



Ards and North Down

Housing Investment Plan

Annual Update 2020

Housing
Executive



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This document is available in alternative formats.

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Foreword

Welcome to our Housing Investment Plan, which sets out our local plans for the next year. Following feedback from our customers, we trust this report is reader friendly and that information is easy to find.

We continue to meet our statutory duties and to provide our housing services across Northern Ireland. Although, we face many challenges in the current financial climate, we continue to do our best to deliver our services across the board.

The COVID-19 (Coronavirus) outbreak has made it necessary for us to make changes in the way we deliver our services. These changes are intended to protect our customers and staff while ensuring that we continue to provide key essential services throughout this difficult time.

Four high level outcomes that are related to housing and associated services have shaped our plans:

1. Helping people find housing support and solutions;
2. Delivering better homes;
3. Fostering vibrant sustainable communities; and
4. Delivering quality public services.

Our Housing Investment Plan reports on progress over the past twelve months and presents our programmes for the coming year. We have aligned our outcomes to those of the Community Plans and we continue to engage with Community Planning partners to deliver housing services locally.



Professor Peter Roberts
Chair



**we face many
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services across
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Introduction

We are delighted to present the first annual update for the 'Housing Investment Plan 2019-2023' (HIP). Launched in 2019 the HIP is aligned to the outcomes of each Community Plan to show how our work supports the work of the council. We look forward to continuing to contribute to shaping the future of housing in each council with our Community Planning partners.

This first annual update should be read in conjunction with [Ards and North Down Housing Investment Plan 2019-23](#) and will:

- Provide updates on Strategy progress where available (a full list of current strategies is available in the HIP);
- Report on new and upcoming strategies and initiatives including our COVID-19 response;
- Provide a local area update; and
- Update on progress in 2019/20 against the four outcomes contained within the HIP.

When writing our HIP we have taken account of the draft Programme for Government; Northern Ireland Housing Strategy; Regional Development Strategy; Sustainable Development Strategy for Northern Ireland; Planning Reform; Reform of Local Government; and the Social Housing Reform Programme.

Launched in 2019 the HIP is aligned to the outcomes of each Community Plan to show how our work supports the work of the council

Our Vision

Everyone is able to live in an affordable and decent home, appropriate to their needs, in a safe and attractive place

OUR OVERARCHING STRATEGIC THEMES

each have their own purpose statement



PEOPLE

To provide housing solutions, services and support to the people of Northern Ireland



PROPERTY

To ensure everyone has access to a quality home which is safe, affordable, warm and appropriate to their needs



PLACES

To work with others to develop, maintain and sustain attractive, connected, healthy and economically active places

OUR HIGH LEVEL OUTCOMES ARE

1. Helping people find housing support and solutions;
 2. Delivering better homes;
 3. Fostering vibrant sustainable communities; and
 4. Delivering quality public services.
-

OUR VALUES ARE

Making a difference;
Fairness;
Passion;
Expertise

Strategic Context

The HIP 2019-23 provided detailed information on the Housing Executive's current strategies and initiatives and should be read in conjunction with the updates provided in the table below.

Further information on Housing Executive Strategies can also be found at [Housing Executive Corporate Strategies](#).

The most up to date information on the Housing Executive's response to the COVID-19 (Coronavirus) emergency can be found on our website via the following link [Housing Executive COVID-19 Response](#).

Title	Update
Accessible Housing Register (AHR)	<p>The Housing Executive in conjunction with the Northern Ireland Federation of Housing Associations (NIFHA) is currently developing an in-house Accessible Housing Register (AHR) solution for social housing in Northern Ireland which will facilitate the classification of that stock based upon its accessibility features. This will enable people with disabilities to make more informed housing choices.</p> <p>The AHR was programmed for completion and 'go live' in May 2020, however this originally anticipated completion date has been delayed due to the impact of the COVID-19 pandemic. Both the Housing Executive and NIFHA are committed to the implementation of the AHR and intend to have the system fully operational as early as is practically possible during 2020/21.</p> <p>The Housing Executive is also exploring the potential for a web based module to advertise private sector accessible stock either for sale/to let on its website. This will be restricted to those properties adapted via Disabled Facilities Grants, or accessible properties sold under the Right To Buy schemes. The development of this module has also been impacted by the pandemic.</p>

Table continues

Title	Update
Affordable Housing	<p>In June 2019, the Department for Communities (DfC) launched a consultation on a new overarching definition of affordable housing, which aims to extend the range of affordable housing products, as envisaged by the Strategic Planning Policy Statement. The proposed definition is:</p> <p>‘Affordable housing is housing provided for sale or rent 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’.</p> <p>DfC’s consultation document states that a new definition of affordable housing, will not materially affect the established and agreed meaning of social housing.</p> <p>Intermediate housing may be funded by loans through a combination of Financial Transaction Capital loans from DfC, private capital and loans.</p>
Asset Management Strategy	<p>The Housing Executive continues to implement the revised Strategic Investment Strategy for its stock that was approved by DfC in October 2017 and aimed at ensuring that our investment was directed at optimising the level of lettable stock available to help address rising housing need. Consequently our investment programme has been focused on compliance and Health and Safety activities, adaptations, External Cyclical Maintenance and a programme of major component upgrading (e.g. bathrooms, kitchens, wiring, doors, windows, heating etc.). The three year period for this revised approach ends in late 2020 and, therefore, we are undertaking a review of the Strategy this year. The key imperative remains the development of a sustainable funding solution to meet our future stock investment needs and, while we welcome the potential measures set out in the New Decade New Approach agreement to addressing this issue, we will be developing a range of strategic options for discussion with DfC in the event that our future funding requirement remains unresolved.</p>
Cavity Wall Insulation	<p>In August 2017, the Housing Executive commissioned a research report on Cavity Wall Insulation in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément using their Consultancy Investigation and Training subsidiary body. Its report was published in May 2019 and indicated a significant issue with cavity wall installations that are not compliant with current standards. We consulted widely on the report and are currently preparing a draft action plan in light of its findings and recommendations. The draft action plan will be issued for consultation in mid 2020/21.</p>

Table continues

Title	Update
Community Asset Transfer	Community Asset Transfer (the change in management and/or the ownership of land or buildings, from public bodies to communities) fulfils a number of government commitments. It supports the NI Executive's commitment to 'invest in social enterprise growth to increase sustainability in the broad community sector'. This work also supports the agreement between the Voluntary and Community Sector and the Government. The framework will also help delivery of other Executive priorities including the Economic Strategy and the Delivering Social Change programme. DfC has engaged Development Trusts Northern Ireland as a delivery partner to support the implementation of Community Asset Transfer and to build capacity and expertise within the Third Sector to enable community organisations to take advantage of future opportunities.
Community Involvement Strategy	In 2018, the Housing Executive published the Community Involvement Strategy . The previous strategy was directed towards tenants; however, the new strategy takes into account the change in population in Northern Ireland and in our communities. It is aimed at working with tenants, residents and leaseholders to ensure everyone's voice is heard. The new strategy provides a flexible approach to work with the community in a way that suits them and reflects our commitment to work with our partners to get the best outcomes for local communities.
Customer Excellence Strategy	Our Customer Excellence Strategy set out the direction for how we aimed to improve the way we delivered services for our customers during 2017/18 – 2019/20. Significant progress was achieved against each of the five key themes detailed in the strategy. We have reported progress against each annual action plans and published these updates on our website. Year 3 progress report, completing this work, will be published in Summer 2020.
Social Housing Development Programme (SHDP)	The Housing Executive manages the Social Housing Development Programme (SHDP) on a three-year rolling basis. The Housing Executive works closely with housing associations to ensure delivery of DfC's annual targets for new social housing starts and completions. The Housing Executive manages the annual SHDP budget and this investment (in the form of Housing Association Grant) is supported by private finance levered in by housing associations. Delivery of the SHDP is supported by the transfer of public sector land (including Housing Executive land) to housing associations. A wide range of new social homes are delivered through the SHDP, including general needs housing, wheelchair accessible housing, housing for applicants with Complex Needs, housing for older people, and housing for rural communities. The Housing Executive also continues to support new build Shared Housing schemes under the 'Housing for All' programme.

Table continues

Title	Update
Fundamental Review of the Private Rented Sector (PRS)	<p>DfC is currently carrying out a comprehensive review of the role and regulation of the private rented sector to ensure the regulatory framework and supporting policy improve standards for the benefit of both tenants and landlords. The areas being reviewed include: supply; affordability; security of tenure; tenancy management; property standards; and dispute resolution.</p> <p>It is expected that the review will inform future legislative proposals for Minister's consideration and will also include consideration of regulation of letting agents, including if further legislation is required to prevent letting agents charging tenants unfair fees.</p>
Fundamental Review of Social Housing Allocations	<p>DfC are finalising a report on the consultation exercise which was carried out on proposals for changes to social housing allocations in Northern Ireland. The Housing Executive is working closely with DfC to develop implementation plans to take forward the proposals for change.</p>
Homelessness Strategy	<p>The second annual report on the Housing Executive's Homelessness Strategy 2017/22 - Ending Homelessness Together was published in October 2019. The third annual progress report will be published in September 2020. The report demonstrates the multi-agency approach adopted by the Strategy to both prevent homelessness and to ensure that all clients are provided with the right support to sustain a long term tenancy when one becomes available. This multi-agency approach is further demonstrated via the established Homelessness Local Area Groups. They bring together a range of agencies from the statutory, voluntary and community sectors to deliver action plans linked to the Strategy to deliver better solutions on the ground for homeless clients.</p> <p>Key achievements in Year 2 included the commencement of a review of temporary accommodation and further embedding of our Housing Solutions and Support Approach. The report notes that 15 of the 17 actions were completed in line with the milestones in the Year 2 Implementation Plan, with delayed milestones brought forward to Year 3.</p>
Homelessness Communication Action Plan	<p>The Housing Executive continues to work on the implementation of a Communication Action Plan which aims to ensure households approaching crisis can access the right support quickly. In 2020/21 there will be an increased focus on this Action Plan as part of Objective 1 of the Homelessness Strategy which is to prioritise homelessness prevention. A series of awareness raising events were organised by Local Area Groups across Northern Ireland and building on the success of these events to improve collaborative working with be a key focus going forward.</p>

Table continues

Title	Update
Irish Travellers	The Housing Executive have regularly published comprehensive accommodation needs research in 2002, 2008 and 2015 for the Irish Traveller Community across Northern Ireland. Our Research Unit has recently completed the Irish Travellers' Accommodation Survey 2018/19 which will inform the development of our Irish Travellers Accommodation Strategy 2020 – 2025. The Strategy includes proposals for a Travellers housing needs assessment. The Strategy was submitted to the Housing Executive Board for approval in May 2020 and subsequent release for formal consultation.
Older People Strategy	Following the completion of a 12 week public consultation period, an Older People's Housing Strategy 2020/21 – 2025/26 is scheduled to be published in Summer 2020. The Strategy takes into account the projected changing demography of Northern Ireland, including that of our own tenant profile, and aims to ensure that the services, policies, initiatives and activities that we deliver consider and meet the needs of our ageing population. The Strategy also seeks to bring together the range of existing activities that we currently deliver for older people and outlines our plans to develop and deliver new services and initiatives under four broad themes. These themes are: Planning for the future; Promoting and maintaining dignity; Providing Housing Advice for Older People; and Promoting Participation. We will report regularly on progress against our high level action plan at regular intervals and publish this information on our website.
Research Programme	<p>As the strategic housing authority in Northern Ireland, 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. Some of the key projects provide data on an ongoing or regular basis including: the Northern Ireland House Condition Survey; the Continuous Tenant Omnibus Survey; and a number of strands of research on house prices, rents and affordability, which are carried out in partnership with Ulster University and propertynews.com. During the past year, reports have also been published on: the impacts to date, and potential future impacts, of the social sector size criteria (bedroom tax) in Northern Ireland; Brexit and the housing market; and the housing issues, needs and aspirations of older people.</p> <p>Work currently under way or due to commence soon includes: a number of strands of research to help inform the Homelessness Strategy; a survey to gather evidence on the views and experiences of tenants living in the private rented sector; a survey to help inform policy development on provision of a wider range of options for housing applicants, and further projects to help the Housing Executive assess and plan for the impacts of welfare reform, particularly the full roll-out of Universal Credit.</p>

