Officers and a Community Assistant continue to be involved in this multi agency project delivering lessons to P3 and P7 on community, respect and anti social behaviour. A number of cross community primary schools have been covered to date and this project is ongoing and has been extended.

Some other community safety projects staff members continue to be involved in include;

Shantallow North Community Forum

The aim of this group is to find ways to improve community safety and enhance the quality of life of residents in the Shantallow North area. The Forum was formed by local people, who were interested in creating a safe environment that meets social needs and generates a sense of belonging and pride within the local community.

Foyle Community Forums Partnership Group

The aim of this umbrella group are to advance community safety and to improve the conditions of life of residents in the Derry City Council area by providing information and practical assistance for the benefit of residents with

a view to creating a safe environment , which meets social needs and generates a sense of belonging and pride within local communities.

Outer North Community Safety Team

The aim of this group is to resolve community safety issues at ground level in the Outer North area of the city.

The Habinteg Estates Forum

Aim of this group is to combat anti social behaviour within our estates in the Hazelbank area. This Forum comprises Habinteg Housing officers in the Northwest and the PSNI.

The Hate Crime Protocol

This protocol was developed by partner organisations led by the PSNI to reduce Hate Crime against certain social groups, usually defined by racial group, religion, disability, class, ethnicity, nationality, age gender, gender identity, social status or political affiliation.

As mentioned earlier in this report the Association continues to promote 'Shared Future Neighbourhoods' like that of its development at Ballyfatton Close, Sion Mills, Co. Tyrone.

The Association supports these activities by continuing to promote the principles of 'A Shared Future' and 'Neighbourhood Charter'. Residents are encouraged to affirm their choice to live in a 'Shared Future Neighbourhood' by signing up to a 'Neighbourhood Charter' in which diversity is welcomed and respect and tolerance are shown to all, irrespective of religious, political or cultural beliefs. As highlighted in the Executive Summary of this report, the Association has welcomed the introduction of a 'Good Neighbour Agreement' whereby Habinteg residents are encouraged to sign up to a voluntary charter which is a stand-alone document additional to the legal tenancy agreement. It outlines the conduct that is expected from each tenant as well as incorporating community safety and shared neighbourhood principles. Examples of commitments with specific relevance to the promotion of Good Relations include:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Recognition that a good community spirit benefits all through healthy inter-action and mutual support in dealing with local problems.

Generally the Association fully supports the Good Relations Duty in any way it can.

- Please outline any use of the Commission's Good Relations Guide.**

While no specific parts of the guide that can reference our work against, the Association continues to generally refer to the guide in the process of developing or implementing policy, again to ensure that we are promoting equality of opportunity and good relations and are adhering to the responsibilities imposed by Section 75.

Section 11: Additional Comments

- Please provide any additional information/comments**

Although highlighted in previous Annual Reports to the Commission, it is important to re-emphasis that 'Habinteg' is derived from an amalgamation of the words 'habitat' and 'integrate'. The association prides itself on continuing to be the leading provider of accommodation for people with disabilities on schemes where wheelchair dwellings are integrated with those of able-bodied persons in Northern Ireland;

Likewise, we continue to provide accommodation for older people and families throughout Northern Ireland;

All of our offices are wheelchair accessible and therefore pushchair accessible and our two main offices in Holywood and Londonderry are equipped with a lift;

Also mentioned earlier in this report, is Habinteg's collaborative working with other housing associations and NIFHA. This work will continue to help mainstream equality and promote good relations in the social housing sector and beyond in Northern Ireland.

Externally, Quality and Equality performance is also measured against national standards, such as Charter Mark/Customer Service Excellence and Investors in People. In December 2009 Habinteg continued to retain Charter mark status following on from being one of very few organisations in the whole of the UK to achieve complete compliance to the Charter Mark Standard in 2008. We are now preparing to be fully assessed to the new Customer Service Excellence Standard in December 2011. This new standard replaced Charter Mark in June 2011. The Association is also proud to remain an Investor in People organisation and is due to be reassessed in April 2012.

