



Antrim and Newtownabbey

---

# HOUSING INVESTMENT PLAN 2023-26

**Housing**  
Executive

# Contents

<b>Executive Summary</b>	<b>3</b>	<b>Appendix 4</b>	Maintenance Programme, Grants and Adaptations information	<b>90</b>
<b>Foreword</b>	<b>9</b>	<b>Appendix 5</b>	Supporting People Information and Homelessness	<b>94</b>
<b>Introduction</b>	<b>11</b>	<b>Appendix 6</b>	Housing Executive Local Stock at March 2023	<b>95</b>
<b>Overview</b>	<b>13</b>	<b>Appendix 7</b>	Applicants and Allocations at March 2023	<b>99</b>
<b>Part 1 - Strategic Context</b>	<b>15</b>	<b>Appendix 8</b>	Management Team contact details	<b>101</b>
Housing Executive Revitalisation	<b>15</b>	<b>Appendix 9</b>	Glossary	<b>103</b>
Sustainable Development	<b>16</b>			
Emerging issues impacting on housing	<b>17</b>			
<b>Part 2 - Local Context</b>	<b>39</b>			
<b>Local outcomes against Strategic Priorities and Community Planning objectives</b>	<b>63</b>			
<b>Appendix 1</b>				
Community Plan themes and outcomes	<b>84</b>			
<b>Appendix 2</b>				
Social Housing Need by Settlement 2022-27	<b>86</b>			
<b>Appendix 3</b>				
Social Housing Development Programme	<b>87</b>			

This document is available in alternative formats.

Contact:

Land and Housing Analytics,

The Housing Centre, 2 Adelaide Street, Belfast BT2 8PB

Tel: 03448 920 900

UK Relay: 18001 03448 920 900

Email: [housing.analytics@nihe.gov.uk](mailto:housing.analytics@nihe.gov.uk) Website: [www.nihe.gov.uk](http://www.nihe.gov.uk)

# Executive Summary

**Across Northern Ireland in 2022/23 we:**



**83,500**

Managed over 83,500 social homes



**5,800**

Allocated almost 5,800 homes

**822**

Approved 822 Disabled facilities grants



**£95.05m**

Invested £95.05m in Planned Maintenance and Stock Improvement

**1,956**



Started 1,956 new social homes



**£470m**

Paid out £470m in Housing Benefit

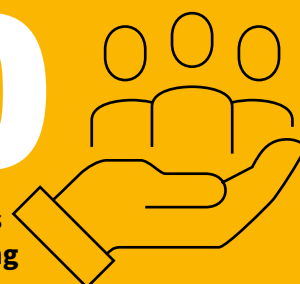
**£371m**

Invested £371m in new build social homes



**19,000**

Provided over 19,000 housing support places to the most vulnerable through the Supporting People Programme and invested £75.23m



Completed

**85%**

of repairs within target

**554**

Sold 554 homes



**£55.1m**

Approximately £55.1m was invested in our Rural Communities



The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £694.66m for Northern Ireland.

## Northern Ireland 2022/23 Public Sector Housing Spend (£m)

**£16.94m**

Affordable Warmth and Boiler Replacement\*\*\*

**£24.71m**

ERDF Retrofit Programme

**£95.05m**

Planned Maintenance incl  
Stock Improvements\*

**£14.25m**

Adaptations for Persons  
with a Disability

**£9.71m**

Grounds Maintenance

**£74.57m**

Response  
Maintenance

**£11.90m**

Private Sector Grants

**£75.23m**

Supporting People

**£1.30m**

Community Development

**£371m**

Investment  
New Build\*\*

Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £75.58m and Stock Improvement Spend was £19.47m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

\*\*\*Affordable Warmth spend was £16.33m and Boiler Replacement spend was £0.61m.

ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend totalling £319.02m for Northern Ireland.

## Northern Ireland 2023/24 Projected Public Sector Housing Spend (£m)

**£14.15m**

Affordable Warmth and Boiler Replacement\*\*

**£8.50m**

ERDF Retrofit Programme

**£94.42m**

Planned Maintenance incl  
Stock Improvements\*

**£71.86m**

Supporting  
People

**£18.24m**

Private Sector  
Grants

**£16.95m**

Adaptations for Persons  
with a Disability

**£11.82m**

Grounds Maintenance

**£83.08m**

Response Maintenance

Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £79.77m and Stock Improvement Spend is £14.65m.

\*\*Affordable Warmth projected spend is £14m and Boiler Replacement projected spend is £0.15m.

Investment in new build and Community Development projected spend is not available.

ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

## In Antrim and Newtownabbey Borough Council in 2022/23, the Housing Executive:



**Managed**  
**6,315**  
social homes



**Allocated**  
over  
**510**  
homes



**Started**  
**92**  
new social homes



**Completed**  
**36**  
Disabled facilities  
grants



**Provided**  
**54**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out**  
**£25.41m**  
in Housing Benefit



**Completed**  
**85%**  
of repairs  
within target



**Community  
Grants**  
**£21.0k**  
funding awarded



**Community  
Cohesion**  
**£49.27k**  
funding awarded



**Community  
Safety**  
**£78.57k**  
funding awarded



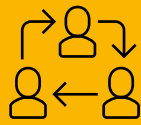
**Energy  
Efficiency**  
**£1.10m**  
spend



**Affordable  
Warmth**  
**416**  
installations



**Affordable  
Warmth Spend**  
**£1.11m**  
spend



**Supporting  
People**  
**£3.47m**  
spend



**Disabled Facilities  
Grants (DFGs)**  
**£633k**  
approval value



**Adaptations**  
**£0.92m**  
spend



**New Build**  
**£18.24m**  
spend



**New Build  
Completed**  
**155**  
homes



**Under Construction**  
**371**  
homes



**New Build Planned**  
**417**  
units (2023 – 2026)



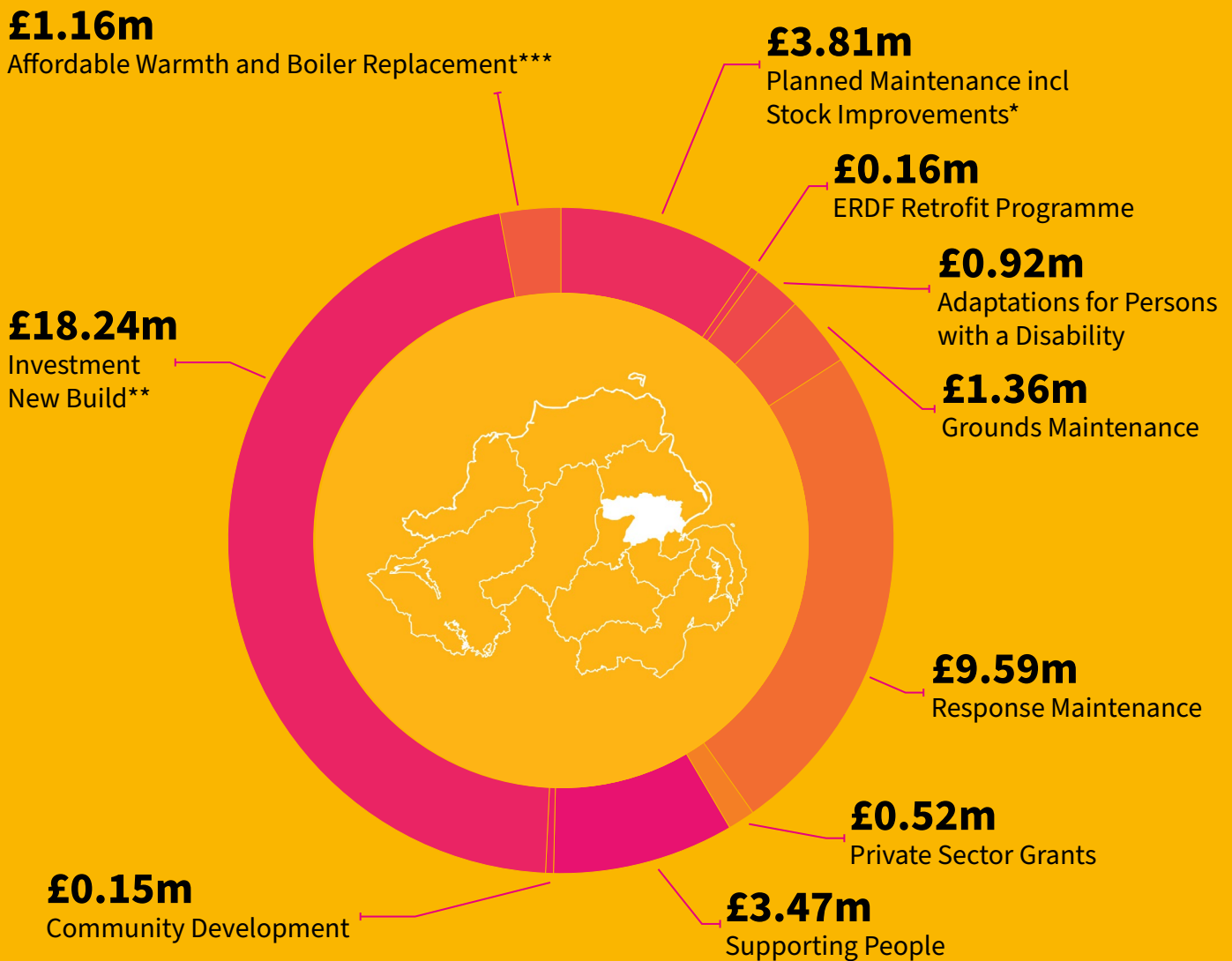
**Waiting List  
March 2023**  
**3,119**  
applicants, **2,378** in  
Housing Stress (76.2%)



**NIHE House Sales**  
**54**  
average selling price  
£48,494

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £39.38m for Antrim and Newtownabbey Borough Council area.

## Antrim and Newtownabbey Borough Council 2022/23 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.29m and Stock Improvement Spend was £0.52m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

\*\*\*Affordable Warmth spend was £1.11m and Boiler Replacement spend was £51k.

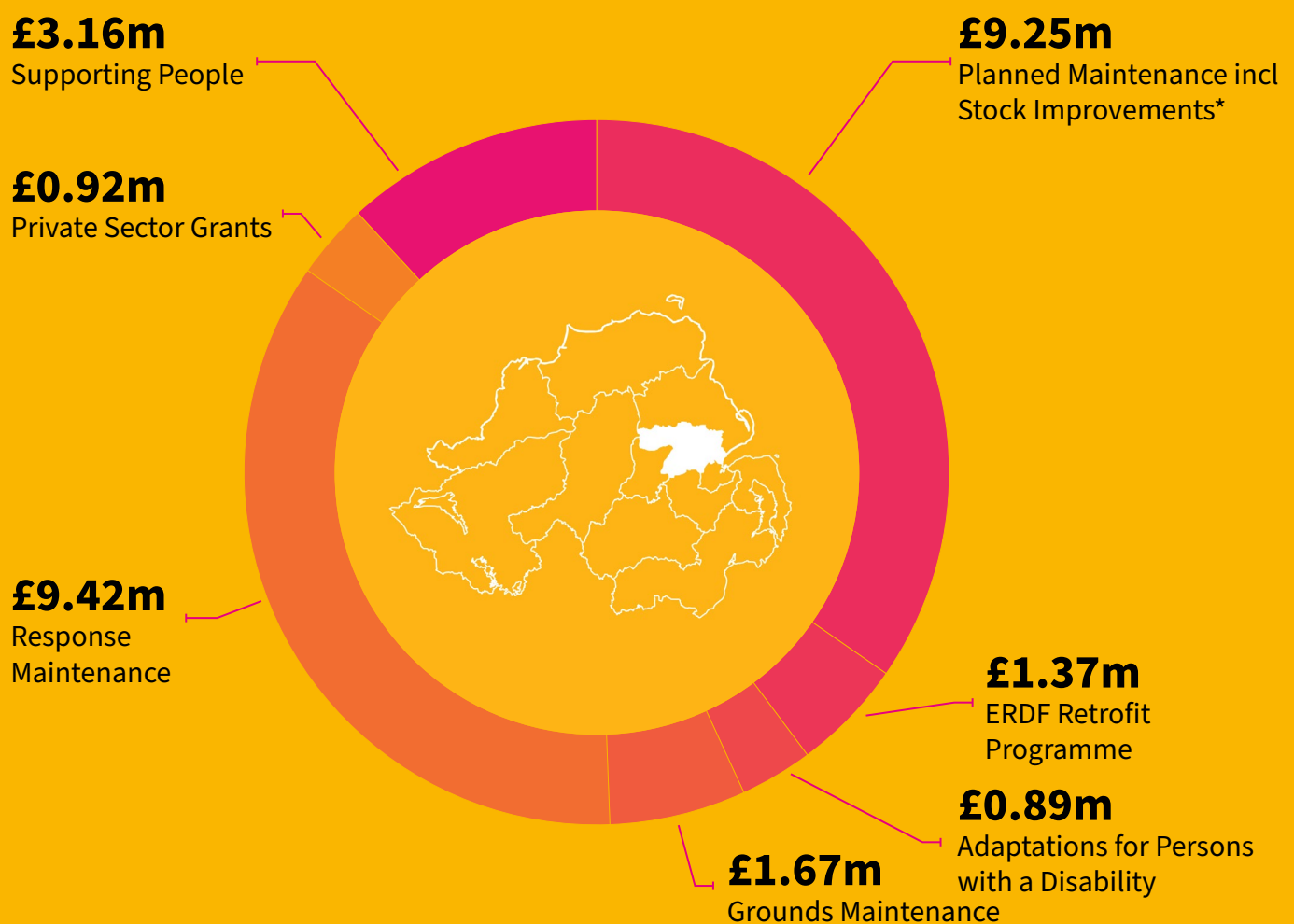
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Antrim and Newtownabbey Borough Council area totalling £26.68m.

## Antrim and Newtownabbey Borough Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £5.76m and Stock Improvement Spend is £3.49m.

Investment in new build and Community Development projected spend is not available.

Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated.

ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.



# Foreword

**Welcome to the Northern Ireland Housing Executive's Housing Investment Plan, which reports on progress made over the past twelve months and sets out our ambitions for the coming year.**

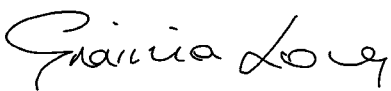
- While the external environment in which we operate remains challenging, the majority of last year's targets have been met, or exceeded. NIHE has invested more in our tenants' homes, over the past 12 months, than in any of the previous 15 years. This demonstrates our commitment to improving the health and well-being of our tenants by keeping their homes safe, warm and dry.
- In partnership with housing associations, through the Social Housing Development Programme, we facilitated 1,956 new build social housing starts across Northern Ireland.
- We expanded our Financial Inclusion Service to ensure as many tenants as possible had access to the right kind of financial advice.
- We made significant progress in implementing our Sustainable Development Strategy; growing the number of homes benefitting from retrofitting, and expanding our tree planting programme to improve climate adaptation across Northern Ireland.

This Housing Investment Plan demonstrates how we are working as a partner to deliver Community Plans. We continue to engage with Community Planning partners to deliver housing outcomes. The plans also reflect the objectives set out in our own Corporate Strategy:

- A significant shift towards sustainable development – locking us on a path to decarbonising our homes and protecting our assets and our tenants;
- Putting us in a position where we can borrow to build and to invest – and building our capacity to do so;
- Extracting social value from our spending power – delivering local inclusive economic development, by investing in skills and supply chains;

- Much greater involvement of customers in decisions and services that affect their lives and a strategic focus on alleviating the impact of the rising cost of living;
- A strategic shift towards prevention of homelessness and urgent re-housing for those experiencing homelessness; and
- Being a delivery partner for all of government – towards the reduction of economic inactivity, delivery of green growth and early intervention to improve lives.

NIHE takes its responsibilities as a Community Planning Partner very seriously. Delivery of our housing objectives is key to the social, economic and environmental benefits of each council area. I am grateful for the partnerships which we have built with councils across Northern Ireland, and look forward to working together as we deliver against our shared goal of providing better places to live for the people and communities we serve.



**Grainia Long**  
CHIEF EXECUTIVE



# Introduction

Welcome to the new 'Housing Investment Plan 2023-2026'. The Housing Executive is statutorily required under the 1981 Housing Order to report to Councils on its past year's performance (2022/23) and next year's proposals (2023/24). The Housing Investment Plan 2023-2026 however will look ahead to the next 3 years and is aligned to the [3 year Corporate Strategy](#) (2022/23 -2024/25) and its associated set of strategic priorities, which commit the Housing Executive to:

- Working with our partners to increase social housing supply to help meet identified need and building our capacity to borrow, invest in our stock and add to new supply
- Helping NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations
- Investing an estimated £1,700m (over the next 3 years) into our local economy, through our housing services, construction activity, employment opportunities and through our support for the health, voluntary and community sectors, while also processing circa £1,148m in Housing Benefit payments across public and private housing tenures over the same period
- Working with our partners to deliver innovative housing solutions for our customers and to help reduce poverty and improve Health & Wellbeing
- Involving our customers to ensure that they are at the heart of service improvements and our business delivery mode
- Being an employer of choice and delivering high quality services for all in Northern Ireland's increasingly diverse community

The Housing Investment Plan is also aligned to the outcomes of each Council's Community Plan to show how our work supports the delivery of the plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

Part 1 below is the Strategic Context, focusing on achievements during the 2022/23 business year in respect of the Housing Executive's suite of Strategies, Programmes and Action Plans as the Strategic Housing Authority for Northern Ireland and a landlord at scale. The Strategic Context will also include links to relevant documents and related additional reference material. Part 2 sets out the local context and outcomes tables of locally specific Housing Executive performance against Council's Community Planning objectives.

# Overview

When writing the HIP, we have taken account of the wider strategic context, including:



The Communities Minister's November 2020 statement on housing reform and plans to revitalise the Housing Executive



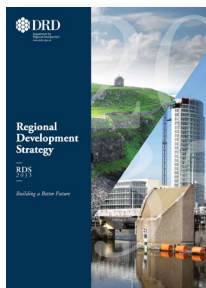
New Decade New Approach



The consultation on the Programme for Government Draft Outcomes Framework 2021



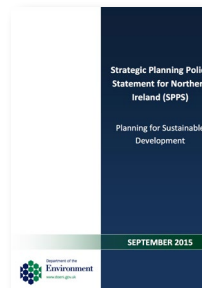
The Sustainable Development Strategy



The Regional Development Strategy



The Housing Supply Strategy



Strategic Planning Policy Statement

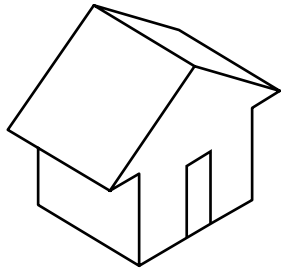


The emerging suite of new Local Development Plans

In addition, the broader context of post-Covid recovery, environmental and climate risks, Economic challenges associated with market uncertainty and increased household costs are all important factors for planning for the future.

In this context, we have set out our plans to ensure that we address the challenges and maximise the opportunities open to us over the coming years. In the sections below, we have highlighted some of these key themes and their implications for the Housing Executive.

Across **Northern Ireland in 2022/23**, the Housing Executive achieved a significant amount as summarised below.



