



Armagh City, Banbridge and Craigavon

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 challenges in the current financial climate, we continue to do our best to deliver our services across the board

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 [Armagh City, Banbridge and Craigavon 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.

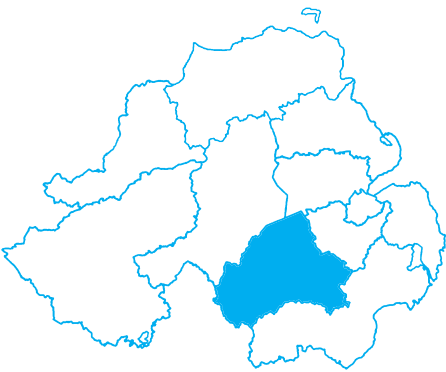
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Title	Update
Welfare Reform	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact 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)*



Armagh	31,920	
Banbridge	34,680	
Craigavon	28,260	
Cusher	25,580	
Lagan River	24,100	
Lurgan	36,980	
Portadown	32,160	
TOTAL 213,680		

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 Armagh City, Banbridge and Craigavon Borough

The population of Armagh City, Banbridge and Craigavon Borough is projected to increase by 8.4% to 232,106 in 2028. It represents 11.4% of the NI population at 2018.

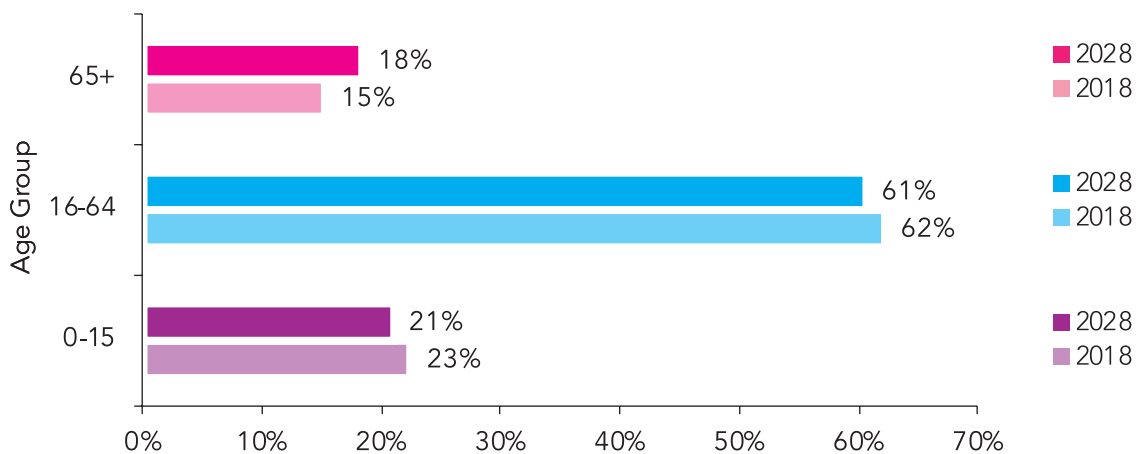
Source: NISRA

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 Armagh City, Banbridge and Craigavon shows population growth will be concentrated mainly in the 65 plus age group which is projected to grow by 30% over the ten-year period. The population growth in Children 0 – 15 years is projected to increase by 1% and growth



Population Change 2018-2028



Source: NISRA

in the working age population will be 5.7% over the 10-year period. 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 15% to 18% of the overall population over the ten year period.

The household size is projected to reduce from 2.63 to 2.58, while the number of households is projected to increase by 8,291 from 80,712 to 89,003 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