Annual Report 1 April 2010 / 31 March 2011
'Disability Duties' Questions

1. How many action measures for this reporting period have been?

13

1

Fully
Achieved

Partially
Achieved

Not
Achieved

2. Please outline the following detail on 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 ¹	Outcomes / Impact ²
National ³			
Regional ⁴			
Local ⁵	One of Habinteg's residents, who is also Vice Chair of Habinteg's Resident Forum, continues to be an advocate of Disability Awareness. This person also continues to be a Housing Management Committee member and has previously sat on one of the Association's Service Review Panels. The Association also has a Board Member, who is a wheelchair user, who has sat on the Board and Housing Management Committee for a number of years	Both members have an extremely important role in the organisation and their input and role in the organisation demonstrate how the association encourages and welcomes people with disabilities to help make a positive impact on public life at a local level.	Ensures that Disability awareness and positive promotion remains imperative to the Association's vision and ethos

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

¹ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

² **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

³ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

⁴ **Regional**: Situations where people can influence policy decision making at a middle impact level

⁵ **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

	Training Action Measures	Outputs	Outcome / Impact
1	Regular in-house Equality Training over the year provided by internal and external trainers	Training provided internally for all staff on Section 75 equality duties and promotion of the Habinteg's integrated approach and externally training on welcoming diversity in the work place and different sexual orientations.	Awareness of current legislation and statutory duties on organisation and individual staff members as well as an awareness and understanding of appropriate language and behaviour.
2	Regular liaising between The Association and NIFHA through the Association's Quality and Performance Manager and NIFHA's Corporate Services Manager particularly through equality updates and through joint working with NIFHA and other Housing Associations	Updates and joint working activities filtered through from Board to staff members	Awareness and equality agenda continuing to be embedded in the corporate strategy and actively promoted in the organisation as a whole.
3	Quality and Performance Manager continuing to spearhead the equality agenda and ensure the Association is up to date with the latest initiatives and obligations expected of it.	Quality and Performance Manager to relay this information through continued training of staff members and liaising with the appropriate bodies to provide external support and awareness	Awareness and equality agenda continuing to be embedded in the corporate strategy and actively promoted in the organisation as a whole.

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	The Association continues to subscribe to Language Line Services to provide translation and interpretation services in over 170 various languages. The Association also continues to utilise the services of local firm STEP for translating documents in different languages. The Association continues to provide information on its website that can be translated into various preferred languages there and then.	Interpretation and translation services remain an important facility to encourage equal accessibility of information to all who wish to use our services	Customers who have used the facility have been able to access information in their preferred language/format.
2	The Association continues to promote a statement that information can be provided in Alternative Formats including Braille, audio tape as well as other different languages as mentioned above	Equal accessibility of information to all who wish to use our services	Customers who have used the facility have been able to access information in their preferred format

3	<p>As mentioned earlier the website, the Tenants Handbook, the Residents Newsletter and the continued production of the staff ezine continue to be updated and improved on involving Resident Forum consultation</p>	<p>More relevant and accessible information is provided that is of interest to residents</p>	<ul style="list-style-type: none"> • Established a staff Intranet to improve on internal communication • Continuing to carry out further work on our website through continued consultation with Residents Forum, including providing more information and increasing accessibility of information.
4	<p>The continued representation of Disability advocates on the Housing Management Committee and Board of Management</p>	<p>Has a stronger voice and position to promote equality to Senior Management and Board of Management and subsequently at decision making level</p>	<p>The Association benefits from the experience of champions of Disability Rights being members of the Housing Management Committee and Board. With this insight and voice this will help positively impact on any decision making processes.</p>

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

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Continue to embed the disability duties into our consultation with customers processes through our Residents Forum and tenant survey structures	Creating an awareness of our obligations of the disability duties internally to our staff and Board and externally to our customers, whilst promoting positive attitudes towards people with disabilities and encouraging participation by people with disabilities in public life.	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
2	Include regular features about disability in Residents Newsletter	"	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
3	Positive images of people with disabilities in our Habinteg literature, staff and Board structure, correspondence and other promotional materials	"	Ongoing commitment to promote the two duties and encourage others to see that this is good practice
4	Promote the awareness of our duties under the Disability Discrimination Order as part of induction and training programme for Board members and staff	"	Ongoing commitment to promote the two duties and encourage others to see that this is good practice

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	N/A		

3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones ⁶ / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	N/A			

4. Please outline what **action measures have not been achieved** and the reasons why?

	Action Measures not met	Reasons
1	N/A	

⁶ **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

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

The Association continues to be committed to the effective implementation of all aspects of the Disability Action Plan throughout our organisation. Overall responsibility for determining the policy on how effective implementation is achieved will be determined by our Board, led by the Chairman. The Chief Executive will continue to provide direction and guidance to both the Board and staff team with the assistance of the Quality and Performance Manager who will continue to have day-to-day responsibility for implementation of the policy relating to this area. The Quality and Performance Manager will report to Senior Managers on a regular basis. Senior Managers will have ultimate responsibility for overseeing and implementing administrative arrangements to ensure that the Association complies with its Disability Duties. Evaluation forms are distributed to all staff to complete following all internal training. Feedback from the evaluation forms help to determine future training needs and requirements in these areas.