# 83,500

Managed over 83,500 social homes



# 5,800

Allocated almost 5,800 homes

# 822

Approved 822 Disabled facilities grants



# £95.05m

Invested £95.05m in Planned Maintenance and Stock Improvement

# 1,956



Started 1,956 new social homes



# £470m

Paid out £470m in Housing Benefit

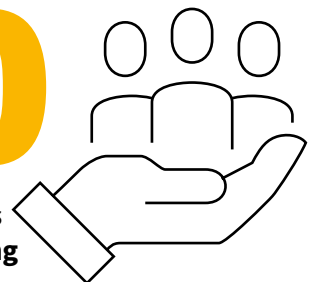
# £371m

Invested £371m in new build social homes



# 19,000

Provided over 19,000 housing support places to the most vulnerable through the Supporting People Programme and invested £75.23m



# 554

Sold 554 homes



# £55.1m

Approximately £55.1m was invested in our Rural Communities



# Part 1 - Strategic Context

The Housing Investment Plan 2023-2026 has not been developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes which impact on the daily lives of the Housing Executive's customers and tenants. Underpinning much of the work that the Housing Executive do are the key themes of Revitalisation and Sustainable Development, as well as all the measures and interventions at a local level that are firmly focused on the needs of our customers and providing high quality public services, in achieving positive housing outcomes across Northern Ireland. Also in this section, aligning with the Corporate and Business Plan, we present our strategies and key programmes of work that have been progressed over the last year under the six strategic priorities. This work has impacted across the community and the environment and continues to inform the work of the Community Planning Partnerships.

## Housing Executive Revitalisation

Following commitments in New Decade New Approach and in the Minister for Communities statement in November 2020, the Housing Executive continues to work with the Department for Communities (DfC) in progressing the Revitalisation Programme, which will consider and assess options to meet the investment challenge through a revitalised strategic housing authority and a sustainable social landlord that can maintain and provide good quality and affordable social homes for current tenants and future generations.

An informal board briefing presentation on Revitalisation took place on 14th December 2022 outlining the case for change and the key elements of the Outline Business Case. Further presentations will be made as work is progressed.

The current situation is that the Minister provided a written update on

progress with the Outline Business Case on the 21st October providing the following detail:

- A commitment that the Housing Executive will not be privatised;
- An assurance that consideration will be given only to options that limit change and which ensure that the Housing Executive remains dedicated to the essential public service of social housing as it has done so successfully for the past 50 years; and
- The ideal option as always is one in which the Housing Executive strengthens its role as the Strategic Housing Authority and, as a public housing landlord, has access to borrowing.

Discussions are ongoing between DfC and the Housing Executive on next steps.

## Sustainable Development

The work of the Housing Executive has long been associated with sustainable practices and continues to endeavour to make a difference to help to sustain the environment for future generations. The key focus is on improving the lives of the people in our communities and making the planet a better place, which aligns with our Strategic Vision of Making a Difference. Our work ranges from providing land for community allotments and gardens, planting of open spaces, to energy efficiency interventions for Housing Executive stock and reporting on home energy conservation across the residential sector.

During 2022, the Housing Executive achieved Platinum in the Business in the Community NI (BITC) Environmental Benchmarking Survey. In conjunction with BITC, the Housing Executive have signed up to the Climate Action Pledge, by signing this Pledge we have committed to reduce our absolute scope 1 and scope 2 Greenhouse Gas (GHG) emissions by either 30% by 2030; and to work towards measuring and reporting our scope 3 GHG emissions.



# Emerging issues Impacting on Housing

## Supply

After two years of decline, the number of new dwellings started in 2021-22 stood at 7,400, which is still some way off the 2018-19 high of 8,400. A similar pattern emerges in completions: in 2021-22, 7,300 dwellings were completed, and although higher than the previous year, still lower than the number of new dwellings completed in 2018-19 (7,800). In 2022/23, there were just over 6,400 completions.

## Rents

Taking a longer term view on rental levels, rents have increased by almost 50% from 2015 to date, and the number of properties available to rent has decreased by around 50% over the same period. The rent charged for new properties to let continues to increase – the average monthly rent across the Belfast City Council Area (BCCA) increased by 12.7% annually to £875, whilst outside of Belfast, the average Local Government District rent was up by 7.2% over the year period to £708 per month.

Undoubtedly the wider economic environment has impacted on affordability issues for households in Northern Ireland. In turn, these affordability issues coupled with the economic conditions impacts on housing supply.

## Cost of living

Northern Ireland has the UK's highest proportion of low paid jobs (almost one in five), the lowest discretionary disposable income, and local households spend disproportionately higher amounts of their income on energy, food and fuel relative to the rest of the country, so the country is particularly impacted by the cost of living crisis. Useful link: [Cost of Living | nidirect](#)

## Construction industry & Labour market

Pressures are apparent within the construction industry. The CEFNI survey found that 50% experienced a worsening in profit margins since 2021, and looking forward into 2023, the 4 main challenges were reported to be:

increased cost of materials, Inflation, access to skilled labour and political uncertainty / no functioning Executive.

The labour market in Northern Ireland recovered relatively quickly from the pandemic and 2022 saw the lowest unemployment rate in the Labour Force Series to date. Further analysis shows however that there has been a slump in self-employment, down one quarter on where it was pre-pandemic, and conversely that there has been an increase in employees. The number of weekly hours that an average full-time worker works is still less than those pre-pandemic. Vacancies remain stubbornly high, with double the jobs being advertised than pre-pandemic.

## **House prices**

Over the past year, the housing market has showed strong resilience in terms of pricing levels, however, the first quarter of 2023 recorded the first marginal quarter-on-quarter decline in pricing levels in just over 2 years. This was accompanied by reduced transactional activity. The average price of a dwelling in Northern Ireland in Q1 2023 was £203,326, an annual increase 2.2% from Q1 2022, but a 0.7% decline from Q4 2022. Continuing desire for home ownership will be tempered by ongoing economic conditions.

## **Inflation & Interest rates**

The surge in inflation resulted in a 41 year high figure of 11.1% in October 2022. By March 2023 the Consumer Prices Index (CPI) decreased slightly to 10.1%, but despite this drop, CPI inflation remains stubbornly high, particularly for necessities such as food and non-alcoholic beverages. After an extended period of abnormally low interest rates between 2009 and early 2022, the Bank of England base rate has risen steadily over the last year. By March 2023, the interest rate stood at 4.25% and some commentators expect that gradual increases will continue during 2023 in an effort to control inflation.

## **Relationship with our Customers**

The Housing Executive is a trusted organisation, with strong relationships with our customers, at the most local level. Delivering our vision will require continued strengthening of these relationships, particularly following a period of remote service delivery due to restrictions imposed due to COVID-19. Over this plan period we look forward to more face to face

contact with customers, and making our services as seamless and easy to access as possible. We are constantly seeking to build new, and further develop existing relationships with organisations who advocate, champion or support customers.

For our tenants the Housing Community Network (HCN) is fundamental structure through which the Housing Executive maintains positive engagement and involvement with tenants and community representatives through approximately 300 community groups at a community-based level, in both rural and urban locations across Northern Ireland. The Central Housing Forum sits at the top of the HCN pyramid structure and has a recognised and meaningful role in the monitoring and decision-making process of the Housing Executive and influences decisions affecting tenants and communities all over Northern Ireland. Supporting Communities organises this network and acts as a secretariat to the various forums. However we intend to go further and create a more central role for tenants and customers in NIHE governance. It will result in an approach to service design and delivery based on partnership or co-production, whereby we design our systems and services with rather than onto our customers.

Useful links: [Corporate Customer Charter \(nihe.gov.uk\)](https://www.nihe.gov.uk/corporate/customer-charter)  
[Customer Excellence Strategy](#)

## Strategic Priority 1

**Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need**

Workstream	Summary / Current Status	Further reading
<b>Affordable Housing / SHMA</b>	The Housing Executive has continued to work closely with DFC on the provision of new affordable housing products. This includes the development of Intermediate Rent housing. Intermediate Rent aims to increase housing supply and provide a housing choice, which is of high quality, is more affordable and more secure for households. DFC published an Intermediate Rent Policy in March 2023 and we are now working on the delivery of Intermediate Rent units to those whose needs cannot be met in the housing market.	<a href="https://communities-ni.gov.uk/definition-of-affordable-housing/">Definition of affordable housing   Department for Communities (communities-ni.gov.uk)</a>  <a href="https://nihe.gov.uk/Northern-Ireland-Summary-Report-(PDF-1-4MB).pdf">Northern-Ireland-Summary-Report-(PDF-1-4MB).pdf (nihe.gov.uk)</a>  <a href="https://nihe.gov.uk/The-Housing-Executive-News/">The Housing Executive - News (nihe.gov.uk)</a>
<b>Asset Management Strategy</b>	The Asset Management Strategy that was approved by the Board and the Department in 2015/16 was 'parked' in late 2017 on funding grounds. A temporary strategic investment approach was agreed with the Department and has been in place since, which is aimed at maximising our stock available for letting in the face of high and rising housing need. Work is continuing via the Housing Executive Revitalisation Programme on developing a sustainable funding solution to meet our stock investment requirements.	<a href="https://nihe.gov.uk/An-Asset-Management-Strategy-for-the-Northern-Ireland-Housing-Executive/">An Asset Management Strategy for the Northern Ireland Housing Executive (nihe.gov.uk)</a>
<b>Housing Supply Strategy</b>	The NIHE have prepared an action plan on the expansion of the Social Housing Development Programme and this has been agreed with DFC. Actions are progressing including the preparation of a Housing Executive Land Acquisition Business Case which is with DFC for approval.	<a href="https://communities-ni.gov.uk/a-new-housing-supply-strategy/">A new housing supply strategy   Department for Communities (communities-ni.gov.uk)</a>
<b>Land Asset Management Strategy</b>	As the Strategic Housing Authority of Northern Ireland and the largest landlord, the Housing Executive has been, and continues to be, in a unique position as custodian of significant public assets to ensure our land and property assets are effectively utilised to provide new housing and to enable and facilitate safe and sustainable communities.	

Table continues

Workstream	Summary / Current Status	Further reading
	<p>The Land Asset Management Strategy and Action Plan 2023-2026 is part of the NIHE's overall Corporate Asset Management Strategy and has been developed in the context of persistently increasing numbers of people living in housing stress and the growing waiting list.</p> <p>The Strategy sets out how the Housing Executive proposes to utilise its land assets over the next three years to support its vision, and that of our partners, to deliver positive and meaningful outcomes for our tenants and citizens across Northern Ireland.</p>	
<b>Local Development Plans (LDP)</b>	<p>As a statutory consultee in the development plan process we have been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enabling positive place making and ambitious developments that will shape local areas over a long term 15-year period. LDPs are a valuable way to provide affordable, accessible and sustainable housing for those in need and can support the development of balanced and cohesive communities.</p> <p>This partnership working with different agencies will be important to help more people access suitable housing to meet their needs, and to improve wellbeing and quality of life. Our role is to help ensure everyone has access to good-quality, affordable housing and to promote an integrated, shared society.</p> <p>Seven Councils have published their draft Plan Strategies and five of these have completed Independent Examination (IE) stage. Derry and Strabane's public hearing element of the IE is scheduled to start in September 2024. Belfast City Council's Plan Strategy and Fermanagh &amp; Omagh Plan Strategy document have now been adopted, and three additional development plans are likely to progress to adoption during 2023/24, (Lisburn &amp; Castlereagh City Council, Antrim &amp; Newtownabbey and Mid &amp; East Antrim).</p>	<a href="https://infrastructure-ni.gov.uk/">NI Planning System   Department for Infrastructure (infrastructure-ni.gov.uk)</a>

Table continues

Workstream	Summary / Current Status	Further reading
<b>Social Housing Development Programme (SHDP)</b>	<p>The key SHDP targets for the 22/23 year were to deliver a minimum of 1,950 social housing Starts and 1,400 social housing Completions. There was also a target for 10% of General Needs New Build social housing Starts to be designed in line with Wheelchair Design Standards; and for 12.9% of all new social housing Starts to be in Rural locations.</p> <p>At the end of March 2023, the SHDP out-turn position was confirmed as follows:</p> <ul style="list-style-type: none"> <li>• 1,956 new social housing Starts;</li> <li>• 1,449 new social housing Completions;</li> <li>• 150 new social housing Wheelchair Starts (9% of General Needs New Build Starts);</li> </ul> <p>71 new Rural social housing Starts (4% of total Starts).</p>	<p><a href="#">Social Housing Development Programme</a></p> <p><a href="#">Housing Association Guide   Department for Communities (communities-ni.gov.uk)</a></p> <p><a href="#">Development Guide   Department for Communities (communities-ni.gov.uk)</a></p>

## Strategic Priority 2

**As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

Workstream	Summary / Current Status	Further reading
<b>Sustainable Development Strategy</b>	<p>The Housing Executive launched our Corporate Sustainable Development Strategy and Action Plan which outlines our commitment to sustaining our environment for future generations and providing quality, affordable housing, while reducing net zero carbon emissions by 2050.</p> <p>Over the next five years, as the strategic housing authority for Northern Ireland, we have committed to improving our social and environmental impact while addressing the cost of living crisis.</p> <p>Strategic sustainable development targets include:</p> <ul style="list-style-type: none"><li>• a 6% reduction in carbon emissions by 2026;</li><li>• as a landlord, retrofit housing to increase energy efficiency by 2030, plus a 23% reduction in carbon emissions up to 2030/31; and</li><li>• a corporate 25% reduction in carbon emissions by 2030/31.</li></ul> <p>Key strategic actions include improving the organisation's built environment, supporting biodiversity, assisting sustainable communities and promoting sustainable transport.</p> <p>Educational empowerment leading to behaviour change is essential, and improved health and wellbeing outcomes through more sustainable living is also a key focus for change.</p>	<p><a href="#">Housing Executive zeros in to eliminate carbon</a></p> <p><a href="#">Corporate Sustainable Development Strategy and Action Plan (2022-2027)</a></p>
<b>Modern Methods of Construction / Low Energy Pilot</b>	<p>We have developed a pilot new build scheme of 6 homes for a site in Ballysillan utilising Modern Methods of Construction and Low Energy technology. Due to rising costs in the construction sector it is necessary to re-tender the scheme, and we hope to start on site later this year.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
<b>Cavity Wall Insulation (CWI)</b>	Following a research report on cavity wall insulation in our stock, our CWI Action Plan was launched in March 2022. The Action Plan is aimed at addressing the findings and recommendations made in the report. A number of actions are set out in the plan relating to, for example, a new CWI extraction/refill process and a small remedial programme. Work is ongoing.	The Cavity Wall Insulation Action Plan is available at <a href="https://www.nihe.gov.uk/cavity-wall-insulation-action-plan-2022">Cavity Wall insulation action plan 2022 (nihe.gov.uk)</a>
<b>NI Energy Advice Service and Oil Savings Network Service</b>	<p>As the Home Energy Conservation Authority for Northern Ireland, part of the Housing Executives strategy to deliver its statutory responsibilities is to promote energy efficiency and advice to all households. Since April 2020, the refreshed Northern Ireland Energy Advice Service, delivered in house by the Housing Executive, has received over 14,000 queries up to 31st December 2022.</p> <p>The NI Energy Advice Service (NIEAS) is NI's only one-stop-shop for information on energy efficiency, grant availability, cost savings and renewables. This advice offers vital help via energy cost saving information to vulnerable householders, older people and those on low incomes and answers over 5,000 queries annually. The NIEAS team annually signpost nearly 4,000 customers to available energy grants such as the Housing Executive Boiler Replacement Scheme; a Council-led targeted Affordable Warmth Scheme, aimed at those in fuel poverty and those more vulnerable within our society, and the Utility Regulator's Northern Ireland Sustainable Energy Programme (NISEP).</p> <p>The Oil Savings Network service is actively growing its membership across all Northern Ireland householders (9,000 active members), with the key objective of tackling fuel poverty. The delivery of this service is now an integrated part of the NI Energy Advice Service and its aim is to help householders across Northern Ireland continue to save on their home heating oil.</p>	<a href="https://www.nieas.gov.uk/">Energy Advice Service</a> <a href="https://www.oilbuyingclub.com/">Oil Buying Club Service</a>
<b>Rural-Led Energy Transition (RULET)</b>	<p>The Report on the outcomes of the RULET project is due for release early 2023. This scheme tested the deployment of various energy efficiency measures including smart energy technology in Housing Executive homes.</p> <p>2023-2025 will see the roll out of a low carbon programme of 300+ dwellings to provide evidence for a future of decarbonised heating policy.</p>	GIRONA <a href="https://www.gironaenergy.com">www.gironaenergy.com</a>

Table continues



Workstream	Summary / Current Status	Further reading
<b>European Regional Development Fund (ERDF)</b>	This six-year €45 million programme is expected to be completed by September 2023. There are currently 20 schemes on site. However, due to delays during COVID-19 and contractor issues, the target of home completions has been reduced to 1,597 properties by September 2023. This scheme also won a National Inside Housing Development Award as 'Climate Change Retrofit Project of the Year 2022'.	

## Strategic Priority 3

**As NI's largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures**

Workstream	Summary / Current Status	Further reading
<b>Social Enterprise Strategy</b>	<p>Since the introduction of the Social Enterprise Plus Strategy 2020 – 2024 we awarded £372,660 with an actual spend of £366,360 to date.</p> <p>During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy. A further round of funding is planned totalling up to £200,000 for 2023/24 financial year.</p> <p>This review included the 4 elements below of being of particular interest;</p> <ul style="list-style-type: none"><li>• Cost of living crisis</li><li>• Climate change</li><li>• The Introduction of Social Value in Public Sector Procurement</li><li>• Post-COVID-19 Recovery</li></ul> <p>The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.</p>	<a href="#">Social Enterprise Plus Strategy 2020-2024</a>
<b>Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25</b>	<p>The Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25 was approved by the Housing Executive Board on 6th July 2022. Since then, Supporting People have been actively engaged in delivery of the Strategic Actions detailed under the four Strategic Priorities, which are:</p>	<a href="#">Supporting People Three Year Strategic Plan and Covid-19 Recovery Plan (nihe.gov.uk)</a>

*Table continues*

Workstream	Summary / Current Status	Further reading
	<ol style="list-style-type: none"> <li>1. Drive the recovery and re-build beyond COVID-19.</li> <li>2. Work towards closing the 14% gap between need for services and supply.</li> <li>3. Collaborate with providers, to invest in service innovation to achieve greater outcomes.</li> <li>4. Strengthen relationships across health, criminal justice with the aim of generating greater value from public funds.</li> </ol> <p>Accordingly, Supporting People have developed a Draft Strategic Action Plan and a Progress and Monitoring Framework and Report, and have established an internal Project Board to ensure effective governance, delivery and reporting of our strategic commitments.</p>	
<b>Welfare Reform</b>	<p>NIHE has:</p> <ul style="list-style-type: none"> <li>• continued to communicate with staff and customers regarding relevant welfare changes via social media, publications and via housing community networks and community based events;</li> <li>• ‘Making Your Money Work’ has delivered training to front line staff, ensuring tenants are offered appropriate advice and support at key points in their tenancy journey to improve their financial wellbeing;</li> <li>• expanded the Financial Inclusion Team, increasing the number of staff delivering direct benefits and money advice to tenants housing customers and applicants from 5 to 10;</li> <li>• completed and published Universal Credit (UC) customer journey research. Some recommendations of the research have already been delivered through the enhancement of communications with tenants regarding UC, others have been incorporated into the draft Financial Inclusion Strategy 2023-2028 action plan;</li> <li>• continued to work with DfC in the preparation for the commencement of Move to UC;</li> <li>• completed a review of the Discretionary Housing Payment scheme in partnership with DfC and the advice sector. A number of policy changes have now been implemented which ensures we are maximising spend and helping more people than ever before to sustain their tenancy. As a result, we are also helping to prevent and alleviate homelessness.</li> </ul>	<p><a href="#">The Housing Executive - Welfare reform</a></p> <p><a href="#">Universal Credit Customer Journey Research report</a></p> <p><a href="#">DHP Policy Document</a></p>

Workstream	Summary / Current Status	Further reading
<b>Tower Blocks</b>	Our Tower Blocks Action Plan was approved by the Board and the Department in 2019. The Action Plan comprises a mixture of demolition, redevelopment and refurbishment. Demolition works have commenced at Monkscoole House in Rathcoole. Nine other blocks have been approved for demolition/redevelopment and rehousing/clearance activities are ongoing. We are also working on developing improvement proposals for a number of blocks.	<a href="#">Tower-block-strategy</a> <a href="#">Tower Blocks Action Plan (nihe.gov.uk)</a> <a href="#">Tower Blocks Update - Autumn 2022 (nihe.gov.uk)</a>

## Strategic Priority 4

**As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being**

Workstream	Summary / Current Status	Further reading
<b>Community Cohesion Strategy</b>	The Community Involvement Strategy 2018-2022 and Community Cohesion Strategy 2015-2020 are currently under review. We will continue to support communities through the Cohesion and Involvement funding streams. We continue to work in partnership and Service Level Agreements have been established with Supporting Communities Northern Ireland (SCNI), Northern Ireland Youth Forum, Disability Action and Rural Community Network. A Terms of Reference was established for the Central Housing Forum.	<a href="#">Community Cohesion Strategy</a> <a href="#">Community Involvement Strategy</a>
<b>Community Safety Strategy</b>	<p>The Housing Executive has a dedicated Community Safety Team based in Belfast. This team works with locally based staff to provide a range of services to deal with community safety issues and anti-social behaviour.</p> <p>The Housing Executive's Community Safety Strategy 2020-23 aims to make our communities safe and to tackle anti-social behaviour. We will do this by building on our three key aims:</p> <ul style="list-style-type: none"><li>• building community confidence;</li><li>• ensuring local solutions; and</li><li>• working together.</li></ul> <p>We work with other agencies, groups and tenants to deal with anti-social behaviour. Our new Community Safety Strategy builds on this work with our partners. It highlights the actions that we have taken in recent years to build better communities and ensure they are a welcoming place to live and visit.</p>	<a href="#">Community Safety Strategy</a> <a href="#">Community Safety Strategy launched</a>
<b>Good Neighbour Campaign</b>	As part of the Housing Executive's 50th anniversary, our Communications Team, in collaboration with the Community Safety Team ran a multi-channel campaign over the summer / autumn that highlighted to the media, the public and to our customers that our communities are attractive and safe places to live in.	