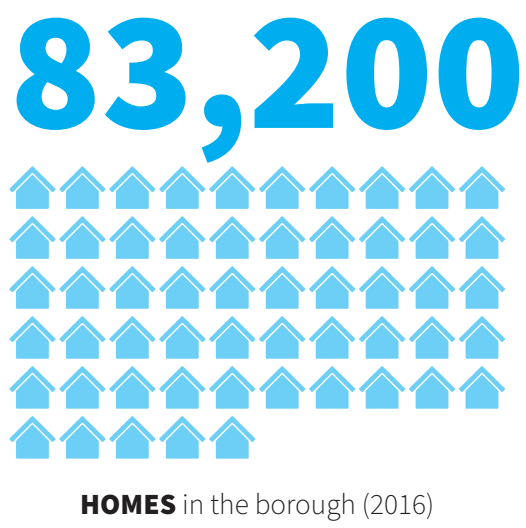
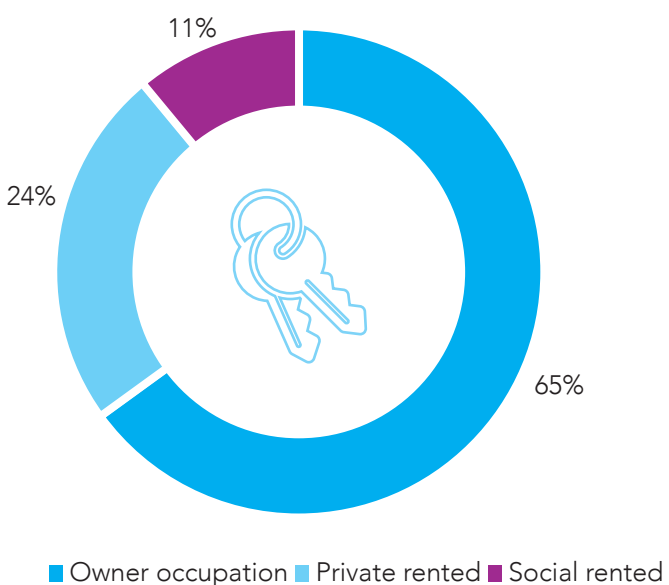
There is a projected Housing Growth Indicator new dwelling requirement of 17,200 for the period 2016 to 2030 for the borough. Armagh City, Banbridge and Craigavon is over double the NI average of 7,709.

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.

 Armagh City, Banbridge and Craigavon is over double the **NI average** of **7,709**

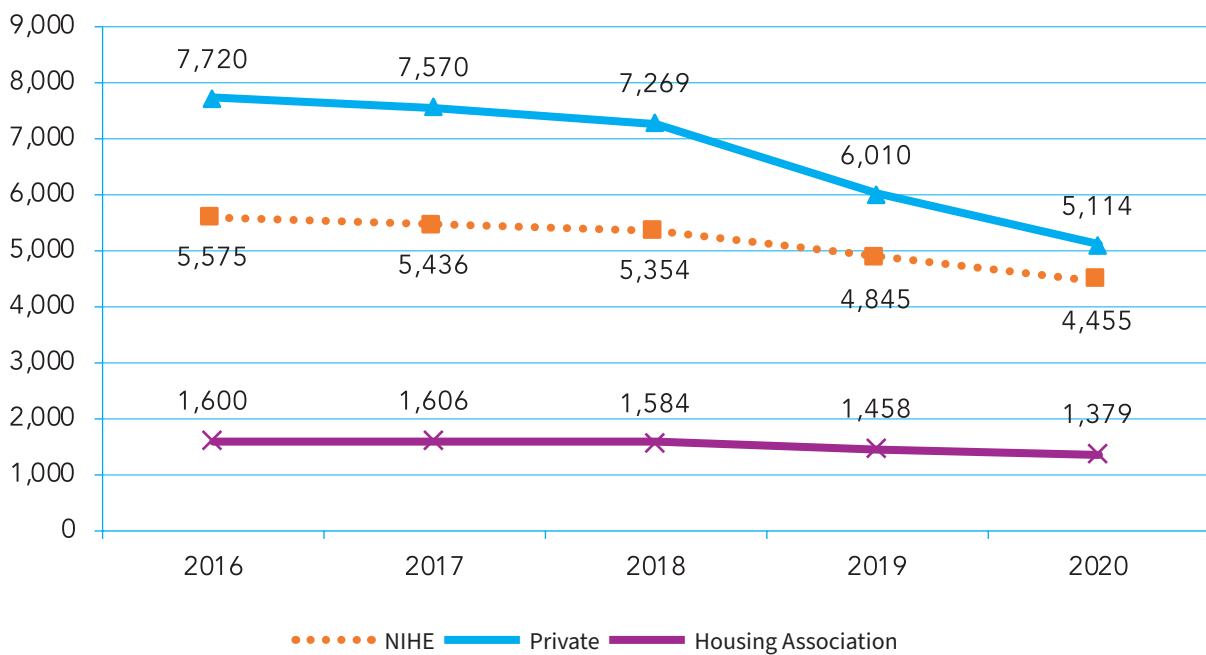
At 2016, there were approximately 83,200 households in the borough, of these 65% were Owner Occupied, 24% Private Rented and 11% Social Rented. (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

