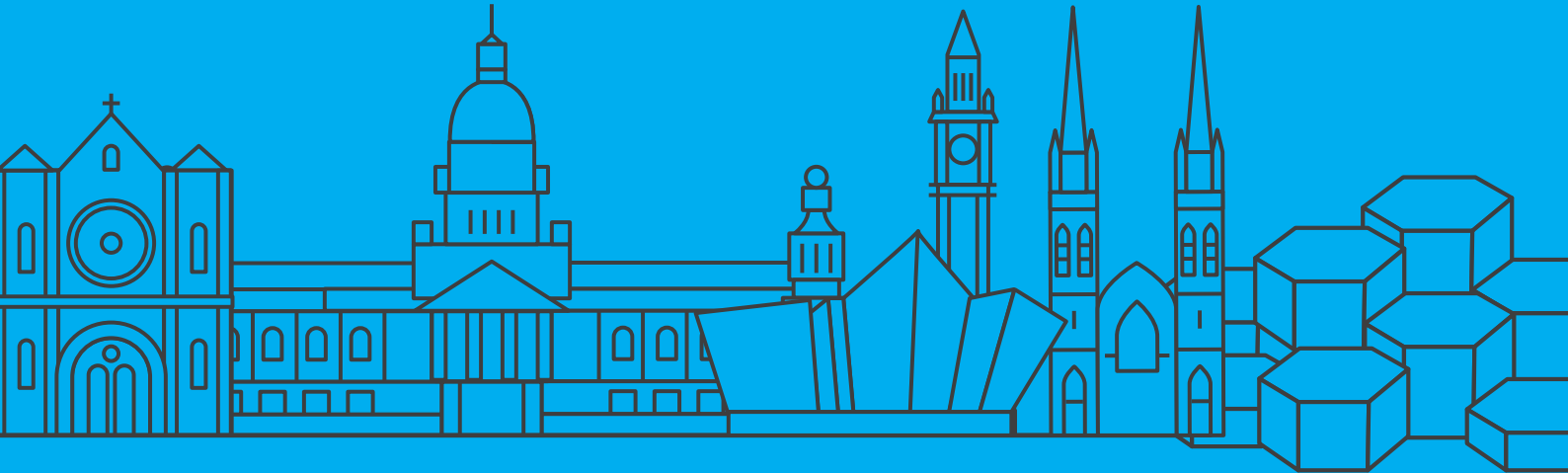


Radius
HOUSING



Everyone
has a place

radiushousing.org

Our Purpose

To make a positive difference by providing homes, support and care for people while building neighbourhoods and empowering communities.

A blue-tinted photograph of a child blowing bubbles. The child is in the foreground, wearing a t-shirt with a cartoon monster face. A man is partially visible behind the child, and a woman is standing in the background. The scene is outdoors, possibly at a park or playground, with a fence and colorful bunting visible.

Introduction

Radius Housing provides housing, care and support to over 33,000 homes across 80 towns in Northern Ireland. With an annual turnover of £85m, we are a significant SME employing over 1,000 staff.

Radius was formed in 2017 through a merger of Fold and Helm Housing Associations, bringing together 80 years of knowledge and expertise. This merger enables us to build more new homes, enhance our customer services and invest in new enabling technologies.

We have invested close to £400million in 12,500 houses and apartments over the last 40 years, catering for families and single people, older people and vulnerable people with complex needs.

We support tenants and residents whether they choose to live in a Radius home or a private tenure in the community. Our high-quality accommodation is complemented by a diverse range of wraparound services, helping to sustain tenancies and promote social inclusion.

We provide:

- Development Services
- Housing and Estates Management
- Care and Support for vulnerable people
- Telecare
- Floating Support
- A Staying Put adaptations service
- Day care

We are regulated by the Charities Commission, the Department for Communities, RQIA and the NI Housing Executive's Supporting People team. Our organisation is led by a voluntary board comprising experts from the private and public sectors.

At Radius we aim to make a positive difference by providing homes, care and support for people while building neighbourhoods and empowering communities.