(b) Quantitative

Integral to Habinteg's business planning process is the annual review of our Vision, Mission Statement Objectives and Values by Senior Managers. Continuing to adopt the development of 'SMART' objectives, target setting and monitoring using the Balanced Scorecard business improvement tool also forms a key element of our business planning process. This is reflected at all levels of the strategic planning process. How targets are met and objectives are delivered is monitored and reported at the most senior level in the organisation. The progress on the Disability Action Plan will be monitored and reported on through the Senior Management Team, Sub-Committees and ultimately to the Board.

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 delete: **Yes**

Since the last reporting period the Quality and Performance Manager to has continued to drive the equality agenda within the organisation and ensure that the Association remains committed to its disability duties and adheres to its Disability Action Plan.

The Association continues to be committed to consultation in accordance with the guiding principles set out in the Equality Commission's guidelines. Further, we continue to recognise that consultation should be timely, open and inclusive.

The outcomes we anticipate achieving through continued effective consultation are

- identifying any further barriers of which we are not currently aware faced by people with disabilities residing on or visiting Habinteg schemes or visiting Habinteg's offices;
- identifying past incidences when we may not have promoted positive attitudes towards people with disabilities and identify opportunities in the future when positive attitudes towards people with disabilities may be promoted;
- identify priority areas for remedial action;
- monitor and review progress on any action taken.

7. Do you intend to make any further **revisions to your plan** in light of your organisations annual review of the plan? If so, please outline proposed changes?

The Association intends to take further time to look at how we could further improve on the outcomes of our Disability Plan. This will be mostly done through joint working on our plan and our Equality Scheme with other housing associations co-ordinated by NIFHA



Housing Associations' Joint Equality Exercise

Annual Progress Report 2010-11

Introduction

The Northern Ireland Federation of Housing Associations (NIFHA) is the umbrella body for 31 registered and seven non-registered housing associations in Northern Ireland. NIFHA is *not* a designated body, but since 2004 the Federation has assisted member associations in implementing the Statutory Equality Duties. We have done this to help our members maximise available resources and to reduce the impact on consultee and/or stakeholder organisations.

The 30 designated associations have participated in this joint approach co-ordinated by NIFHA both in the development of Equality Schemes and when conducting Equality Impact Assessments (EQIA).

This joint activity is facilitated by the Federation's Corporate Services Manager and steered by the Federation's Business Committee. However, responsibility for discharging the Statutory Equality and Good Relations Duties in the individual organisation *remains* with each designated housing association. NIFHA's role is purely a supportive one. The following sections outline the collective work that was carried out with or on behalf of our members.

General

Between April 2010 and March 2011 the Federation provided support for members participating in the Joint Equality process by:

- Reporting on equality matters and progress of the joint exercise at four meetings of the Federation's Business Committee and six of the Resources and Standards Committee
- Co-ordinating meetings and relevant working groups
- Issuing regular prompts for action and providing updates on Equality & Diversity matters in NIFHA's twice monthly e-News (25 during 2010-11)
- Organising or signposting to training relevant to the associations' equality work
- Acting as a conduit for information and consultee feedback

- Managing, maintaining and sharing a Joint Consultee List
- Reflecting the views of members when responding to equality-related consultations undertaken by other organisations
- Liaising with the Equality Commission for Northern Ireland (ECNI)
- Representing the housing association movement through participation in the NI Housing Executive's (NIHE) Consultative Forum on Equality
- Acting as a liaison point for organisations representing Section 75 groups
- Acting as a contact point for all designated associations
- Providing information, advice and support to assist designated associations in fulfilling their statutory duties

EQIA Process

Between April 2010 and March 2011 NIFHA co-ordinated joint work on the fifth year of our members' collective Equality Impact Assessment timetable. In this reporting period we worked collaboratively with member associations to manage the work arising from the Year 5 EQIA. *Procurement* was the only policy area listed for impact assessment in the fifth and final year of the programme - this task was initiated in the preceding reporting year.