2016 Tenure Breakdown



Source: Northern Ireland House Condition Survey 2016
*The tenure 'vacants' when last occupied have been included within the three main tenure groups referenced in the above graph.

Housing Benefit



Source: NIHE

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

There were 1,287 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Armagh City, Banbridge and Craigavon at the end March 2020.

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

Owner Occupied Sector

Owner Occupation comprises 65% of the overall homes in the borough. Ulster University state that the average house price in Armagh City, Banbridge and Craigavon in 2019 was £142,263 which represents an increase of 9.7% on 2018 figures.

Average Annual House Prices

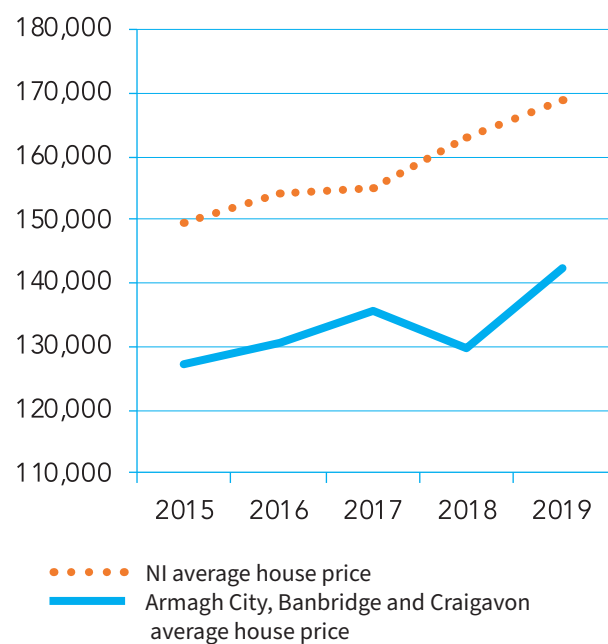


Average house price in Armagh City,
Banbridge and Craigavon in 2019

£ **142,263**



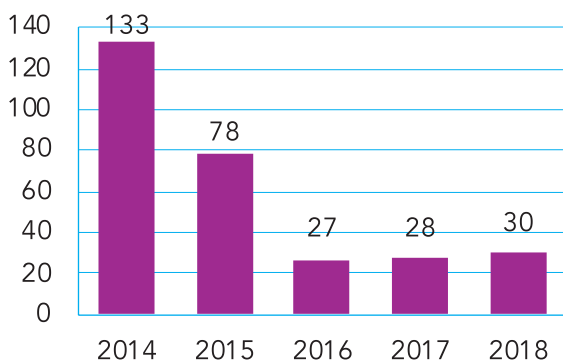
9.7%
INCREASE FROM 2018



Source: Ulster University

Repossessions

During 2018, there were 30 repossessions in Armagh City, Banbridge and Craigavon. This represents a 77% decrease since 2014.



Source: NI Courts and Tribunals Service



Intermediate need

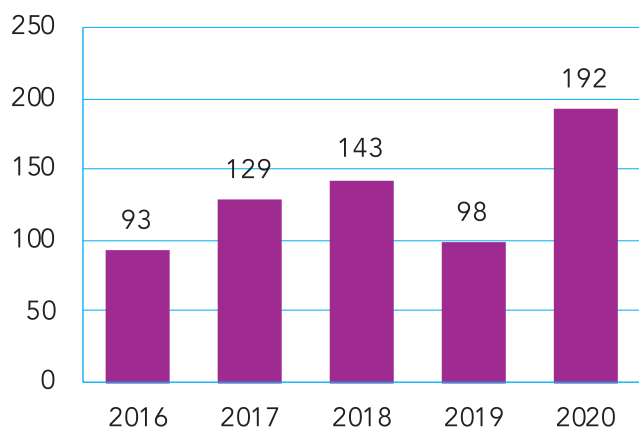
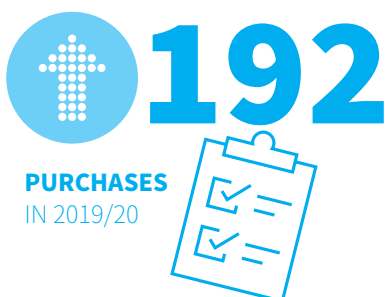
Demand for intermediate housing aimed at low income households in Armagh City, Banbridge and Craigavon is estimated at 1,830 units between 2019-2029.