Diana Fitzsimons, Chair of Radius Housing and John McLean OBE, Chief Executive of Radius Housing

Case Study: Visteon, West Belfast

Radius' £30m project incorporates 248 social, private and affordable homes. A further 60,000 square feet of employment space with land retained for community facilities, a children's play park, a perimeter running path and a programme to promote apprenticeships and employment opportunities during construction will enable the Visteon project to contribute significantly to the local community.



Home Building and Place Shaping

Radius is one of Northern Ireland's largest housing developers, seeking to deliver up to 500 homes each year in response to housing need.

As place-shapers we have a long-term commitment to the communities we support. We actively seek to engage and involve local people, agencies, community groups and elected representatives in the planning and design of our award-winning housing schemes. Over the last 40 years, we have delivered a variety of housing projects including:

- Social, affordable and private homes
- Community facilities
- Employment space
- Retail units
- Open public realm spaces

We are committed to effective consultation ensuring our developments are integrated into existing communities while being sympathetic to the existing natural and built environment.

We employ modern construction methods to Secure by Design standards. We seek to develop homes that are cost-effective to run and friendly to the environment while ensuring they positively impact on existing communities. Meanwhile our effective masterplanning and community planning enable us to optimise community safety across our neighbourhoods.

We have introduced new innovative procurement methods such as joint ventures, develop and construct, and competitive design to increase our land and housing supply, and ultimately increase value for money.

Case Study: Skeoge Road, Londonderry

360 new energy efficient homes were developed on the Bunrana Road. The project includes a children's play park and large open spaces, managed in partnership with the local council. A community hub was added in 2017 for the benefit of all local people.



Sustaining and Investing in Communities

At Radius we manage over 12,500 homes through a team of dedicated housing professionals. They operate from a network of Radius offices in Belfast, Holywood, Londonderry, Newry, Armagh and Ballymena. The Radius contact centre operates 24-7, 365 days a year, providing peace of mind for our most vulnerable tenants and their families.

We actively engage with our tenants and residents, ensuring they inform how we deliver our services and maintain our homes. Engagement takes many forms including forums, focus groups, representation on our Board and Committees, as well as neighbourhood and scheme panels. Radius is committed to developing shared and inclusive communities where tenants live safely and securely, and where diversity is not only respected but celebrated.

At Radius, we seek to deliver so much more than houses. In the face of welfare reform, we are helping to sustain tenancies through proactive housing support. Our staff have the expertise to

support tenants and to signpost them to a wide range of support partners including debt advice services, employment and education providers and credit unions.

Radius' community investment strategy was developed for the benefit of all our customers. Tenants can tap into existing local support networks operating from Radius community hubs. We employ neighbourhood and floating support officers, with a particular focus on safety, wellbeing and inclusion, across a range of housing tenures.

Our Estates team manages Radius' housing stock, overseeing emergency and major repairs, fire safety, landscaping, equipment servicing and inspection. The team monitors the condition and presentation of housing stock and annually oversees extensive refurbishment, modernisation and regenerative works. Radius maintains its homes at the highest standards through an annual property investment programme, currently valued at £20m.

Case Study: Stella Maris, Belfast

Stella Maris, operated by De Paul, was the first service of its kind in Northern Ireland. It was set up to assist people with alcohol addiction who are homeless in Belfast.

Stella Maris provides accommodation for 23 long-term homeless street drinkers. Keyworkers are on site to help residents with their addiction, through alcohol management support and planning.



Protecting the most vulnerable

At Radius we firmly believe that everyone is entitled to a home and the opportunity to optimise their independence and quality of life experience. We have a history of developing innovative housing-led social care models, where residents and tenants can feel part of, and contribute to, their local community.

We directly manage Housing with Care schemes for:

- Frail older people
- Older people with dementia
- People with learning disabilities

Our Housing with Care schemes are staffed by dedicated and highly trained care professionals, delivering housing support alongside personal care. The quality of our care and support is reflected in the positive RQIA inspection reports issued following announced, and unannounced, inspections at Radius schemes. The findings of these inspection reports can be viewed on the RQIA website.

