



# Shortlisted Entries 2017

Congratulations to our shortlisted entries for the Housing Awards 2017.

Winners will be announced at the awards on 24 February 2017, Titanic Belfast



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Name of organisation:	Project name:	Lead organisation:	Partner organisation(s)	Details
Apex Housing	The House in the Wells	Apex	Pink Panthers	The House in the Wells, a hostel for men over 18 years who are homeless and suffer from addiction has recently joined forces with a local cancer charity, The Pink Panthers. The collaboration came about following the death of two residents from cancer within a short period of time. The aim of the project is to forge a partnership relationship, promote awareness of cancer and the need for screening and engagement with primary care services.
East Belfast Mission	Street Soccer women's team	Street Soccer	East Belfast Mission, IFA, Housing Executive, SCNI,	Street Soccer NI uses the power of football to transform the lives of people who are homeless or at risk of homelessness. Street Soccer's principal partners are East Belfast Mission, the

			Choice, Helm, BCC	Housing Executive, and the IFA. The charity runs projects throughout the week in Belfast and Derry/Londonderry which involve football activities with additional support in housing, employability, and more. During the summer of 2016 Street Soccer began its first women's project. The project has involved weekly training and support and participation in two international tournaments. Street Soccer plans to bring the first NI women's team to the Homeless World Cup in 2017.
NIHE	Anthony McGrath	NIHE		Anthony McGrath is a housing officer and has been employed with the Housing Executive for eight years. He supports tenants/customers that live in Omagh town as well as the surrounding rural area. In this story it is clear that he went above and above the call of duty to support someone overcoming significant obstacles in order to improve their quality of life. Earlier this year Anthony assisted a tenant who had been living in terrible conditions. Over a long period of time, using gentle persuasion and patience, Anthony was able to persuade the tenant to engage with the Housing Executive and the other supporting agencies. As a result of Anthony's interception, the tenant's quality of life has been immeasurably enhanced. He has assisted them to sustain their tenancy, with the appropriate floating support in place when needed.
NIHE	Omagh men's shed	NIHE		Omagh men's shed allows men in the local area to engage in practical work experience and enhance their life skills. This story focuses on one of their participants, John O'Wheelie, who joined the programme two years ago after he suffered two strokes and was left unable to speak. This year John addressed the Housing Executive's community conference and he credits Omagh men's shed with aiding his journey to recovery.

## Excellence in customer service sponsored by

Name of organisation:	Project name:	Lead organisation:	
Clanmil Housing	Rent first	Clanmil Housing	Clanmil's 'Rent first' campaign is helping tenants prepare for welfare reform changes. The campaign is a collaboration between Clanmil's housing, rent recovery and money advice teams, and encourages tenants to prioritise their rent payment. A streamlined rent recovery process, designed in consultation with tenants, promotes better engagement with those in rent arrears. Early specialist advice helps tenants to get their finances on track, reduces the risk of long term arrears and helps them maintain their tenancies.
Clúid Housing	Clúid works	Clúid Housing	'Clúid works' is an in-house repairs service established in 2016. Our purpose is to deliver 'the right repair, first time, on time'. This innovative service is designed to meet our customers' needs through a deep understanding of those needs. In its first nine months of operation it has delivered an exceptional level of quality and performance.
Habinteg	Excellence in customer services	Habinteg	Habinteg Housing Association (Ulster) Ltd has, throughout its four decades, been committed to providing the highest quality service for its customers. This has been independently recognised since 2000 through a successful series of rigorous assessments against national standards and unbiased examination of service provision through mystery shopper initiatives.
Housing Rights	www.housingadviceni.org	Housing Rights	The HousingadviceNI website provides independent advice on housing issues. Written and managed by Housing Rights and funded by the Housing Executive, housingadviceNI enjoys a 98 per cent customer satisfaction rating and provides 800 pages of information on housing; housing advice in ten languages; video guides to housing issues; and letter templates and calculators to resolve housing problems. In the last ten years usage has jumped from 70k to 1.6m annual visits.