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 1,255 dwellings at March 2020, 192 of which were purchased during 2019/20.

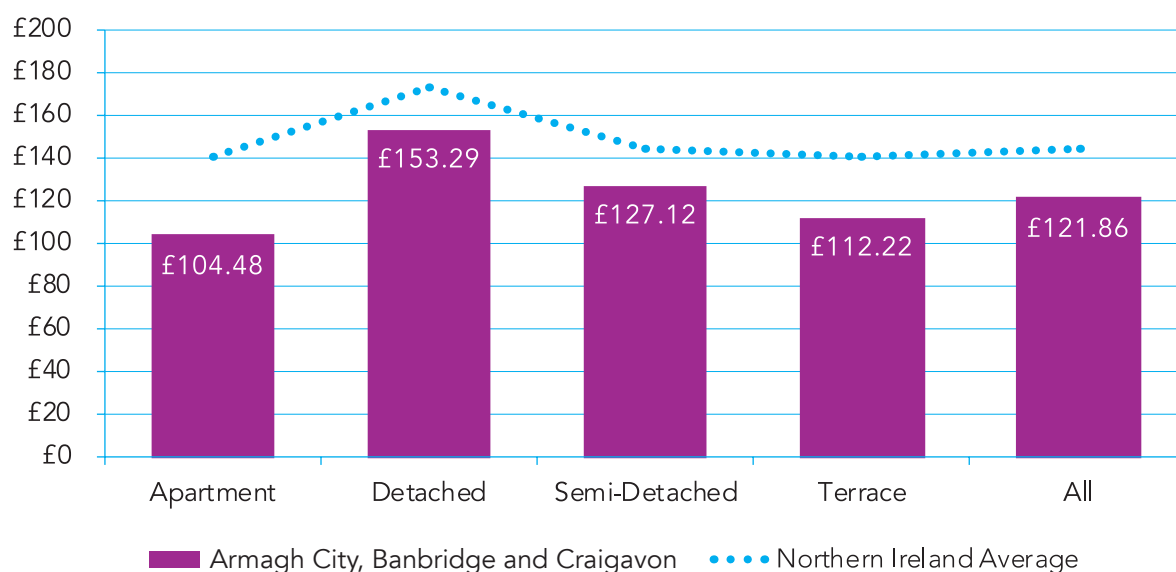


Source: Co ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 24% of homes in the borough.

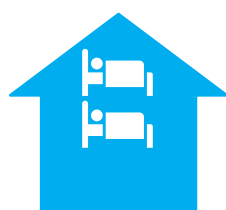
Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Local Housing Allowance

Armagh City, Banbridge and Craigavon Borough falls within the Lough Neagh Lower and South Broad Rental Market Areas (BRMA's).



The Local Housing Allowance, from April 2020, for **2 BEDROOM DWELLINGS** within the BRMA's is **£81.62 per week** in Lough Neagh Lower and **£84.25 per week** in South



The Local Housing Allowance, from April 2020, for **3 BEDROOM DWELLINGS** within the BRMA's is **£93.68 per week** in Lough Neagh Lower and **£92.64 per week** in South

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 8,810 properties registered by 4,798 landlords in Armagh City, Banbridge and Craigavon 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 Armagh City, Banbridge and Craigavon was 11% at 2016. (Northern Ireland House Condition Survey 2016)

Housing need for the borough increased in 2019. At March 2020 there were 3,228 applicants on the waiting list for Armagh City, Banbridge and Craigavon with 1,950 in housing stress. There were 498 allocations over the year. Single, small families and older person households comprise 82% 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.