We have an extensive range of JMA and SLA partnerships with statutory and third sector care providers. These include the Northern Ireland Health and Social Care Trusts and the Northern Ireland Housing Executive.

Our supported housing projects cater for people with a range of complex needs and vulnerabilities, from homelessness to alcohol and substance dependency, and the resettlement of offenders.

In addition to scheme-based services, we provide 11,000 day care placement days annually to older people with dementia. Our day care centres focus on reminiscence and cognitive therapies, as well as stimulating activities for attendees. Our award-winning Floating Support service supports a further 600 households in the community providing support, signposting, befriending and other services.

Case Study: Cromlyn Fold, Hillsborough

Cromlyn Fold offers apartment style accommodation specially designed for people over 55 who want to live independently with the reassurance of 24 hour support.

Located in the heart of Hillsborough, Cromlyn Fold boasts easy access to the local library, shops, churches, leisure facilities, restaurants and public transport.



Living life to the full

Radius has over 100 apartment and sheltered housing developments in 55 towns across Northern Ireland, catering for independent and active older people. Over the last 40 years, our sheltered offering has set the benchmark for quality accommodation for the over 55's.

We introduced the sheltered housing model to Northern Ireland in the 1970's, choosing sites close to transport links, shops and places of worship. Schemes have been completed to a high standard incorporating common and quiet rooms, Telecare, laundry facilities, lift access, internet access for tenants and a weekly hairdresser service. Most are set within ornately landscaped gardens. Scheme Coordinators provide housing support and peace of mind, as well as a weekly lunch club for tenants.

Senior citizens choose to live in our sheltered accommodation for its sense of community, security and value for money. Many are drawn to the host of activities provided and welcome the opportunity to downsize to less complicated living!

The over-riding objective of this service is to actively encourage residents to optimise their independence and choice.

All Radius schemes have a Scheme Coordinator. The Scheme Coordinator's primary duty is to provide person-centred housing support to residents while promoting independent living and choice.

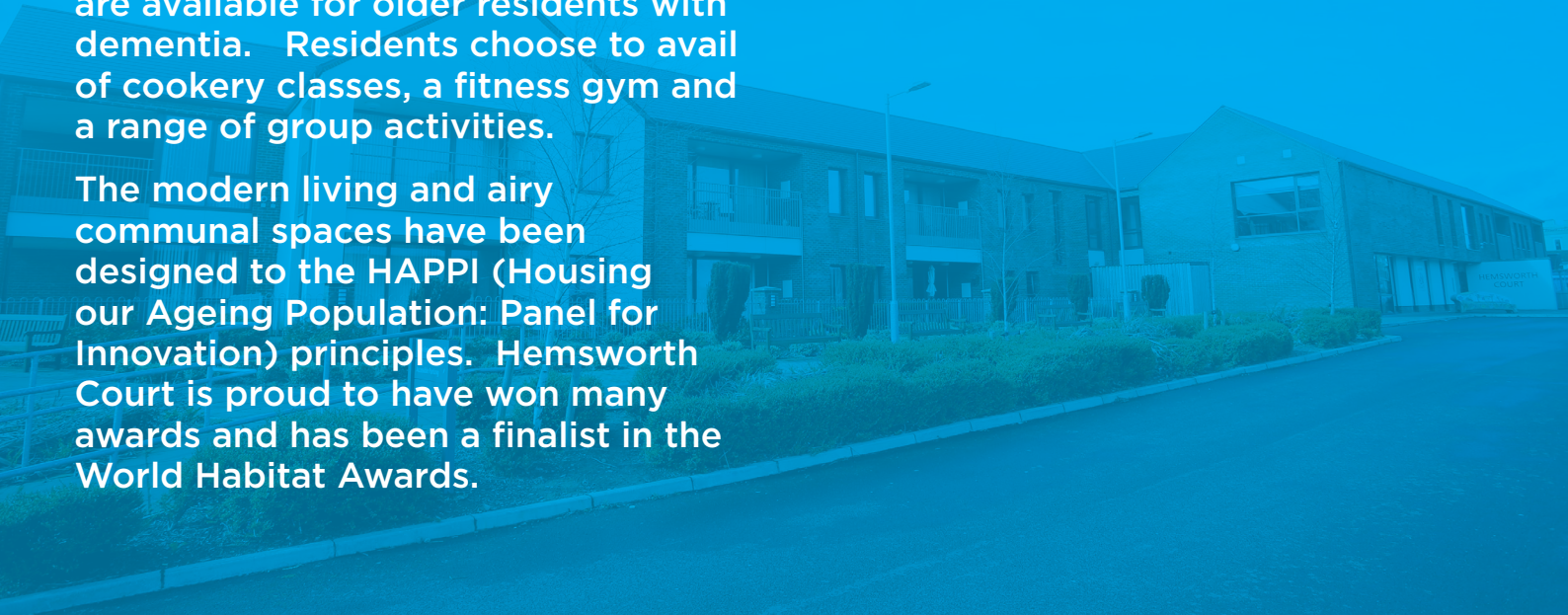
Our properties are fitted with an emergency 24-hour Telecare call system, providing added security and peace of mind. When triggered, this alerts both scheme-based staff or Telecare call advisors who will respond and arrange for assistance.