## Excellence in developing skills and capacity sponsored by

Name of organisation:	Project name:	Lead organisation:	Partner organisation(s)	
Choice Housing	Agile working initiative	Choice Housing		<p>The 'Agile working project' is about delivering better customer facing services and streamlining internal operations by providing frontline officers with immediate access to key business applications and data whilst out on site. The project allows Choice to bring services directly to our tenants and improving services by reducing time spent on phone calls, paperwork and travel.</p>
NIHE	Asset management graduate trainee programme	NIHE		<p>The 'Asset management graduate training programme' is a structured two year training programme that ensures trainees meet work placement competencies across all of our departments. We support trainees through in-house mentoring and training which is underpinned by a post graduate diploma in construction business and project management through Ulster University.</p>
NIHE	Build yes	NIHE		<p>The Housing Executive's 'Build yes' initiative has seen staff completely redesign our frontline services. New job roles have been created to deliver these services and a significant recruitment exercise undertaken to appoint over 500 staff to these new roles. To fully equip staff with the skills and knowledge to fulfil these roles the Housing Executive has committed to an extensive induction programme (minimum 25 days training) for all 500 appointed staff.</p>

## More than bricks and mortar sponsored by

Name of organisation:	Project name:	Partner organisation(s)	
Clanmil Housing	Supporting people: empowering communities	Women'sTec	Clanmil's unique 'Supporting people: empowering communities (SPEC)' project, a partnership with charity Women'sTEC, provides 500 people who are struggling to find employment with access to accredited training. The £850,000 programme supports people to move onto further training, education and ultimately, employment. It is jointly funded by the European Social Fund, the Department for the Economy, Belfast City Council, Gilbert-Ash and Clanmil's maintenance contractor, JMC. In the programme's first year 136 people completed training through SPEC including 52 tenants. A further 116 people have already benefitted in this, its second year. So far 25 participants have progressed into employment. In addition to progressing onto further training and employment, impacts for SPEC participants include increased confidence and a better sense of community at our housing schemes. The HACT wellbeing valuation is £425,462.
NIHE	The social housing enterprise programme		In September 2015 the Housing Executive launched its new social housing enterprise programme. Representing an initial investment of £360k for 2015 / 2016, it has focused on developing a social enterprise culture within our communities. It has had a phenomenal impact on those living in social housing including the creation of 22 new jobs, the training of 20 individuals and the refurbishment of ten premises.
Respond!	Respond! College	NALA	Research recognises that social housing tenants tend to have low levels of educational attainment, affecting tenants' employability, disempowering them and impacting upon their quality of life in estates. Respond! College delivers health service skills and healthcare support programmes nationally in partnership with education and training boards and the Department of Social Protection. These programmes are a prerequisite for professional carers. We targeted Respond! residents and the wider community. A participatory educational design meant empowerment was a central goal.
Túath Housing	Church Street Dundalk	Louth County Council. Department of Housing Planning, Community and Local Government, Housing Agency, Focus Ireland, St. John of God, Simon Community, Halpin Construction	This development provides essential transitional accommodation for homeless applicants while also providing people with physical disabilities and those with mental health issues secure homes. The project is centred on the support services provided to residents in conjunction with the 'bricks and mortar'. The support services provided empower residents to live independently in a town centre, secure location. Church Street has made a real difference to the lives of individuals who had previously been unable to manage a home independently.