Table continues

Title	Update
Rural Strategy & Action Plan	<p>The Housing Executive has long recognised that in rural areas, housing needs can be hidden or dispersed and that a different approach is often required to ensure that we deliver our statutory housing functions in both urban and rural areas. The introduction of the Rural Needs Act (NI) 2016, has presented an opportunity for us to reaffirm our commitment to rural communities by ensuring that we pay due regard to their needs through the delivery of a fair and equitable housing service which takes account of local issues and circumstances.</p> <p>For many rural households, housing choices can be more limited due to unsuitable stock, unaffordable prices and a lack of rental accommodation. Our Rural Strategy and Action Plan 2016-20 identifies in particular, the need to increase the provision of affordable housing in rural areas in order to help protect and sustain rural communities. Through the Housing Executive's annual programme of rural housing need tests, we engage with communities who wish to examine the need for new housing in their area and with housing associations to encourage the delivery of new rural housing where it is required.</p> <p>The Housing Executive's contribution to rural regeneration extends beyond the provision and maintenance of housing to the capital funding invested for the development and improvement of local community facilities and services. In 2020/21, the Housing Executive will also continue to celebrate the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p>
Social Housing Enterprise	<p>The 2015-2018 Social Housing Enterprise Strategy was launched by the Housing Executive in September 2015. The aim was to support individuals and organisations in the growth and development of social enterprises to improve economic activity in Housing Executive communities. A total of £1.4 million was spent over the 2015-2018 period in Northern Ireland.</p> <p>An external evaluation of the 2015-2018 Strategy resulted in extremely positive findings. These findings and other recommendations helped shape our forthcoming Social Enterprise Plus Strategy 2020-2024 which received Housing Executive Board approval in December 2019, the launch of which has been delayed until later this year due to the COVID-19 pandemic. It is anticipated that when we can open invitations for applications to the new Social Enterprise Awards programme there is an initial budget of £300k available for the two year period 2020-2022.</p>

Table continues

Title	Update
Supporting People Strategy and Action Plan	<p>The Housing Executive acts as the administering authority for the Supporting People (SP) Programme in Northern Ireland. This role includes the payment of SP Grant to approximately 86 providers who provide over 850 housing support services, which deliver assistance with housing related tasks to more than 19,000 vulnerable people in order to help them develop or maintain the skills necessary to live as independently as possible in their own home. In 2020/21, the SP budget is £72.8m. In response to COVID-19 an additional £10 million has been made available to SP providers specifically for COVID-19 pressures. The SP contract management and reporting regime was relaxed temporarily to allow providers time to cope with the challenges of responding to the impact of COVID-19.</p> <p>SP are producing a three year strategy for 2020-2023. The main thematic areas of Disability and Mental Health, Young People, Older People and Homelessness remain strategically relevant. For further information on the SP programme see the NIHE website (Supporting People Programme).</p>
Sustainable Communities	<p>Now in its second year of a three year programme, the HANDIHEAT EU project is progressing its outputs with European partners from Iceland, Shetland, Republic of Ireland, Finland and Northern Ireland with a focus on identifying renewable energy solutions, best practice, toolkits, training and road maps for rural communities affected by fuel poverty and fuel inequality due to heavy reliance on imported fossil fuels for the production of energy. Two pilot demonstration sites in Northern Ireland and northern Finland have been identified to investigate means by which households can be improved through upgraded energy performance and a renewable energy supply with resulting greenhouse gas savings.</p> <p>The second pilot demonstration led by HANDIHEAT's Lead Partner, the Housing Executive, is progressing its outputs with associate partners and suppliers across Ireland to investigate possible hybrid energy solutions for six houses in a sparsely rural settlement in Lisnaskea, Co. Fermanagh. The Climote monitoring kits installed in the six houses during February 2020 will focus on the electrification of heat with an additional house (control house) fitted with the monitoring kit to collect data for a one-year period, and will monitor oil use and temperature of thermostats in each of the dwellings. Hybrid boiler solutions have been developed by Grant Engineering in the Republic of Ireland and will be installed in the dwellings during July 2020. The results of the pilot demonstrations in Northern Ireland and Finland will inform and influence energy policies going forward.</p>

Table continues

Title	Update
Temporary Accommodation Strategy	A strategic review of temporary accommodation commenced in January 2019 to examine how effectively the current portfolio of accommodation meets the needs of homeless customers. It has been analysing supply and demand, comparing options and performance with other UK jurisdictions, identifying key measures and working to project future needs. It will also seek to examine best practice on homeless prevention with a view to minimising a need for temporary accommodation or making stays as short as possible. Additionally, it will try to build an understanding of both customer and provider experiences and produce a strategic action plan to address issues identified. As part of the project, a number of pilot initiatives are being developed to test different models. These include modular housing, shared housing, community hosting and long term leasing. The Action Plan is expected to be completed by the end of 2020.
Tower Blocks	Following a major consultation exercise on our initial proposals with stakeholders in 2018, our final Tower Blocks Action Plan was approved by our Board in March 2019 and by DfC in August 2019. A Delivery Team has been put in place to drive and manage the implementation of the Action Plan.

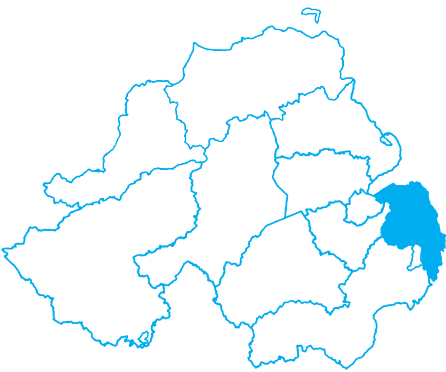
Table continues

Title	Update
Welfare Reform	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact are Social Sector Size Criteria (Bedroom Tax), Universal Credit and Benefit Cap.</p> <p>In March 2020, Social Sector Size Criteria was directly impacting on 23,619 Housing Executive tenants and 155 were affected by Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020, however, Communities Minister Deirdre Hargey MLA announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments have continued.</p> <p>By March 2020, the Housing Executive had 13,019 tenants claiming Universal Credit, with a significant increase in the number of tenants making a new claim for Universal Credit during March 2020 due to the economic impacts of the COVID-19 outbreak. Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through the 'Move to UC' phase of roll out, where working-age customers on the relevant benefits will be advised when they should move to Universal Credit. This phase is due to commence in early 2021. It is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when 'Move to UC' is complete.</p> <p>Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's 'Move to UC' phase takes effect. However, Housing Benefit will still have a significant number of customers, approximately 42,000, of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.</p> <p>The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants.</p>

Local Context

Demographic Context

District Electoral Area Population Estimates (2018)*



Ards Peninsula	24,340	10 people icons
Bangor Central	26,100	11 people icons
Bangor East & Donaghadee	22,570	10 people icons
Bangor West	18,880	8 people icons
Comber	19,020	9 people icons
Hollywood & Clondeboyne	20,800	9 people icons
Newtownards	29,170	12 people icons
TOTAL	160,880	

Source: NISRA
 *Population Estimates for DEAs are estimated using a proportionate method which allocates Small Area population estimates to DEAs on the basis of information extracted from the 2011 Census.

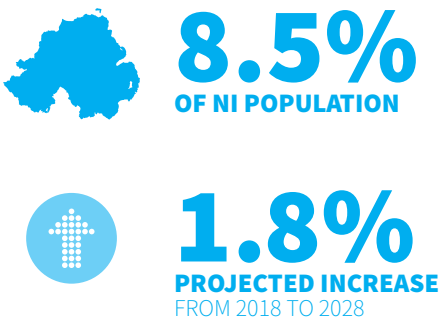
Population of Ards and North Down Borough

The population of Ards and North Down Borough is projected to increase by 1.8% to 163,854 in 2028. It represents 8.5% of the NI population at 2018.

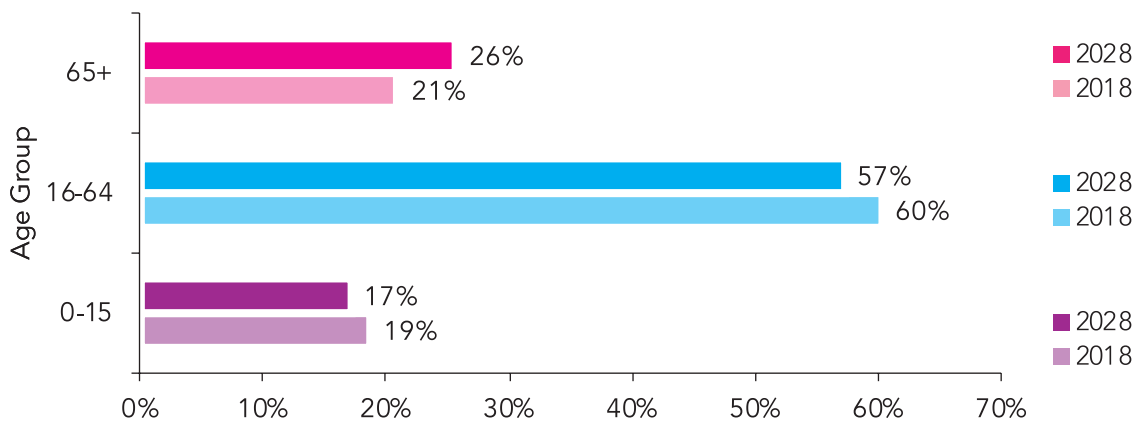
Source: NISRA

In light of demographic changes and the evolving policy context around older people, the Housing Executive published research in 2019 which sought to examine the views of older people toward their housing circumstances now and what they will need in the future. The report [Understanding the Housing Needs and Aspirations of Older People](#) will contribute to the knowledge available on this subject and will be important to a range of policy makers and stakeholders both within and beyond the housing sector.

The population change projections from 2018 to 2028 for Ards and North Down shows population growth will be concentrated in the 65 plus age group which is projected to grow by 24.8% over the ten-year period. In contrast, the population of children 0 – 15 years is projected to decrease by 7% and the Working Age population will



Population Change 2018-2028



Source: NISRA

decrease by 3.4%. The projected population change chart for the period 2018 to 2028 shows the proportionate changes in the population. The 0-15, and 16-64 age groups reduce and older person households increasing from 21% to 26% of the overall population over the ten year period.

The household size is projected to reduce from 2.38 to 2.31, while the number of households is projected to increase by 3,325 from 66,441 to 69,766 over the 10 years to 2028. While the need for small family accommodation remains, population projections indicate that there is a requirement to design and construct suitable accommodation for older persons.

Suitable housing can significantly improve life in older age, while unsuitable housing can be the source of multiple problems and costs. Poor quality housing costs the NHS an estimated £2.5 billion per year. Homes will be increasingly used as places of work and care. Appropriately designed housing, that can adapt to people's changing needs as they age, has a number of benefits. These benefits include reducing demand on health and care services, and enabling individuals and society however, as with any major demographic change, it also presents challenges.

