



**FOLD Housing Association**

**Access & Communications**

**Equality Impact Assessment**

**Consultation Document**

**May 2006**

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

- **Large print**
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- **Alternative languages**

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

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## EXECUTIVE SUMMARY

1.1 FOLD Housing Association is committed to fulfilling its responsibilities under Section 75 of the Northern Ireland Act 1998. In its Equality Scheme, the Association gave an undertaking to carry out an Equality Impact Assessment (EQIA) on each policy, or group of related policies, where screening had indicated significant issues in relation to one or more of the nine equality dimensions.

1.2 The Association screened all of its policies during 2005. The results of this exercise, including the proposed EQIA programme, were subject to a 12 week period of public consultation between June and August 2005.

1.3 The aim of the Access and Communications policy is:

To ensure that as far as is reasonable within available resources, and in accordance with legislation, regulations and best practice, to ensure that there is equality of opportunity for everyone seeking information or services provided by the Association

1.4 This report provides the following information:

- Background information on the equality duties and FOLD Housing Association
- A description of the Association's current Access & Communications policy and information on the scope of this review
- The sources of quantitative and qualitative data considered during the review
- Assessment of the impact of the policy on the 9 equality dimensions. This includes potential differential impacts based on race and disability
- Proposed mitigating measures
- Details on consultation process
- The next stages of the EQIA

## 2. INTRODUCTION

### Statutory Equality Duties

2.1 Section 75 of the Northern Ireland Act requires FOLD 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.

2.2 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.

2.3 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 HR & Corporate Services (see contact details on page 2).

2.4 Following this screening process and the associated consultation, the Association developed a 5-year Equality Impact Assessment programme. The Access and Communications policy was scheduled for assessment in year one of this programme.

2.5 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.

2.6 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

### **About FOLD Housing Association**

2.7 FOLD Housing Association was established in 1976. FOLD Housing Association is a Registered Housing Association registered with the Department for Social Development and holds charitable status with the Inland Revenue. It is a voluntary non-profit making organisation. Historically FOLD built and managed only sheltered accommodation for older people, today we provide general needs housing, housing for people with disabilities and special needs through supported housing, housing with care and a range of innovative care services.

2.8 **FOLD's** Mission Statement is 'to provide the best housing, care and support to those in need of such services.'

2.9 The Board of Management of FOLD comprises of a maximum of 15 appointed members, including a Chairperson. Appointments are made through external recruitment. The Board of Management reflects a range of interests, representing the interests of users of the service and the community at large. The current membership is: Chair Mr W J Cameron, Mr P McIlroy, Mr R Holliday, Mr C Murdock, Mr B Henry, Mrs J Simpson, Mr C McLean, Miss A Graham, Mrs J McCrum, Miss A Quinn, Mr A Halligan, Mr J Fivey, Mrs A Harper, Mr J Burnett.

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## 3.0 The Policy

### Description of Policy

3.1 The Access and Communications policy outlines how the Association provides access to information and all of its services, and how it communicates with customers and other stakeholders. This is a broad policy that covers:

1. The whole range of methods that customers use to contact the Association and access its services or information about them
2. The accessibility of information about the Association and its services

### Policy Aim

3.2 The aim of the Access and Communications policy is:

As far as is reasonable within available resources, and in accordance with legislation, regulations and best practice, to ensure that there is equality of opportunity for everyone seeking information or services provided by the Association

### Scope of Review

3.3 The main stakeholders in relation to the policy include anyone seeking to access any of the Association's services or obtain information about them. This can be any of the following:

#### External

- Tenants
- Resident of agency managed supported housing schemes
- Applicants for housing
- Job applicants
- 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

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Former

- Past tenants

This list is not exhaustive.

3.4 The Access and Communications policy is intrinsically linked to all of the Association's key policies and processes. This includes:

- HR
- Housing Management
- Maintenance
- Development
- Allocations
- Complaints
- House Sales
- Care and Support.