All the associations' previous EQIA reports continued to be made available, on request, by NIFHA in the form of a composite disc. Requests for hard copies, alternative formats or individual reports were referred to and dealt with by the relevant association.

NIFHA's members had commenced work on the Procurement EQIA in November 2009. NIFHA had originally invited the designated housing associations to prioritise policy areas to be scheduled for EQIA in 2004-05. As a result ten policy areas were identified and consensus was reached on a joint five-year timetable. This approach facilitated the associations' ability to collaborate in carrying out this work.

Procurement is an important area of housing associations' business. A significant proportion of it relates to the Social Housing Development Programme (SHDP) i.e. new build properties. When the original screening and prioritisation work was carried out policies relating to such procurement were largely the responsibility of the associations but the operating environment had altered substantially in the interim. The transfer of management of the new build programme to the NIHE and the Department for Social Development's Procurement Strategy for social housing development effectively

meant this had become an imposed policy. For this reason NIFHA Council considered that ownership of the Procurement policies now lay with the Department for Social Development (DSD). It was therefore no longer appropriate for associations to conduct an EQIA on procurement for the new build programme; especially since the DSD had 'screened it out'.

However, members recognised procurement extends beyond the development programme so we commenced work to determine if procurement (outside of development) remained with the housing association or was also subject to the policies of other organisations. Following this determination, the Federation's Business Committee and Resources and Standards Committee both indicated other types of housing association procurement were also subject to the constraints of legislation or policies of external bodies.

Members agreed to reassess this situation to inform our approach to the proposed Year 5 EQIA and to clarify if ownership of the policy actually rests with another body.

This work for the Procurement EQIA was only at the research stage at the end of the last reporting period.

NIFHA undertook discussions with the participants in its Finance Forum and also conducted research with all member associations to clarify the position. These investigations indicated in addition to the requirements of the DSD Procurement Strategy all housing associations are also subject to:

- EU Procurement Guidelines
- The Housing Association Guide

In effect, these conditions meant the housing associations' procurement policies are ultimately determined by the Department for Social Development both in terms of the New Build Social Housing Programme and procurement generally.

On the basis of this information the designated associations concluded that the changes to procurement policy required a further screening exercise instead of commencing on the scheduled Year 5 EQIA. This exercise resulted in Procurement being 'screened out'.

NIFHA liaised with the Equality Commission during this process keeping the Statutory Duty team informed of our findings, decisions and actions.

Training

NIFHA continued to sign-post members to relevant training on equality matters during 2010-11. As part of our member support role the Corporate Services Manager also facilitated occasional training sessions for individual associations which focused on their equality obligations. Presentations and training material which Federation personnel have produced for equality purposes remained freely available for any member association to adapt for use in their own training.

In October 2010 NIFHA's Annual Conference focused on the theme of 'Working Together for Better Housing'. Sessions relevant to equality and diversity included:

- Disabled people's experience of the Disability Duties
- Easy ways to engage with tenants
- Linking older people with benefits

Communications

Throughout 2010-11 NIFHA's Corporate Services Manager continued to act as liaison between the Equality Commission and the designated housing associations. The Federation also acted as the main link between members and those with an interest in promoting equality of opportunity, such as consultee organisations, voluntary groups or statutory bodies.

NIFHA staff answered queries, provided general information about associations and co-ordinated public engagement elements of the joint exercise. The Federation also used regular publications like POSH magazine or Annual Reports and its website (www.nifha.org) to showcase the work members have undertaken to implement equality of opportunity and promote good relations. POSH is issued three times a year and has a print run of 2000 copies. These publications are circulated to a wide range of individuals and organisations including all our elected representatives.