*Table continues*

Workstream	Summary / Current Status	Further reading
	<p><b>The objectives of the campaign were to:</b></p> <ul style="list-style-type: none"> <li>• Show that our estates are attractive and safe places to live;</li> <li>• Celebrate those living in our homes who make a difference in their community;</li> <li>• Challenge stereotypes associated with social housing;</li> <li>• Raise awareness of how we can support tenants to tackle low level anti-social behaviour;</li> <li>• Encourage tenants to take small steps to reduce low level anti-social behaviour.</li> </ul> <p>The campaign shared Good Neighbour tips, promoted the range of ways that we tackle anti-social behaviour, and posted success stories from our Community Safety Strategy on our social media channels. The Facebook posts reached nearly 240,000 people, the videos nearly 70,000 and promoting the Community Safety Strategy had 6,500 impressions.</p>	
<b>Homelessness Strategy &amp; Homelessness Services</b>	<p>The Homelessness Strategy 2022-27 was published on the 23rd March 2022 and over the course of 2022/23 the Housing Executive has worked on delivering the Year 1 Action Plan. The Homelessness Strategy is based on the following three objectives;</p> <ol style="list-style-type: none"> <li>1. Prioritise homelessness prevention;</li> <li>2. Address homelessness by providing settled, appropriate accommodation and support;</li> <li>3. Support customers to transition from homelessness into settled accommodation.</li> </ol> <p>The Year 1 Action Plan contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24.</p> <p>It is anticipated the Year 1 Annual Progress Report will be published in Q2 of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.</p>	<p><a href="#">Homelessness Strategy 2022-27</a>  <a href="#">Homelessness Strategy 2022-27 Year 1 Action Plan.</a>  <a href="#">Ending Homelessness Together Homelessness Strategy 2022-27 (nihe.gov.uk)</a></p>

Table continues

Workstream	Summary / Current Status	Further reading
<b>Fundamental Review of Allocations (FRA)</b>	<p>The Housing Executive has set up a Project to implement changes to the Housing Selection Scheme and social housing allocation process in Northern Ireland. The Project involves the implementation of 18 Proposals for Change which were agreed following the Department for Communities' Fundamental Review of Allocations. The Project will also carry out further work to bring forward alternative approaches for the remaining two:</p> <ul style="list-style-type: none"> <li>• Proposal 7 - the removal of Intimidation Points from the Housing Selection Scheme; and</li> <li>• Proposal 9 - the removal of Interim Accommodation Points.</li> </ul> <p>Subject to funding the changes are being delivered over a three year period in four key stages set out in the indicative timeline below. The implementation of these changes aims to ensure that our highly valued allocations scheme is modernised and continues to provide a robust framework for the assessment and allocations of social housing in Northern Ireland, building on the strengths of the existing Scheme to enable it to work better at responding to objective housing need.</p> <p>Some changes will have a visible impact on customers while others will be less customer facing, e.g. Proposals 12-14 relate to social landlords' discretion in terms of difficult-to-let properties which will allow landlords to make best use of their stock. Several proposals involve changes to existing systems, new IT solutions and delivery of a Customer Applicant Portal.</p> <p>The Project stages and delivery of the proposals have been grouped based on a number of key factors:</p> <ul style="list-style-type: none"> <li>- Linked to customer/Waiting List impacts;</li> <li>- Due to systems or procedural changes required;</li> <li>- Or for good project management purposes in terms of the most effective delivery method.</li> </ul> <p>A number of proposals are interdependent and must be implemented together e.g. proposals 5 and 15 related to areas of choice and offers which have been delivered in the first stage of implementation.</p> <p><b>Stage One</b></p> <p>The first group of changes were delivered in Stage One of the Project with the new rules coming into effect on 30th January 2023.</p>	<p><a href="#">FRA report</a></p> <p>More information on the Fundamental Review of Allocations Implementation Project can be found on the Housing Executive's website at: <a href="https://www.nihe.gov.uk/the-housing-executive-apply-for-a-home">The Housing Executive - Apply for a home (nihe.gov.uk)</a></p>

Workstream	Summary / Current Status	Further reading
	<p>Proposal 1: Communication of the Housing Executive's Housing Solutions and Support Service, providing independent, tenure-neutral housing advice.</p> <p>Proposal 5: The Introduction of a greater choice of areas for applicants in where they would like to be rehoused. All applicants now have the ability to choose as many or as few areas of choice as they wish and the automatic imposition of a greater housing area on statutory homeless applicants has ended.</p> <p>Proposal 15: An Applicant may receive two reasonable offers of accommodation. The number of Reasonable Offers which an Applicant can receive has reduced from three reasonable offers to two reasonable offers.</p> <p>Proposal 16: Social landlords may withdraw an offer of accommodation in specified circumstances.</p> <p>The other proposals for change will be implemented via a further three delivery stages. More information can be found on Housing Executive's <a href="#">website</a>.</p> <p>Areas of the Project which will have a visible impact on customers include a reassessment of all applicants on the Waiting List to ensure their housing needs points reflect their current housing circumstances under Proposal 8 and the alignment of the age criteria for children sharing with DWP criteria for help with housing Costs (Proposal 11). This exercise is planned during Stage 3 of the Project in 2024. The changes identified during reassessment will be implemented in the final phase of the project in Stage 4, alongside the introduction of a banding system. Applicants will be placed into bands based on their current point's levels alongside others with similar levels of need. Applicants in each band will then be ranked based on their time on the Waiting List using their date of application. The introduction of banding, under proposal 10, is linked to high level Outcome 4 - Those in greatest housing need receive priority, with recognition of their time in need.</p>	

Table continues



Workstream	Summary / Current Status	Further reading
	<p>Stage 4 will be implemented mid-2025 and the Project will close at the end of the summer 2025. Benefits will be measured throughout the Project, however many are longer term beyond the life of the Project.</p> <p>A Communications and Stakeholder engagement plan is in place and the Housing Executive wrote to all households on the Waiting List, public representatives and key stakeholders to explain the changes. Transitional measures were introduced in the implementation approach to ensure that customers who had selected the wider general housing area and customers who had already received two reasonable offers would not be adversely impacted.</p> <p>The Project is working closely with Housing Associations in the implementation of the changes and has also introduced a Stakeholder Advisory Group to inform and advise the Housing Executive on the implementation of the changes to ensure the successful implementation of the proposals for change in a way which will achieve the best possible outcomes for customers and social landlords.</p>	
<b>Strategic Action Plan for Temporary Accommodation</b>	<p>The Strategic Action Plan for Temporary Accommodation 2022-27, including Year 1 actions, has been published. The Strategic Review of Temporary Accommodation project has formally ended and the focus has shifted to an implementation phase that seeks to deliver on the key priorities and actions from the Strategic Action Plan.</p> <p>Progress has been made on Year 1 actions, despite funding challenges and the diversion of project resources to support the Ukrainian Resettlement Scheme whilst dedicated staffing resources for the scheme were put in place.</p> <p>The actions for subsequent years will be developed through an iterative approach that takes account of progress of previous years' actions and changing priorities over the life of the Action Plan.</p>	<a href="#">Strategic Review of Temporary Accommodation 2020</a> <a href="#">Homeless To Home: Strategic Action Plan for Temporary Accommodation 2022-27</a>
<b>Accessible Housing Register</b>	<p>The priority going forward is to build the pool of accessible stock information and to date 8,362 Housing Executive properties &amp; 16,961 Housing Association properties have been assigned an AHR classification.</p> <p>Status: Work continues to build to collect AHR data.</p> <p>Disability Action are currently exploring a Private Sector model with Property Pal.</p>	

Workstream	Summary / Current Status	Further reading
<b>Building Safety</b>	<p>The Building Safety Department covers all aspects of statutory compliance and building safety and focuses on the management of risks in properties owned and managed by the Housing Executive with particular emphasis on high-risk residential buildings over 18 metres.</p> <p>The department, through active compliance management and continual assessment of risks around fire and structural safety, asbestos, Legionella, lifting equipment, electrical installations, gas safety checks and resident engagement identify and mitigate any risks to ensure the safety of residents who occupy our properties.</p> <p>As part of the preparation for the introduction of new Legislation following the introduction of the Building Safety Act in England, and as per the IRG Report Recommendation the Building Safety Team has undertaken to review the external facades against the new regulatory standards and in June 2022, commenced a critical review of the facades of the NIHE's High Risk Residential Buildings. This is being facilitated via a research project with University of Ulster/FireSERT with the objective to determine the structural stability of the spandrel panels and their potential for external fire spread. The results of these assessment will inform the NIHE what action is to be taken with regards to the external wall systems.</p> <p>In conjunction with this the Building Safety Team has commissioned a specialist resource to complete a Fire Risk Appraisal of External Walls (FRAEW) in accordance with PAS 9980:2022 of the 4 Housing Executive High Risk Residential Buildings with cladding to assess the risk to occupants from fire spread and to determine whether remediation or other mitigating measures to address the risk are considered necessary.</p> <p>A programme of sprinkler has been developed for 23 of the NIHE's High Risk Residential Buildings and a Business Case has been prepared and submitted to the Department for Communities for approval and it is hoped to commence on site in March 2024.</p>	

*Table continues*

Workstream	Summary / Current Status	Further reading
<b>Traveller Accommodation</b>	<p>During the past year the Housing Executive's Irish Traveller Policy Unit (ITPU) has driven and overseen the implementation of a number of key actions throughout year one of the Strategy. A review has been completed for all Housing Executive owned sites. Progress has been made in the redevelopment of two sites. Research projects have been initiated to develop an accommodation needs assessment model, review rent and review of transitory living across the whole of Ireland. The ITPU has also sought to develop and review internal Housing Executive policies in order to improve services delivered to Irish Travellers in Northern Ireland.</p>	<a href="#">Irish Travellers Accommodation Strategy 2021-2026</a>
<b>Rural Strategy &amp; Action Plan</b>	<p>A Year 1 Annual Progress Report for the Housing Executive's Rural Strategy and Action Plan 2021-25 'Reaching Rural' was published in January 2023.</p> <p>Year 2 of 'Reaching Rural' was completed during 2022/23, with progress made against all actions in the Action Plan.</p> <p>We delivered a range of positive outcomes for our rural customers during Year 2, including: Work commenced on 71 new build social homes in rural areas helping to address social housing need and regenerate communities. We helped rural communities in 11 locations across Northern Ireland to examine the need for new social and affordable housing in their areas. Six prizes were awarded through our Rural Community Awards, recognising and showcasing the invaluable contribution volunteers are making in rural areas.</p>	<a href="#">Reaching Rural - Rural Strategy 2021-2025</a> <a href="#">Rural Strategy &amp; Action Plan Annual Progress Report 2021-2022</a>

## Strategic Priority 5

**As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model**

Workstream	Summary / Current Status	Further reading
<b>Customer Charter</b>	<p>We aim to provide excellent services for all our customers. Customer needs are at the centre of everything that we do, and our goal is to meet those needs to a high standard of quality and performance.</p> <p>Our Customer Charter and Service Standards help us to understand our customers' experiences and improve our services.</p> <p>Our Customer Charter sets out how we aim to treat our customers when they interact with us</p> <ul style="list-style-type: none"> <li>- in the office</li> <li>- by telephone</li> <li>- when they request information from us.</li> <li>- when they make a complaint</li> </ul> <p>We publish our results each year.</p>	<a href="https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/customer-charter">https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/customer-charter</a>
<b>Older People's Housing Strategy</b>	<p>Our Older People's Housing Strategy 2021/22 – 2025/26 takes into account the changing demography of Northern Ireland, including our own tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> <li>- Planning for the future;</li> <li>- Promoting and maintaining dignity;</li> <li>- Providing housing advice for older people; and</li> <li>- Promoting participation.</li> </ul> <p>We are in Year 3 of the plan and will provide regular updates against our objectives over the duration of the Strategy.</p> <p>We are confident that through our own expertise, and, working with a range of partners and stakeholders, we will achieve our objectives and improve housing related services for older people across Northern Ireland.</p>	<a href="#">Older People's Housing Strategy Older People</a>

Table continues

Workstream	Summary / Current Status	Further reading
<b>Fundamental Review of the Private Rented Sector (PRS)</b>	<p>Sections 1-6 of the Private Tenancies Act commenced on 1 April 2023.</p> <p>A research report completed by Chartered Institute of Housing (CIH) on the Department's behalf was laid in the Assembly and published on 28th October 2022.</p> <p>CIH was also successful in the tender for research on Notice to Quit Exceptions. This work is ongoing.</p> <p>The Department launched a survey to call for views on payment options for tenants on 22 May 2023. We hope to be in a position to go to consultation on alarms and electrical safety by the end of June 2023.</p> <p>Energy Efficiency standards is a more complex piece of work and discussions are underway with regard to internal resourcing in order to be able to take forward.</p>	<p><a href="https://www.legislation.gov.uk/nia/2022/20/contents/enacted">https://www.legislation.gov.uk/nia/2022/20/contents/enacted</a></p> <p><a href="https://www.communities-ni.gov.uk/publications/rent-regulation-private-sector-northern-ireland">https://www.communities-ni.gov.uk/publications/rent-regulation-private-sector-northern-ireland</a></p>

## Strategic Priority 6

**Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community**

Workstream	Summary / Current Status	Further reading
<b>Annual Research Programme</b>	<p>The Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Work on a wide range of ongoing and one-off research projects continued in 2022/23.</p> <p>Key outputs included the second and final suite of <b>Strategic Housing Market Analysis</b> reports; an analysis of the standards and costs of developing social housing in Northern Ireland; a report commissioned for DfC to support policy development in relation to the provision of an <b>intermediate rent product</b> for Northern Ireland; and findings of surveys to improve understanding of the experiences of Housing Executive tenants in relation to <b>Universal Credit</b>, and measure the satisfaction of tenants living in social housing completed during 2017/18. Preparations have also been under way for House Condition Survey fieldwork, which is planned for spring/summer 2023.</p>	<p><a href="#">Annual research programme</a></p> <p><a href="#">The Housing Executive - Housing market analysis (nihe.gov.uk)</a></p> <p><a href="#">Standards and costs of developing social housing in Northern Ireland</a></p> <p><a href="#">Exploring the Provision of an Intermediate Rent Product for Northern Ireland</a></p> <p><a href="#">Housing Executive Tenants and Universal Credit</a></p> <p><a href="#">New Build Social Housing Satisfaction Survey</a></p> <p><a href="#">The Housing Executive - Research (nihe.gov.uk)</a></p>
<b>Hate Harassment Toolkit</b>	<p>The Harassment Toolkit provides customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment. Hate incidents, whether or not they are hate crimes, are a form of anti-social behaviour and the Housing Executive will continue to be committed to dealing quickly and positively with any hate harassment within our estates.</p>	

# Part 2 - Local Context

This local update is focused on the Housing Executive's achievements and performance during 2022/23 in relation to the Antrim and Newtownabbey Borough Council area and looks forward to next year and the remaining Plan period to 2026, and working in partnership with the Council to meet our business objectives and assist the implementation of community planning goals. It should be read in conjunction with Part One – Strategic Context.

Antrim and Newtownabbey Borough Council area has a population of 145,663 (Census 2021) and is a major industrial, retail, education and residential centre. The Borough is predominantly urban in nature and is continuing to grow with just over a 5% increase in population between the 2011 and 2021 Census figures. In terms of housing, the Housing Executive's [Commissioning Prospectus](#) sets out where the unmet housing need is within the Antrim and Newtownabbey Borough Council area, and the type and mix of homes required. These will be planned for and delivered through the 3 year Social Housing Development Programme, reviewed annually.

The Housing Executive will continue to work with the Council, through the Community Planning Partnership, to ensure that local housing needs are met and that housing investment is targeted where it is most needed.

[Community Planning - Antrim & Newtownabbey Borough Council  
\(antrimandnewtownabbey.gov.uk\)](https://www.antrimandnewtownabbey.gov.uk)

## Over the past year



From left to right:- Leeann Vincent (Housing Executive Assistant Director of Asset Management), Maeve Hamilton (Department for Economy's Director of EU Fund Management Division) Deirdre Hargey MLA (Former Minister for Communities) and Breige Mullaghan (Housing Executive Area Manager) visiting homes in the Abbeyville area of Newtownabbey

## Aluminium Bungalows Upgraded

**Strategic Priority 3 action to deliver planned investment and maintenance to Housing Executive Stock.**

Across the Antrim and Newtownabbey Borough Council area, 51 aluminium bungalows were upgraded in Newtownabbey, Crumlin, Randalstown and Ballyclare at a total cost of £1.8m. The Project was part funded from the European Regional Development Fund (ERDF), through its Investment for Growth and Jobs Programme for Northern Ireland, which is managed by the Department for the Economy with the remainder being invested by the Housing Executive.

Former Minister for Communities, Deirdre Hargey, joined the Housing Executive's Assistant Director of Asset Management, Leeann Vincent and Department for Economy's Director of EU Fund Management Division, Maeve Hamilton, to visit properties in Newtownabbey that were recently completed as part of the EU funded energy improvement project.

The former Minister said, "It is impressive to see this type of work, which will future-proof homes for the years ahead and help tackle issues like fuel poverty. Significant large-scale projects such as this one will be crucial as we reduce our carbon footprint and this provides a great benchmark for activity".

Works included in the scheme include external aluminium wall cladding replaced with external wall insulation system with K-Rend plaster finish. Existing timber framed windows were replaced with PVC double glazed windows and front and rear doors replaced with GRP composite door sets. All dwellings were fully rewired as well as having bathrooms and kitchens refurbished.