Tenants have a say in how we run our business. They are elected to the Board, committees, scrutiny panels and focus groups. In this way, they positively influence decision making and contribute to continuous improvement.

Case Study: Hemsworth Court, Belfast

Hemsworth Court is a modern Housing with Care scheme, operated in partnership with the Belfast Health & Social Care Trust. 36 apartments are available for older residents with dementia. Residents choose to avail of cookery classes, a fitness gym and a range of group activities.

The modern living and airy communal spaces have been designed to the HAPPI (Housing our Ageing Population: Panel for Innovation) principles. Hemsworth Court is proud to have won many awards and has been a finalist in the World Habitat Awards.



Dementia Friendly Living & Staying Put

We are proud to be a ‘Dementia Friendly’ organisation which champions inclusion and quality of life for people living with dementia. Radius operates nine housing schemes with 24hr care and support for older people with dementia.

We have designed our schemes selecting materials, furnishings, colours and design features to help orientate the residents. Our Housing with Care and extra-care models promote independence with residents availing of assistive technology, reminiscence rooms, cinemas, sensory gardens and pubs!

Housing schemes, such as Hemsworth Court in Belfast and Seven Oaks in Londonderry, have won awards for our innovative housing approach to dementia care. Radius operates specialist dementia Housing with Care schemes with two in Belfast, two in Bangor and further schemes in Coleraine, Holywood, Londonderry, Enniskillen and Lurgan.

We have worked in partnership with Dementia NI and the Alzheimer’s Society to develop Dementia Friendly Communities around our schemes. Neighbouring shops, restaurants, hairdressers and libraries have welcomed our awareness-raising events.

At Radius, we operate a specialist service guiding applicants seeking NI Housing Executive’s Disability Facilities Grant (DFG). The Staying Put team are on hand to help applicants complete planning and building control applications, to engage warranted builders, and to make grant and payment applications to the NI Housing Executive.

As an extension to the service, we offer a private-pay option for those who do not qualify to take up the NIHE DFG offering or who choose to adapt their homes outside of the grants system.