3.5 We anticipate that access issues will be considered during all 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) All Housing Associations are obligated to allocate properties in accordance with the common selection scheme. This scheme was devised by the Department for Social Development and the Northern Ireland Housing Executive. Housing Associations have no input into the development of this scheme. The implementation of the allocations policy will be covered under the Housing Management EQIA
- (b) There are certain documents that the Association does not make available to the public. This is a governance issue that does not relate to this review
- (c) The physical accessibility of tenants' homes will be considered under the review of maintenance policies. This assessment relates only to buildings from which the Association delivers services to its customers
- (d) The Department for Social Development manages access to the development programme. This will not form part of this assessment
- (e) 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
- (f) The review does not address the uptake of specific services. This will be considered during subsequent assessments of the Association's main services.

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## 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

3.7 FOLD Housing Association 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:

- Children and young people who may have difficulties in accessing or understanding information;
- People with sensory and learning disabilities that may have difficulties with information in print;
- Members of minority ethnic groups, whose first language is not English, and who may have difficulties with information provided only in English.
- **People with literacy difficulties**

## Reasons for Equality Impact Assessment

3.8 The screening report 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, FOLD Housing Association has no overall, formal, written access and communications policy. The equality impact assessment presented an opportunity to clearly define and formalize the policy and seek to develop a standardized policy throughout the Housing Association sector

(b) The Association believes that access to services and information is of high importance to S75 groups

(c) FOLD Housing Association also believes that its access and communication policy merited an equality impact assessment because particular groups are likely to have greater difficulty than others in accessing its services or information about them, and access needs are likely to vary amongst the statutory 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 policy, the decision was taken to assess actual adverse impacts during the conduct of the equality impact assessment

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## **Implementation of the policy**

3.9 The Access and Communication policy has been defined by the Association's management team. It is implemented by all staff throughout the Association. The key aspects of current policy are presented below.

### **Standards**

3.10 All methods of access, along with opening times and arrangements for out-of-hours contact, are agreed by FOLD's Board and Senior Management Team and in consultation with tenant/client/staff forums.

### **Customers can contact the Association through a variety of ways including**

#### **Head Office**

FOLD House  
Redburn Square  
Holywood  
Co Down  
BT18 9HZ

Telephone No: 028 9042 8314

Fax No: 028 9042 6063

**Text Phone: 028 90 425176**

Email: [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)

Website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

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#### **North West Regional Office**

13 Clarendon Street  
Londonderry  
BT48 7EP

Telephone No: 028 7137 3872

Fax No: 028 7137 3944

Email: [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)

Website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

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#### **East Regional Office**

Deerfin Fold  
Wakehurst Road  
Ballymena  
BT42 3LJ

Telephone No: 028 9039 7147

Fax No: 028 2563 8525

E-Mail: [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)

Website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

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### **South Regional Office**

Ballybot House  
22 Corn Market  
Newry  
BT35 8BG

Telephone No: 028 3025 0075  
Fax No: 028 3025 0155  
E-Mail: [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)  
Website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

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### **West Regional Office**

Unit B15/B16  
Omagh Business Complex  
Gortrush Industrial Estate  
Great Northern Road  
Omagh BT78 5LU

Telephone: 028 8224 2046  
Fax No: 028 8224 2025  
Email: [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)  
Website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

### **Types of Communications**

3.11 The most common ways in which FOLD communicates with internal and external customers are:

- Telephone
- E-mail
- Written correspondence
- Website
- Local scheme based staff
- Home visits
- Office Visits

3.12 Examples of information commonly requested by customers are:

- Application Forms
- Details of payment methods
- Office Location
- Scheme Location
- Newsletters
- Annual reports
- Complaints Forms
- Organisational contacts
- Employee information (i.e. mortgage application, DSS claims etc)

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- Housing and benefits advice
  - FOLD Services information (e.g. Staying Put, Telecare)

## Offices

3.13 FOLD's head office based in Holywood (refer to 3.10 above) is open from 8.30am-5.00pm . All regional offices (refer to 3.10 above) are open from 9.00am-5.00pm. Housing-with-Care Offices accessible 24 hours a day.

## Telephone

3.14 Details of FOLD's out of hours services are as follows:

Telecare – 028 90421010 (24 hours) Telecare have details of the duty personnel in each region in the event of an emergency.