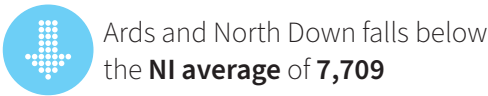
The Housing Market

Projected Housing Growth Indicator new dwelling requirement



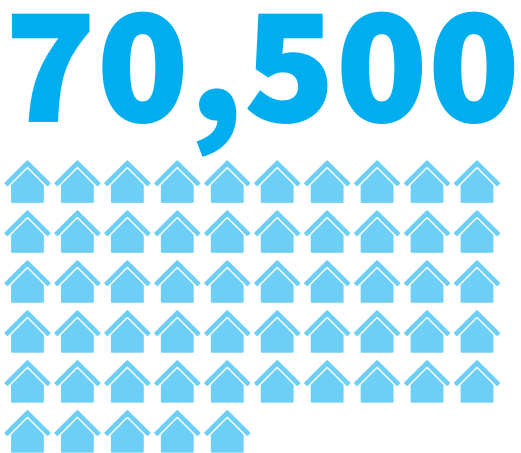
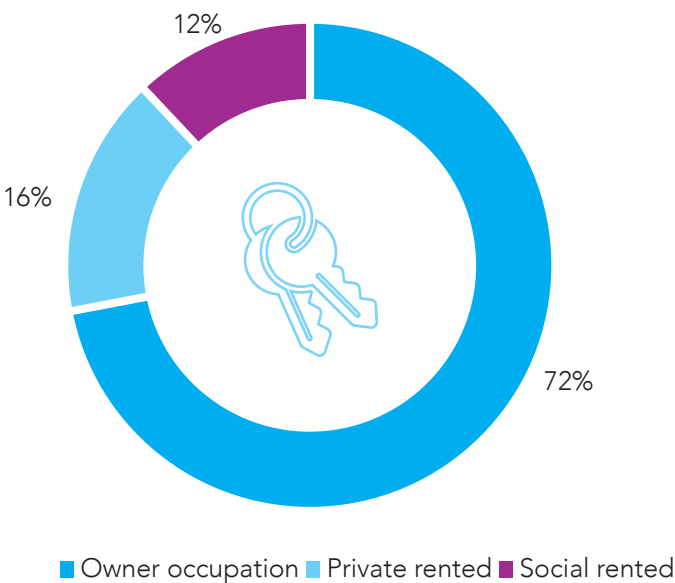
There is a projected Housing Growth Indicator new dwelling requirement of 5,500 for the period 2016 to 2030 for the borough. Ards and North Down is below the NI average of 7,709.

This data will inform the Council's Local Development Plan (LDP) on the need for additional development land. In addition the LDP will set out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing.



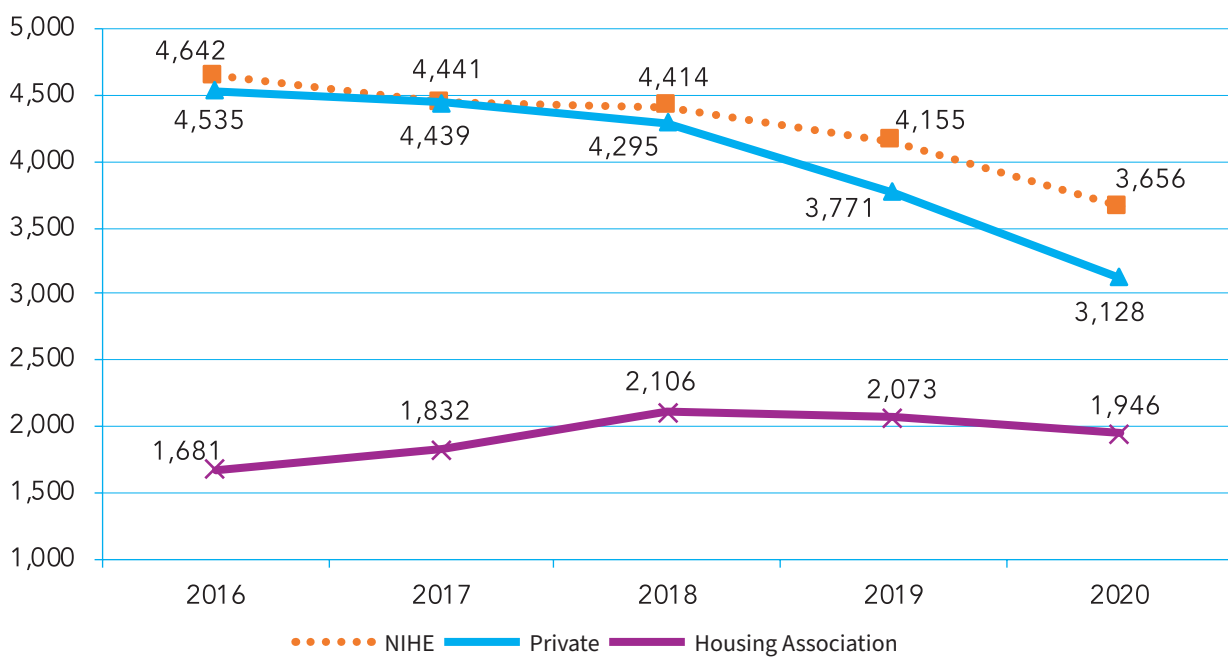
At 2016, there were approximately 70,500 households in the borough, of these 72% were Owner occupied, 16% Private Rented and 12% Social Rented (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

2016 Tenure Breakdown



Source: Northern Ireland House Condition Survey 2016

Housing Benefit



Source: NIHE

There were 926 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Ards and North Down at end of March 2020.

The reduction in Housing Benefit claimants may be as a result of the migration exercise underway from Housing Benefit to Universal Credit.

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

Owner Occupied Sector

Owner Occupation comprises 72% of the overall homes in the borough. Ulster University state that the average house price in Ards and North Down Borough in 2019 was £187,442 which represents a decrease of 1.3% on 2018 figures.

Average Annual House Prices

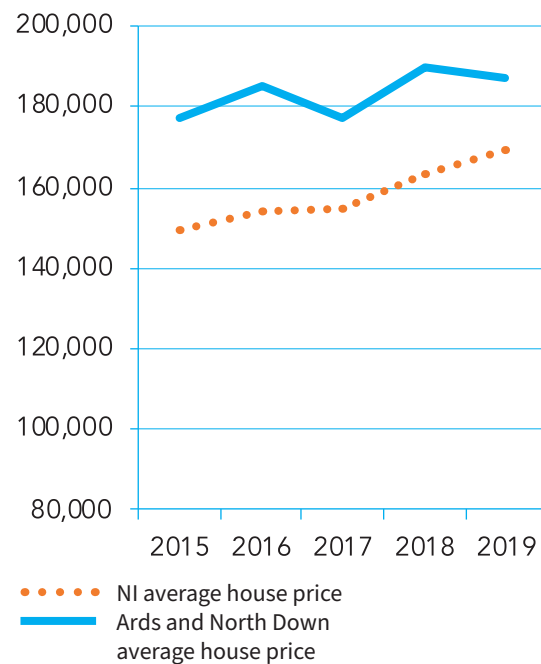


Average house price in Ards and North Down Borough in 2019

£ **187,442**



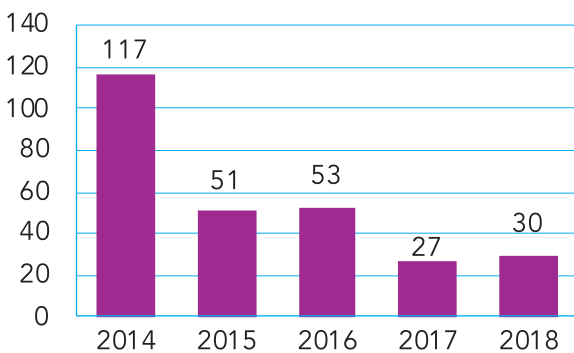
1.3%
DECREASE FROM 2018



Source: Ulster University

Repossessions

During 2018, there were 30 repossessions in Ards and North Down. This represents a 74% decrease since 2014.



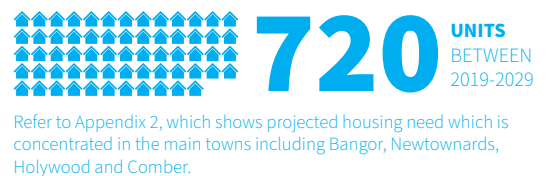
Source: NI Courts and Tribunals Service



Intermediate need

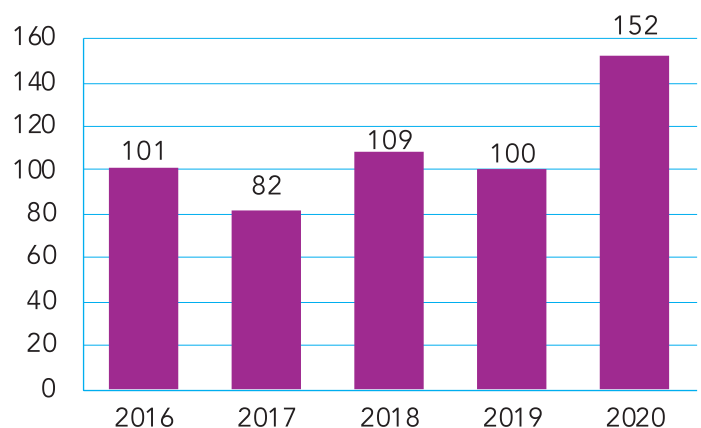
Demand for intermediate housing aimed at low income households in Ards and North Down is estimated at 720 units between 2019-2029.

One of the products available to the intermediate housing market is Co-Ownership.



Co-ownership Purchases

Co ownership Housing Association had an active stock of 1,317 dwellings at March 2020, 152 of which were purchased during 2019/20.

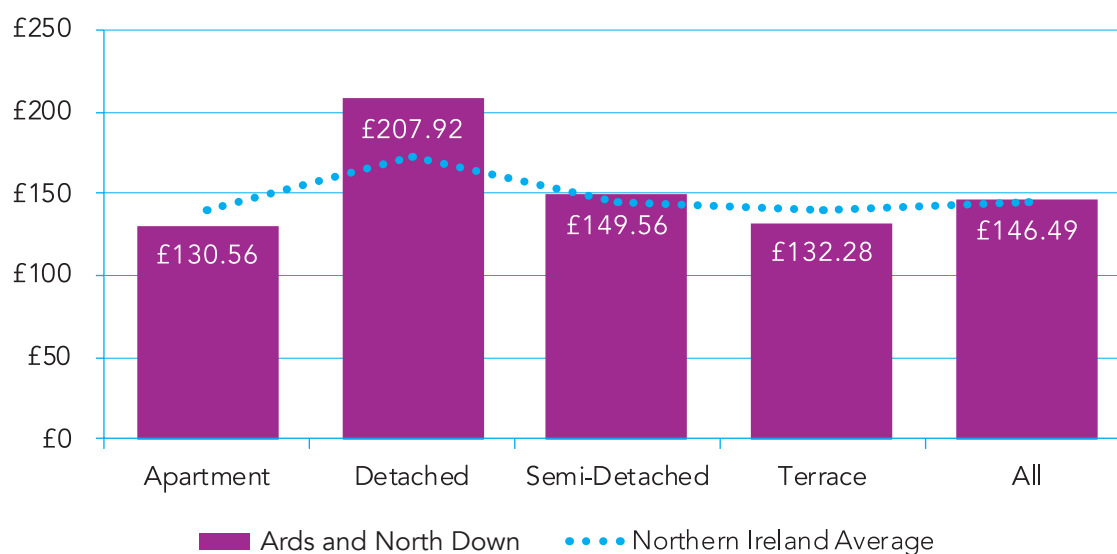


Source: Co ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 16% of homes in the borough.