Clanmil Housing Association's refurbishment and conversion of Ulster University's student accommodation to social housing at Glenwhirry Court, Whiteabbey

## Refurbishment of Ulster University Student Accommodation to Social Housing – Whiteabbey

**Strategic Priority 1 action to oversee development of Strategic Guideline Target for Antrim & Newtownabbey Borough Council social homes.**

This new build scheme, funded from the Department for Communities' (DfC) grant through the Housing Executive, was delivered this past year by Clanmil Housing Association. This contemporary development comprises of 36 apartments and brought a new life to what was previously the Ulster University's student accommodation for their Jordanstown campus. This former student accommodation allowed for refurbishment and regeneration of the area due

to the move of Ulster University from the area into Belfast City Centre. The scheme has provided accommodation for a mix of household types including for families, single people and provision for wheelchair users.



From left to right:- Pictured in the newly planted garden at the Lock Keepers Cottage, Toomebridge are Stephen Gamble (Housing Executive Good Relations Officer), Una Johnston (TIDAL) along with St Oliver Plunkett Primary School pupils Mya, Grace, Mark-Og, Eoin and Mrs Kearney (teacher)

## Garden Feature at the Lock Keepers Cottage, Toome

**Strategic Priority 4 action to raise awareness and promote diversity and integration through Community Cohesion Strategy.**

Funding from the Housing Executive's Community Cohesion Unit has helped them create the kiddies cottage garden play area at the front of the Lock Keepers Cottage, increasing the appeal of this busy social enterprise café on the banks of the River Bann. TIDAL Toome, the vibrant community group in the area, has been continually working to provide and improve services for the village and the surrounding rural area for almost 30 years.

Una Johnston, Director of TIDAL Toome, highlighted how the children's section of the garden has flourished, creating a new and welcoming space that both involves and includes children. She said, "We have a Mothers and Toddlers group and a Tiny Steps group for young and expectant mothers that meet

weekly, and a safe play area for them and all the children visiting the cottage was missing".

Housing Executive Good Relations Officer, Stephen Gamble said, "This is a prime example of how community strengths can develop and effect change for the better. The funding that the Housing Executive has provided, along with other local partner agencies, has truly made a difference here and put Toome on the map again".

Four local schools were involved in the planning and creation of the garden, and children from St. Oliver Plunkett Primary School were one of four schools that got to visit and explore the kiddies' cottage garden when it completed in 2022.





New Social Housing for over 55's at 31 Belfast Road, Antrim by Triangle Housing Association

## New Social Housing for the over 55's – Belfast Road, Antrim

**Strategic Priority 1 action to oversee development of Strategic Guideline Target for Antrim and Newtownabbey Borough Council social homes.**

This scheme for older people, developed through the Social Housing Development Programme administered by the Housing Executive, was completed in April 2022. The scheme provides 12 high-quality apartments for people in later life and was designed around the 'HAPPI principles' that aim to promote the social inclusion and empowerment of older people to live an independent and socially active life at the heart of their community. The scheme is a much welcome addition to the village which has high demand for quality housing.

The scheme also consists of 4 apartments and 4 houses for general needs that have provided accommodation for a mix of household types including for families and single people in close proximity to Antrim town centre.

## In Antrim and Newtownabbey Borough Council in 2022/23, the Housing Executive:



**Managed**  
**6,315**  
social homes



**Allocated**  
over  
**510**  
homes



**Started**  
**92**  
new social homes



**Completed**  
**36**  
Disabled facilities  
grants



**Provided**  
**54**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out**  
**£25.41m**  
in Housing Benefit



**Completed**  
**85%**  
of repairs  
within target



**Community  
Grants**  
**£21.0k**  
funding awarded



**Community  
Cohesion**  
**£49.27k**  
funding awarded



**Community  
Safety**  
**£78.57k**  
funding awarded



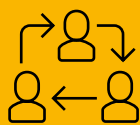
**Energy  
Efficiency**  
**£1.10m**  
spend



**Affordable  
Warmth**  
**416**  
installations



**Affordable  
Warmth Spend**  
**£1.11m**  
spend



**Supporting  
People**  
**£3.47m**  
spend



**Disabled Facilities  
Grants (DFGs)**  
**£633k**  
approval value



**Adaptations**  
**£0.92m**  
spend



**New Build**  
**£18.24m**  
spend



**New Build  
Completed**  
**155**  
homes



**Under Construction**  
**371**  
homes



**New Build Planned**  
**417**  
units (2023 – 2026)



**Waiting List  
March 2023**  
**3,119**  
applicants, **2,378** in  
Housing Stress (76.2%)

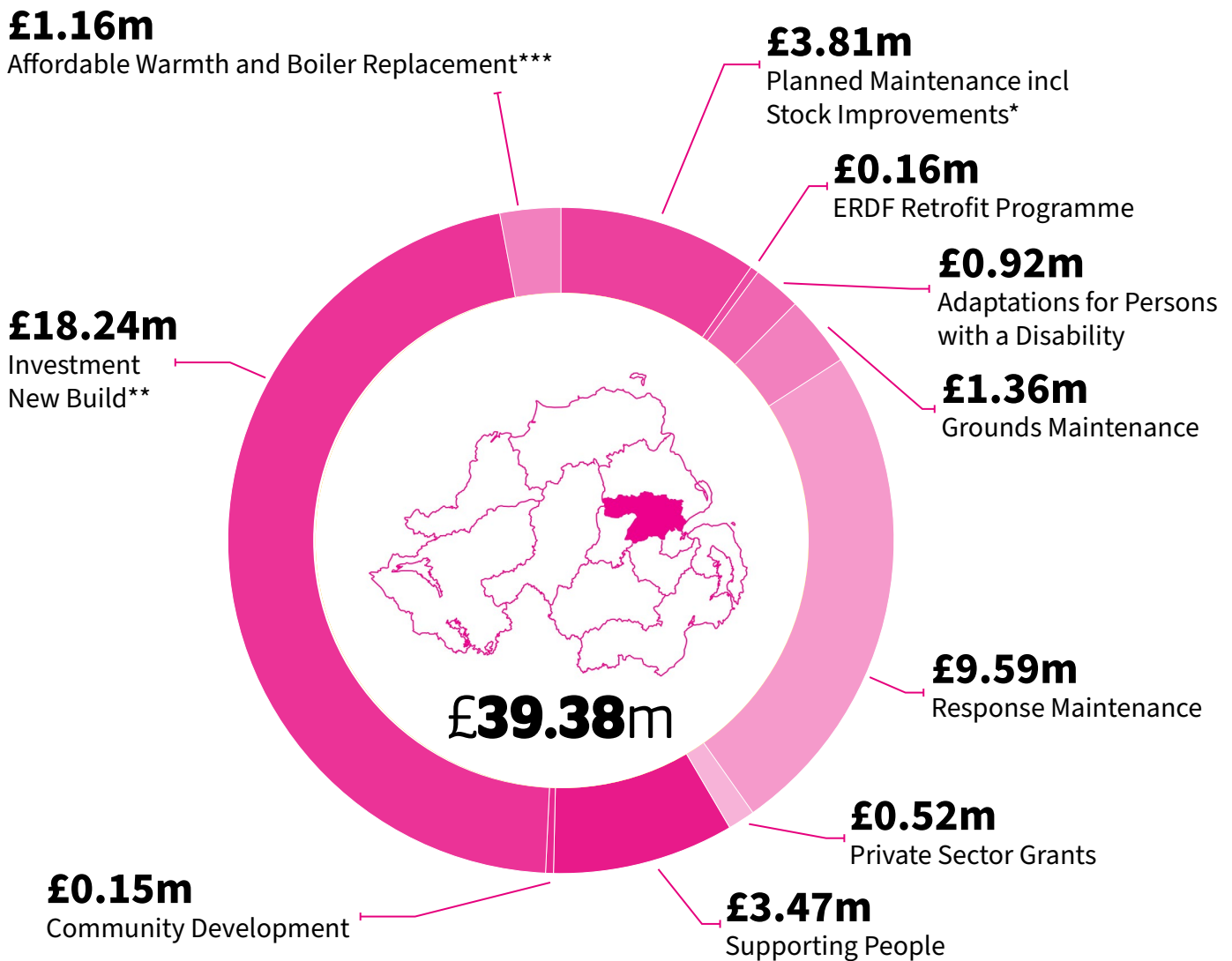


**NIHE House Sales**  
**54**  
average selling price  
£48,494

## Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £39.38m for Antrim and Newtownabbey Borough Council area.

### Antrim and Newtownabbey Borough Council 2022/23 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.29m and Stock Improvement Spend was £0.52m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

\*\*\*Affordable Warmth spend was £1.11m and Boiler Replacement spend was £51k.

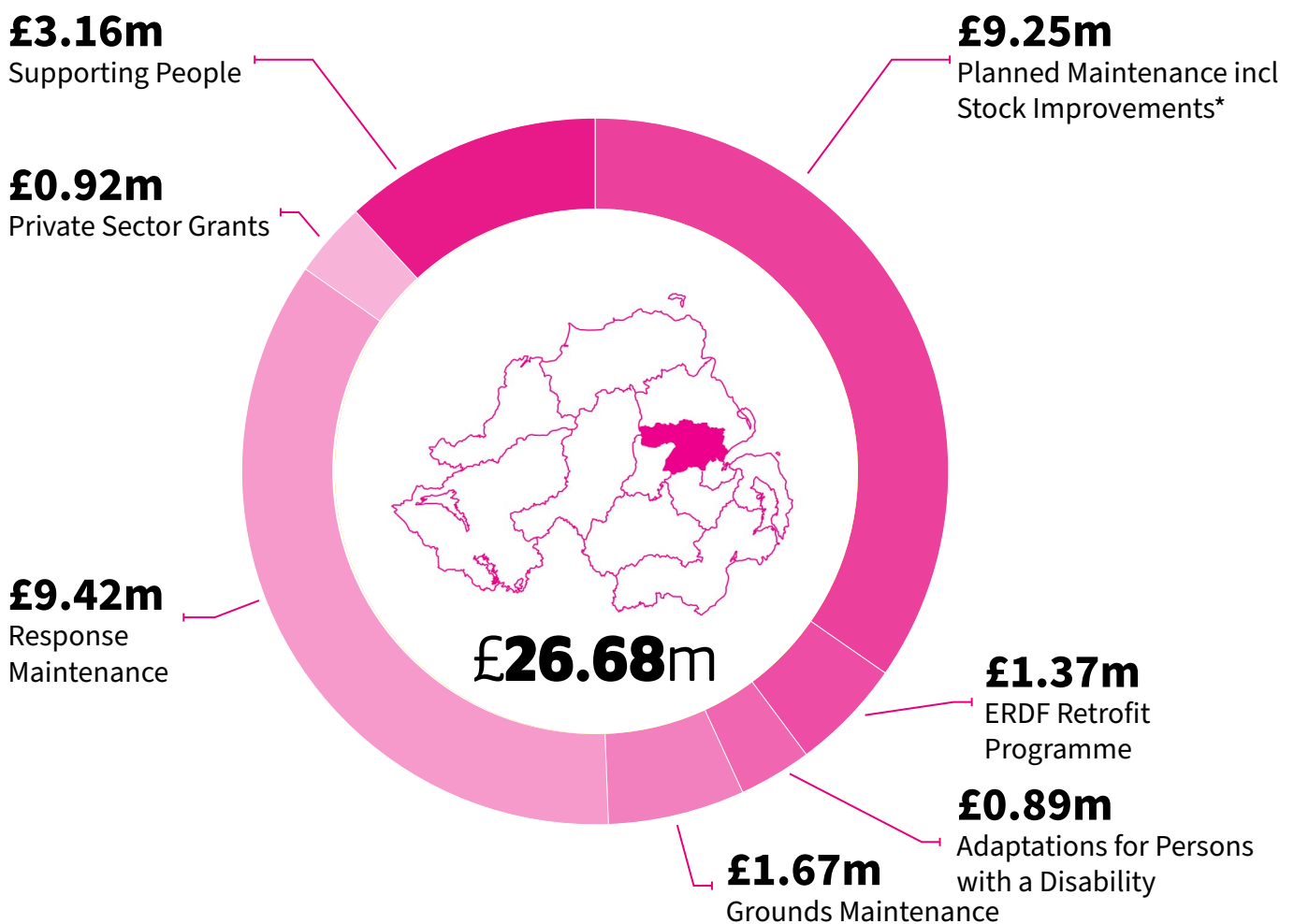
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Antrim and Newtownabbey Borough Council area totalling £26.68m.

### Antrim and Newtownabbey Borough Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £5.76m and Stock Improvement Spend is £3.49m.

Investment in new build and Community Development projected spend is not available.

Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated.

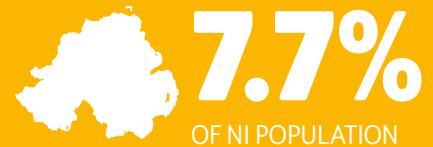
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

## Demographic Context

The **population** of Antrim and Newtownabbey Borough Council has increased by 5.1% from 138,567 on Census day 2011 to **145,663** on Census day 2021, according to NISRA



The borough accounts for **7.7%** of the overall **Northern Ireland population** in 2021



The population in the Antrim and Newtownabbey Borough Council has continued to increase with the **largest increase concentrated in the 65+ age group**, 24.4% over the period 2011 to 2021. In the same period, the working age population increased slightly by 2.5% and those aged 0-15 years old decreased slightly by 0.1%



In the same period, average household size reduced from 2.51 to 2.41, while the number of households increased by 5,422 from 54,035 to 59,457 over the ten years from 2011 to 2021. Though the need for singles and small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons.

## The Housing Market

There is a projected **Housing Growth Indicator** (HGI) new dwelling requirement of 4,200 for the period 2016-2030 in the Antrim and Newtownabbey Borough Council. The overall Northern Ireland requirement for the same period is 84,800



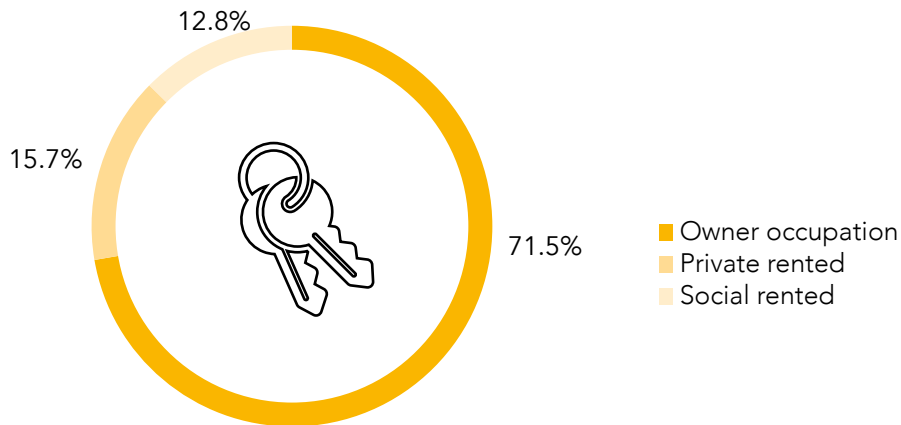
The HGI, along with the Housing Executive's Housing Needs Assessment and Strategic Housing Market Analysis will inform the Council's Local Development Plan on the need for additional land for the development of new housing.

Census 2021 reports that there were **59,457 households** in the Antrim and Newtownabbey Borough Council, of these 71.5% were Owner Occupied, 15.7% Private Rented and 12.8% Social Rented. These figures include 'vacant when last occupied' within the three main tenure groups



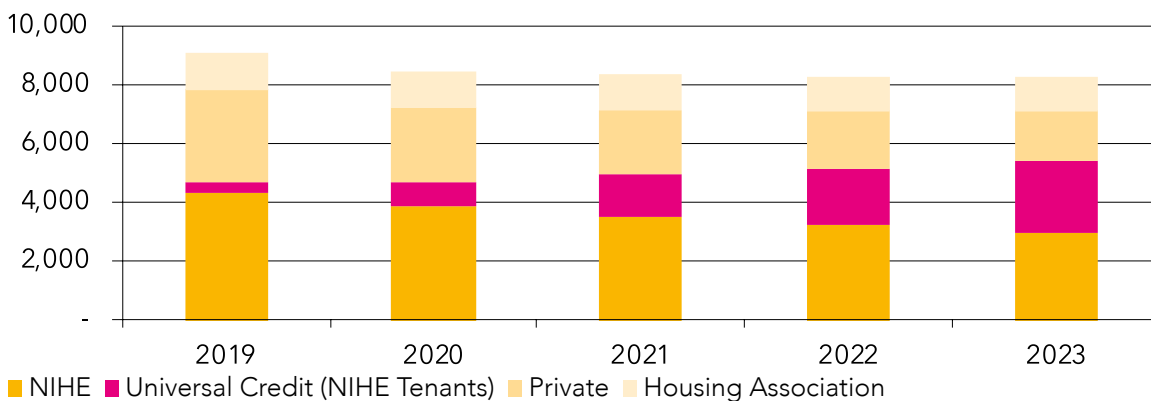


## Tenure Breakdown



Source: Northern Ireland Census 2021

## Housing Benefit/Universal Credit\*



Source: NIHE & DfC

\* Universal Credit refers to Housing Executive tenants receiving the Housing Cost element of Universal Credit.

Out of £470m spend across Northern Ireland during 2022/23, £25.41m in housing benefit was administered by the Housing Executive for the Antrim and Newtownabbey Borough Council area (5.4% of total spend).

There were **2,502 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Antrim and Newtownabbey Borough Council area at the end of March 2023



The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

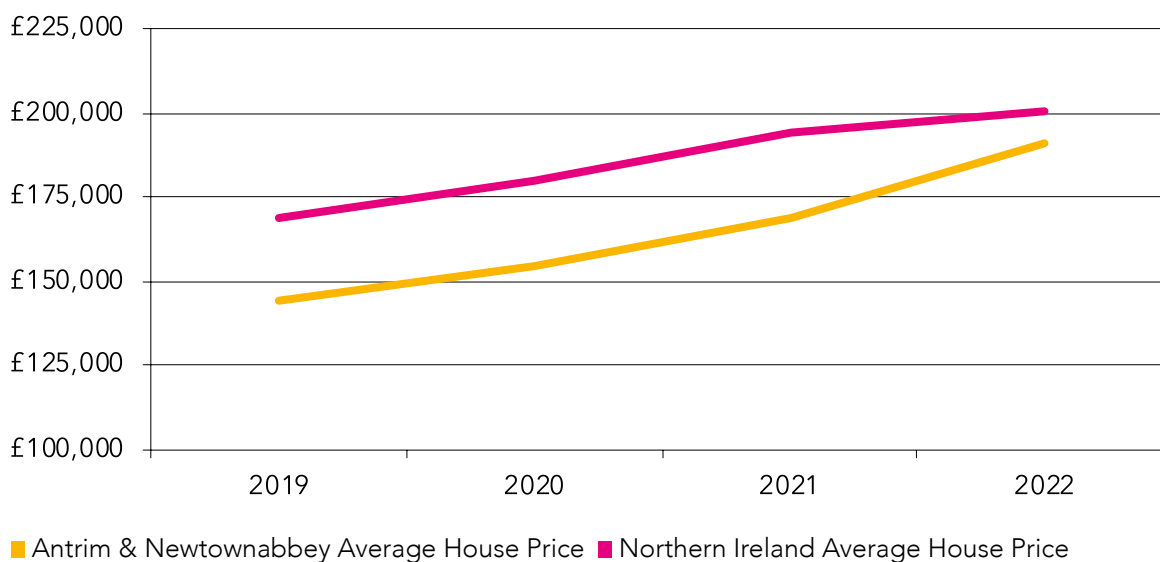
## Owner Occupied Sector

Owner Occupation comprises 71.5% of the overall homes in the borough (Census 2021).