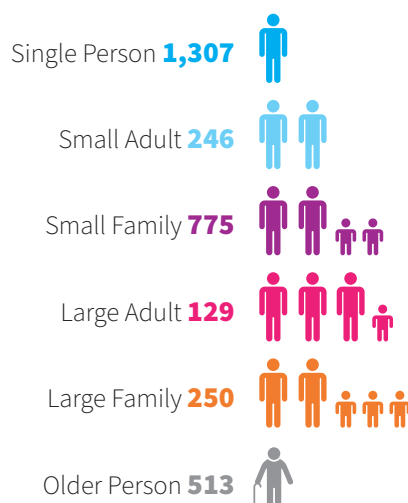
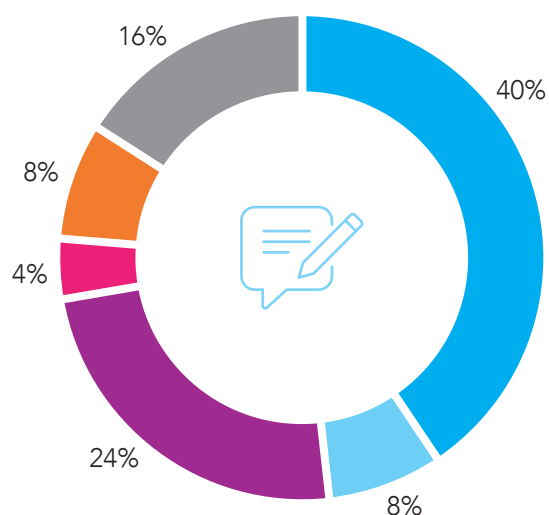
60 

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

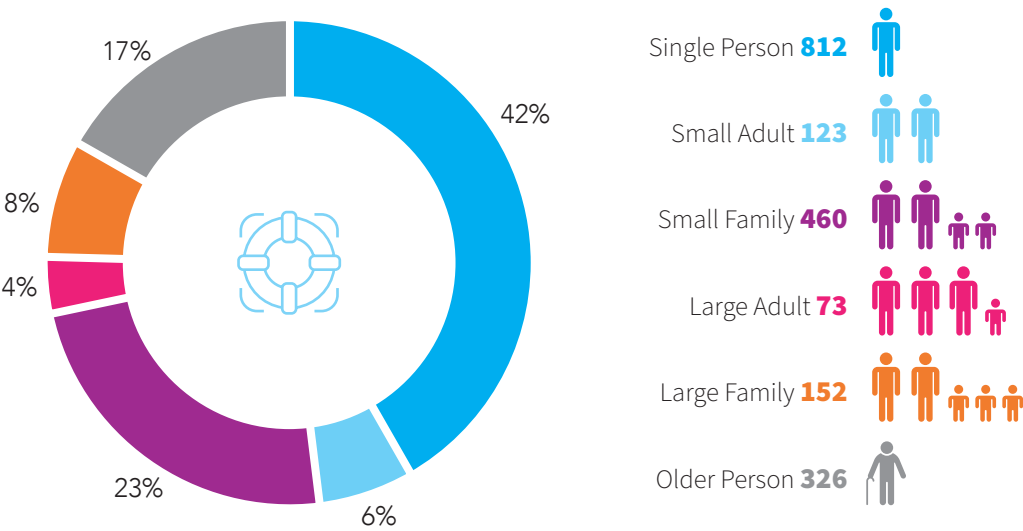
£41,985

for Armagh City, Banbridge and Craigavon.

