

Here's our promise to you: You count, and are counted.

We will think and act beyond 'households' and the 'primary adult' to ensure that the child is at the centre of services.

This will not happen overnight, and in times of extreme pressure for services, it will require constant oversight, and that is why NICCY plays such an important role.

It means listening to you, and your experience.

The quality of your childhood is paramount.

The Housing Executive will work everyday to ensure that homelessness is prevented.

Where it cannot it should be rare, brief and non-recurring.

- We will end the use of unsuitable temporary accommodation for children, except for very short periods.
- We will work with partners in your best interests, rather than in ours.
- We will be available to you, with information and advice that suits you, on your terms.

While these promises won't be delivered overnight, I hope I have given sufficient assurance and commitment today that this report is important, is valued, and will impact our work as a public authority, and a duty bearer.

Grainia Long,

Chief Executive,

Northern Ireland Housing Executive