Ulster University state that the **average house price** in the Antrim and Newtownabbey Borough Council in 2022 was £191,095 which represents an increase of 13% on 2021 figures



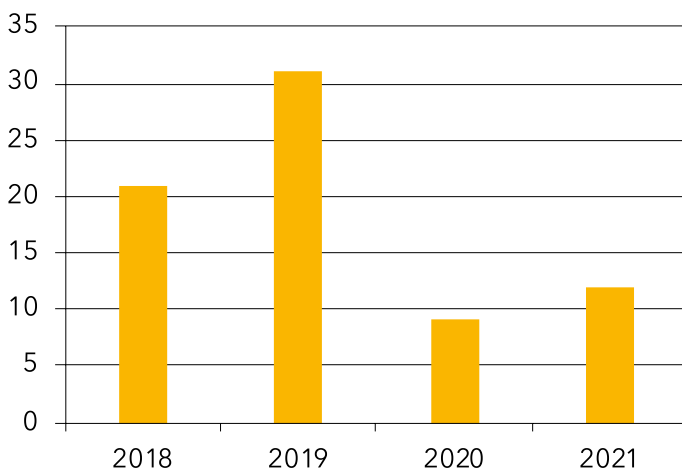
### Average Annual House Prices



Source: Ulster University

During 2021, there were 12 repossessions in Antrim and Newtownabbey Borough Council. This represents a 43% decrease since 2018.

### Repossessions



Source: Northern Ireland Courts and Tribunals Service



### Demand for intermediate housing

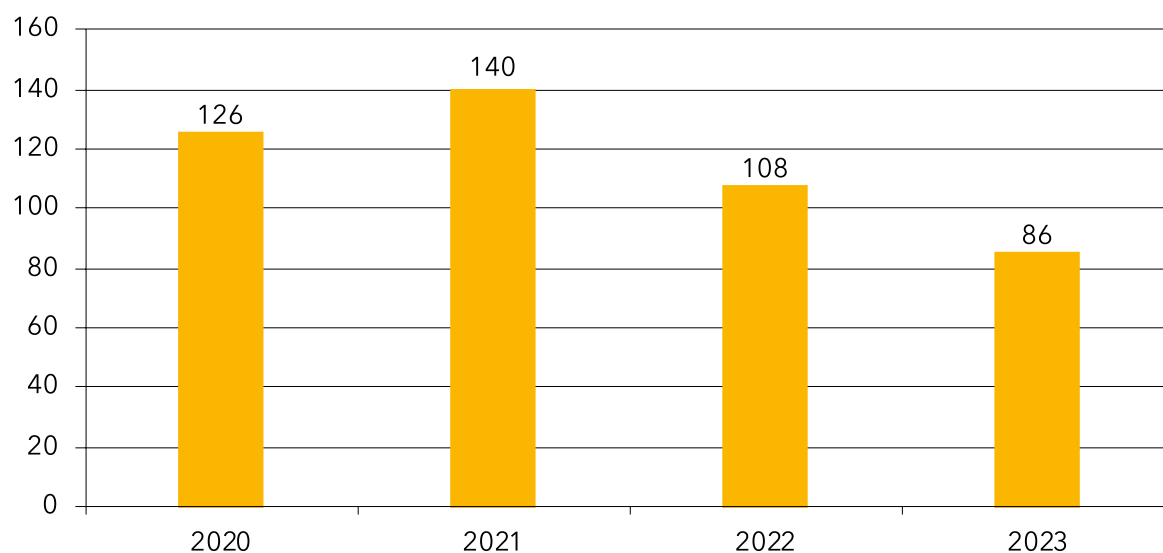
aimed at low-income households in the Antrim and Newtownabbey Borough Council area is estimated at 910 units between 2020 and 2035



**Co-Ownership** Housing Association had an active stock of 1,234 dwellings at March 2023, **86 of which were purchased** during 2022/23



### New Co-Ownership Purchases

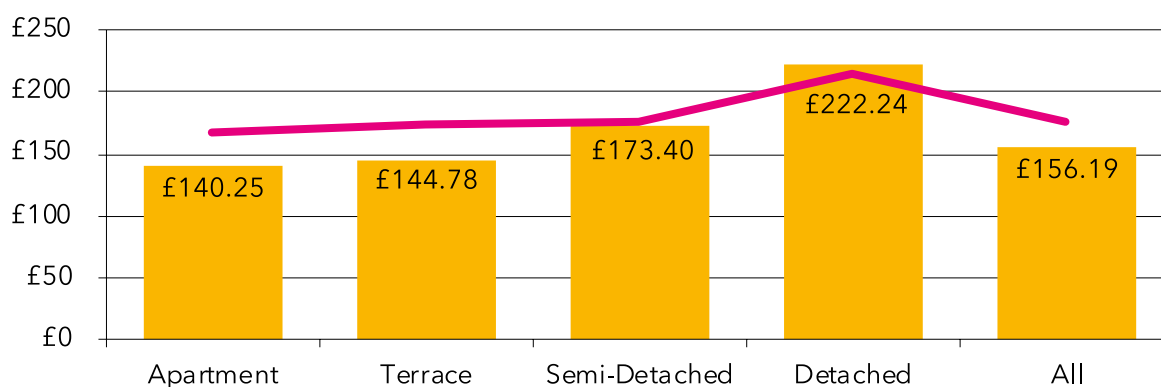


Source: Co-Ownership Housing Association

## Private Rented Sector (PRS)

The Private Rented Sector comprises 15.7% of homes in Antrim and Newtownabbey Borough Council (Census 2021).

### Average Weekly Private Sector Rent by Dwelling Type



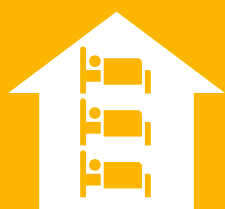
■ Antrim & Newtownabbey ■ Northern Ireland Average

Source: Ulster University

Antrim and Newtownabbey Borough Council falls within the Lough Neagh Upper Broad Rental Market Area (BRMA).



The Local Housing Allowance for 2023/24 for **2 BEDROOM DWELLINGS** within the BRMA is **£93.41** per week in Lough Neagh Upper



The Local Housing Allowance for 2023/24 for **3 BEDROOM DWELLINGS** within the BRMA is **£102.17** per week in Lough Neagh Upper

DfC's **Landlord Registration scheme** identified 5,023 properties registered by 3,136 landlords in Antrim and Newtownabbey Borough Council at March 2023

**5,023**   
PROPERTIES REGISTERED

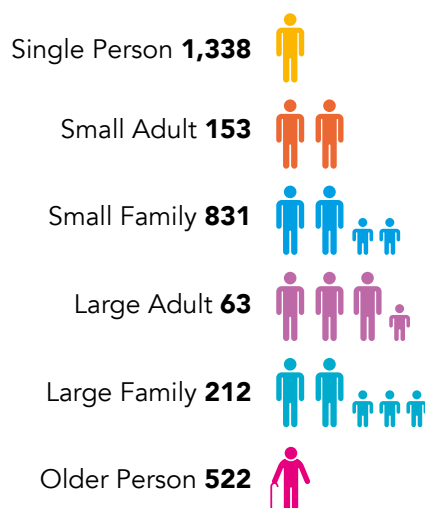
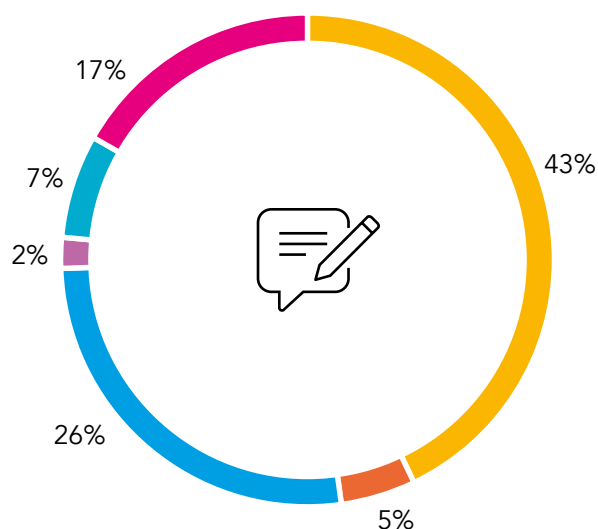
## Social Housing Sector

The social sector share of the housing market in Antrim and Newtownabbey Borough Council was 12.8% (Census 2021).

54 Housing Executive properties were sold to tenants in Antrim and Newtownabbey Borough Council under the House Sales Scheme during 2022/23. The average selling price was £48,494, after discount.

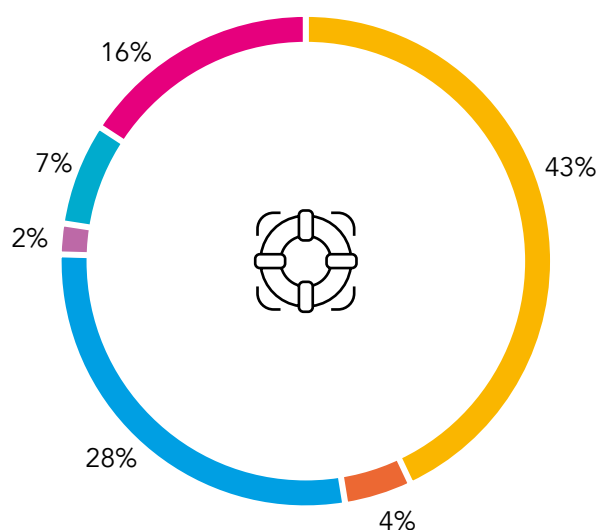
At March 2023, there were 3,119 applicants on the waiting list for Antrim and Newtownabbey Borough Council area with 2,378 in housing stress. There were more than 510 allocations over the year. See Appendix 7 for area breakdown.

### Waiting List Applicants

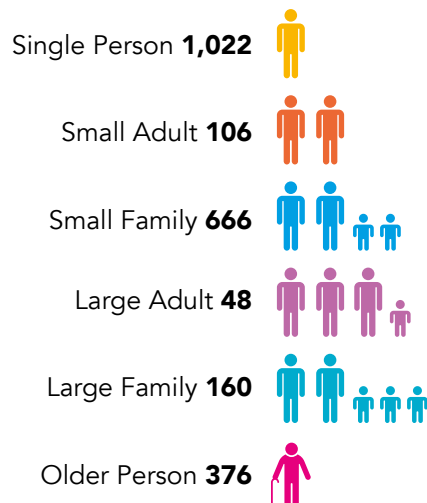


Source: NIHE, March 2023

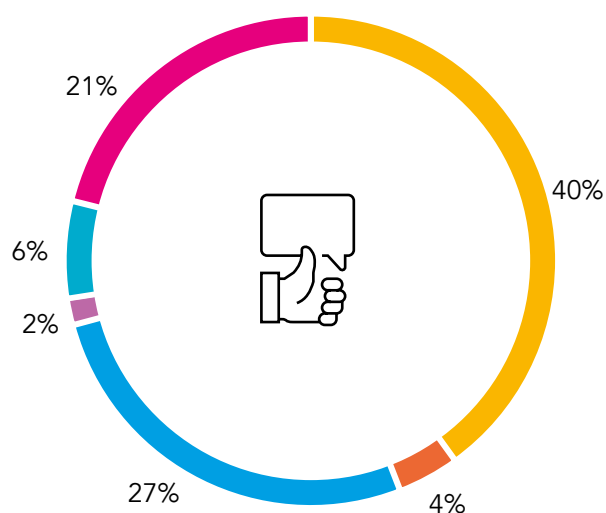
## Applicants in Housing Stress



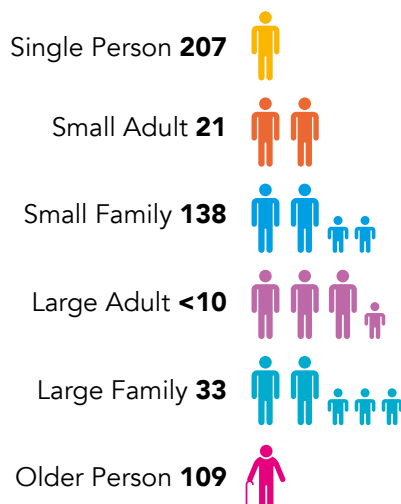
Source: NIHE, March 2023



## Allocations to Applicants



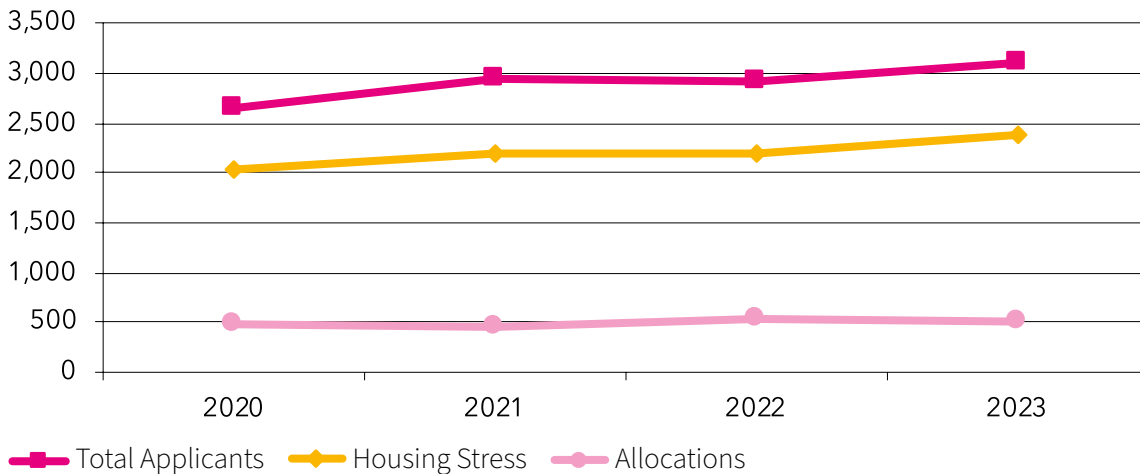
Source: NIHE, March 2023



## Definition of Household Types

Single Person	1 person 16-59 years old	Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Small Adult	2 persons 16-59 years old	Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15, or 3 or more persons 16 or over and 2 or more children aged 0-15
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children	Older person	1 or 2 persons aged 16 or over, at least 1 over 60

### Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Antrim and Newtownabbey Borough Council has increased between 2022 and 2023.

The **five-year assessment** for 2022-27 shows a need for 1,125 units in the Council area. Refer to Appendix 2, which shows that the projected housing need is within the main towns within the Borough

  
**1,125**  
projected housing need

To address social need, the Housing Executive's three-year Social Housing Development Programme (SHDP) has 417 housing units planned for 2023/24 to 2025/26.

During 2022/23, 155 homes were completed across the Antrim and Newtownabbey Borough Council area and 371 units were under construction at the end of March 2023. See Appendix 3 for details of the programme, completions and on-site schemes.

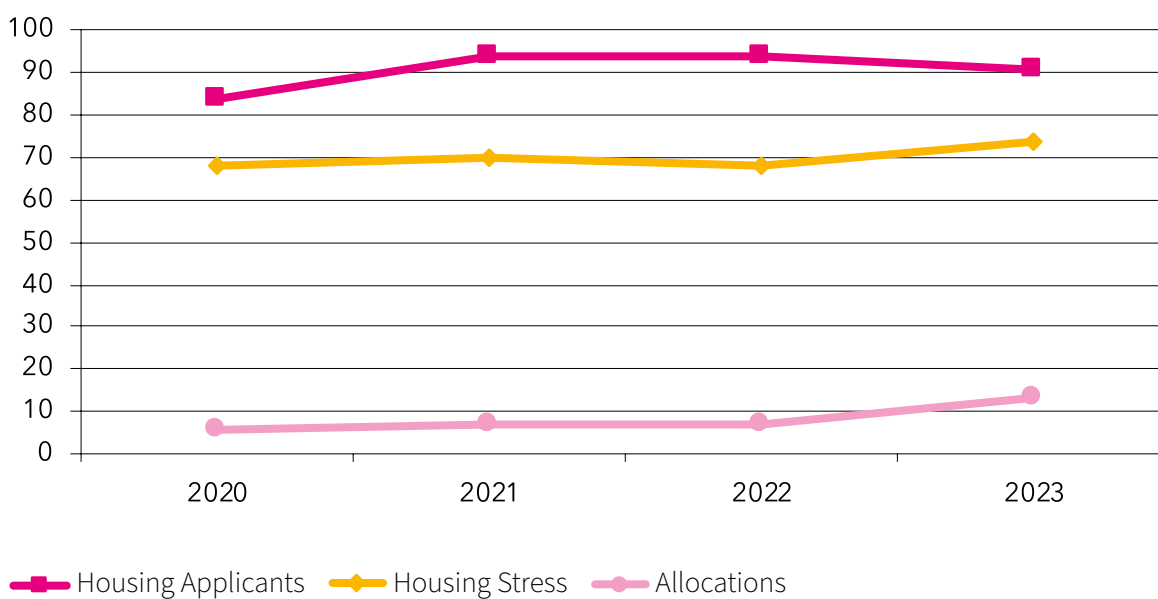


## Rural Areas

House and land prices, land availability and rates of development, may make the first steps into owner occupation more difficult for many young rural households within the Antrim and Newtownabbey Borough Council area. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation due to a more competitive housing market.

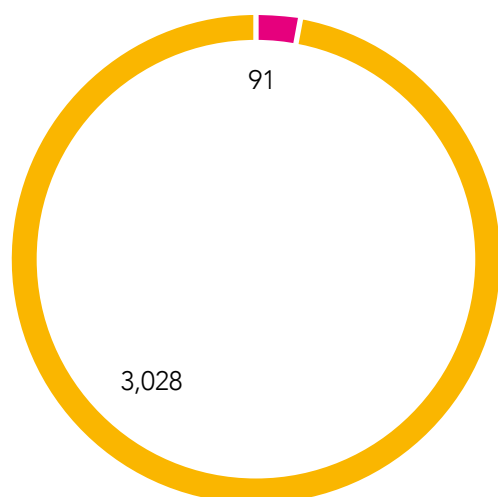
The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from Community Representatives.