Waiting List Applicants

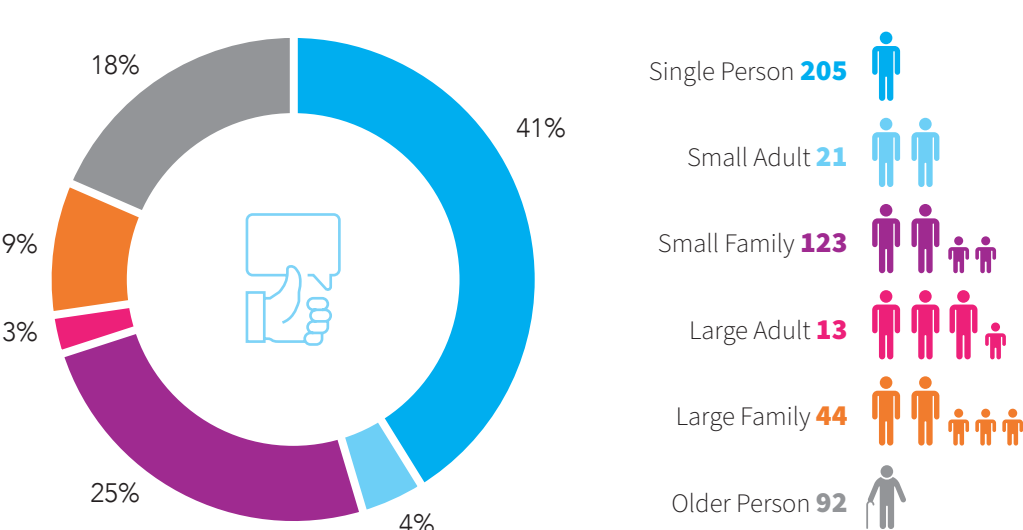


Applicants in Housing Stress



Source: NIHE, March 2020

Allocations to Applicants

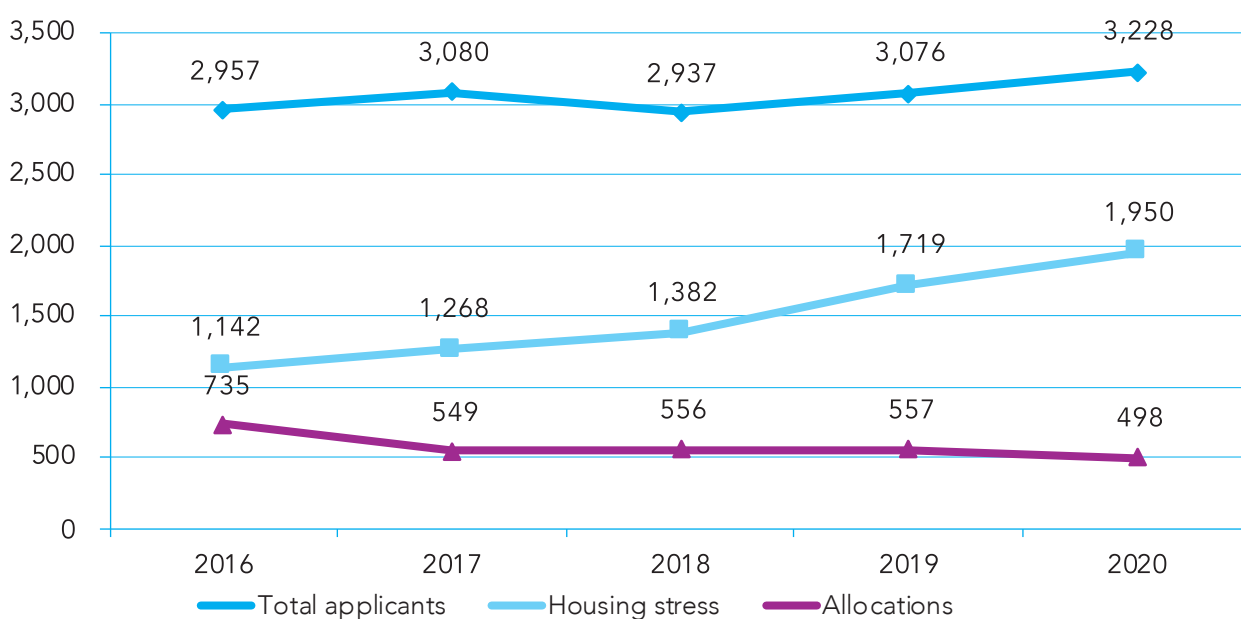


Source: NIHE, March 2020

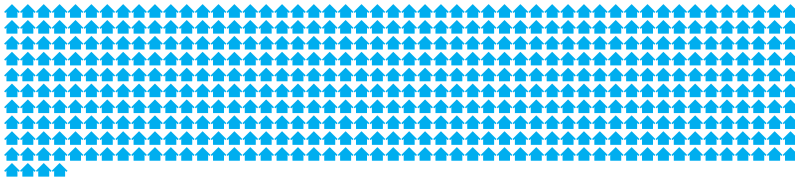
Definition of Household Types

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 increased between 2018 and 2019.



