



**Oaklee Housing Association**

**Property Services**

**Equality Impact Assessment  
Consultation Document**

**June 2007**

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## 1. INTRODUCTION

### Statutory Equality Duties

1.1 Section 75 of the Northern Ireland Act requires Oaklee 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 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 Maurice Mackey personnel & Training Manager 02890-441300 [mauricem@oaklee.org.uk](mailto:mauricem@oaklee.org.uk) or requesting through the website at [www.Oaklee.org.uk](http://www.Oaklee.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.

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1.5 This impact assessment has 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 Oaklee Housing Association**

Oaklee 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.

We have over 4,200 units of accommodation. Oaklee Housing is also the largest partnering organisation within the housing sector with in Northern Ireland with twenty-seven partnerships, which provide a wide range of care and support services. Our aim is to provide a quality and caring service to all our tenants and stakeholders at an affordable rent.

Our housing stock is made up of sheltered accommodation, 4 directly managed supported housing schemes, specialized housing units and general family housing.

Our mission statement is to be “a leading provided in customer focused housing and support services”. We are accredited with the Investor in People Award.

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## 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 covers 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, and kitchen and bathroom replacements.
3. Voids and Re-lets - This covers the 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.
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.

### 3.2 Policy Aims

The aim of the maintenance policies are to ensure Oaklee Housing Association is in compliance of their statutory, legal and contractual obligations as a landlord to maintain the 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 tenant. It has service standards and is sensitive to the needs of vulnerable residents,
- c. All equipment and building components meet required legislative and regulatory standards.

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

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## 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.

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3.5 We anticipate that maintenance issues will be considered during many equality impact assessments. Whilst considered to be important by the Association, the following areas do not come under the scope of this equality impact assessment:

- (a) The physical accessibility of tenants' homes will be considered under the review of the access equality impact assessment.
- (b) This assessment covers only those publications produced by the Association. It excludes all other documents produced by other bodies, which are made available to the Association's customers

### **Legislative and Regulatory Requirements**

3.6 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)

3.7 Oaklee 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 whom may have difficulties with information provided only in English.

### **Reasons for Equality Impact Assessment**

3.8 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, Oaklee 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

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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
- (c) Oaklee 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.
- (d) The Association provides services to a diverse range of customers including many client groups with special needs.
- (e) 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**

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

3.10 All staff throughout the Association implements policies.

The key aspects of current policies are presented below.

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## Standards

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

### 3.11.1 Response Maintenance

Repair Category	Timescale for Repair	Repair Types	Target timescale for completion within timescale
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.	100%
Urgent Repairs	4 working days	These would include repairs that affect the comfort and convenience of tenants.	92%
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.	92%

### 3.11.2 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. Oaklee 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 your home every five years.

Oaklee 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 programs of its mechanical, electrical and specialist equipment 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.

The Association will carry out major planned maintenance works to all its properties 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.

### 3.11.3 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.	92%

### 3.11.4 Adaptations

Type of adaptation request	Timescale for completion	Target completion within timescale
Grab rails & minor bldg adaptations	4 weeks	90%
Helpline & Door Entry	4 weeks	90%
Shower Adaptation	12 weeks from receipt of Occupational Therapist report	90%
Major Building Works	Subject to contract terms	90%

### 3.12 Contractors

Oaklee employed Maintenance contractors to carry out all maintenance works on its behalf. Each contractor is assessed prior to appointment and procured in line with the Department of Social Development guidelines. 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.

Contractor's 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.

### 3.13 Contact Methods

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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. Leslie Morrell House, 37-41 May Street, Belfast, BT1 4DN. Open 9.00am to 5.00pm Monday to Friday, phone - 0845 0735000.

- The main office at Leslie Morrell House 37-41 May Street, Belfast.
- Telephone and Textphone and the out of hours service from Astraline
- Oaklee Services Centre on 0845 073 5000
- E-mail – general and employee specific
- Written correspondence
- Website – [www.oaklee.org.uk](http://www.oaklee.org.uk)
- Local scheme based staff
- Home visits
- Publications. Promotional literature
- In person by visiting our offices or tenant homes

### **Types of Communications**

3.14 Most common ways in which Oaklee communicates maintenance issues with internal and external customers are:

- Oaklee Services Centre with a resolution rate of 90% of all maintenance queries at first point of contact.
- All incoming customer calls are logged and tracked against pre agreed performance targets
- Maintenance Officer call actions achieve 95% completion within target times
- All incoming calls are recorded for training and quality purposes.
- Tenants handbook
- Quarterly Oaklee tenants magazine 'Oakleaves'
- Written communications

3.15 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
- Home alterations advice
- Contractor feedback & access arrangements
- Insurance/claim compensation
- Planned maintenance briefing
- Tenants responsibilities
- Property security /estate management advice
- Energy Efficiency advice

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## Telephone

- 3.16 Oaklee Services Centre – 0845-0730005
- 3.17 Astraline out of hours emergency repairs 0845-0577092

## Website/E-mail

- 3.18 [www.oaklee.org.uk](http://www.oaklee.org.uk) or [repairs@oaklee.org.uk](mailto:repairs@oaklee.org.uk)

## Written Correspondence

- 3.19 Business correspondence and promotional literature will be formatted in font size 12, Arial font and endeavour to be written in Plain English.
- 3.20 Maintenance repairs rights and responsibilities as contained in the tenants repairs handbook
- 3.21 Annual report
- 3.22 Maintenance Information literature contained in the tenants handbook and produced in leaflet/poster form where necessary.