## Website/E-mail

3.15 website: [www.foldgroup.co.uk](http://www.foldgroup.co.uk)

Email: [chiefexecutive@foldgroup.co.uk](mailto:chiefexecutive@foldgroup.co.uk)  
[info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)  
[hr@foldgroup.co.uk](mailto:hr@foldgroup.co.uk)  
[finance@foldgroup.co.uk](mailto:finance@foldgroup.co.uk)  
[careservices@foldgroup.co.uk](mailto:careservices@foldgroup.co.uk)  
[development@foldgroup.co.uk](mailto:development@foldgroup.co.uk)  
[housing@foldgroup.co.uk](mailto:housing@foldgroup.co.uk)

## Written Correspondence

3.16 FOLD Housing Association uses a minimum of point 14 point type size to comply with the Disability Discrimination Act.

## Personal Contact

3.17 FOLD has a number of policies in place in relation to home visits to schemes and private homes. The relevant policies are as follows:

- Common Selection Policy (NI Housing Executive Policy, all social landlords must comply with this)
- Lone Workers Policy
- Assessment Policy
- Sickness & Absence Policy (EQIA separate in line with timetable)

## Meetings

3.18 The following policies/regulatory guidance are complied with in terms of arranging meetings:

- DSD Housing Association Guide

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- Tenant Participation Policy

## **Translators, Advocates and Signers**

3.19 FOLD has signed up to language line and has a contingency in place via NICEM. FOLD will support employees who wish to obtain a professional qualification in signage for the deaf and currently FOLD has one member of staff who is available to provide this service to clients.

## **Information**

3.20 FOLD will make available all documents in alternative formats on request.

## **4. Consideration of available data and research**

### **Sources of information**

- 4.1 The following were used in considering available data relevant to the impact of the Access and Communications Policies.
- (a) Internal management information on the profile of tenants and 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) Housing Waiting list data
  - (h) Qualitative Feedback from telephonists and reception staff
  - (i) FOLD has completed a number of surveys in relation to staff and tenants.

### **STAFF ATTITUDE SURVEY**

Generally conducted every 2-3 years. Previous surveys have taken place in January 2003 and September 2005.

### **HOUSING WITH CARE SATISFACTION SURVEYS**

Annually

### **TENANT SATISFACTION SURVEYS**

Conducted every 2-3 years.

### **DEVELOPMENT**

12-15 months after completion of the scheme

- (j) FOLD reviews contract services, performance reviews and policy & procedures on an ongoing basis.

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- (k) Complaints register
  - (l) Statistics on use of language line, interpretation services and provision of alternative information formats
  - (m) Response to Equality Scheme Consultation
  - (n) Equality Commission Codes of Practice

4.2 The key issues highlighted by analysis of the above data sources are presented in this section.

### **Profile of Service Users**

4.3 FOLD has 3898 properties, this comprises of 3751 directly managed properties and 147 jointly managed priorities throughout Northern Ireland.

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

4.5 The Association does not house anyone under the age of 16 years due to the restrictions of the common selection scheme. The following is a breakdown of the profile of our tenants:

Age	16-39	6.3%
	40-40	3.2%
	50-59	5.6%
	60-65	8.1%
	66-75	20.7%
	76 –75	36.3%
	76-85	18.8%
	86+	1%

4.6 46% of tenants are protestant whilst 51% are Catholic. Around 3% of households belong to other religions.

4.7 Less than 1% of FOLD tenants are from ethnic minority groups. This is reflective of the 2001 census which reported that there was less than 1% of ethnic minorities in Northern Ireland.

4.8 The ratio of male and female tenants is 38:62.

4.9 Approximately 20% of FOLD tenants have a disability.

4.10 34% of FOLD tenants are single. A further 19% are divorced/separated and over 31% are widowed. Less than 16% of tenants are married.

4.11 Almost 25% of tenants have caring responsibilities for a child. Over 3% are responsible for caring for an individual with a disability and approximately 2% care for an elderly person.

4.12 At present, FOLD Housing Association does not collect data on political opinion or sexual orientation. The 2004 Northern Ireland Life and Times Survey indicates that 1% of respondents described themselves as gay or

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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.