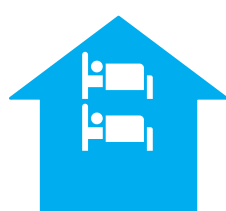
Average Weekly Private Sector Rent by Dwelling Type



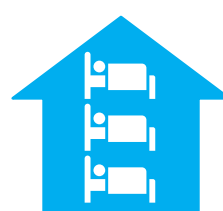
Source: Ulster University

Local Housing Allowance

Ards and North Down Borough falls within the South East Broad Rental Market Area (BRMA). The Local Housing Allowance from April 2020 for 2 bedroom dwellings within the BRMA is £97.51 per week. For 3 bedroom dwellings the allowance is £107.81.



The Local Housing Allowance, from April 2020, for
2 BEDROOM DWELLINGS
 within the BRMA is
£97.51 per week



The Local Housing Allowance, from April 2020, for
3 BEDROOM DWELLINGS
 within the BRMA is
£107.81 per week

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 6,556 properties registered by 4,991 landlords in Ards and North Down at February 2020. Due to the ongoing COVID-19 Pandemic, DfC are unable to report end of March 2020 information.

Houses in Multiple Occupation (HMO)

As household groups reduce in size, Houses in Multiple Occupation (HMO) will continue to play a greater role in the housing market, particularly for single households aged under 35. Since 1 April 2019, Belfast City Council has assumed responsibility for licensing of HMO's.



Social Housing Sector

The Social Housing sector share of the housing market in Ards and North Down was 12% at 2016. (Northern Ireland House Condition Survey 2016)

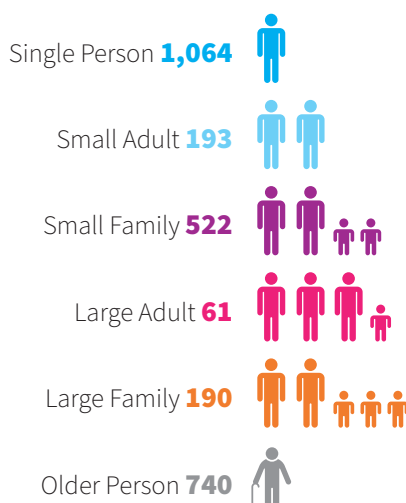
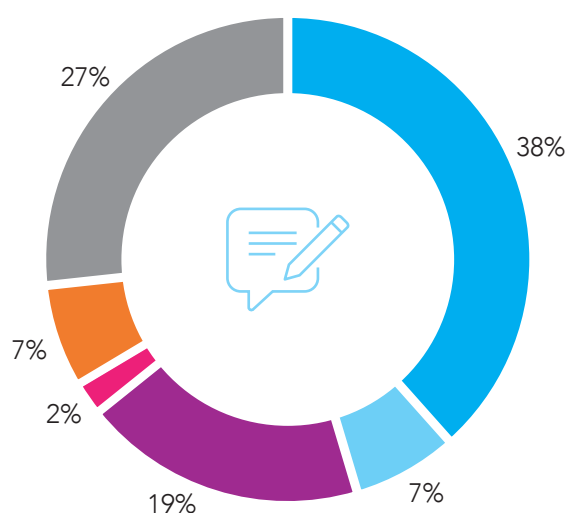
Housing need for the borough decreased slightly in 2019. At March 2020 there were 2,770 applicants on the waiting list for Ards and North Down with 1,953 in housing stress. There were 648 allocations over the year. Single, older persons and small family households comprise 84.8% of the housing stress waiting list in the council area. The need for small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for local breakdown.

35

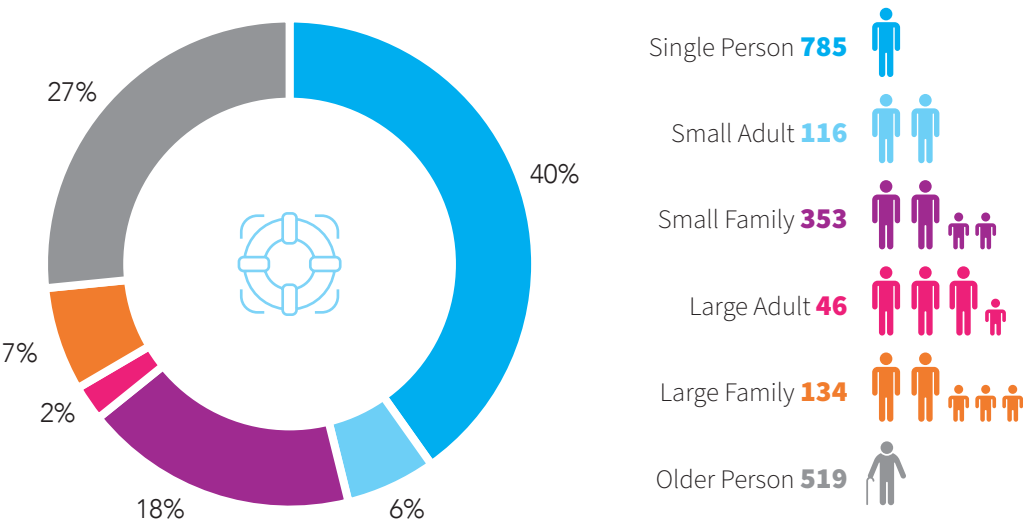
Housing Executive properties were sold to tenants under the House Sales Scheme during 2019/20 at an average selling price of

£50,139
for Ards and North Down.

Waiting List Applicants

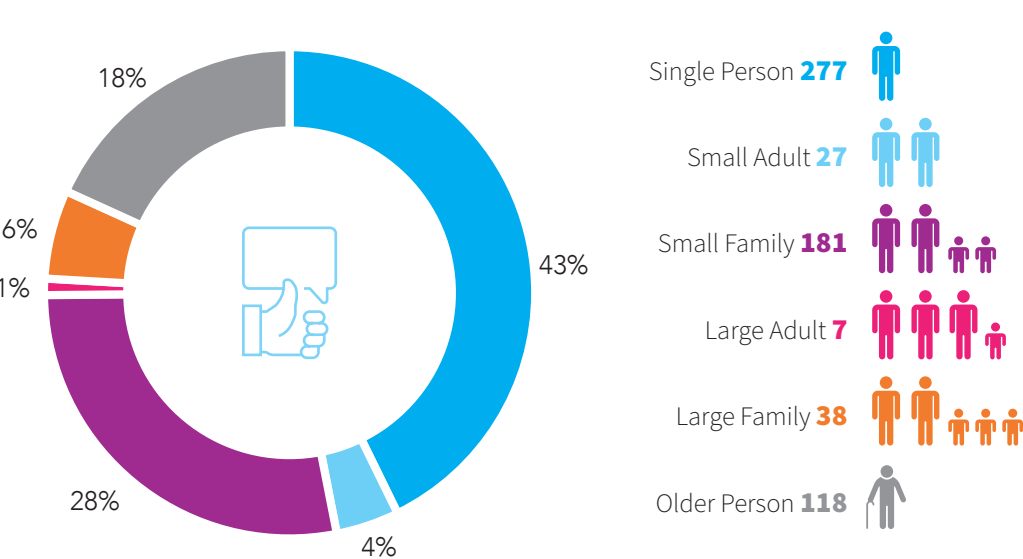


Applicants in Housing Stress



Source: NIHE, March 2020

Allocations to Applicants

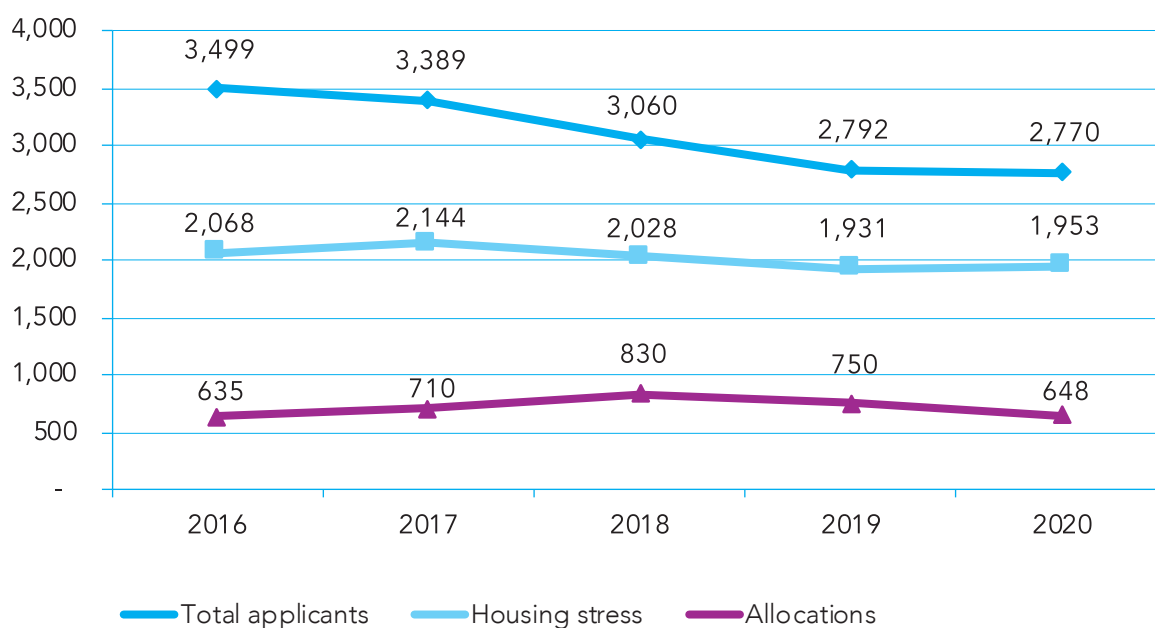


Source: NIHE, March 2020

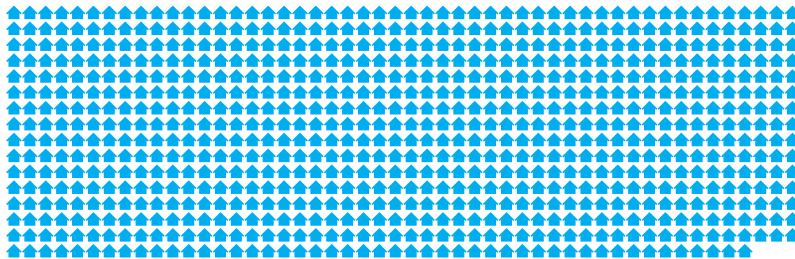
Definition of Household Types

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

Social Housing Waiting List Trends



The requirement for new social housing in the borough has decreased between 2018 and 2019.



797 The five-year assessment for 2019-24 shows a need for 797 units in the borough.

Refer to Appendix 2, which shows projected housing need which is concentrated in the main towns.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 111 housing units planned.