### Rural Housing Waiting List Trends

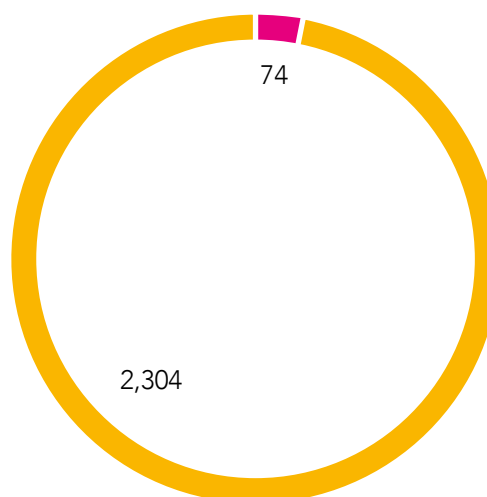


Source: NIHE

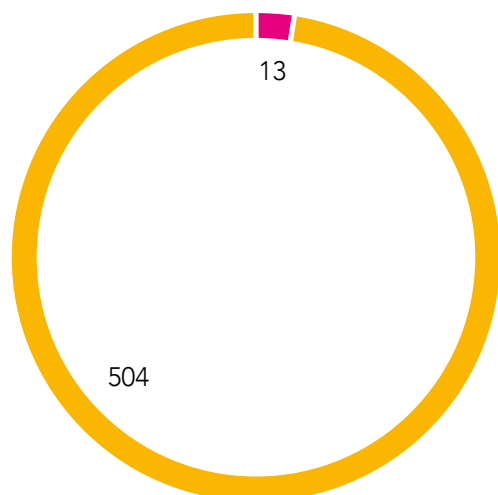
### Waiting List Applicants 2023



### Applicants in Housing Stress 2023



### Allocations to Applicants 2023



■ Antrim & Newtownabbey Rural  
■ Antrim & Newtownabbey Urban

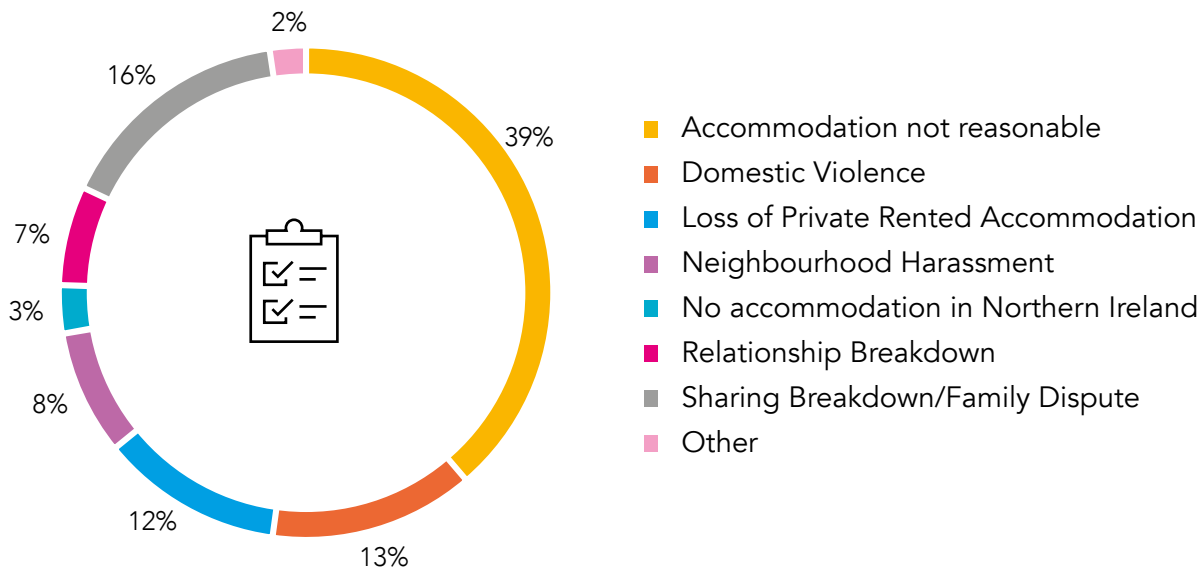
Source: NIHE, March 2023

## Homelessness

The number of households presenting as homeless in Antrim and Newtownabbey Borough Council increased between March 2022 and March 2023 with 1,341 presenters by the end of March 2023. The number of those accepted as Full Duty Applicants increased to 1012, see Appendix 5.

There are a range of temporary accommodation options available within the Antrim and Newtownabbey Borough Council area. During 2022/23, the Housing Executive made 593 placements, which included 80 placements in Housing Executive hostels, 52 in voluntary sector hostels, 215 in Hotels/Bed and Breakfast, 160 in leased properties, 77 in single-let properties and 9 placements in Bespoke Temporary Accommodation.

### Reasons for Homelessness



Source: NIHE

## Specialised Housing and Housing Support Services

### Accessible Housing

Within Antrim and Newtownabbey Borough Council area, there was an **identified social housing need** at March 2022 for **42 wheelchair units**



### Adaptations

During 2022/23, the Housing Executive spent **£0.92m on adaptations** to their properties in the Antrim and Newtownabbey Borough Council area  
See Appendix 4



### Disabled Facilities Grants

During 2022/23, the Housing Executive approved **56 Disabled Facilities Grants** for private sector dwellings and completed 36. The approval value in Antrim and Newtownabbey Borough Council area in 2022/23 was £633k See Appendix 4



### Supporting People

The Housing Executive, through the Supporting People Grant, funds 54 Housing Support Services across the Antrim and Newtownabbey Borough Council area at a cost of £3.47m, providing housing support to 1,330 clients per year.

## Community Planning

The Community Plan for Antrim and Newtownabbey Borough Council, [‘Love Living Here’](#), was published in June 2017. The Plan covers a 15 year period from 2017 until 2030 and was published using an outcomes-based approach in consultation with the Council and its statutory partners. The Housing Executive also contributed to the [‘Love Living Here, Statement of Progress’](#) which was published in November 2019.

The Housing Executive is a statutory partner, and our Place Shaping staff attend quarterly Community Planning Partnership and Outcome Delivery Group meetings. We contribute to a number of actions in the Delivery Plan and we continue to work with our Community Planning Partners on the management and development of physical assets within the Borough, to ensure that these assets/facilities are utilised to their full potential.

Presently, we are working in conjunction with the Community Planning team to jointly fund a review into both the New Mossley and Monkstown Place Shaping Pilots. This review will test how the Place Shaping approach has been conducted in these areas and explore any further opportunities for collaboration between partners in these locations. The review will be completed in 2024.

A new Place Shaping Pilot for Glengormley DEA is to be undertaken with completion due 2024. The purpose of this project is to understand from a spatial planning perspective what can be achieved across this area underpinned by a structured engagement process with our Community Planning Partners. Part of this work will also seek to identify opportunities for housing led regeneration through identifying opportunity sites for residential and mixed use development. This work will be directly linked to the delivery of the five high level outcomes contained within the Community Plan.

We are also currently continuing to explore collaborative opportunities for the Antrim and Newtownabbey Age Friendly Initiative and the potential for a joint initiative with Council regarding a common approach to biodiversity/rewilding.

Further information on Community Planning in the Antrim and Newtownabbey Borough Council area can be found at [‘Antrim and Newtownabbey Borough Council - Community Planning’](#).

## Local Development Plan

The Antrim and Newtownabbey Local Development Plan 2030 (LDP) will replace the Antrim Area Plan 1984-2001 and the Plan Strategy and Framework of the Belfast Metropolitan Area Plan (BMAP 2015), in so far as it applies to Antrim and Newtownabbey Borough Council.

As the statutory development plan, the LDP is the main policy vehicle to influence housing in the borough for the next 15 years. It is therefore appropriate that the Community Plan and Housing Investment Plan (HIP) are considered within the preparation of the LDP.

The LDP will address the amount of land needed for housing across the borough, during the plan period, in addition to setting out housing policy and objectives. When adopted, the LDP will be the statutory document for assessing future planning applications for housing.

The amount of land needed for new housing will be determined by:

- Housing Growth Indicators (HGIs);
- Allowance of existing commitments;
- Urban capacity studies;
- Housing Needs Assessment;
- Strategic Housing Market Analysis (SHMA);
- Allowance for windfall housing sites; and
- Residual housing need.

The independent examination of Antrim and Newtownabbey Borough Council's draft Plan Strategy, by The Planning Appeals Commission (PAC), took place between May and June 2022. The PAC indicated that they expected to deliver the Commissioner's Report to the Department for Infrastructure (DfI) by January 2023, however this remains outstanding at time of writing. Release of this report is solely a matter for DfI and as such, the Council will have to await the direction as to whether the plan should be adopted with or without modifications, or withdrawn.

Further information on the Antrim and Newtownabbey Local Development Plan 2030 is accessible at [‘Antrim and Newtownabbey Local Development Plan 2030’](#).

# **Local outcomes against Strategic Priorities and Community Planning objectives**

## Strategic Priority 1

**Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Oversee development of SG Target for Antrim and Newtownabbey Borough Council social homes</b>			
Implement 118 Strategic Guideline target for starts (Urban and Rural).	92 units achieved in Antrim and Newtownabbey Borough Council.	2023/24 – 91 SG target 2024/25 - 88 SG target 2025/26 - 89 SG target (Urban and Rural).	1E 2B 2F 5A 5B
<b>Wheelchair Standard Accommodation target of 10% for general needs new build</b>			
Ensure the 10% wheelchair target is met for all general needs new build.	25 wheelchair units were on-site and 10 units completed at March 2023.	Ensure the 10% wheelchair target is met for all general needs new build.	1A 1E 1F 5A 5B 5C
<b>NIHE will carry out an annual five year projected social housing need assessment for the Council area</b>			
Carry out housing need assessment projecting need for 2022-27.	HNA Completed for Antrim and Newtownabbey Borough Council - projected need for 1,125 units for 2022-27 (Appendix 2).	Annual HNA will be carried out for Antrim and Newtownabbey Borough Council to project need over the periods 2023-28, 2024-29 and 2025-30.	5A 5B
<b>Meet Intermediate housing demand (SHMA)</b>			
Completion of the Belfast Metropolitan Area SHMA report, approval by internal and external PAG and Board, publication in Summer 2022 and further insight event scheduled for November 2022.	The Belfast Metropolitan Area SHMA report has been completed and published, including a 15 year intermediate housing requirement by Council area and Housing Market Area, as well as NI level summary report. NIHE insight event took place in March 2023.	Continue to monitor the SHMA report and instigate review if necessary.	2B

Table continues



2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Deliver Co-Ownership</b>			
Funding of £145m was allocated to Co-Ownership for the period 2020/21 to 2023/24 to deliver 4,000 shared ownership homes across NI.	In 2022/23, there were 86 properties purchased through Co-Ownership in the Antrim and Newtownabbey Borough Council area, out of a total of 715 across NI.	The current allocation of funding is £145m for the period 2020/21 to 2023/24 to deliver 4,000 Co-Ownership homes across NI. Future funding arrangements will be agreed between the Department for Communities and Co-Ownership.	5C
<b>Carry out Site Identification Studies</b>			
Further Site Identification Studies (SIS) will be completed as identified.	Within the Antrim and Newtownabbey Borough Council area there were no SISs completed in 2022/23.	SISs have been programmed for Toomebridge and Ballynure for 2023/24.  Further SISs will be completed as identified.	2B
<b>DEA Action Plans</b>			
Continue work on action plans for each of the seven District Electoral Area's within Antrim and Newtownabbey Borough Council. Attend meetings as required.	<p>Glengormley Urban:</p> <ul style="list-style-type: none"> <li>Place Shaping Pilot, jointly funded by Housing Executive and Council, to be delivered 2023/24.</li> <li>1 scheme complete.</li> </ul> <p>Macedon:</p> <ul style="list-style-type: none"> <li>Four schemes completed.</li> <li>Three schemes are on-site.</li> </ul> <p>Antrim:</p> <ul style="list-style-type: none"> <li>One scheme complete.</li> <li>Seven schemes are on-site.</li> </ul> <p>Airport:</p> <ul style="list-style-type: none"> <li>CLA renamed 'Mallusk' to take note of the increasing housing demand in the area.</li> <li>Two schemes are on-site.</li> </ul>	Continue work on action plans for each of the seven District Electoral Area's within Antrim and Newtownabbey Borough Council. Attend meetings as required.	2B 2D 2E 2F

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>Dunsilly:</p> <ul style="list-style-type: none"> <li>• One scheme is on-site.</li> </ul> <p>Threemilewater:</p> <ul style="list-style-type: none"> <li>• Review of Place Shaping Pilot for Monkstown and Mossley, jointly funded by Housing Executive and Council, to be delivered 2023/24.</li> <li>• Two schemes completed.</li> <li>• Two schemes are on-site.</li> </ul> <p>Ballyclare:</p> <ul style="list-style-type: none"> <li>• One scheme complete.</li> <li>• Two schemes are on-site.</li> </ul>		

## Strategic Priority 2

**As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Implement the Energy Efficiency Programme</b>			
NIHE's 2022/25 Energy Efficiency Programme includes 1,646 units at a cost of £6.8m.	NIHE's 2022/25 Energy Efficiency Programme provided 324 units in Antrim and Newtownabbey Borough Council at a cost of £1.10m.	NIHE's 2023/26 Energy Efficiency Programme has planned 2,747 units at an estimated cost of £9.90m in Antrim and Newtownabbey Borough Council.	2E
<b>Implement the Affordable Warmth Scheme</b>			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2022/23 across NI, subject to change following current monitoring round outcome.	In Antrim and Newtownabbey Borough Council 416 measures were carried out to 273 private properties under the Affordable Warmth Scheme in 2022/23, at a cost of £1.11m.	NIHE will implement the Affordable Warmth Scheme. Funding of £14m is available for 2023/24 across NI (please note this figure reflects opening 2023/24 budget allocations and could be subject to change following future monitoring round outcome).	1E 1F 2E 5B
<b>Implement Boiler Replacement Scheme</b>			
NIHE will implement the Boiler replacement scheme with a budget of £2m for 2022/23 across NI, subject to change following current monitoring round.	In Antrim and Newtownabbey Borough Council, 85 properties had boilers replaced at a cost of £51.3k.	NIHE will implement the Boiler Replacement Scheme with a budget of £148k for 2023/24 across NI (please note this figure reflects opening 2023/24 budget allocations and could be subject to change following future monitoring round outcome).	1E 1F 2E 5B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Increase membership of Oil Savings Network</b>			
Continue to increase membership of Oil Savings Network during 2022/23.	8,500+ orders in the 12 months up to March 2023 with 2.4m litres of home heating oil delivered across NI, with 40,050 litres (2%) of this in the Antrim and Newtownabbey Borough Council area.	Continue to increase membership of Oil Savings Network.	2E
<b>Deliver Heritage in Housing Programme</b>			
It is hoped projects that were offered funding support and were unable to complete as planned in 2021/22 will be delivered in 2022/23, subject to budget allocation.	No projects in the Antrim and Newtownabbey Borough Council area for 2022/23.	There are no projects planned at current time.	

## Strategic Priority 3

**As NI's largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Deliver the Supporting People Programme</b>			
£3.29m was approved to deliver the Supporting People Programme for 2022/23, (Appendix 5).	£3.47m was spent delivering the Supporting People Programme for 2022/23. 46 accommodation-based services for 961 service users. Eight floating support schemes for 369 service users.	£3.16m has been approved to deliver the Supporting People Programme for 2023/24.	1A 1E 1F 5A 5B 5C
<b>Deliver planned investment and maintenance to NIHE stock</b>			
Funding for NIHE planned maintenance schemes for the Council area in 2022/23 is estimated at £9.34m (Appendix 4).	In 2022/23, NIHE spent £3.29m on planned maintenance schemes in the Council area, (Appendix 4).	Funding for NIHE planned maintenance schemes for the Council area in 2023/24 is estimated at £5.76m, (Appendix 4).	1E 5B
<b>Deliver elemental / response improvements to NIHE stock</b>			
Funding for NIHE stock improvement work for the Council area in 2022/23 was estimated at £1.61m.	In 2022/23, NIHE spent £0.52m on stock improvement work.	Funding for NIHE stock improvement work for the Council area in 2023/24 is estimated at £3.49m, (Appendix 4).	1E 5B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
NIHE will complete response maintenance repairs within the required target time.	84.6% of NIHE response maintenance repairs in NI were completed within the required time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customers' satisfaction.	92.5% of NIHE response maintenance repairs were carried out to customers' satisfaction across the borough.	NIHE will carry out response maintenance repairs to customers' satisfaction.	
<b>Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding</b>			
DfC to fund Areas at Risk, Small pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2022/23.	£14.1k SPOD, £66.8k Areas at Risk and £121.9k Neighbourhood Renewal funding was received by groups in the Antrim and Newtownabbey Borough Council area during 2022/23. Additionally, further funding of £1.5k SPOD was received for Fuel and Energy Costs as part of a DfC Cost of Living exercise.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2023/24.	1A 5B 5C
<b>Implement Social Enterprise Plus Strategy</b>			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy.	As part of a midterm review, a further round of funding is planned totalling £200,000 for 2023/24 financial year. Following review of the Tenant and Customer Services Board Paper in Jan 2023, it was recognised that a small sum of £50k was allocated on top of the 23/24 budget of £150,000. This review included the 4 elements below of being of particular interest;	3B 3C 3D
Funding for social enterprise currently under review.			

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
		<ul style="list-style-type: none"> <li>• Cost of living crisis</li> <li>• Climate change</li> <li>• The Introduction of Social Value in Public Sector Procurement</li> <li>• Post-COVID-19 Recovery</li> </ul> <p>The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.</p>	

## Strategic Priority 4

**As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Transform model of homelessness provision towards prevention</b>			
Homelessness Strategy 2022/27 – Completion of Action Plan.	<a href="#">Homelessness Strategy 2022-27 Year 1 Action Plan</a> contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. It is anticipated the Year 1 Annual Progress Report will be published in the summer of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy.	A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.	1F 5B 5C
<b>Monitor impact of FRA on discharge of homelessness duty</b>			
It remains vital that the NIHE considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.	Continued to engage with Homelessness colleagues on Tenure neutral discharge (Proposal 4).	Tenure neutral discharge (Proposal 4) is a longer term proposal with a planned implementation early to mid-2025.	1E 1F 5B 5C

Table continues



2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Develop the Housing Solutions and Support approach and conduct peer review			
Continue to develop approach, including through potential staff accreditation.	The Housing Solutions approach is utilised for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach. On an ongoing basis, CIH professional qualifications are promoted for all Housing staff.	Review the Housing Solutions and Support approach/ model.	1E 1F 5B 5C
Procure an appropriate organisation to conduct reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement based on 2022 scoping review.	Scoping review has been utilised to inform internal review of Housing Solutions and support service.	Explore the potential of accreditation of staff in the respect of the delivery of the delivery of housing options/ solutions.	
Ensure information is readily available across all tenures to meet the needs of a housing options service. Contribute to the delivery of the DfC Housing Supply Strategy.	Scoping exercise complete to develop specification of IT systems to support delivery of Housing Solutions service.	Contribute to scoping and specification of IT system to support delivery of housing solutions service.	
Facilitate Community Safety projects through funding and continue to partner on Anti-Social Behaviour Forum & Policing and Community Safety Partnerships			
We will continue to implement our Community Safety Strategy ‘Working Together For Safer Communities’ supported by our annual action plan.	Our strategy supports working together with a range of partners across statutory, voluntary and community sectors.	We will continue to implement our Community Safety Strategy ‘Working Together For Safer Communities’ supported by our annual action plan.	2B 2D

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p> <p>NIHE will continue to partner on ASB Forum and a designated agency in the PCSPs and will deal with reported cases of ASB including hate harassment in its estates.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	<p>During 2022/23, £78.6k was awarded in the Council area for community safety projects including £25k for Antrim and Newtownabbey Wardens.</p> <p>During 2022/23, NIHE dealt with 123 cases of ASB within the Council area. Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum within PSNI, Council and Department of Justice to discuss cases of common concern.</p> <p>During 2022/23, there were two Hate Incident Practical Action scheme (HIPA) incidents actioned in the council area.</p>	<p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p> <p>NIHE will continue to partner on the ASB Forum. NIHE Area Managers will continue to attend their respective PCSP meetings.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	
<b>Raise awareness and promote diversity and integration through Community Cohesion Strategy</b>			
NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.	NIHE continues to engage at a strategic and local level to deliver programmes that raise awareness and promote diversity and integration.	The Community Cohesion Strategy is under review with S3 Solutions and it will be going out for consultation.	2B
<b>Promote good relations and continue to fund SCNI</b>			
NIHE will promote Good Relations across the five themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	Community Cohesion funding of £49.3k was spent on 13 projects.	We will continue to support a community-led approach across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	1F 2B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Continue to work with groups to ensure we give the best outcomes for our communities.	NIHE staff continued to partner with SCNI to train and support community groups and members of the HCN.	We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.	1F 2B 2C 5B 5C
<b>Administer community grants and HCN funding</b>			
The Community Grants 2022/23 budget has been agreed as £20,000 per Area Office. Funding of £2,077 per area for HCN is also available.	A total of £21k was spent on Community Grants in 2022/23.	We will review the effectiveness of the existing Community Grants Programme and ensure resources are targeted to most effective activities.  We will seek potential new funding streams.	1F 2B 2C 5B 5C
<b>Continue to monitor implementation of Community Involvement Strategy Action Plan</b>			
The action plan will incorporate new ways of supporting and engaging our communities to reflect the ongoing restrictions due to the COVID-19 pandemic.	New ways to support our communities were developed to reflect the restrictions imposed by the COVID-19 Pandemic. Digital capacity was expanded and tablets disseminated within the Central Housing Forum and working groups. Community grants also supported digital inclusion initiatives.	Our focus will be on delivering sustainable communities committed to reducing our carbon footprint. A targeted effort will be put on reducing poverty and improving health and wellbeing.	1F 2B 2C 5B 5C
<b>Identify hidden rural housing need</b>			
NIHE will continue to work with rural communities to identify hidden rural housing need.	11 housing need tests were completed across Northern Ireland during 2022/23.	NIHE will continue to work with rural communities to identify hidden rural housing need.	1A 5C

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Rural Community Awards</b>			
NIHE hopes to offer the Rural Community Awards on an annual basis.	The 2022 Rural Community Awards will be presented in March 2023 at an awards event in Dungannon to the winning community groups and individuals.	We will continue to develop and deliver the Housing Executive Rural Community Awards Competition annually.	