504

**The five-year
assessment
for 2019-24**

**shows a need for 504 units in
the borough.**

Housing need is highest in North Lurgan Housing Need Assessment area (127 units), Banbridge Town (93 units) and Armagh 1 Housing Need Assessment area (87 units), see Appendix 2 for further information.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 104 housing units planned.

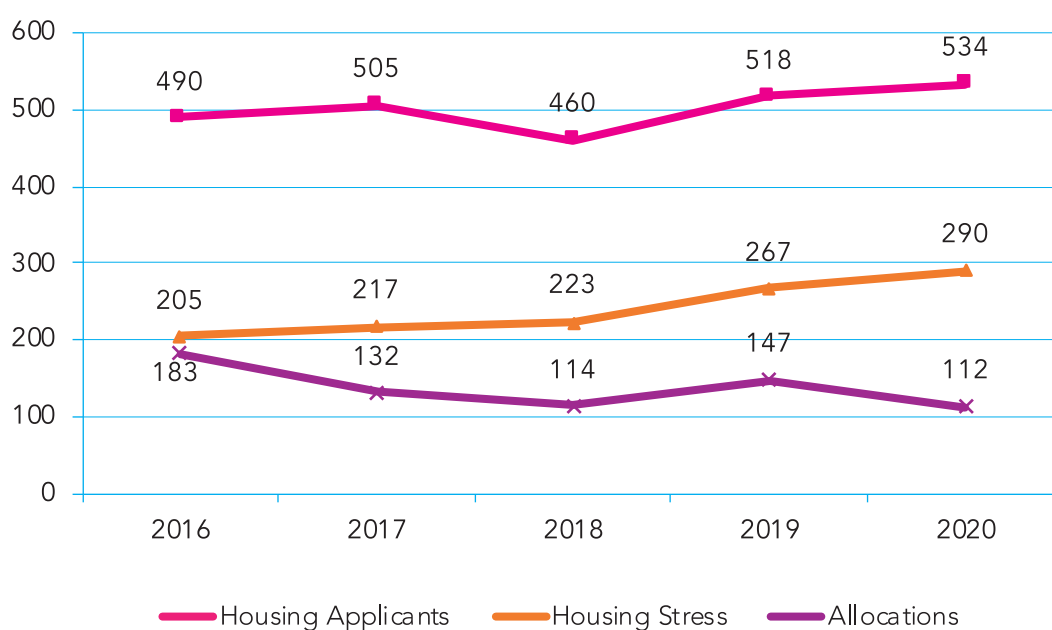
During 2019/20, 25 homes were completed across Armagh City, Banbridge and Craigavon and 78 units were on-site at 31st March 2020. See Appendix 3 for details of the programme, completions and on-site schemes.

Rural Areas

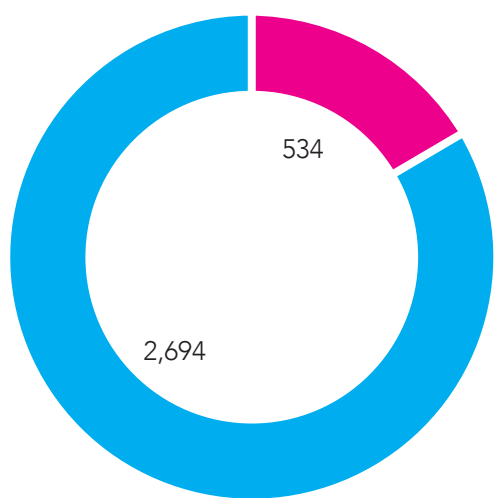
House and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term for many young rural households within Armagh City, Banbridge and Craigavon Borough. The tendency for owner occupation in rural areas will also result in limited opportunity 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 Test.