## Promoting integration sponsored by

Name of organisation:	Project name:	Partner organisation(s)	
Choice Housing	The Maples	Leonard Cheshire Disability	Situated on a contentious interface and in an area affiliated strongly with one community, The Maples general scheme faced high voids and spiralling costs. However a partnership between Choice and Leonard Cheshire Disability transformed the site, sustainably integrating two different client services and breathing new opportunity into the area.
Clanmil Housing	Felden		Felden housing scheme is a prime example of Clanmil's commitment to providing a comfortable, safe and affordable home within a vibrant and supportive community. Clanmil feels it is important that people who wish to live in a shared neighbourhood have that choice and we have made a strategic commitment to promote shared neighbourhoods in new developments.
East Belfast Mission	Hosford House		Hosford is the homeless service of East Belfast Mission. We provide accommodation and support to people who are homeless or at risk of homelessness. We have identified a high demand for our service from refugees who are Muslim and Arabic speaking. Over the past year we have developed our service to ensure we are integrating this community into our service, making the service accessible and welcoming, and providing the best possible service. As a result of this work we have had some great outcomes in terms of integration but also tackling homelessness.
NIHE	Changing lives, building communities		The Crumlin Road peace wall was at a major flashpoint, marred by decades of violence, ongoing parades and protests. However our staff were able to develop relationships and build confidence between the communities of Ardoyne and Woodvale, which resulted in the wall being removed in February 2016. This momentous achievement has allowed these communities to create a positive and inclusive vision for the future.
Respond!	John's College		John's College first opened its doors as a seminary in 1871. Respond! Housing lovingly restored this building and developed it into a state-of-the-art social housing community for 67 older persons and people with special needs. The residents welcome numerous local groups including Down Syndrome Ireland and Cuidiú, and they also have a 'hub café', a choir, sensory garden and pool room – all with the aim of integrating older persons with the wider Waterford community.

**Raising standards in the private sector** sponsored by

Name of organisation:	Project name:	Lead organisation:	Partner organisation(s)	
Co-Ownership Housing	Rent to Own			<p>Rent to Own is an innovative product by Co-Ownership Housing for people who are not able to access a mortgage or Co-Ownership at that time. A Rent to Owner privately rents the property for a fixed three year term with an option to buy it during the second or third year either with a mortgage or through Co-Ownership. When they buy the property, Rent to Owners gets a 25 per cent rebate on the rent which they have paid.</p>
TDS Northern Ireland	TDS Northern Ireland			<p>Tenancy Deposit Scheme Northern Ireland is a Belfast-based company, approved by the Northern Ireland Executive to protect tenancy deposits. TDSNI operates a free to use custodial scheme and a market leading insurance backed scheme, and is authorised to provide a free and impartial dispute resolution mechanism.</p>

## Sustainable development sponsored by LaganHomes

Name of organisation:	Project name:	Lead organisation:	Partner organisation(s)	
Apex Housing	Complex needs unit at Dungiven and Brookeborough			This unit provides bespoke 'complex needs' homes for two large families. These families' lives have been adversely affected by living in unsuitable accommodation. One home is for nine people and the other is for seven people.
Fold Housing	Residential development at Rathgill Parade Bangor			This development at Rathgill Parade, Bangor provides a total of 199 homes. It is a welcoming, high quality residential scheme that promotes sustainability. The development is integrated with the established surrounding community, enriching it – constructed in two phases, the scheme comprises of 179 family homes for social rent including 20 complex needs properties; 20 private affordable dwellings for sale; a playpark and extended wetlands area as well as a local neighbourhood shop.
NIHE	Pledge for nature			Urban wildlife plays a crucial role in enriching people's lives. Without it, many people would have no access to nature and all the benefits it brings. In September 2015 the Housing Executive embarked on a project with the Royal Society for the Protection of Birds to collaborate alongside other NI business partners to demonstrate our commitment to biodiversity through a five-Year 'Pledge for nature' pilot initiative which commenced in January 2015.
Túath	Honeypark	Túath	Cosgrave group, National Asset Management Agency, Department of Housing, Planning Community and Local Government, Housing Agency, Dun Laoghaire Rathdown County Council	Honeypark is a mixed tenure development located in Dún Laoghaire. Túath purchased 61 apartments and manage 19 additional units on a 30 year lease. Túath are now working with NAMA to lease 124 additional units on the Cualanor section of the site through the National Asset Residential Property Services (NARPS) vehicle. Cosgraves, the developers, were named winner of the building award at the sustainable energy awards, community benefit project of the Year, and overall winner of Ireland's most prestige's Sustainable Energy Authority of Ireland environment award for sustainability.