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

### **Complaints**

- 4.14 The association has received no complaints about access to services.

### **DDA Audits**

- 4.15 DDA audits are conducted on a rolling basis, FOLD has trained staff who are qualified to undertake this requirement.

FOLD's main offices were recently refurbished taking into consideration DDA requirements for example:

- Automatic doors were fitted to reception.
- At least one access point to each building is level access.
- A lower section of counter was fitted to the reception desk.
- Interview rooms were situated on the ground floor
- Training room situated on the ground floor and wheelchair accessible.
- Should Fold employ a member of staff with a mobility issue the lifts in both buildings are all wheelchair accessible
- New and old building have disabled toilets on each floor
- On each floor in both buildings a safe refuge point (the point is the red panel beside the lift) has been provided for people with mobility problems. E.G a fire breaks out in Moyra Mitchell and we have a member of staff in a wheelchair on the second floor. The lift cannot be used the member of staff makes their way to the refuge point beside the lift and activates the button. This is relayed to the fire panel and the Fire Brigade will rescue.
- Door widths are all 1m rather than the usual 826mm. Extra width makes easier access for people in wheelchairs.
- All sheltered and residential properties are level access and upper floors have lift access to all levels.

### **Tenant Satisfaction Surveys**

- 4.16 The following table provides a summary of the issues raised in relation to access to services from tenants:

#### **Sheltered Housing**

ISSUE	% Very Poor
Staff Assistance when moving in	1.9%
Rent Payment methods	1.1%
Format of rent statements	5.4%
Frequency of statements	8.3%

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Speed of problem resolution	2.4%
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### **General Needs Housing**

ISSUE	% Very Poor
Staff Assistance when moving in	5.2%
Rent Payment methods	1.1%
Format of rent statements	6.3%
Frequency of statements	8.6%
Speed of problem resolution	11.5%

### **Reason for Customer Contact**

4.17 The following are the most common reasons for customer contact:

- report repairs
- query rent account – balance,
- rent statement,
- payment methods etc,
- neighbour nuisance complaints,
- housing or transfer application query,
- service information queries – adaptations, housing availability locally, transfer policy information, response repair reports.
- Employment opportunities
- Invoice enquiries
- Payroll enquiries
- HR support/guidance

### **General Accessibility of Staff**

4.18 FOLD has a number of regional offices throughout Northern Ireland. Tenants who cannot access the regional office can request a home visit and this will be facilitated.

### **Main Office Accessibility**

4.19 FOLD offices are DDA audit compliant. Offices remain open throughout the hours 9-5pm. Visits and meetings are arranged at times convenient for our client groups. This can include lunchtime and evening meetings.

A few of your sheltered schemes have been fitted with the induction loop system and there is plans to ensure that all our schemes will be fitted with the induction loop system with work due to begin 2006/07. An interpretation services is available if required.

Application forms can be obtained in large print Braille and in other languages.

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## **Telephone Accessibility**

- 4.20 Analysis from FOLD's tenant surveys indicates that tenants are satisfied with regards to accessibility to FOLD services via the telephone.

## **Advice Centres/Local Offices**

- 4.21 Analysis from FOLD's tenant surveys indicate that tenants are satisfied with the way in which the association keeps them informed with only 2.1% of sheltered housing tenants reporting that this service was very poor.

## **Website/E-mail**

- 4.22 The Fold website has been designed with accessibility in mind, coded to strict standards to ensure that it operates across multiple platforms and browsers, to enable all users to access content, regardless of any personal disability.

All pages on Fold's website comply with all priority 1 and 2 guidelines of the W3C Web Content Accessibility Guidelines.

Browsealoud is a subscription-based solution to speech enables website content.

It is unique in its delivery concept. The software is free to download and Fold pays an annual charge to speech enable their web site. Browse aloud enabling your web site assists in the navigation of our site for the following sections of the population:

- Low literacy and reading skills
- Where English is not the first language
- Dyslexic Community
- Mild visual impairment

FOLD has received no complaints from users so far about our website. Users are also able to increase font size depending on their visual impairments.

## **Written Correspondence**

- 4.23 The association has not been asked to provide documents in an alternative format however documents would be made available on request.