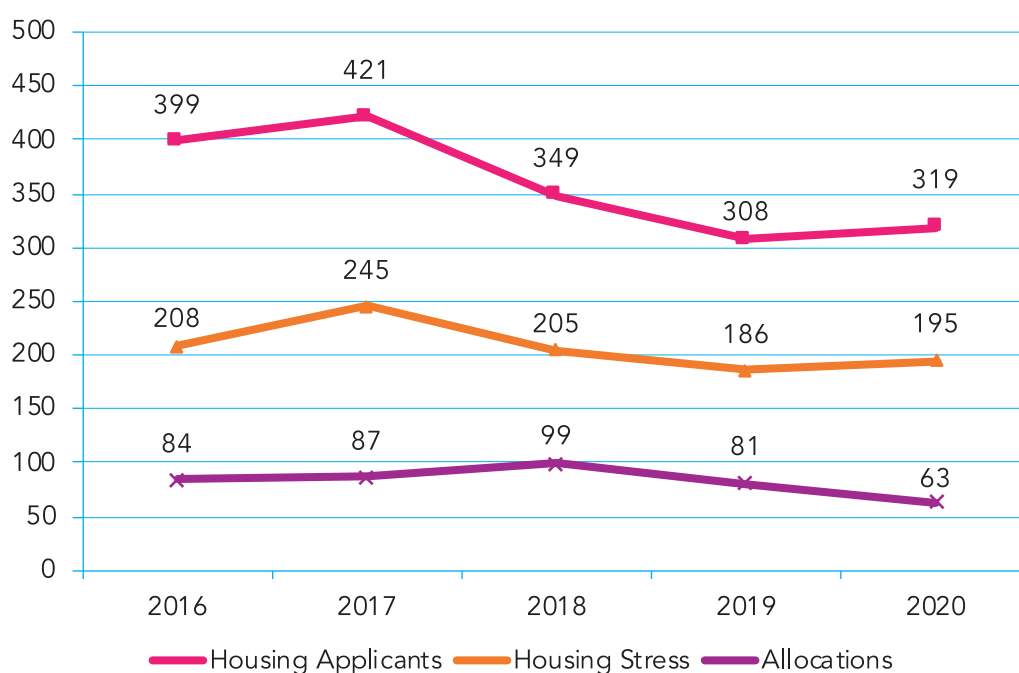
During 2019/20, 124 homes were completed across Ards and North Down and 160 units were on-site at 31 March 2020. See Appendix 3 for details of the programme, completions and on-site schemes.

Rural Areas

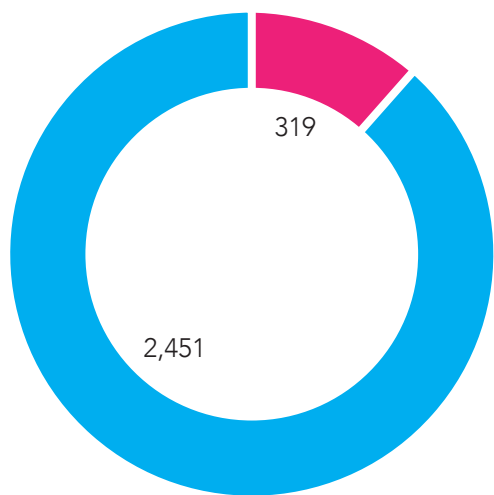
House and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term for many young rural households within Ards and North Down Borough. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation.

The Housing Executive will 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. See Outcome 2 for Site Identification Studies and Outcome 3 for Rural Housing Needs Tests.

Rural Housing Waiting List Trends

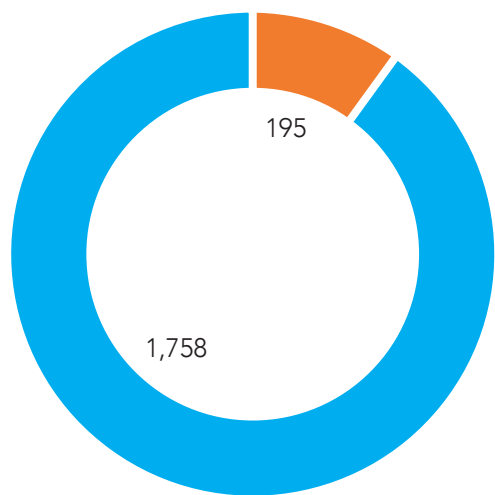


Waiting List Applicants
2020



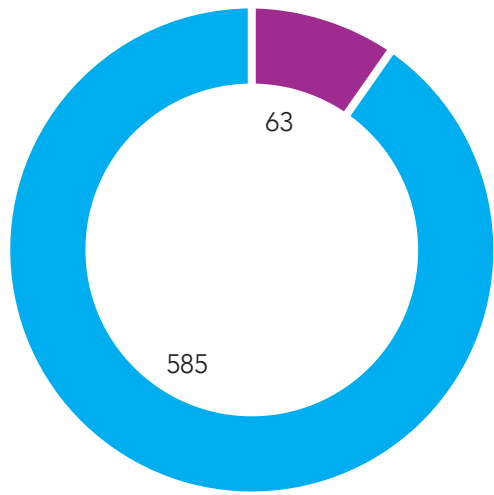
■ Ards and North Down Rural
■ Ards and North Down Urban

Waiting List Applicants in
Housing Stress 2020



■ Ards and North Down Rural
■ Ards and North Down Urban

Allocation to Applicants
2020



■ Ards and North Down Rural
■ Ards and North Down Urban

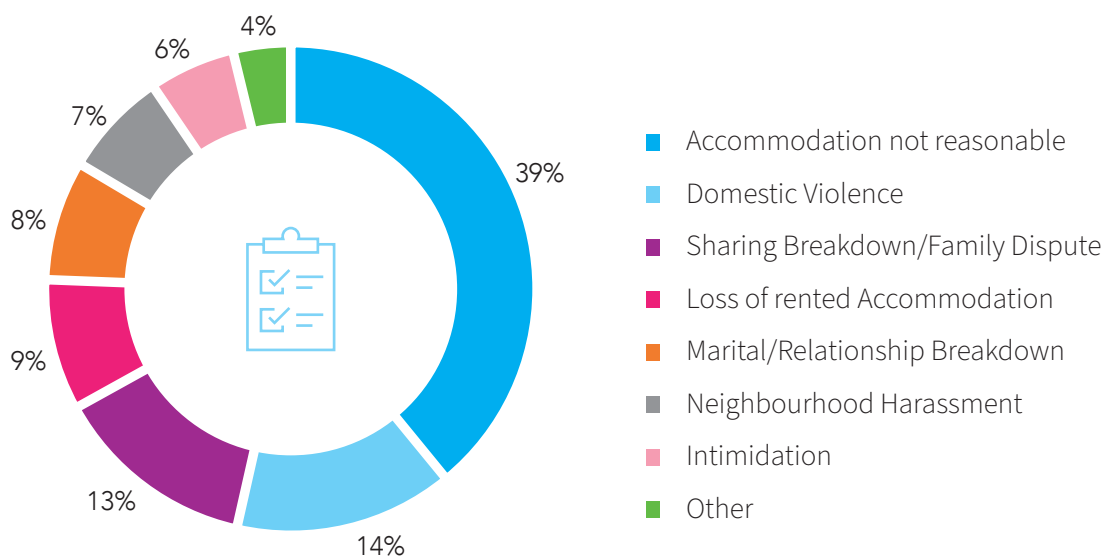
Source: NIHE

Homelessness

The number of households presenting as homeless in the borough fell by 289 between March 2019 and March 2020 with 1,276 presenters by the end of March 2020, see Appendix 5. The main reasons for homelessness acceptances include accommodation not being reasonable, domestic violence and sharing breakdown\ family dispute.

There is a range of temporary accommodation options available in Ards and North Down Borough. During 2019/20 the Housing Executive made seven placements into voluntary sector hostels and 146 placements in single let properties.

Reasons for Homelessness



Specialised Housing and Housing Support Services

Accessible Housing

Work is continuing on the development of an Accessible Housing Register. This will allow social landlords to make more effective use of their existing adapted stock. Within Ards and North Down Borough Council area there is an identified social housing need at March 2019 for 53 wheelchair units.

Adaptations

During 2019/20 the Housing Executive spent £1.76m on adaptations to their properties in Ards and North Down. See Appendix 4.

£1.76m
SPENT ON ADAPTATIONS 2019/20

Disabled Facilities Grants

During 2019/20 the Housing Executive approved 43 Disabled Facilities Grants for private sector dwellings with an approval value of £818k. 26 were completed. See Appendix 4.

DISABLED FACILITIES GRANTS
£818k
APPROVAL VALUE 2019/20
26 COMPLETIONS

Irish Travellers

The Housing Executive has responsibility for identifying and meeting the accommodation needs of Irish Travellers. We are currently finalising a five year Irish Travellers Accommodation Strategy 2020-2025.

Supporting People

The Housing Executive, through the Supporting People Grant, funds 83 Housing Support Services across Ards and North Down at a cost of £5.78m, providing housing support to 1,676 clients per year. These are set out in Appendix 5.

£5.78m
ON FUNDING 83 HOUSING
SUPPORT SERVICES

Community Planning

[The Big Plan for Ards and North Down](#)

The Big Plan for Ards and North Down – Statement of Progress

In accordance with legislation and guidance set out by the DfC, the first two yearly Statement of Progress, providing updates on the outcomes and indicators of the Big Plan for Ards and North Down was completed in November 2019.

The Big Plan is aspirational and sets out the future community planning partners want to achieve for the people of Ards and North Down from 2017 to 2032. The Big Plan provides a commitment from all partners to the people of Ards and North Down on what is a collective initiative. The five outcomes, what partners said we would do and what we have done to date include:

Outcome 1: All people in Ards and North Down fulfil their lifelong potential

- To make public spaces and services accessible and friendly for everyone an Age Friendly Alliance has been formed and a strategy and action plan developed. Partnerships have also been developed with dementia focused organisations.

Outcome 2: All people in Ards and North Down enjoy good health and wellbeing

- We would create a community of lifesavers to increase survival rates of people suffering cardiac arrests. To achieve this, a Community Resuscitation Group was established and an action plan was agreed. Members include representatives from local government, health, education, sport and the business community.

Outcome 3: All people in Ards and North Down live in communities where they are respected, are safe and feel secure

- We will increase the effectiveness of inter-agency work by providing tailored support to keep vulnerable people safe. The anti-social behaviour forum funded via Policing and Community Safety Partnerships (PCSP) has good buy-in from relevant statutory agencies including the Housing Executive, Police Service for Northern Ireland (PSNI), Ards and North Down Borough Council (ANDBC) and Northern Ireland Fire and Rescue Service (NIFRS). The group has now been established and a number of meetings have already taken place.

Outcome 4: All people in Ards and North Down benefit from a prosperous economy

- To review skills and qualifications on offer so they match the need of existing businesses.

Outcome 5: All people in Ards and North Down feel pride from having access to a well-managed sustainable environment

- Increase civic involvement and inspire communities to take ownership of their local environment including delivery arrangements.

In addition, the Housing Executive continues to meet with statutory partners within the Estates and Lands Group established through the Community Planning Process. We are currently working on a Data Sharing Agreement to share information through Geographical Information System (GIS).

The summary document is available on the Ards and North Down Borough Council website at [The Big Plan for Ards and North Down – Statement of Progress](#)

Local Development Plan

The Council's timetable has been agreed and published with the Council's Preferred Options Paper (POP) launched on 25 March 2019. The consultation period for the POP was from May – August 2019. The next stage will involve the publication of a Draft Plan Strategy which is a public consultation document (not the final plan). This shall give an indication of the Council's intentions regarding the future development of the Borough and is a key part of the public participation process. The indicative timescales for the Key Stages in the LDP process are outlined in the Local Development Plan Timetable which is available to view on the Council's website at: [Ards and North Down Local Development Plan](#)

The Council has noted that the LDP timetable and the Statement of Community Involvement (SCI) are under current review.