Federation staff actively participate in the events of other organisations, using such occasions to promote the positive contribution housing associations make beyond the 'bricks and mortar' provision of homes. The following are some equality and diversity examples from 2010-11:

- Corporate Services Manager - regular participation in NIHE Equality Consultative Forum meetings throughout year
- Chief Executive / Housing Policy & Research Manager - regular participation in NIHE Research Committee
- Corporate Services Manager - NIHE Workshop on developing new Disability Action Plans, May 10
- Housing Policy & Research Manager – ERoSH (Evolving Role of Sheltered Housing) Conference, June10

- Corporate Services Manager - ECNI S75 Guide Event , June 10
- Corporate Services Manager - NIHE Annual Consultative Forum, Oct 10
- Communications Officer – Assisted with photography and press statements for Ark HA's Annual Neighbourhood Fun Day, Aug 10

Please note: Reported NIFHA communications output only relates to the joint aspects of our members' work and is intended to complement each individual association's messages about their respective equality and good relations activities.

Data Collection & Analysis

The joint data collection process during 2010-11 was handled by NIFHA and its member associations largely because it related to the internal aspects of the sector's procurement activities. The main activities co-ordinated or undertaken by NIFHA under the joint exercise were:

- Research into ownership of procurement policies together with the guidance and the legislation to which housing associations are subject
- Production of reports from the Federation's NICORE Database
- Use of NIFHA's database to provide equality data for member associations

Information Provision; Access to Information and Services

NIFHA itself is not designated under Section 75 but the Federation has maintained its commitment to producing information and publications like our magazine, POSH, in formats that use accessible fonts and type styles. NIFHA also strives to ensure that information provided on www.nifha.org is accessible and takes a positive approach to requests for production of materials in alternative formats.

The Federation regularly provides information and advice for members in relation to translation, interpretation services and producing material in alternative formats. NIFHA routinely shares any information received about suppliers of these services. This information sharing is aimed at equipping the housing associations to respond promptly to any requests where accessibility may be a factor. How these services are implemented remains the responsibility of the individual association.

Consultation and Engagement

During 2010-11 NIFHA did not undertake significant engagement with consultee organisations for EQIA purposes as the only policy scheduled review was 'screened out' following changes in ownership of the policy (see EQIA Process for detail).

However, NIFHA continued to conduct more general consultation and engagement activities as part of our member support work for the Housing Associations' Joint Equality Exercise, such as:

- Conducted routine exercises to ensure that the joint consultee list remained accurate, up-to-date and valid
- Amended the consultee list following individual notification of changes and / or on discovery of invalid details relating to consultee data
- Issued a composite disc containing the associations' EQIA Reports on request
- Throughout the year NIFHA staff participated in a range of inter-agency groups which enable engagement with 'equalities' organisations – this is in addition to electronic networking and consultation with relevant groups

Where appropriate NIFHA also consulted with members and provided detailed written responses on relevant consultation exercises by other organisations. Those of particular relevance in 2010-11 were:

- Northern Ireland Dementia Strategy, Sept 10
- Programme for Cohesion Sharing and Integration, Oct 10
- Equality screening on the Housing (Amendment) (No.2) Bill, Jan 11
- Good Neighbourhood Agreement, Feb 11
- Service Framework for Mental Health and Wellbeing, Mar 11

Good Relations Duty

NIFHA continued to advocate for mainstream funding for the Shared Neighbourhood programme and consistent support for a 'Shared Future' housing programme. We undertake this commitment to good relations in our role as an umbrella organisation while each association is responsible for implementing the housing programme within the community. Details of individual Shared Future schemes developed by our members during 2010-11 will be provided by the relevant associations in their respective Annual Progress Reports.

In 2010-11 the other main area of progress in implementing the Good Relations Duty was the introduction of Good Neighbour Agreements for all new housing association tenancies and re-lets. As a result tenants are encouraged to sign up to a voluntary charter which is a stand-alone document additional to the legal tenancy agreement. It outlines the conduct that is expected from each tenant as well as incorporating community safety and shared neighbourhood principles. Examples of commitments with specific relevance to the promotion of Good Relations include:

- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Recognition that a good community spirit benefits all through healthy inter-action and mutual support in dealing with local problems.

Throughout the reporting period NIFHA maintained its involvement with a variety of inter-agency groups working to foster good relations, such as:

- Community Relations Council
- Supporting Communities Northern Ireland
- NICVA

Initiating and sustaining such strategic alliances is integral to our work on behalf of our membership. This active participation enables NIFHA to offer members useful assistance and share best practice thus enhancing the associations approach to the good relations duty. It also creates opportunities to highlight the many excellent contributions of housing associations in this important area of work.