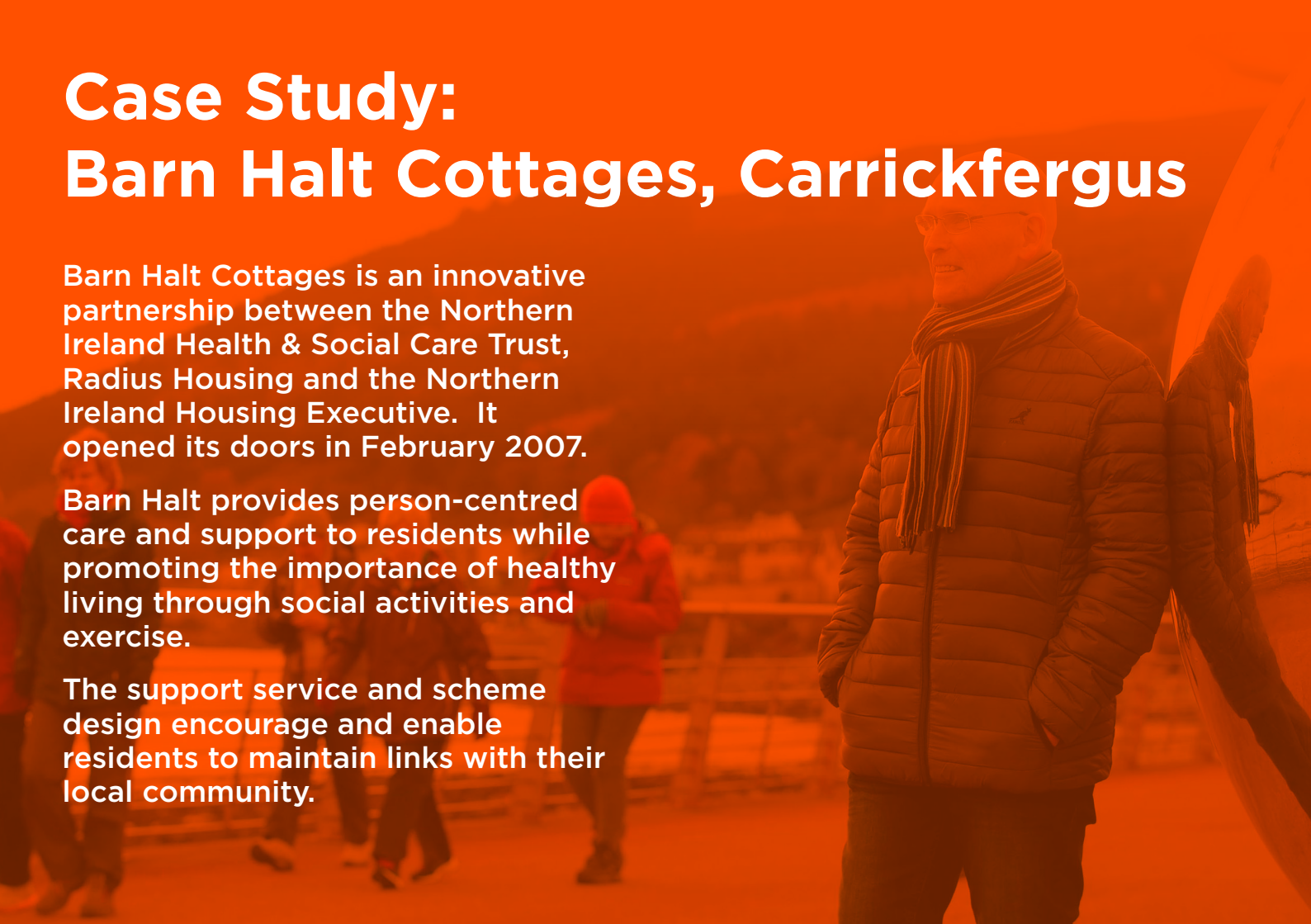
Case Study:

Barn Halt Cottages, Carrickfergus

Barn Halt Cottages is an innovative partnership between the Northern Ireland Health & Social Care Trust, Radius Housing and the Northern Ireland Housing Executive. It opened its doors in February 2007.

Barn Halt provides person-centred care and support to residents while promoting the importance of healthy living through social activities and exercise.

The support service and scheme design encourage and enable residents to maintain links with their local community.



Telecare

Radius is the largest provider of assistive technology in Telecare and Telehealth services in Ireland. Across 21,000 homes, people on the island of Ireland are supported by our 24-7 monitoring service. It is accredited to the Telecare Services Association (TSA) Code of Practice, ISO 27001 and ISO 20000. Highly trained and experienced call advisers monitor the output of sensors and diagnostic equipment located in the homes of vulnerable people.