## **Personal Contact**

- 4.24 All tenants have access to FOLD services; visits are arranged inside and outside office hours to meet client need.

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## **5. Assessment of Impact**

### **Disability**

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

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

FOLD would make available communal areas in schemes to external organisations, in the spirit of the DDA, FOLD has planned to fit induction loop systems from 2006/2007.

### **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).

There is no evidence of an adverse impact as FOLD has an interpreter service available and will make documents available in alternative format as requested.

### **Dependents**

People with dependent 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. There is no evidence of an adverse impact as FOLD will arrange visits to meet the needs of our clients.

### **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 and sensory requirements. There is no evidence of adverse impact as facilities are available to ensure equal access e.g. text phone, large print documents, home visits provided on request and, scheme staff to provide a more personal service.

### **Sexual orientation**

There is no evidence of any adverse impact.

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**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.

**Marital status**

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 access to services and information **following consultation on this EQIA:**

- **Improved promotion of language line, type talk, alternative formats**
- **Conducting full DDA audits of all schemes in the spirit of DDA legislation**
- **Action findings of DDA audits**
- **Plan for cyclical works for DDA improvements in the spirit of DDA in FOLD properties**
- **Staff training and awareness raising re. Promotion of access to services and information**
- **Adjustments to services – further promotion of home visits**
- **Further promotion of after hours services**
- **Use of texting (mobile phones)**
- **Training additional staff as signers or setting up agreement with RNID**
- **Supporting staff to under training/qualifications in other languages**
- **Provision of more information in pictorial form**
- **Extending further the formation of tenant groups**
- **Include Access and Communications Policy in staff induction programmes.**
- **Introduce I.T. and training at FOLD schemes for use by staff and tenants**
- **Provision of pictorial format information for tenants and staff e.g. Health & Safety, Policies, information of interest.**
- **Provision of CD format (spoken) of key information.**

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## 7. Consultation

- 7.1 FOLD has endeavored to give careful consideration to the measures that might be taken to make the complaints policy fairer. The measures outlined in section 6 are not intended to be definitive or exhaustive. The Association is planning to formally consult on its findings over a 12 week period and would welcome feedback on these proposals and any other comments that would assist us to improve the policy.
- 7.2 FOLD will ensure that it consults effectively with those groups directly affected by the complaints policy, and their representatives.
- 7.3 Staff will be available to discuss these proposals in person, by telephone, or by e-mail, as requested. Meetings may also be arranged to discuss the way forward and the Equality Impacts of this document, if required.
- 7.4 The period of consultation will end on **1<sup>st</sup> September 2006**.
- 7.5 Comments in relation to this report should be submitted in writing to:

**FOLD Housing Association  
FOLD House  
3 Redburn Square  
Holywood  
County Down  
BT18 9HZ**

**Tel No: (028) 9042 8314  
Fax No: (028) 9039 0402  
Text Phone: 028 90 425176**

**E-Mail: [hr@foldgroup.co.uk](mailto:hr@foldgroup.co.uk)**

- 7.6 Comments in any other format will also be accepted
- 7.7 If you require any further information, you may contact the Association using the contact details given in 7.5.

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## **8. Next Steps**

- 8.1 FOLD will seriously consider all comments received when making a final decision on the recommendations of this EQIA.
- 8.2 The results of the EQIA will be published in the final report, which will be made available to all consultees. Alternative formats will be available on request.
- 8.3 A system will be established to ensure the ongoing monitoring of the impact of the policy on relevant groups.

## 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, L'Derry, 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 Travellers	1500	English, Gammon/ Cant/ Shelta.	West Belfast, Derry, Craigavon, Newry
Pakistani Community	700- 1000	Punjabi, Urdu, English others	Greater Belfast Craigavon
Portuguese community	700	Portuguese	Craigavon area, Tyrone, other
Bangladeshi Community	450-500	Sylheti, Bengali	North Down, Ards, Greater Belfast
Filipino community	300-350	Tagalo, English and others	Various
Persian/ Iranian community	300-350	Farsi, English	All NI
Jewish Community	230	English	North Belfast

#### Other communities (with estimates where available):

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

#### Notes for table:

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

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

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