## Strategic Priority 5

**As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Through Community Planning, promote housing-led regeneration</b>			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	<p>Promote housing led regeneration through master planning proposals in urban and village centres.</p> <p>Place Shaping Pilot for Glengormley, jointly funded by Housing Executive and Council, to be delivered 2023/24.</p> <p>A review of the Place Shaping Pilots for Monkstown and New Mossley, jointly funded by Housing Executive and Council, to be delivered 2023/24.</p> <p>NIHE and DfC approved Monkscoole House in Rathcoole for demolition (under the Tower Block Strategy). Demolition to be completed Summer 2023.</p>	2B 2E 2F

*Table continues*

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Development of Private Rented Sector Access Scheme (PRSAS)</b>			
There is currently no budget availability in 2022/23 for a PRSAS as the homeless budget is already short of funding on a number of key priority areas. However the development of a scheme that will provide support for those seeking to access or maintain private rented accommodation will continue to be a priority for NIHE.	Funding has been supplied to a number of small initiatives that facilitate those accessing accommodation in the private rented sector. However there has not been sufficient budget availability to commission the development of larger scale PRSAS.	We do not have a confirmed homeless budget for 2023/24 and early indications from the Department of Communities are that there are likely to be major budgetary pressures which will greatly impact upon existing services and commissioning of new services such as PRSAS.	1E 1F 5B 5C
<b>Administer Disabled Facilities Grants</b>			
NIHE has funding of approximately £12.75m for DFGs for the private sector in 2022/23 across NI.  The funding for Antrim and Newtownabbey Borough Council in 2022/23 is £0.45m.	NIHE approved 56 DFG's for private sector dwellings and completed 36 in Antrim and Newtownabbey Borough Council.  The Approval value in Antrim and Newtownabbey Borough Council in 2022/23 was £633k.	NIHE have funding of approximately £13.7m for DFGs for the private sector in 2023/24, see Appendix 4.  The funding for Antrim and Newtownabbey Borough Council is £668k in 2023/24.	1A 1E 1F 5A 5B 5C
<b>Approval of Discretionary Grants</b>			
Funding of discretionary grants will continue in 2022/23.	There were no discretionary grants approved in 2022/23 in Antrim and Newtownabbey Borough Council.	Funding of discretionary grants will continue in 2023/24.	1E 1F 2E 5B
<b>Approval of repair grants</b>			
NIHE will issue repair grants as required.	There were a small number of repair grants approved in 2022/23, with an approval value of £8.9k, Appendix 4.	Funding of repair grants will continue in 2023/24.	4D 5A 5B 6A 6B 6D 8A 8B

## Strategic Priority 6

**Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community**

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Develop and implement a new Customer Support &amp; Tenancy Sustainment Strategy</b>			
Implement Action Plan 2019-24 through a combination of internal projects and grant awards.	<p>Updated Tenancy Sustainment Action Plan 2022-2024 approved in October 2022. It contains 18 specific actions, a number of which have been commenced e.g.</p> <ul style="list-style-type: none"> <li>• Deliver a flexible model of Intensive Tenancy Sustainment Support for new and existing tenants with highly complex circumstances.</li> <li>• Review feasibility of funding / partially funding Tenancy Starter Packs to ensure continuous and consistent provision for our tenants being rehoused from homelessness who require basic household items/ appliances.</li> </ul> <p>Given the scale of actions, an additional resource requirement has been identified and approved, with recruitment due to commence imminently.</p>	<p>Prioritisation of actions in the Plan is subject to the appointment of a dedicated team. To be undertaken Q1 of 2023/24.</p> <p>Development of plans beyond year 1 are subject to the appointment of dedicated team. As above.</p> <p>Target 2023/24 – Award circa £1.56 million to voluntary, community and social enterprise (VCSE) sector – inclusive of award fund uplift to tackle cost of living.</p> <p>Target 2024/25 – Award circa £780k to VCSE sector.</p> <p>Conduct evaluation of the STFP 2021-24.</p> <p>Target 2025/26 – Award circa £780K to VCSE sector.</p>	

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>The Sustaining Tenancies Funding Programme 2021-24 has awarded funding to 36 tenant-focused projects. Project delivery and monitoring is ongoing. To assist with impact reporting, an Outcomes Measurement project has been implemented and is running in tandem with funding programme.</p> <p>As the award fund for the current programme (£1.54 million) has been fully allocated, a business case for a new programme for the period 2023-26 is being progressed. In 2023 it is proposed that our key funding priority will be supporting tenancy resilience of Housing Executive tenants in the context of high and rising living costs.</p>	Prepare case for new programme of funding.	
<b>Tenancy Sustainment</b>			
Report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate.	The sustainment rate of tenancies beyond 12 months continues to exceed the baseline rate. As of December 2022, the sustainment rate over the preceding 12 month period was 89%.	We will continue to report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate (subject to confirmation of this target).	
<b>Continuous Tenant Omnibus Survey</b>			
Monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2022 survey found that 71% of tenants within the Borough were satisfied with the overall service provided by NIHE. 78% across NI were satisfied with the overall service provided by NIHE.	Continue to monitor tenants' satisfaction through the CTOS.	



2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Rent collection, arrears and reporting of fraud</b>			
<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Monitor and reduce tenancy fraud and continue to report statistics to DfC.</p>	<p>NIHE collected 99.37% of rent at March 2023.</p> <p>Arrears increased by £59k during 2022/23.</p> <p>Statistics reported quarterly to DfC.</p>	<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	
<b>Continue to work with DfC on the move to UC and working to mitigate the impacts of Welfare Reform</b>			
<p>In 2022/23 NIHE will:</p> <ul style="list-style-type: none"> <li>communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>continue to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations;</li> <li>continue to work with DfC as a trusted partner for the Move to UC; and</li> <li>continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform.</li> </ul>	<p>NIHE has:</p> <ul style="list-style-type: none"> <li>communicated with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>continued to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>assisted DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations;</li> <li>continued to work with DfC as a trusted partner for the Move to UC; and</li> <li>continued to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform.</li> </ul>	<p>NIHE will:</p> <ul style="list-style-type: none"> <li>communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations;</li> <li>continue to work with DfC as a trusted partner for the Move to UC; and</li> <li>continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform.</li> </ul>	

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Finalise and implement Voids Reset Plan</b>			
Progress in implementing the Voids Action Plan 2019-2022 was suspended in 2021 due to the ongoing service impact due to the pandemic. In 2022/23, the plan is to gain Executive Team approval for Reset and implement Year 1 actions.	<p>The content and approval of the reset plan was held given the residual impact of COVID-19 and the impact of contractor issues on void performance. It is proposed that the reset plan will be developed and approved in Q1 of 2023/24.</p> <p>NIHE actionable voids at March 2023 were 1.12% of total stock in Antrim and Newtownabbey Borough Council area.</p>	Subject to development of reset plan.	

# Appendices

# Appendix 1

## Community Plan themes and outcomes

For further details please refer to: [‘Love Living Here - Community Plan’](#).

Priority Issues	Priority Workstream Groups	Reference
<b>Our citizens enjoy good health and wellbeing</b>	Antrim and Newtownabbey is a place where people of all ages value their health and wellbeing and look after it in a variety of ways and encourage others to do so too.	1A
	Exercise and physical activity are acknowledged as important ways to stay well both physically and mentally.	1B
	There is provision of accessible recreational and leisure opportunities for all our citizens.	1C
	The value of other activities such as volunteering, participating in local clubs and groups and learning new things as ways to look after our emotional and mental wellbeing is recognised.	1D
	The particular needs of an ageing population are met so that our citizens can live long, healthy and independent lives in their own homes if that is their wish.	1E
	The particular needs of the most vulnerable in our community are met so that they can live active and healthy lives. These needs may include access to leisure or play facilities, access to appropriate advice and support or access to services.	1F
<b>Our citizens live in connected, safe and vibrant places</b>	Getting around our Borough is easier for those who don't have access to a car and for those who would prefer a more active mode of transport.	2A
	Our town and village centres are vibrant places where people live and where they spend their leisure time.	2B
	Our citizens can be active participants in community life, if they wish to be, with opportunities to participate in clubs and activities and to get involved in volunteering.	2C

*Table continues*

Priority Issues	Priority Workstream Groups	Reference
	Our towns and villages, and our green and open spaces, are clean and vibrant places which our citizens have pride in.	2D
	Our natural environment is valued.	2E
	Local people get involved in decisions on the future development of their areas through the Place Shaping Forum.	2F
<b>Our citizens benefit from economic prosperity</b>	Our local economy thrives, with local businesses starting up, growing, expanding and generating employment.	3A
	Enterprise and innovation are encouraged and supported from an early age to build businesses and entrepreneurs of the future.	3B
	Our area has a skilled population and infrastructure which is attractive to investors and employers.	3C
	Barriers to accessing employment are reduced or removed enabling all of our citizens to have equitable access to the opportunities available in the Borough.	3D
<b>Our citizens achieve their full potential</b>	A range of formal and informal learning opportunities are available.	4A
	There is a culture of lifelong learning in Antrim and Newtownabbey with a range of opportunities to acquire new skills and qualifications.	4B
	Our children and young people achieve throughout their education and progress to employment.	4C
	Our children and young people are ambitious and inspired to achieve from an early age.	4D
	The range of ways in which people learn and develop skills for life and work, is acknowledged through availability of placements, internships and apprenticeships.	4E
<b>Our vulnerable people are supported</b>	Our ageing population is supported to live active lives as part of their community.	5A
	Our aging population is supported to live as contentedly and independently as possible for as long as possible.	5B
	Our young people are supported to access opportunities which enable them to fulfil their potential.	5C

# Appendix 2

## Social Housing Need by Settlement 2022-27

Settlement	Social Housing Need 2022-27
<b>Newtownabbey Urban</b>	
Ballyduff	33
Central Glengormley (Glenvarna, Queens Park/Avenue)	153
Felden	52
Hightown	18
Longlands/Bawnmore/Old Mill	68
Mallusk	9
Monkstown	45
Mossley	29
Rathcoole	51
Rathfern	6
Rushpark	38
Whiteabbey (Abbeyville, Glenville, Abbeyglen)	79
<b>Newtownabbey Urban total</b>	<b>581</b>
<b>Towns &amp; Villages</b>	
Antrim Town	264
Ballyclare	64
Ballynure	3
Crumlin	101
Doagh/Kelburn Park	10
Oakview/Roughfort	1
Parkgate/Templepatrick	35
Randalstown	52
Toomebridge	14
<b>Total Social New build requirement Antrim &amp; Newtownabbey</b>	<b>1,125</b>

Source: NIHE

**There is no projected need for:** Bleachgreen. This area will be kept under annual review.

# Appendix 3

## Social Housing Development Programme

For further details check the [Social Housing Development Programme](#) and the [Commissioning Prospectus](#).

### Schemes completed April 2022 – March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Milewater Road, New Mossley *	50	General Needs	Connswater	Urban
Glenwhirry Court, Whiteabbey ****	36	General Needs	Clanmil	Urban
31 Belfast Road, Antrim ***	26	General Needs	Triangle	Urban
Moylinney, 37 Ballyalton Park, Monkstown	20	General Needs	Radius	Urban
181 Ballyclare Road, Glengormley	17	General Needs	Connswater	Urban
Rathcoole ESPs **	3	General Needs	Connswater	Urban
Ballyclare ESP **	1	General Needs	Connswater	Urban
Glengormley ESP **	1	General Needs	Choice	Urban
Newtownabbey Transfer*	1	General Needs	Choice	Urban
<b>Total</b>	<b>155</b>			

Source: NIHE

\* (T) Transfer Scheme built on NIHE land \*\*ESP - Existing Satisfactory Purchase \*\*\* OTS – Off the Shelf \*\*\*\*Rehabilitation of existing properties

### Schemes on-site at March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Newtownabbey High School, Newtownabbey	103	General Needs	Apex	Urban
41 Knockenagh Avenue, Rathfern	63	General Needs	Arbour	Urban
101 Belfast Road, Antrim	14	General Needs	Choice	Urban
Fountain Hill/Stiles Way, Antrim	18	General Needs	Choice	Urban
Belfast Road, Antrim (Phase 2)	20	General Needs	Choice	Urban
Fountain Hill/Stiles Way, Antrim (Phase 2)	16	General Needs	Choice	Urban

Table continues

**Schemes on-site at March 2023**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Theme</b>
Lough Neagh Terrace, Crumlin	24	General Needs	Clanmil	Urban
Mill Road, Crumlin OTS*	8	General Needs	Clanmil	Urban
Deerpark Hotel, Antrim	33	General Needs	Clanmil	Urban
Aspen View, Newtownabbey	37	General Needs	Connswater	Urban
Newtownabbey Rehabs**	2	General Needs	North Belfast	Urban
Ballyclare Rehab**	1	General Needs	North Belfast	Urban
Antrim Rehab**	1	General Needs	North Belfast	Urban
5, 7, 9 Riverside, Antrim	16	General Needs	Radius	Urban
99-101 Main Street, Randalstown	9	General Needs	Rural	Urban
Main Street, Doagh	6	General Needs	Rural	Rural
<b>Total</b>	<b>371</b>			

Source: NIHE

\* OTS – Off the Shelf \*\*Rehabilitation of existing properties

**Schemes programmed 2023/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
Bridge Street, Antrim	42	General Needs	Alpha	2023/24	Urban
Mill Road, Crumlin (Phase 2)	20	General Needs	Ark	2023/24	Urban
2-28 Shore Road, Newtownabbey	38	General Needs	Choice	2023/24	Urban
Abbey Caravan Site, Shore Road, Newtownabbey	33	General Needs	Clanmil	2023/24	Urban
Castle Mall, Antrim	49	General Needs	Clanmil	2023/24	Urban
Newtownabbey Rehab*	1	General Needs	North Belfast	2023/24	Urban
Ballysavage Road, Parkgate	14	General Needs	Rural	2023/24	Rural
Glenville Road, Newtownabbey	14	General Needs	Ark	2024/25	Urban
19a Glengormley Park, Glengormley	20	General Needs	Choice	2024/25	Urban
Barna Square, Rathcoole	22	General Needs	Connswater	2024/25	Urban

Table continues



**Schemes programmed 2023/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
208 Ballyduff Road, Newtownabbey	6	General Needs	Connswater	2024/25	Urban
Burnside Road, Doagh	18	General Needs	Connswater	2024/25	Urban
Mill Road, Newtownabbey	61	General Needs	Arbour	2025/26	Urban
Church Road, Newtownabbey	68	General Needs	Choice	2025/26	Urban
9a Abbeyville Street, Whiteabbey	11	General Needs	Radius	2025/26	Urban
<b>Total</b>	<b>417</b>				

Source: NIHE

\*Rehabilitation of existing properties

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2022 – March 2023

Work Category	Scheme	Units
<b>External Cyclical Maintenance</b>	Ardgart/Avonlea/Iniscarn	93
<b>Revenue Replacement (Bathrooms)</b>	Springfarm Bathrooms	10
<b>BKR</b>	Grahamstown/Grange Phase 2	40
	Abbeyville/Bawnmore/Glenville	37
<b>Heating Installation</b>	Newtownabbey 2 Heating Phase 2	1
	Newtownabbey 2 Heating 2019/20	9
	Newtownabbey 1 Heating 2020/21	6
	Newtownabbey 1 Heating Phase 2	25
	Newtownabbey 1 Heating 2019	68
	Newtownabbey 1 Heating 2019/20	151
	Antrim Heating 2019	3
	Antrim Heating 2019/20	35
	Emergency One Offs	26
<b>ERDF No Fines</b>	ERDF Retrofit Programme Antrim Phase 1 (Newpark)	21
<b>Fence Painting</b>	South Antrim Phase 3 – Erskine/Ollardale/Doagh	42
	South Antrim Phase 4 - Monkstown	218
	South Antrim Phase 5 – Bracken Way	84
	South Antrim Phase 7 – Abbeyglen	37
<b>Total</b>		<b>906</b>

Source: NIHE

Note: Some schemes may start and complete in year.

**Schemes activity and expected completions up to 31 March 2024**

<b>Work Category</b>	<b>Scheme</b>	<b>Planned Completions</b>
<b>External Cyclical Maintenance</b>	Ballyduff, Newtownabbey	235
	Ballyearl/Milewater	190
	Randalstown/Toome	155
	Ardmillan Drive/Bawnmore/Longlands	190
<b>Heating Installation</b>	Newtownabbey 1 Heating	1
	Emergency One Offs	29
	Newtownabbey 1 Heating 2019	3
	Newtownabbey 1 Heating 2019/20	4
	Antrim Heating 2020/21	76
	Antrim Heating 2019	26
	Antrim Heating 2019/20	105
	Newtownabbey 2 Heating 2020/21	104
	Newtownabbey 2 Heating – Ballyclare/Monkstown/Mossley	62
<b>Special Scheme</b>	ERDF Retrofit Programme Greystone Phase 1	34
	ERDF Retrofit Programme Greystone Phase 2	27
	ERDF Retrofit Programme Greystone Phase 3	34
<b>Demolition</b>	Devenish Drive, Monkstown	6
	Monkscoole House	72
<b>Total</b>		<b>1,353</b>

Source: NIHE

Definition of Work Categories	
<b>BKR</b>	Bathroom Kitchen Rewiring.
<b>Demolition</b>	Destroying/demolishing a building.
<b>ERDF</b>	European Regional Development Fund.
<b>External Cyclical Maintenance</b>	Work to the external fabric of a dwelling and its immediate surrounding area.
<b>Fence Painting</b>	Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme.
<b>Heating Installation</b>	Replacement of solid fuel or electric heating.
<b>Revenue Replacement</b>	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
<b>Special Scheme</b>	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

### Grants Performance 2022/23

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	56	633	36
Repairs Grant	<10	9	<10
<b>Discretionary Grants</b>			
Replacement Grant	0	0	0
Renovation Grant	0	0	0
Home Repair Assistance Grant	0	0	<10
<b>Total</b>	-	<b>642</b>	-

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Please note that figures less than 10 have been listed as <10 in compliance with Data Protection requirements.