**Working together** sponsored by

Name of organisation:	Project name:	Lead organisation:	Partner organisation(s)	
Apex Housing	Foyle food project		Omega Mechanical Services, Surestart (Edenballymore), Danske Bank, The Churches Trust, Dispo Cleaning Products, LT Church	When Apex became aware of increasing food poverty issues amongst its tenants it encouraged three foodbanks to join with them to form one food poverty project based at its Apex Living Centre in Derry/Londonderry. Representatives from local businesses and charities joined to form a new charity which provides not just 'food handouts' but has developed a successful 'more than food' project, working to tackle poverty issues.
Connswater Homes	Mediation and community support programme	Northern Ireland Alternatives		Connswater Homes has been actively engaged with Northern Ireland Alternatives (NIA) working collaboratively to resolve neighbourhood issues since 2015. NIA is a community based organisation that helps to address problems of low-level crime and anti-social behaviour. It is accredited by the Department of Justice and has protocols in place with a number of statutory organisations that inform and enhance its restorative work at community level.
Helm Housing	Journey2Jobs		Bryson Future Skills	The Journey2Jobs pilot scheme was initiated by Helm Housing during 2015/16 in partnership with Bryson Future Skills. The programme was set up to include an opportunity for participants to gain both a recognised qualification and a realistic work experience opportunity. The primary aim of the initiative was to enhance the lives of participating tenants in terms of employment, income, health & wellbeing and overall lifestyle.
Housing Rights	Housing advice service in prisons		Northern Ireland Prison Service, Northern Ireland Housing Executive, NIACRO, Probation Board for Northern Ireland	Housing Rights believes that everyone should have a home. For ten years we have offered a quality advice service in prisons delivering positive housing outcomes for 98.8 per cent of clients. This is only possible by working together with the Housing Executive, Northern Ireland Prison Service, Probation Board Northern Ireland and Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO). We collaboratively developed a formal protocol framework that defines agreed roles and responsibilities to help deliver best client outcomes.
Túath Housing	Tallaght Cross		Dublin Region Homeless Executive, South Dublin	The development at Tallaght Cross highlights the work of many key stakeholders including Túath, Dublin Region Homeless Executive, South

		County Council, NAMA, Departments of Housing, Planning, Community and Local Government, Housing Agency, Focus Ireland	Dublin County Council and Focus Ireland who worked tirelessly together in order to deliver 65 much needed transitional homes in Tallaght. The homes are exclusively let to families coming from hotels and B&Bs from the Dublin region. The high specification apartments are located on Tallaght Square, and came fully furnished in turnkey condition.
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**Housing hero** sponsored by

<b>Name of individual nominated:</b>	<b>Job title/voluntary position:</b>	<b>Name of employer/voluntary organisation:</b>	
Colleen Hamilton	Service support manager	Welcome Organisation	Colleen has been with The Welcome Organisation for two years providing outreach services to some of society's most complex and vulnerable homeless people in Belfast. Having started as an assistant manager, in the space of just one year she moved into the position of operations manager through her hard work and dedication. Colleen has had extensive experience delivering homelessness services and her knowledge has been invaluable to The Welcome Organisation.
John Leathem		Divis Residents Association	John has been at the forefront of voluntary advice services to the people of Divis for over 40 years. John came through the care system and experienced the personal difficulties that many young people in those circumstances were subjected to. He was also denied any educational opportunities. Despite the huge difficulties John has had to overcome, he has remained selfless and focused on helping others.
Karen Montgomery	Community coordinator	Helm Housing	Karen is a community coordinator for Helm Housing. She is highly respected by colleagues, tenants, and the communities where she works. She is known for going the extra mile to help solve housing issues – she introduced a 'green zone' in a West Belfast scheme to reduce waste and provide recycling education for local children.
Rab and Ian	Community development workers – North Belfast Interface Network	Twaddell Ardoyne Shankill	Rab and Ian, two community workers from different backgrounds that reside and work in North Belfast, came together to initiate a project with Twaddell Ardoyne

	(NBIN); Ian – Lower Shankill Community Association (LSCA)	Communities in Transition (TASCIT)	Shankill Communities in Transition (TASCIT). The two individuals deserve recognition for their support in enabling the communities of Ardoyne and Woodvale to take the brave step in removing a prominent peace wall that separated them on the Crumlin Road, Ardoyne in Belfast.
Valerie Rooney	Central housing forum member	NIHE	Valerie has been a Housing Executive tenant in Newry for the past 35 years and has given countless hours, on a voluntary basis, to shape and scrutinise the services the Housing Executive provides. She was also recently selected by the central housing forum to represent the views of tenants during a review of maintenance services. Her support and expertise has been invaluable to the organisation and the Housing Executive would like her contribution to be recognised through this award.