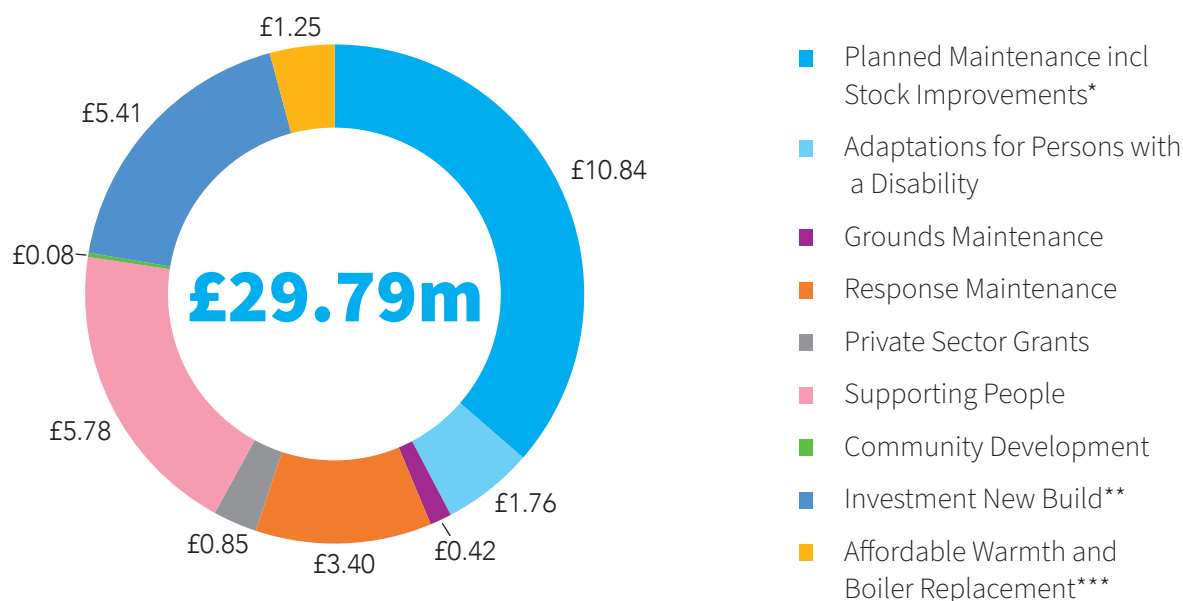
Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2019/20 public sector housing investment totalled £29.79m for Ards and North Down.

The Housing Executive originally intended to deliver investment of £227 million across all of Northern Ireland on improvement and maintenance activities to its stock in 2020/21. However, other than for emergency situations and the undertaking of statutory inspections and servicing, these activities were suspended in late March 2020 due to the lockdown measures that were put in place by government in response to the COVID-19 pandemic. We have continued to review what works we can undertake in light of the further development of these measures, and in June 2020 we recommenced works to external areas and vacant properties. We will continue to inform all stakeholders as the situation progresses and we have greater certainty on the type and level of stock investment that can be delivered this year.

Aside from work to Housing Executive Stock, the projected spend for 2020/21 is £0.93m for Private Sector Grants and £5.99m for Supporting People.

Ards and North Down Borough Council 2019/20 Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £8.59million and Stock Improvement Spend was £2.25 million.

**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 £1.09million and Boiler Replacement spend was £0.16million.

NB: 2019/20 expenditure figures in the chart above are with Northern Ireland Audit Office for auditing at present, although they are unlikely to be fully audited until late summer, due to delays arising from the COVID-19 pandemic.

Housing Plans & Services - Outcomes



**Helping people
find housing
support and
solutions**



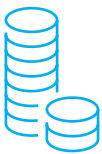
**Delivering
better homes**



**Fostering vibrant
sustainable
communities**



**Delivering quality
public services**



**Community
Grants**

£16,164

funding awarded



**Community
Cohesion**

£58,296

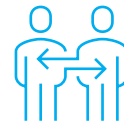
funding awarded



**Community
Safety**

£1,920

funding awarded



**Rural Match
Funding**

£8,291

awarded



**Small Pockets
of Deprivation
(SPOD)**

£193,521

funding



**Areas
At Risk**

£27,224

funding



**Neighbourhood
Renewal**

£249,028

funding



**Energy
Efficiency**

£2.38m

spend

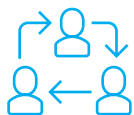


**Affordable
Warmth**

505 installations

£1.09m

spend



Supporting People

£5.78m

spend



**Disabled Facilities
Grants (DFGs)**

£818k

approval value



Adaptations

£1.76m

spend



New Build

£5.41m

spend



A new community space created by NIHE at the East End Community Base in Newtownards.



The unveiling of the new Jonathan Rea mural in the Westwinds Estate, Newtownards.

Community Representatives
and Statutory Agencies
on an Estate Walkabout in
Rathgill, Bangor.



Outcome 1

Helping people find housing support and solutions

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Development and publication of the Chronic Homelessness Action Plan.	Following extensive public consultation, the Chronic Homelessness Action Plan was amended and approved by NIHE Board in November 2019.	Two Research projects have been commissioned. The first project will look at the impact of chronic homelessness on women and the second will consider the role of day services in delivering help to clients experiencing chronic homelessness.	3B 3C 4A
Implementation of year one actions in Chronic Homelessness Action Plan.	The number of objectives was reduced from ten to seven to ensure a more streamlined plan and avoid duplication. The indicators for chronic homelessness were adjusted to reflect the views of the sector, and ratified by the Central Homelessness Forum. 1,276 homelessness presenters and 947 homelessness acceptances.	Work will continue to incorporate chronic homelessness indicators into the Housing Management System to provide an evidence base to inform policy and strategic decisions going forward. NIHE is also exploring funding options for the delivery of housing led solutions for clients experiencing chronic homelessness.	

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</p>	<p>The Housing Solutions approach is used 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. Housing Solutions Handbook for staff was reviewed and updated during 2019/20.</p>	<p>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Continue to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p>	1C
<p>Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p>	<p>The National Practitioner Support Service (NPSS) has been appointed to conduct peer reviews of NIHE's Housing Solutions Service.</p>		
<p>Work has been ongoing to investigate and develop a replacement Private Rented Sector Access Scheme (PRSAS). A number of consultation events have taken place and a specification has been produced. A business case is ongoing with the aim of having a new PRSAS procured and in place by September 2019.</p>	<p>Due to budgetary pressures arising in dealing with NIHE's statutory duties in respect of addressing homelessness, the delivery of a PRSAS has had to be put on hold until such times as sufficient funding can be secured.</p>	<p>Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured from DfC.</p>	4A

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
£5.84m has been approved to deliver the Supporting People Programme for 2019/20.	<p>£5.78m was spent delivering the Supporting People Programme for 2019/20, Appendix 5.</p> <p>74 accommodation based services for 1,381 service users.</p> <p>Nine floating support schemes for 295 service users.</p>	£5.99m has been approved to deliver the Supporting People Programme for 2020/21, Appendix 5.	1C 2C 3B
The gross, three-year (2019/22) SHDP contains no supported housing schemes for the Borough. This will be kept under annual review.	There is currently no identified or known requirement for supported housing in Ards and North Down.	The gross, three-year (2020/23) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	1C 2C 3B 5C
The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	15 wheelchair units were on-site and eight units completed at 31 March 2020.	The Wheelchair Standard Accommodation target for 2020/21 is 10%.	1C 2C 3B 5C
NIHE has funding of approximately £10m for DFGs for the private sector in 2019/20 across NI. The funding for Ards and North Down is £1.01m.	NIHE approved 43 DFGs with an approval value of £818k during 2019/20. 26 DFGs were completed during the year.	NIHE has funding of approximately £12m for DFGs for the private sector in 2020/21 across NI. The funding for the borough is £855k.	1C 2C 3B 5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE have a budget of £2.23m to provide adaptations to their properties in the borough in 2019/20.	NIHE spent £1.76m on adaptations in 2019/20.	We are unable to provide detail on our budget for 2020/21 at this time.	1C 2C 3B 5C

Outcome 2

Delivering better homes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE will carry out an annual five year projected social housing need assessment for the Council area. NIHE will annually assess demand for intermediate housing for the Council area.	<p>Achieved. The five year social housing need for the Council area is 797, Appendix 2.</p> <p>Achieved. The ten year intermediate housing need is 720.</p>	<p>NIHE will carry out an annual five-year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	5C
NIHE will continue its programme to deliver Housing Market Assessments across NI by completing Phase 1 of this process in March 2020 which includes Strategic Housing Market Analyses of Belfast and Derry/Strabane HMAs.	<p>The Strategic Housing Market Analyses of Belfast Metropolitan Area and Derry/Strabane HMAs are due to complete in July 2020.</p>	<p>NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas. Northern Area - Ballymena HMA and Causeway Coast HMA Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs South Eastern Area – Newry and Craigavon Urban Area HMAs.</p>	5C
DfC will approve a gross, three-year 2019/22 SHDP.	<p>There are 160 units on-site, of which, 41 units started in 2019/20. There were 124 units completed during 2019/20, Appendix 3.</p>	<p>DfC will approve a gross, three-year 2020/23 SHDP.</p>	5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Site identification studies will be completed as identified.	A site identification study has been completed in Helen's Bay. There are ongoing studies in Holywood, Donaghadee and Groomsport.	Site identification studies will be completed as identified.	5A 5C
The 2019/20 investment in intermediate housing, which is delivered through the Co-Ownership, Shared Ownership scheme, was £34m with a target of 1,091 homes.	In 2019/20, there were 152 properties purchased through Co-Ownership in the Ards and North Down area.	Due to the impacts of COVID-19, funding and targets have not yet been confirmed for this period.	4A 5C
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	35 NIHE properties were sold to tenants through the House Sales Scheme during 2019/20.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	4A 5C
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £6.73m for 35 schemes.	In 2019/20, NIHE spent £8.59m on 30 planned maintenance schemes in the Council area, Appendix 4.	We are unable to provide detail on our programmes for 2020/21 at this time.	4A 5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Funding for NIHE stock improvement work in 2019/20 is £3.93m.</p> <p>NIHE will complete response maintenance repairs within the required target time.</p> <p>NIHE will carry out response maintenance repairs to customers' satisfaction.</p>	<p>In 2019/20, NIHE spent £2.25m on stock improvement work.</p> <p>83.9% of NIHE response maintenance repairs in NI were completed within the required target time.</p> <p>93.5% of NIHE response maintenance repairs were carried out to the customers' satisfaction.</p>	<p>We are unable to provide detail on our programmes for 2020/21 at this time.</p> <p>NIHE will complete response maintenance repairs within the required target time.</p> <p>NIHE will carry out response maintenance repairs to customers' satisfaction.</p>	5C
Improving People's Homes – Private Stock			
<p>NIHE will implement the Affordable Warmth Scheme with available funding of £12m for 2019/20 across NI, subject to change following current monitoring round outcome.</p>	<p>In the Council area, 505 measures were carried out to 278 private properties under the Affordable Warmth Scheme in 2019/20, at a cost of £1.09m.</p>	<p>NIHE will implement the Affordable Warmth Scheme with available funding of £4m for 2020/21 across NI, subject to change following current monitoring round outcome. A new five year business case was approved for 2019-2024, with the emphasis being on a whole house approach.</p>	4A 4B 5A 5C
<p>NIHE will implement the Boiler Replacement Scheme 2016-19, with anticipated funding of £1m for 2019/20 across NI, subject to change following current monitoring round outcome.</p>	<p>In Ards and North Down 246 properties had boilers replaced at cost of £162k.</p>	<p>NIHE will implement the Boiler Replacement Scheme, with anticipated funding of £350k for 2020/21 across NI, subject to change following current monitoring round outcome.</p>	4A 4B 5A 5C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Funding of discretionary grants will continue in 2019/20.	Discretionary grant approval in 2019/20 was £69k, Appendix 4.	Funding of discretionary grants will continue in 2020/21.	5C
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were 19 mandatory repair grants approved in 2019/20, with an approval value of £16k, Appendix 4.	NIHE will issue mandatory repair grants as required.	5C
NIHE's 2019/22 Energy Efficiency Programme includes 1,642 units at a cost of £4.7m.	In 2019/20, the Energy Efficiency Programme included 543 units at a cost of £2.38m.	NIHE's 2020/23 Energy Efficiency Programme includes 1,778 units at a cost of £7.9m.	4A 4B 5A 5C
Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions over to local community groups.	5,200 households have become members of the 27 oil buying clubs established in NI. Four clubs are based in the borough including Ards Peninsula, Comber Neurodiversity, Millisle and North Down Community Network.	Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	4A 4B