Smoke alarms, gas leakage, water overflow and fall detectors can be deployed within the home. Our Telecare service enables people to live independently and with peace of mind.

Our team provides a 24-7 out-of-hours response service for other housing providers throughout Ireland. They direct repair calls to staff on call or directly to nominated contractors.

In 2010 we introduced our Telehealth service for people with chronic illnesses such as diabetes, COPD and heart disease.

Our service was adopted across all NI Health and Social Care trusts. This enables people to leave hospital and return home earlier than would normally be the case, in the knowledge their vital signs were being monitored by health professionals. Variants of the service include a track-and-trend or triage offering. Telehealth enables people to self-manage their health while living independently.

Radius, with technology partners Tunstall and S3, secured a six year Connected Health contract with all Northern Ireland Health and Social Care trusts, offering the first triaged Telehealth service in the UK.

The service is now being trialled with HSE Ireland via Radius' Dublin office.

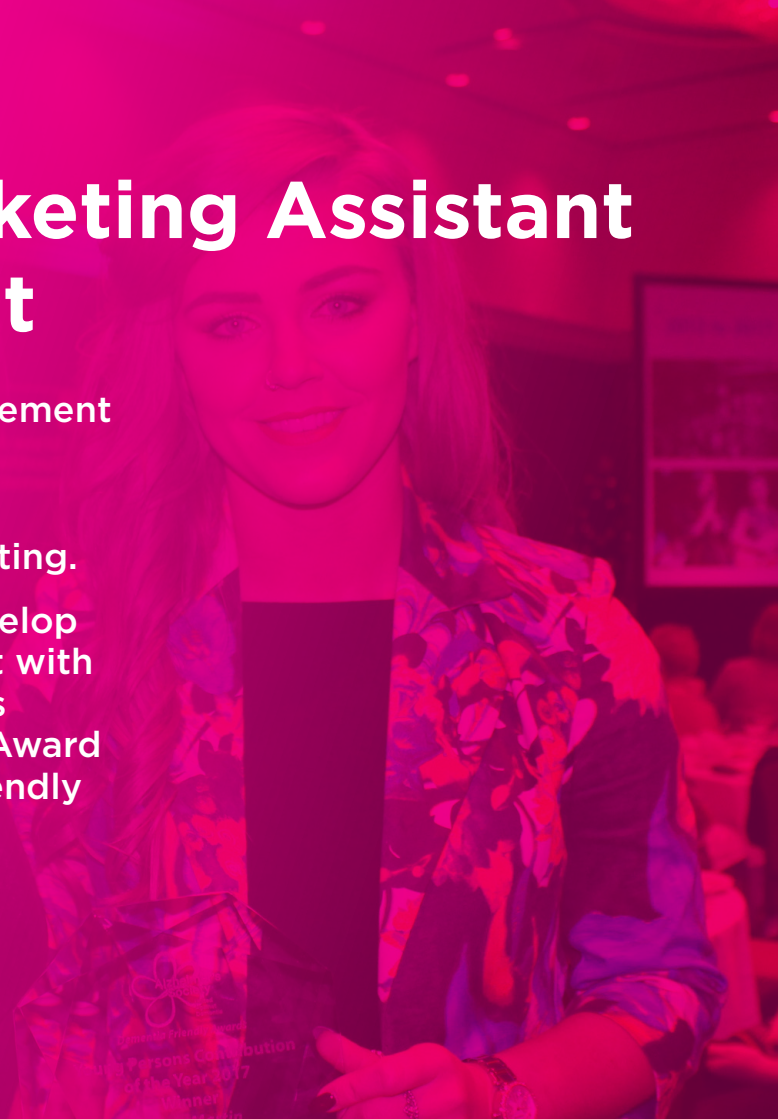
Case Study:

Jenny Martin, Marketing Assistant Placement Student

Jenny Martin successfully secured a placement position with Radius Housing.

Jenny was studying for a BSc Hons in Communications, Advertising and Marketing.

During her placement, Jenny helped develop the Dementia Friendly Hollywood project with Radius' Care & Support team. Jenny was awarded the Young Person's Champion Award in the Alzheimer's Society Dementia Friendly Community Awards.