**Adaptations to Housing Executive stock in 2022/23**

Type of Adaptation	Adaptations 2022/23	Actual spend 2022/23 £m
Adaptations for Persons with a Disability (APD's) Starts*	<10	0.07
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	24	0.13
Showers**	114	0.51
Minor APD repairs***	299	0.21
<b>Total</b>	<b>-</b>	<b>0.92</b>

Source: NIHE

\*Some Adaptations for Persons with a Disability (APD's) may start and complete in year.

\*\*Lifts & showers are also included in Planned Maintenance in Finance Chart in Local Context.

\*\*\*Minor ADP repairs are also included in Response Maintenance in Finance Chart in Local Context.

There may be a discrepancy in calculation due to rounding.

Please note that figures less than 10 have been listed as <10 in compliance with Data Protection requirements.

**Disabled Facilities Grants (DFG's)**

Year	2018/19	2019/20	2020/21	2021/22	2022/23
Approved	81	91	46	52	56
Funding (£k)	595	654	557	650	633

Source: NIHE

# Appendix 5

## Supporting People Information and Homelessness

### Supporting People

Type of Service	Client Group	No. of providers	No. of schemes	Max. no of services users	Actual payments 2022/23 (£k)	Budget 2023/24 (£k)
Floating Support Services	Disability	3	3	55	183	174
	Homeless	4	4	174	501	474
	Older People	1	1	140	101	96
	<b>Sub Total**</b>	<b>**</b>	<b>8</b>	<b>369</b>	<b>785</b>	<b>744</b>
Non Floating Support Services	Disability	7	18	211	2,071	1,876
	Homeless	1	3	16	73	69
	Older People	7	24	729	520	455
	Young People	1	1	5	19	18
	<b>Sub Total**</b>	<b>**</b>	<b>46</b>	<b>961</b>	<b>2,683</b>	<b>2,418</b>
<b>Grand Total*</b>		<b>**</b>	<b>54</b>	<b>1,330</b>	<b>3,468</b>	<b>3,162</b>

Source: NIHE

\* There may be a discrepancy in calculation due to rounding.

\*\* Some providers supply both accommodation based and floating support services.

### Homelessness

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households Placed in Temporary Accommodation*
2018/19	1,336	1,052	79
2019/20	1,201	936	221
2020/21	1,353	952	523
2021/22	1,199	873	487
2022/23	1,341	1,012	593

Source: NIHE

\* Applicants may have multiple placements over the period.

# Appendix 6

## Housing Executive Local Stock at March 2023

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Antrim Town</b>							
<b>Firfields/Dublin Road</b>	22	0	64	32	11	129	1
	<b>22</b>	<b>0</b>	<b>75</b>	<b>374</b>	<b>5</b>	<b>476</b>	
<b>Menin/Springfarm Road</b>	2	0	0	8	0	10	0
	<b>22</b>	<b>6</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>78</b>	
<b>Newpark/Ballycraigy</b>	47	2	28	220	0	297	1
	<b>30</b>	<b>19</b>	<b>9</b>	<b>795</b>	<b>2</b>	<b>855</b>	
<b>Parkhall/Steeple</b>	31	0	195	267	11	504	5
	<b>1</b>	<b>0</b>	<b>41</b>	<b>921</b>	<b>16</b>	<b>979</b>	
<b>Stiles/Rathkyle/Rathglynn</b>	0	0	114	279	0	393	4
	<b>0</b>	<b>0</b>	<b>24</b>	<b>577</b>	<b>0</b>	<b>601</b>	
<b>Rathenraw</b>	9	0	0	103	0	112	1
	<b>0</b>	<b>0</b>	<b>0</b>	<b>163</b>	<b>0</b>	<b>163</b>	
<b>Townparks South</b>	30	0	0	24	0	54	1
	<b>4</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>0</b>	<b>59</b>	
<b>Townparks North</b>	31	0	37	29	0	97	1
	<b>0</b>	<b>0</b>	<b>18</b>	<b>107</b>	<b>0</b>	<b>125</b>	
<b>Springfarm Estate</b>	21	0	48	129	0	198	1
	<b>2</b>	<b>0</b>	<b>6</b>	<b>196</b>	<b>0</b>	<b>204</b>	
<b>Moylena Grove</b>	11	0	0	5	0	16	0
	<b>5</b>	<b>0</b>	<b>0</b>	<b>67</b>	<b>0</b>	<b>72</b>	
<b>Antrim Town Total</b>	204	2	486	1,096	22	1,810	15
	<b>86</b>	<b>25</b>	<b>173</b>	<b>3,305</b>	<b>23</b>	<b>3,612</b>	

Table continues

## Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Whiteabbey</b>							
<b>Abbeyglen</b>	7	0	11	14	0	32	0
	<b>0</b>	<b>0</b>	<b>6</b>	<b>20</b>	<b>0</b>	<b>26</b>	
<b>Abbeyville</b>	29	0	3	9	0	41	0
	<b>34</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>51</b>	
<b>Glenville</b>	41	0	43	19	0	103	2
	<b>5</b>	<b>0</b>	<b>16</b>	<b>62</b>	<b>0</b>	<b>83</b>	
<b>Whiteabbey Total</b>	77	0	57	42	0	176	2
	<b>39</b>	<b>0</b>	<b>23</b>	<b>98</b>	<b>0</b>	<b>160</b>	
<b>Glengormley</b>							
<b>Glenvarna/Glengormley</b>	24	0	16	25	0	65	0
	<b>2</b>	<b>0</b>	<b>16</b>	<b>129</b>	<b>0</b>	<b>147</b>	
<b>Queens Park/Avenue</b>	9	0	44	83	0	136	3
	<b>6</b>	<b>0</b>	<b>6</b>	<b>236</b>	<b>0</b>	<b>248</b>	
<b>Hightown</b>	4	0	1	5	0	10	0
	<b>1</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>14</b>	
<b>Glengormley Total</b>	37	0	61	113	0	211	3
	<b>9</b>	<b>0</b>	<b>23</b>	<b>377</b>	<b>0</b>	<b>409</b>	
<b>Other Areas</b>							
<b>Ballyclare</b>	121	2	145	216	2	486	7
	<b>44</b>	<b>9</b>	<b>70</b>	<b>546</b>	<b>2</b>	<b>671</b>	
<b>Ballyduff</b>	20	0	71	137	0	228	2
	<b>8</b>	<b>0</b>	<b>7</b>	<b>542</b>	<b>0</b>	<b>557</b>	
<b>Ballynure</b>	11	0	0	3	0	14	0
	<b>32</b>	<b>1</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>46</b>	
<b>Bawnmore/Old Mill</b>	14	0	27	45	0	86	0
	<b>7</b>	<b>0</b>	<b>9</b>	<b>94</b>	<b>0</b>	<b>110</b>	

Table continues



## Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Bleachgreen	0	0	21	12	0	33	0
	<b>0</b>	<b>0</b>	<b>19</b>	<b>47</b>	<b>0</b>	<b>66</b>	
Crumlin	39	0	28	34	0	101	0
	<b>53</b>	<b>4</b>	<b>21</b>	<b>265</b>	<b>0</b>	<b>343</b>	
Doagh/Kelburn Park	18	0	18	42	0	78	0
	<b>2</b>	<b>0</b>	<b>8</b>	<b>84</b>	<b>0</b>	<b>94</b>	
Hydepark/Parkmount	6	0	6	12	0	24	0
	<b>5</b>	<b>0</b>	<b>2</b>	<b>44</b>	<b>0</b>	<b>51</b>	
Longlands	0	0	0	36	0	36	1
	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>0</b>	<b>65</b>	
Monkstown	66	0	178	231	9	484	2
	<b>21</b>	<b>0</b>	<b>22</b>	<b>578</b>	<b>0</b>	<b>621</b>	
New Mossley	87	0	102	206	0	395	5
	<b>8</b>	<b>0</b>	<b>10</b>	<b>289</b>	<b>0</b>	<b>307</b>	
Oakview/Roughfort	1	0	0	4	0	5	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>0</b>	<b>41</b>	
Old Mossley	38	0	4	72	0	114	0
	<b>2</b>	<b>0</b>	<b>4</b>	<b>331</b>	<b>0</b>	<b>337</b>	
Parkgate/Templepatrick	16	0	0	17	0	33	1
	<b>25</b>	<b>2</b>	<b>0</b>	<b>91</b>	<b>0</b>	<b>118</b>	
Randalstown	58	6	21	95	0	180	3
	<b>70</b>	<b>7</b>	<b>11</b>	<b>427</b>	<b>0</b>	<b>515</b>	
Rathcoole	137	0	860	480	2	1,479	28
	<b>64</b>	<b>0</b>	<b>302</b>	<b>1,249</b>	<b>21</b>	<b>1,636</b>	
Rathfern	17	0	12	83	0	112	1
	<b>2</b>	<b>0</b>	<b>5</b>	<b>365</b>	<b>0</b>	<b>372</b>	
Rushpark	37	0	75	20	0	132	12
	<b>10</b>	<b>0</b>	<b>102</b>	<b>208</b>	<b>0</b>	<b>320</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Toomebridge</b>	28	0	0	70	0	98	1
	<b>42</b>	<b>22</b>	<b>0</b>	<b>116</b>	<b>0</b>	<b>180</b>	
<b>Other Areas Total</b>	714	8	1,568	1,815	13	4,118	63
	<b>401</b>	<b>45</b>	<b>592</b>	<b>5,389</b>	<b>23</b>	<b>6,450</b>	
<b>Antrim and Newtownabbey Total</b>	1,032	10	2,172	3,066	35	6,315	83
	<b>535</b>	<b>70</b>	<b>811</b>	<b>9,169</b>	<b>46</b>	<b>10,631</b>	

Source: NIHE

\*Of the total stock these properties are void and do not include properties for sale or demolition.

(i) Bungalow (ii) Maisonette.

# Appendix 7

## Applicants and Allocations at March 2023

	Applicants (Total)	Applicants (HS)	Allocations
<b>Antrim Town</b>			
Firfields/Dublin Road	127	88	13
Menin/Springfarm Road	12	10	<10
Newpark/Ballycraigy	120	91	10
Parkhall/Steeple	210	163	18
Stiles/Rathkyle/Rathglynn	142	106	17
Rathenraw	28	25	<10
Townparks North	45	40	<10
Townparks South	48	41	12
Springfarm Estate	55	39	18
Moyleena Grove	<10	<10	<10
<b>Whiteabbey</b>			
Abbeyglen	<10	<10	<10
Abbeyville	63	56	<10
Glenville	78	62	24
<b>Glengormley</b>			
Glengormley Central	117	92	<10
Glenvarna/Glengormley	199	156	24
Queens Park/Avenue	46	31	17
Hightown	39	32	10
<b>Other Areas</b>			
Ballyclare	213	140	44
Ballyduff	86	60	22
Ballynure	<10	<10	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Bawnmore/Old Mill	60	49	<10
Bleachgreen	11	<10	<10
Crumlin	199	165	16
Doagh/Kelburn Park	21	15	10
Felden	64	55	<10
Hydepark/Parkmount	15	12	<10
Longlands	55	47	11
Monkstown	119	81	35
New Mossley	107	78	46
Oakview/Roughfort	<10	<10	<10
Old Mossley	28	15	<10
Parkgate/Templepatrick	38	34	<10
Randalstown	138	103	22
Rathcoole	431	327	75
Rathfern	55	43	30
Rushpark	107	81	13
Toomebridge	23	18	<10
<b>Antrim and Newtownabbey Total</b>	<b>3,119</b>	<b>2,378</b>	<b>-</b>

Source: NIHE

NB: Household Composition is recorded on our systems at the point of application and may not reflect the current composition of the household.

Please note that where there are less than 10 applicants or allocations, they have been listed as <10 in compliance with Data Protection requirements.

# Appendix 8

## Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
<b>Antrim Office</b> 55 High Street, Antrim, BT41 4AY		<a href="mailto:antrimdistrict@nihe.gov.uk">antrimdistrict@nihe.gov.uk</a>
<b>Newtownabbey 1 Office</b> Rantalard House, Rathcoole, Newtownabbey, BT37 9AG		<a href="mailto:newtownabbey1@nihe.gov.uk">newtownabbey1@nihe.gov.uk</a>
<b>Newtownabbey 2 Office</b> 2 Ballyearl Drive, New Mossley, Newtownabbey, BT36 5XJ		<a href="mailto:newtownabbey2@nihe.gov.uk">newtownabbey2@nihe.gov.uk</a>
<b>North Region Manager</b>	<b>Frank O'Connor</b>	<a href="mailto:frank.oconnor@nihe.gov.uk">frank.oconnor@nihe.gov.uk</a>
<b>Area Manager</b>	<b>Breige Mullaghan</b>	<a href="mailto:breige.mullaghan@nihe.gov.uk">breige.mullaghan@nihe.gov.uk</a>
<b>Assistant Area Manager</b> <b>Assistant Area Manager (A)</b>	<b>Marie Gilmore</b> <b>Poppy Buchanan</b>	<a href="mailto:marie.gilmore@nihe.gov.uk">marie.gilmore@nihe.gov.uk</a> <a href="mailto:poppy.buchanan2@nihe.gov.uk">poppy.buchanan2@nihe.gov.uk</a>
<b>Team Leader</b>	<b>Karen Rankin</b>	<a href="mailto:karen.rankin@nihe.gov.uk">karen.rankin@nihe.gov.uk</a>
<b>Team Leader</b>	<b>Maresa Loughlin</b>	<a href="mailto:maresa.loughlin@nihe.gov.uk">maresa.loughlin@nihe.gov.uk</a>
<b>Team Leader</b>	<b>Matthew Frazer</b>	<a href="mailto:matthew.frazer@nihe.gov.uk">matthew.frazer@nihe.gov.uk</a>
<b>Team Leader</b>	<b>Jennifer Barr</b>	<a href="mailto:jennifer.barr@nihe.gov.uk">jennifer.barr@nihe.gov.uk</a>
<b>Team Leader</b>	<b>Lesley Cuthbert</b>	<a href="mailto:lesley1.cuthbert@nihe.gov.uk">lesley1.cuthbert@nihe.gov.uk</a>
<b>Team Leader</b>	<b>In Recruitment</b>	
<b>Maintenance Manager</b>	<b>James Proctor</b>	<a href="mailto:james.proctor@nihe.gov.uk">james.proctor@nihe.gov.uk</a>
<b>Maintenance Manager</b>	<b>John Thompson</b>	<a href="mailto:john.thompson@nihe.gov.uk">john.thompson@nihe.gov.uk</a>

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
<b>Land and Regeneration Services</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Ailbhe Hickey</b> Assistant Director (A)	<a href="mailto:ailbhe.hickey@nihe.gov.uk">ailbhe.hickey@nihe.gov.uk</a>
<b>Central Grants</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Emma Stubbs</b> Assistant Director - Private Sector Investment & Sustainable Development	<a href="mailto:emma1.stubbs@nihe.gov.uk">emma1.stubbs@nihe.gov.uk</a>
<b>Place Shaping North</b> Richmond Chambers, The Diamond, Londonderry, BT48 6QP	<b>Louise Clarke</b> Head of Place Shaping	<a href="mailto:louise.clarke@nihe.gov.uk">louise.clarke@nihe.gov.uk</a>
<b>Development Programme Group</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Roy Baillie</b> Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@nihe.gov.uk</a>
<b>Supporting People</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Alistair Mawhinney</b> Assistant Director	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

<b>Affordable Housing</b>	Affordable housing is: a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent,  that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing.
<b>Affordable Housing Fund</b>	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
<b>Areas at Risk</b>	This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.
<b>Building Successful Communities (BSC)</b>	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
<b>Community Asset Transfer (CAT)</b>	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
<b>Community Cohesion</b>	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
<b>Continuous Tenant Omnibus Survey (CTOS)</b>	CTOS is an assessment of the attitudes of Housing Executive tenants.
<b>Department for Communities (DfC)</b>	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
<b>Disabled Facilities Grant (DFG)</b>	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
<b>Discretionary Grants</b>	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.

<b>Equity Sharing</b>	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
<b>Floating Support</b>	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
<b>Fuel Poverty</b>	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
<b>Full Duty Applicant (FDA)</b>	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
<b>Home Energy Conservation Authority (HECA)</b>	The Housing Executive is the HECA for Northern Ireland.
<b>House in Multiple Occupation (HMO)</b>	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
<b>House Sales Scheme</b>	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
<b>Household Types</b>	<ul style="list-style-type: none"><li>• <b>Single person</b> - 1 person 16-59 years old</li><li>• <b>Older person</b> - 1 or 2 persons aged 16 or over, at least 1 over 60</li><li>• <b>Small adult</b> - 2 persons 16-59 years old</li><li>• <b>Small family</b> - 1 or 2 persons aged 16 or over, with 1 or 2 children</li><li>• <b>Large family</b> - 1 or 2 persons aged 16 or over, and 3 or more children 0-15, or 3 or more persons 16 or over and 2 or more children aged 0-15</li><li>• <b>Large adult</b> - 3 or more persons aged 16 or over with or without 1 child aged 0-15</li></ul>
<b>Housing for All</b>	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
<b>Housing Growth Indicators (HGI)</b>	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.
<b>Housing Market Area</b>	A housing market area is the geographic area within which the majority of households move, work and live.



<b>Housing Market Assessment (HMA)</b>	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
<b>Housing Needs Assessment (HNA)</b>	This is an assessment of local housing needs, primarily in relation to general needs social housing and wheelchair accessible accommodation.
<b>Housing Stress</b>	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.
<b>Intermediate Housing</b>	Intermediate Housing currently consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent.
<b>Landlord Registration scheme</b>	Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.
<b>Rural Housing Needs Test</b>	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
<b>Mandatory Grants</b>	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
<b>Neighbourhood Renewal</b>	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
<b>NIFHA</b>	Northern Ireland Federation of Housing Associations.
<b>NISRA</b>	Northern Ireland Statistics and Research Agency.
<b>Oil Savings Network Scheme</b>	Oil Savings Network is designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
<b>PCSPs</b>	Policing and Community Safety Partnerships.
<b>PPS</b>	Planning Policy Statement.
<b>PRSAS</b>	Development of Private Rented Sector Access Scheme is a scheme which has direct contact with both a prospective tenant who is homeless or insecurely housed and a private sector landlord, and which assists both parties in establishing a tenancy.

<b>Repossession</b>	Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.
<b>Supporting Communities Northern Ireland (SCNI)</b>	Supporting Communities Northern Ireland provides training and funding for community groups.
<b>Shared Housing</b>	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
<b>Site Identification Study (SIS)</b>	A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.
<b>Social Housing Development Programme (SHDP)</b>	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
<b>Social Enterprise</b>	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
<b>Social Rented Housing</b>	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
<b>Small Pockets of Deprivation (SPOD)</b>	SPOD is a delivery vehicle for neighbourhood renewal.
<b>Supported Housing</b>	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.
<b>Supporting People Programme</b>	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.

<b>Temporary Accommodation</b>	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (Dispersed Intensively Managed Emergency accommodation – DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.
<b>Tenancy Deposit Scheme</b>	When a tenant rents a property from a private landlord, they will usually pay a deposit. The private landlord must protect the deposit under the Tenancy Deposit Scheme. This scheme makes sure a tenant gets their deposit back when they move out if they have looked after the property and paid their rent.
<b>Universal Credit</b>	Universal Credit is a payment for people over 18, but under State Pension age that are on a low income or out of work. It includes support for the cost of housing (rent), children and childcare, as well as financial support for people with disabilities, carers and people too ill to work.
<b>Welfare Reform</b>	The term Welfare Reform is used to cover a wide range of changes to the social security (benefits) system. The main reforms that the Housing Executive have been involved with have included changes to Local Housing Allowance for Housing Benefit claimants living in the private rented sector, Universal Credit, Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.

**Housing**  
Executive