Outcome 3

Fostering vibrant sustainable communities

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Community Planning			
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.	Promote housing led regeneration through master planning proposals in urban and village centres.	5A 5B 5C
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2019/20.	DfC has funded £194k for Ards and North Down SPOD area for 2019/20. Areas at Risk £27k and Neighbourhood Renewal £249k. DfC has funded £402k for SPOD in NI in 2019/20.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2020/21.	3B 3C 4A 5A 5C
NIHE will work with rural communities to identify hidden rural housing need.	NIHE continued to work with rural communities to identify hidden rural housing need.	NIHE will work with rural communities to identify hidden rural housing need.	5C
The NI target for 2019/20 is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	One project received Heritage in Housing funding of £21,000 in 2019/20. NIHE funding contributed to the provision of two units of accommodation at 22-24 High Street, Donaghadee.	The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)	5A 5B 5C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE will implement a match funding programme for the Rural Development Programme in 2019/20, for a minimum of seven projects across NI.	In 2019/20, 19 projects were funded in rural areas with a total spend of over £300k. One project was funded in the borough at Kircubbin, receiving over £8k.	This is the final year of the NIHE match funding programme corresponding with the final year of the NI Rural Development Programme (2014-2020).	3A 5A 5B 5C
NIHE will implement and promote the annual 'Rural Community Awards' competition.	<p>The 2019/20 Rural Community Awards were presented to the winning community groups in November 2019.</p> <p>Rural Cleaner & Greener Award Highly Commended:</p> <ul style="list-style-type: none"> Strangford Residents Association <p>Sustainable Village of the Year Award Winners:</p> <ul style="list-style-type: none"> Portaferry Community Collective Ltd 	NIHE hopes to offer the Rural Community Awards on an annual basis.	1C
Building Successful Communities			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	1C 4A 4B
NIHE's Social Housing Enterprise (SHE) Strategy will continue to invest in local communities to support social housing enterprise developments.	The Social Enterprise Plus Strategy 2020-2024 will be launched later this year.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	1C 4A 4B

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Consult on the new Community Safety Strategy, Launch and implement.	Public consultation on the new strategy has concluded. The Strategy Responses received are being reviewed and the Strategy is being finalised.	Launch & implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.	1C 1D 3A 3B 3C
We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.	During 2019/20, NIHE dealt with 133 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	3A 3B 3C
NIHE will work to prevent people leaving their homes as a consequence of hate crimes.	During 2019/20 there were no Hate Incident Practical Action scheme (HIPA) incidents actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	3A 3B 3C
NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).	NIHE Area Managers continue to attend their respective PCSP meetings. The Ards & North Down PCSP aims to make neighbourhoods safer by focussing on policing and community safety issues that matter most to people living in the area. In order to do this the partnership consults and engages with local communities to identify and prioritise particular issues of concern and prepare plans for how these can be tackled.	NIHE will continue to be a designated agency in the PCSPs.	3A 3B 3C
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2019/20, £1,920 was awarded in the Council area to Clandeboye Village Community Association for the ‘Reaching out at Christmas’ scheme.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE will continue to partner at ASB Forum.	Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department Of Justice to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	3A 3B 3C
NIHE will work to raise awareness and promote integration through its Community Cohesion Strategy.	NIHE continues to engage at a local level to deliver programmes that raise awareness and promote integration. This can be measured by the number of Race Relations programmes funded.	NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote integration.	
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	Community Cohesion grants of £58k were spent on 15 projects.	We will continue to support a community led approach across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	3A 3B 3C 4A
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	To date staff engage with 28 community groups and we look to sustain these and also to support any new groups which form in the borough. The SCNI worker for Ards & North Down plays a vital role supporting groups. This support comes in many forms from the administration required to organise meetings and estate walkabouts to fundraising and delivering training on a number of areas including IT Skills and capacity building. Without this support a number of groups would not be able to deliver their services or run the community bases they operate within their areas.	Continue to work with groups to ensure we give the best outcomes for our communities.	1C 3A 3B 3C 4A

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
The Community Involvement Strategy includes a one year action plan which will be monitored.	All actions have been delivered or are on target.	New action plan will incorporate new ways of supporting and engaging our communities to reflect current and future restrictions due to the COVID-19 pandemic.	1C 3A 3B 3C 4A
Funding of £20k for Community Grants and £4,307 per area for the Housing Community Network will be made available by NIHE.	£16k was spent in 2019/20 on Community Grants.	The Community Grants 2020-21 budget has been agreed as £20,000 per Area Office, but has been redirected and released as a COVID-19 Community Support Fund. Funding of £3,153.85 per area for Housing Community Network is also available.	1C 3A 3B 3C 4A

*See Appendix 1 for Community Planning Themes

Outcome 4

Delivering quality public services

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Increase rent collection to reinvest and improve services.</p> <p>Reduce arrears to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	<p>NIHE collected 98.67% of rent at March 2020.</p> <p>Arrears increased by £44k during 2019/20.</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>	5C
<p>Implement the welfare reform project plan as required.</p>	<p>NIHE has:</p> <ul style="list-style-type: none"> • an established Welfare Reform Project Team; • continued to implement the welfare reform project plan as required; • continued to identify the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • developed an Income Collection project plan to deal with the impacts of welfare reform; 	<p>NIHE will:</p> <ul style="list-style-type: none"> • continue to implement the welfare reform project plan as required; • communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; • continue to carry out research to help the business plan how to deal with the impacts of welfare reform; • assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; and 	5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
	<ul style="list-style-type: none"> worked with DfC and Department for Work and Pensions (DWP) to align social rented sector payments with the claimants UC payment date; carried out research to help the business plan how to deal with the impacts of welfare reform; instigated measures to lessen the impacts; and worked closely with DfC and DWP on the implementation of welfare reform and the mitigation processes. 	<ul style="list-style-type: none"> continue to work with DfC as a trusted partner for the Move to UC. 	
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2019/20, new claims were processed in an average of 12.1 days. Claim amendments were processed in an average of 2.7 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	4A
Develop and implement a new Voids Action Plan 2019-2022; maintain voids below 1% of total stock, make best use of housing stock and increase revenue from rents.	<p>Actionable Voids Action Plan 2019-22 was approved in June 2019. NIHE has continued to perform strongly in its void management functions, showing improvement across all key performance metrics in the period covered by the previous void strategy.</p> <p>NIHE actionable voids at April 2020 were 0.85% of total stock.</p>	Continue to implement Actionable Voids Action Plan 2019-22.	5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Develop and Implement a new Customer Support & Tenancy Sustainment Strategy (2019-2022) which builds upon the success of the previous strategy.</p> <p>Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.</p>	<p>The Customer Support & Tenancy Sustainment Strategy was approved in October 2019. Public consultation on the strategy closed in February 2020.</p> <p>The Strategy (and associated Action Plan) offers five key pillars of support to our customers:</p> <ul style="list-style-type: none"> • Housing Support; • Employment Support; • Money Support; • Proactive/Responsive Support for At Risk Customers; • Neighbourhood/Community Support. <p>86% of tenancies were sustained beyond 1 year.</p>	<p>Continue to implement Action Plan 2019-22.</p> <p>Continue to report on the number of tenancies lasting < 12 months against a baseline of 86%.</p>	1C
<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>The 2019 survey found that 88% of tenants were satisfied with the overall service provided by NIHE. Work on the 2020 survey is under way.</p>	<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	1C

Appendices

Appendix 1

Community Plan themes and outcomes

[The Big Plan for Ards and North Down 2017-2032](#)

Theme	Indicators	Reference
All people in Ards and North Down get a good start in life and fulfil their lifelong potential	Children and Young People	1A
	Older People	1B
	Empowering Communities and Individuals	1C
	Skills and Support for Learning, Life and Employment	1D
All people in Ards and North Down enjoy good health and wellbeing	Early Intervention	2A
	Health Inequalities	2B
	Support for People Caring for People	2C
All people in Ards and North Down live in communities where they are respected, are safe and feel secure	Respectful and Shared Communities	3A
	People at Risk	3B
	Personal Safety	3C
All people in Ards and North Down benefit from a prosperous economy	Deprivation, Employment and Skills	4A
	Entrepreneurs, Social Enterprises, Diversification, Rural Opportunities and Innovation	4B
	Aesthetics of our Business Hubs and Tourism Infrastructure	4C
All people in Ards and North Down feel pride as they have access to a well managed sustainable environment	Understanding the Environment	5A
	The Value of Quality Open and Heritage Spaces	5B
	Physical and Digital Infrastructure	5C

Appendix 2

Social Housing Need by Settlement 2019-2024

Settlement	Social Housing Need 2019-24
Newtownards Urban	189
Bangor Urban	270
Hollywood	100
Comber	100
Donaghadee	26
Groomsport	38
Ballygowan	18
Ballyhalbert	3
Ballywalter	9
Carrowdore	7
Cloughey	2
Crawfordsburn	9
Helen's Bay	2
Killinchy	6
Kircubbin	5
Lisbane	1
Loughries	1
Millisle	11
Total	797

Source: NIHE

Housing need has currently been met in: Ballydrain, Greyabbey, Cotton, Portaferry and Portavogie. This will be kept under annual review.

New Intermediate Housing Demand for Ards and North Down 2019/29

Council	Intermediate Housing Demand 2019/29
Ards and North Down	720

Source: NIHE

Appendix 3

Social Housing Development Programme

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

Schemes completed April 2019 – March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
Ballycullen Halt, Newtownards, OTS**	5	General Needs	NB	Urban
Bangor ESPs*	2	General Needs	Choice	Urban
66a -78 Bloomfield Road, Bangor	56	General Needs	Clanmil	Urban
North Down Young People Leaving Care, Donaghadee Road, Bangor	12	Young People Leaving Care	Choice	Supported
Fold Mews, Bangor*	1	General Needs	Radius	Urban
Elizabeth Gardens, Comber, ESP*	1	General Needs	South Ulster	Urban
Apts 1-8, 42 Belfast Road, Comber, OTS**	8	General Needs	South Ulster	Urban
Exchange Mews, Donaghadee, ESP's*	2	General Needs	Choice	Urban
The Spencer, Church View, Hollywood, OTS**	30	General Needs	Habinteg	Urban
Baytree Lane, Ballygowan, OTS**	5	General Needs	NB	Rural
Seahaven Drive, Portavogie, ESP*	1	General Needs	Rural	Rural
Castle Cottage Close, Carrowdore, ESP*	1	General Needs	Rural	Rural
Total	124			

Source: NIHE

* ESP - Existing Satisfactory Purchase ** OTS – Off the Shelf

Schemes on-site at March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
22 John Street Lane, Newtownards	5	General Needs	Ark	Urban
Kimberley House, Newtownards, Re-improvement	7	Mental Health	Choice	Supported
Ballyreagh Way, Newtownards ESP*	1	General Needs	NB	Urban
Corner of Falkner Road / Clandeboye Road, Bangor	58	General Needs	Clanmil	Urban
Newtownards Road, Comber	43	General Needs	Apex	Urban
40-48 Castle Street, Comber	16	General Needs	Ark	Urban
375 Old Holywood Road, Holywood	14	General Needs	Clanmil	Urban
Meetinghouse Street, Donaghadee, OTS**	4	General Needs	NB	Urban
18 Ballywalter Road, Millisle	11	General Needs	Ark	Rural
Saltwater Close, Ballywalter, ESP*	1	General Needs	Clanmil	Rural
Total	160			