Disability Duties

Once NIFHA's initial work to help members produce Disability Action Plans had been completed responsibility for their implementation was handed over to the individual association. Through our normal communications channels NIFHA routinely keeps members advised of pertinent priorities and developments in this area. In 2010-11 this included prompts to produce updated Action Plans.

More generally, NIFHA undertakes a range of activities which help ensure the action measures of other bodies and/or cross-sector priorities reflect the needs of disabled people. During 2010-11 the Federation's Housing Policy and

Research Manager continued to be a significant contributor to a Joint Housing Adaptations Group undertaking a full review of all aspects of the adaptations process. This major piece of work was ongoing at the end of the reporting period. NIFHA's Chief Executive and Housing Policy and Research Manager also participated in a range of DHSS&PS / DSD working groups on physical disability.

Additional Comments

The Federation and its members welcome the opportunity to actively contribute to mainstreaming equality and good relations.

Lucinda McMurran

Corporate Services Manager

NIFHA

4 August 2011



GOOD NEIGHBOUR AGREEMENT

Habinteg Housing Association (Ulster) Ltd is committed to tackling anti-social behaviour, as and when it arises, but to do so we need your support. We will not tolerate such behaviour taking hold in your neighbourhood and ask for your commitment to positively engage with us so that we can put such behaviour in the past.

Being a Good Neighbour

Habinteg is asking all its tenants to treat their neighbours with respect and look out for them in times of need. We should be especially vigilant in the care of the vulnerable and elderly in our community. We believe that by being a good neighbour you will not only be helping us to stop nuisance and anti-social behaviour but you will be contributing to a more positive, confident and outward looking community.

About this agreement

As a Habinteg tenant, we would encourage you to sign this agreement as a commitment that neither you, nor members of your household or visitors to your home will behave in a manner that affects the peace and enjoyment of your neighbours.

What is Anti-Social Behaviour?

Anti-social behaviour is defined as acting in a manner that causes, or is likely to cause alarm, harassment or distress to one or more people in another household.

Habinteg's Responsibilities

Habinteg will respond to complaints of anti-social behaviour and carry out investigations which will include interviewing the complainant and the alleged perpetrator. In carrying out our investigations to resolve anti-social behaviour we will liaise and exchange information with other agencies. These agencies may include the Police Service for Northern Ireland, the Northern Ireland Housing Executive, the local District Council, Youth Justice Agency and Social Services.

When necessary, Habinteg will use legal powers to deal with anti-social behaviour. This will require working with an agency such as the Northern Ireland Housing Executive or local Council to obtain an Order for Possession and/or an Injunction or an Anti-Social Behaviour Order (ASBO)

What can you do to be a good neighbour?

- There are many things you can do to help prevent nuisance and antisocial behaviour. Some examples are listed below:
- Respect for all neighbours and their property and fairness in dealing with everyone, irrespective of their religion, race, ability, culture or political belief.
- Care for the elderly, the lonely and the vulnerable in the community.
- Accept that everyone is different and be tolerant of the lifestyles of others, particularly with regard to noise levels.
- Be responsible for the behaviour of your children and anyone visiting your home.
- Respect the rights of children and young people to play and meet in a safe and happy environment.
- Residents are respectful of the environment in which they live through upkeep of a clean and tidy neighbourhood, free from antisocial behaviour.
- Recognition that a good community spirit benefits all through healthy interaction and mutual support in dealing with local problems.
- If any problem arises, every resident has the right to approach any constituted group set up by the residents, the Habinteg or other statutory body, in order that the problem may be sorted out amicably and to the satisfaction of all concerned.
- Residents in flats or other shared buildings have additional responsibilities given that they live in close proximity to each other and this may have implications for noise levels and shared access areas
- Within the above charter, people have a right to choose the extent to which they engage in the community
- I / We have read and agree to all the principles of this Agreement.

Your agreement with Habinteg:

It is acknowledged that each signatory pledges to respect the rights of his/her neighbours in the community and to fully exercise his/her responsibilities within the context of the agreement.

I agree that whilst I am a tenant of Habinteg, I will do everything I can to be 'a good neighbour' and will not behave in any way which may be considered 'anti-social'.

I understand that if any member of my household or visitors to my home act in a way which can be considered as being anti-social, Habinteg will take action for breach of my tenancy agreement which may lead to legal action being taken against me.

Signed _____ (Tenant) Date _____

Witnessed _____ (Habinteg) Date _____