### Young professional of the year sponsored by

Name of individual nominated:	Job title	Name of employer/voluntary organisation:	
Ryan Clarke	Estates officer	Fold Housing	Ryan is an estates officer having joined Fold's property services team in June 2015 as a BSc (Hons) building surveying graduate. He has worked hard to develop his technical skills and he appreciates that technical expertise alone does not assure customer satisfaction. Ryan has a fresh and energetic approach to his career and even at this early stage it is clear that his professional potential is significant.
Michaela McCusker	Housing officer	Clanmil Housing	Michaela joined Clanmil as a temporary housing officer in April 2015 and her position was made permanent a year later. Her calm, measured and responsible approach to often challenging situations commands the respect and admiration of all who work with her. She is undoubtedly a future leader within our sector and is a shining example to all young people entering the housing profession.
Ciaran McLaughlin	Housing officer	Helm Housing	Ciaran joined Helm in September 2014 on student placement while undertaking the Ulster University housing degree, and since graduating has been appointed Helm's youngest ever permanent housing officer. He adopts a person centred approach and is respected by his peers and tenants for his 'can do' attitude. He will play a pivotal role in housing in the future.

Paul Stuart	Housing officer	Habinteg	Paul commenced a year's placement with Habinteg in September 2015 and soon after he acted up as housing officer to cover a vacant post. He now works part-time while completing his housing management degree. Paul explores every avenue to solve problems – Habinteg has received many compliments from customers regarding his interventions and his colleagues have been glowing in their praise for his work and attitude.
Sarah Young	Housing officer	Alpha Housing	Sarah completed her housing management degree with Ulster University in June 2015 and following graduation commenced employment as a housing officer with Alpha Housing. She has tremendous determination and commitment, and compassion especially for older and vulnerable people. She is held in high regard by her colleagues and the tenants she works with, and is an exemplar for our profession.

## CIH professional of the year

Name of individual nominated:	Job title	Name of employer/voluntary organisation:	
Jim Dennison CIHCM	Chief executive	Simon Community	Jim is chief executive of Simon Community NI where he oversees a range of services including the running of 22 accommodation projects. Having begun his housing career at the Chartered Institute of Housing, Jim dedicates his knowledge and experience of housing issues to helping people, ensuring that clients receive high quality services from the heart of Simon Community NI.
Clare McCarty CIHCM	Chief executive	Clanmil Housing	Clare is group chief executive of Clanmil Housing, with responsibility for delivering its mission – great homes that strengthen communities with services that matter – and its strategic objectives. Clare has spent her entire career in housing, from trainee housing manager with Nottingham City Council. Clanmil's strength is in no small part due to Clare's ambition, bravery and focus on people.
John McPeake CIHCM	Interim chief executive	Helm Housing	John is interim chief executive of Helm Housing having spent the bulk of his professional career working in social housing, with 32 years at the Housing Executive including as its chief executive. John enjoys the support and loyalty of colleagues, tenants, partners and stakeholders, and he is one of the most influential people to have worked in the field of social housing in Northern Ireland.

**Tickets are now available to be booked for CIH Housing Awards 2017 on 24 February 2017 in Titanic Belfast**

The fabulous setting of Titanic Belfast offers a touch of glamour for this formal, black tie event and we have gone to extra lengths this year to ensure that you can enjoy a great evening of networking and entertainment!



The event will commence at 6:30pm with a drinks reception in the Bridge Room kindly sponsored by Fold Housing.

Guests will then be seated for the dinner and awards ceremony, with profiles of shortlisted candidates and the winning projects. The evening will end with live entertainment, with bar facilities remaining available until 1.00am.

**Don't miss this great evening! Book individual tickets or reserve your table of ten now and allocate your places at a later date.**

You can either book **online** or contact us at the Chartered Institute of Housing to reserve your place.

Tel. 028 9077 8222 or email [ni@cih.org](mailto:ni@cih.org)

**Costs:** Individual tickets cost £95+ VAT

Table of ten places costs £990+VAT