## Personal Contact

- 3.23 Maintenance Officer's visits each scheme twice yearly is available for all stakeholders through request via the Oaklee 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 information on maintenance procedures, tenant 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 is scheme-based staff, providing 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

- 3.24 Oaklee have a policy of tenant participation, which includes quarterly tenant forum meetings. The Housing Operations Manager attends each quarterly meeting and provides regular updates on maintenance matters and issues where necessary
- 3.25 Consultation meetings to seek feedback from tenants on services effecting them for example changes to properties in relation to Planned and cyclical Maintenance.

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

### **Translators, Advocates and Signers**

- 3.26 The Association is currently working on a collaborative initiative to implement language line service to provide more accessibility and responsiveness to our customers through the OSC and the main contact point to report and update on repairs communication.

## **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
  - Oaklee repair statistics
  - Tenant satisfaction survey for planned works
  - 10% telephone sample for repairs completed
- (j) Completed Best Value Reviews
  - Treasury Management
  - Risk Management
  - Neighbour Nuisance
  - Complaints
  - Approval of Purchase Invoices
  - Review of the provision of financial information to internal users
  - Voids and Allocations
  - Equality Scheme
  - Centre for Social Housing Studies
  - Life Cycle Costing
  - Design Brief
- (i) Complaints register
- (j) Equality Commission Codes of Practice

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## 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. An additional 5 surveys were returned bringing the final completed survey total to 23, which is a 23% response rate.

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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 are 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  
62% sheltered accommodation, 23% general family, 15% supported housing spread through out NI
- 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 16 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.
- 4.7 At present, Oaklee does not collect data on political opinion or sexual orientation. The 2006 Northern Ireland Life and Times Survey indicate that 0% 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 2006 Northern Ireland Life and Times Survey 36% considered they to be unionist, 23% stated that they were nationalists whilst 40% stated that they were neither.

## **Response Maintenance**

### Analysis of Current Performance

During the period 1 January 2007 - 31 March 2007, a total of **2818** 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
Emergency	<b>660</b>	<b>79.3%</b>
Urgent	<b>707</b>	<b>81.8%</b>
Routine	<b>1451</b>	<b>88.8%</b>

We have set a strategic performance indicator of completing 92% of repairs within the agreed category timescale.

### **DDA Audits**

4.8.1 All new properties are constructed to lifetime homes standards. Oaklee have internally trained the Housing Operations Manger & professional Board member have conducted a full range of DDA audits of all properties, which was concluded in March 2001 Audits.

Any issues, which were raised, were given a priority rating and 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 survey has been commissioned MORI in January 2007 to carryout a Tenant Attitude Survey

86% of Tenants were satisfied with their home  
 85% of tenants were satisfied by with Oaklee services  
 83% of Tenants were satisfied of how their repairs were dealt with.

15% of Tenants suggested improvements to the repairs service.

The Association undertook a MORI survey of all its services in 2007.  
 All response maintenance orders are issued to tenants as an opportunity to report completion and satisfaction with requested work.  
 Post planned maintenance tenant satisfaction surveys  
 Post adaptation works tenant satisfaction surveys

### **Cyclical Maintenance**

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During the period April 06 to March 07 the Association carried out cyclical redecoration works effecting 400 units. This equates to approx 8.5% of the current total stock.

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## **Communicating to our tenants**

### **General**

- 4.9 Oaklee have based its Maintenance Officers and Maintenance Assistants regionally and each Maintenance Officer has the ability to work remotely or at our local sheltered schemes located throughout Northern Ireland.
- 4.10 Our tenants have commented very favorably on the maximum accessibility to maintenance services through the OSC. As a result staff have been freed internally with admin duties and have more time to visit tenants in schemes and homes.
- 4.11 Personal contact is regularly requested by tenants. This is made through the OSC and is performance monitored. 95% assessments completed within target.
- 4.12 Tenants regularly request general information regarding maintenance services. This is made through the OSC or scheme staff and the site Maintenance Officer coordinates the response to this. Performance on this is monitored. 95% assessments completed within target.

### **E-mail**

- 4.13 Our email facility allows repairs requests to be placed by tenants and stakeholders directly.

### **Written Correspondence**

- 4.4 [www.oaklee.org.uk](http://www.oaklee.org.uk) or [servicescentre@oaklee.org.uk](mailto:servicescentre@oaklee.org.uk). Our website allows repair requests to be placed by tenants and stakeholders directly. General information on maintenance service is continually under development.

### **Out of Hours Service**

- 4.5 Tenants have access to out of hour's maintenance through a third party out of hour's service for emergency repairs.

## **5. Assessment of Impact**

### **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

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

Oaklee 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.

Oaklee 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.

Oaklee 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.

## **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.

Oaklee operates a preferred time 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

## **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, Oaklee maintenance staff can hold meetings / visits outside office hours in the evenings to facilitate those with dependants whose partner were perhaps working and would limit their participation if held during working hours.



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## **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 Oaklee 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

## **Marital status**

There 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.

## **Sexual orientation**

There is no evidence of any adverse impact.

## **Gender**

There is no evidence of any adverse impact.

## **Religious belief**

There is no evidence of any adverse impact.

## **Political opinion**

There is no evidence of any adverse impact.

## **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.

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## **6. Mitigating Measures**

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

**We will be investing this financial year in more technological services that 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**
- **Use of texting (mobile phones)**
- **Promotion of maintenance surgeries at our sheltered schemes**
- **Provision of more information in pictorial form**

## 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 <sup>1</sup>	7000- 8000	Cantonese, Mandarin, Hakka, English	Belfast, Craigavon, Londonderry, all NI
Indian <sup>2</sup>	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 <sup>3</sup>	1000- 1500	Arabic, English and many others	Belfast, Craigavon
Irish Travelers	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.