Pride in Our Work Place

Radius Housing employs over 1,000 people across Northern Ireland. The success of our organisation is due to the dedication, professionalism and creativity of our people. We also operate yearly apprenticeship schemes as well as university student placements.

We invest heavily in staff training and development as evidenced by the quality of our services and the positive customer surveys, compliments and awards we receive.

As a member of Business in the Community, we are committed to being a responsible employer and social landlord. We seek to develop diverse and shared communities and minimise our impact on the environment.

Radius has partnered with many local charities, raising thousands of pounds through the joint efforts of staff, tenants, residents and business partners. Charity partners have included the Northern Ireland Hospice, the Alzheimer's Society, Macmillan, Chest Heart and Stroke and the Northern Ireland Cancer Fund for Children.

Radius supports a broad range of vulnerable people across the community through joint management partnerships as well as service level agreements through its landlord service.

Our partners include the Belfast Charitable Society, Simon Community Northern Ireland, Citrah, Extern, MACS, Depaul Ireland and the Presbyterian Council for Social Witness.

Case Study: Peter Ewing, Treasurer and Chair of Corporate Services

Peter is Deputy Managing Director and Director of Regulation at Northern Ireland Electricity. He is a Fellow of Chartered Accountants Ireland. As a voluntary board member, Peter brings to Radius his significant experience of corporate finance and capital markets, business mergers and acquisitions, tax and pensions.



Governance & Quality Assurance

Radius Housing has invested over £160 million of private finance in the provision of new social housing across Northern Ireland. Lenders include the Housing Finance Corporation (THFC), First Trust Bank, Barclays PLC, Nationwide PLC and Danske Bank. Radius has ambitious plans to develop 2,000 units by 2023, incorporating new community and employment facilities.

Radius is governed by a voluntary board of 15 members, who bring a range of specialist knowledge from the private and public sectors. There is tenant representation on the governing board as well as its Communities Committee.

Radius operates a four level system of assurance. Independent auditors provide an internal and external audit function. The Association is audited by DfC and RQIA. A third level of external inspection is carried out under ISO (9001 and 27001), Supporting People QAF, TSA and CSE annual inspections.

We further undertake independent customer, staff and stakeholder surveys. Management undertake regular sampling and monitoring of policies and processes, as well as the monthly monitoring of KPI's via a system of cascading Business Scorecards.

Tenants who sit on panels contribute to decisions on housing and property management, landscaping and other key areas.




Contact us



Head Office

Radius House
38-52 Lisburn Road
Belfast BT9 6AA

t: 0330 123 0888
e: info@radiushousing.org
w: radiushousing.org

 [@RadiusHousing](https://twitter.com/RadiusHousing)
 [/RadiusHousing](https://www.facebook.com/RadiusHousing)
 [radiushousing](https://www.instagram.com/radiushousing)

Hollywood Office

Cameron House
3 Redburn Square,
Holywood
BT18 9HZ

North West Regional Office

7 Racecourse Road
Derry-Londonderry
BT48 7RB

Southern Regional Office

Ballybot House, 22
Cornmarket,
Newry BT35 8BG

North East Regional Office

Deerfin Fold,
Wakehurst Road,
Ballymena BT42 3LJ

Registered Office: Radius Housing, 38 – 52 Lisburn Road, Belfast BT9 6AA t: 0330 123 0888
Registered in Northern Ireland (No IP169), VAT Reg No 791 7838 74
Registered with the Charity Commission for Northern Ireland NIC102575
Regulated by the Department for Communities in Northern Ireland

ALTERNATIVE FORMATS

We appreciate that not all our tenants have English as their first language or need alternative formats to meet their requirements. Radius Housing offer all our leaflets, publications and written communications to tenants in a range of formats free of charge. These include: Braille, Large Print, Plain English, Audio (CD / MP3 / DVD), Pictorial and Non - English Languages

To request all communications in any of the above formats, please contact us and speak to our Corporate Assurance Team.