Source: NIHE

* ESP - Existing Satisfactory Purchase ** OTS – Off the Shelf

Schemes programmed 2020/23

Scheme	No of units	Client Group	Year	Housing Association	Policy Theme
56-60 East Street, Newtownards	20	General Needs	2020/21	Ark	Urban
Castle Street, Newtownards	12	General Needs	2020/21	Habinteg	Urban
Newtownards, ESP's*	5	General Needs	2020/21	NB	Urban
Court Street, Newtownards	27	General Needs	2021/22	Choice	Urban
Rathmullan Drive, Newtownards (T)	9	General Needs	2020/21	Connswater	Urban
Craigowen Gate Lodge, Bangor Road, Craigavad	1	General Needs	2021/22	Clanmil	Urban
Savoy Blocks B&C, Bangor	26	Active Older People	2020/21	Clanmil	Urban
The Square, Ballynahinch	6	General Needs	2020/21	Habinteg	Urban
Parsonage Close, Kircubbin (T)	1	Wheelchair	2020/21	TBC	Urban
Ringbuoy Cove, Cloughey	1	General Needs	2020/21	Choice	Rural
The Brae, Ballygowan, OTS**	3	General Needs	2020/21	NB	Rural
Total	111				

Source: NIHE

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

Appendix 4

Maintenance Programme, Grants and Adaptations information

Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
External Cyclical Maintenance	Hollywood	58
	Jubilee/ Kilcooley/ Rathgill, Bangor	48
	Whitehill/ Lisnabreen, Bangor	211
	Rathgill/ Willowbrook, Bangor	366
	Donaghadee/ Cotton, Ards	243
	Comber Phase 2	139
	Glen Estate, Ards Phase 2	144
	Comber Phase 3	93
	Kilcooley, Phase 2	176
	Bowtown, Ards	236
	Breezemount/ Conlig Phase 1	74
	Breezemount/ Conlig Phase 2	39
	Ballygowan/ Killinchy	104
Revenue Replacement (BKR)	Glen Bungalows, Ards	19
	Kilcooley Phase 1, Bangor	40
	Kilcooley Phase 2, Bangor	30
	Comber/ Ballygowan	84
	Westwinds, Ards	79
	Blenheim Drive, Westwinds, Ards Phase 2	25

Table continues

Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
Heating Installation	Bangor (18/19) Heating replacement	11
	Peninsula (18/19) Heating replacement	12
	Carillion Old Contract Mop Up	37
	Ards Miscellaneous (17/18) Heating replacement	1
	Ards (18/19) Heating replacement	109
	Glen Bungalows, Ards	9
	Scrabo, Ards Heating replacement	60
	Bangor 19/20 Heating replacement Phase 1	35
	Bangor 19/20 Heating replacement Phase 2	46
	Glen Estate, Ards Heating replacement	82
	Ards Miscellaneous (2005) Heating replacement	43
Total		2,653

Source: NIHE

Note: Some schemes may start and complete in year.

As reported earlier, other than carrying out emergency works and undertaking statutory inspections and servicing, we are unable to provide further detail on our programmes for 2020/21 at this time.

Definition of Work Categories	
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
BKR	Bathroom Kitchen Rewiring.
Heating Installation	Replacement of solid fuel or electric heating.

Grants Performance 2019/20

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	43	818	26
Repairs Grant	19	16	19
Discretionary Grants			
Replacement Grant	0	0	0
Renovation Grant	<10	57	<10
Home Repair Assistance Grant	<10	12	<10
Total	-	904	-

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Adaptations to Housing Executive stock in 2019/20

Type of Adaptation	Adaptations 2019/20	Actual spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	26	1.24
Adaptations for Persons with a Disability (APD's) Completions*	19	
Lifts**	<10	0.06
Showers**	92	0.23
Minor APD repairs***	450	0.23
Total	-	1.76

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 APD repairs are also included in Response Maintenance in Finance Chart in Local Context

There may be a discrepancy in calculation due to rounding.

Disabled Facilities Grants (DFG's)

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Approved	66	69	87	47	43
Funding(£k)	905	1,172	1,140	1,140	818

Source: NIHE

Appendix 5

Supporting People Information and Homelessness

Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2019-20 (£k)	Budget 2020-21 (£k)	Max. no of services users
Accommodation Based Services	Disability	28	10	3,404	3,503	281
	Homeless	4	3	536	537	45
	Older People	42	8	877	865	1,055
	Sub Total*	74	**	4,817	4,905	1,381
Floating Support Services	Disability	1	1	259	260	59
	Homeless	5	5	476	477	162
	Older People	2	2	41	161	26
	Young People	1	1	184	185	48
	Sub Total*	9	**	960	1,083	295
Grand Total*		83	**	5,777	5,988	1,676

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
2015/16	1,408	946	207
2016/17	1,483	961	185
2017/18	1,659	1,160	208
2018/19	1,565	1,156	165
2019/20	1,276	947	190

Source: NIHE

Appendix 6

NIHE Stock at March 2020

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Newtownards Urban	322	547	1,089	0	6	1,964	13
	34	136	1,777	20	12	1,979	
Comber	181	17	198	0	5	401	4
	67	17	639	0	62	785	
Donaghadee	115	130	148	0	4	397	1
	36	32	289	1	20	378	
Ballygowan	35	0	35	0	4	74	0
	42	0	140	0	26	208	
Ballyhalbert	4	0	2	0	3	9	0
	17	0	9	0	8	34	
Ballywalter	49	6	54	0	21	130	3
	20	0	140	0	14	174	
Carrowdore	41	0	29	0	9	79	0
	13	0	56	0	23	92	
Cloughey	10	0	1	0	9	20	0
	20	0	15	0	10	45	
Greyabbey	31	0	22	0	14	67	1
	51	0	84	0	13	148	
Killinchy	16	0	7	0	1	24	0
	34	0	42	0	10	86	
Kircubbin	47	0	51	0	16	114	2
	66	0	123	0	38	227	
Millisle	51	11	70	0	7	139	0
	34	1	116	0	42	193	
Portaferry	103	8	56	0	12	179	0
	86	0	268	0	67	421	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Portavogie	46	7	12	0	13	78	1
	77	1	60	0	10	148	
Ballydrain	7	0	4	0	3	14	0
	20	0	11	0	2	33	
Cotton	4	0	11	0	10	25	0
	4	0	26	0	21	51	
Lisbarnet	11	0	1	0	0	12	0
	11	0	33	0	2	46	
Loughries	8	0	2	0	1	11	1
	32	0	27	0	10	69	
Ards Total	1,081	726	1,792	0	138	3,737	26
	664	187	3,855	21	390	5,117	
Bangor Urban	430	560	918	0	25	1,933	23
	44	171	1,713	0	33	1,961	
Holywood	97	196	136	31	0	460	2
	5	116	624	43	0	788	
Groomspoint	42	1	12	0	5	60	1
	39	3	84	0	10	136	
Crawfordsburn	17	0	3	0	1	21	1
	32	0	1	0	3	36	
Helen's Bay	14	0	14	0	1	29	0
	4	0	47	0	16	67	
North Down Total	600	757	1,083	31	32	2,503	27
	124	290	2,469	43	62	2,988	
Ards & North Down Total	1,681	1,483	2,875	31	170	6,240	53
	788	477	6,324	64	452	8,105	

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 2020

	Applicants (Total)	Applicants (HS)	Allocations
Newtownards Urban	624	448	151
Comber	226	155	76
Donaghadee	134	97	27
Ballygowan	38	24	<10
Ballyhalbert	<10	<10	0
Ballywalter	44	32	11
Carrowdore	16	10	<10
Cloughey	11	<10	<10
Greyabbey	14	<10	<10
Killinchy	15	<10	<10
Kircubbin	31	13	<10
Millisle	44	24	<10
Portaferry	52	35	17
Portavogie	22	14	10
Ballydrain	0	0	0
Cotton	<10	0	<10
Lisbarnet	<10	<10	<10
Loughries	<10	<10	0
Ards Total	1,280	881	316
Bangor Urban	1,133	825	267
Holywood	277	189	63
Crawfordsburn	16	12	0
Groomsport	54	42	<10
Helen's Bay	10	<10	<10
North Down Total	1,490	1,072	332
Ards & North Down Total	2,770	1,953	648

Source: NIHE

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
Newtownards Office 28 Court Street Newtownards BT23 7NX		newtownardsdistrict@nihe.gov.uk
Bangor Office 2 Alfred Street Bangor BT20 5DH		bangor@nihe.gov.uk
South Regional Manager Marlborough House Central Way Craigavon BT64 1AJ	Jonathan Blease	jonathan.blease@nihe.gov.uk
Ards & North Down Area Manager 28 Court Street Newtownards BT23 7NX	Owen Brady	owen.brady@nihe.gov.uk
Assistant Ards & North Down Area Manager	Alison Methven	alison.methven@nihe.gov.uk
Housing Solutions Manager	Sarah Coffey	sarah.coffey@nihe.gov.uk
Housing Landlord Managers	Ards - Jill Gallagher	jill.gallagher@nihe.gov.uk
	Bangor - Steven McBurney	steven.mcburney@nihe.gov.uk
Lettings Manager	Marion Crymble	marion.crymble@nihe.gov.uk

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street, Belfast, BT2 8PB	Elma Newberry Assistant Director	elma.newberry@nihe.gov.uk
Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	daniel.o'reilly@nihe.gov.uk
Place Shaping South, Marlborough House Central Way Craigavon BT64 1AJ	Ailbhe Hickey Head of Place Shaping	ailbhe.hickey@nihe.gov.uk
Development Programme Group 2 Adelaide Street Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	roy.baillie@nihe.gov.uk
Supporting People 2 Adelaide Street, Belfast BT2 8PB	Alistair Mawhinney Assistant Director (Acting)	alistair.mawhinney@nihe.gov.uk

Appendix 9

Glossary

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	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.
Areas at Risk	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
Community Asset Transfer (CAT)	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
Continuous Tenant Omnibus Survey (CTOS)	CTOS is an assessment of the attitudes of Housing Executive tenants.
Department for Communities (DfC)	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
Disabled Facilities Grant (DFG)	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.
Discretionary Grants	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.
Equity Sharing	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.
Floating Support	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.

Fuel Poverty	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.
Full Duty Applicant (FDA)	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'.
Home Energy Conservation Authority (HECA)	The Housing Executive is the HECA for Northern Ireland.
House in Multiple Occupation (HMO)	A HMO is a house occupied by more than two qualifying persons, who are not members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive, or registered housing associations, the right to buy their property from their landlord, at a discount.
Housing for All	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'.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market Assessment (HMA)	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.
Housing Needs Assessment (HNA)	This is an assessment of local housing needs, primarily in relation to general needs social housing, supported housing, Travellers and affordable housing.

Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, 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.
Rural Housing Needs Test	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	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.
Site Investigation Study (SIS)	A Site Investigation 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 Placeshaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.

Social Housing Development Programme (SHDP)	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.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	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.
Small Pockets of Deprivation (SPOD)	SPOD is a delivery vehicle for neighbourhood renewal.
Supported Housing	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.
Supporting People Programme	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.
Temporary Accommodation	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (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.
Universal Credit	Universal Credit is a new payment being introduced in Northern Ireland, for people of working age (over 18 and under qualifying age for State Pension Credit). It includes support for the cost of housing (rent), children and childcare, as well as support for disabled people, carers and people who are too ill to work.