Rural Housing Waiting List Trends

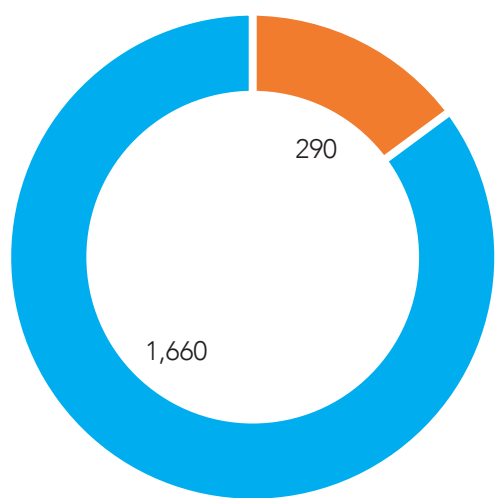


Waiting List Applicants
2020



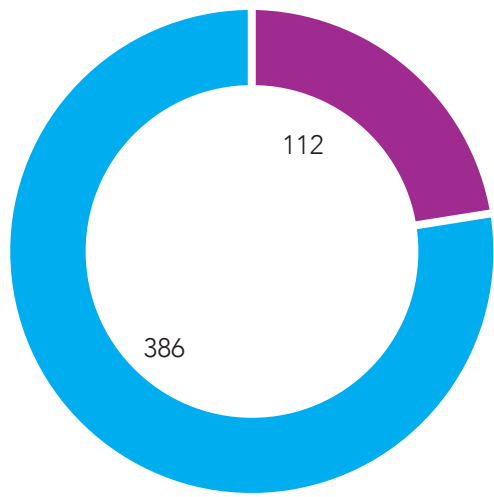
- Armagh City, Banbridge and Craigavon Borough Rural
- Armagh City, Banbridge and Craigavon Borough Urban

Waiting List Applicants in
Housing Stress



- Armagh City, Banbridge and Craigavon Borough Rural
- Armagh City, Banbridge and Craigavon Borough Urban

Allocations to Applicants
2020



- Armagh City, Banbridge and Craigavon Borough Rural
- Armagh City, Banbridge and Craigavon Borough Urban

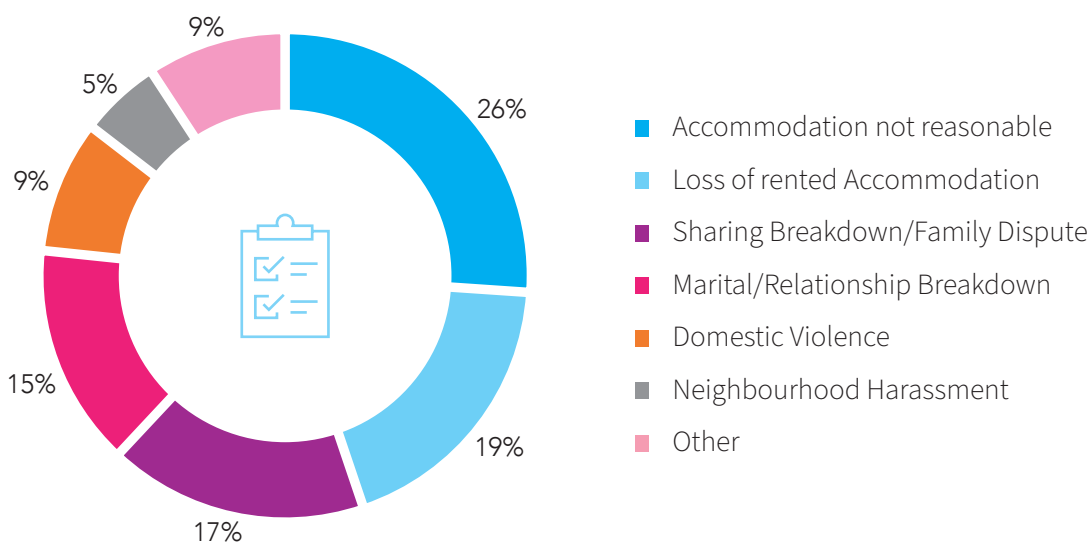
Source: NIHE

Homelessness

The number of households presenting as homeless in the borough has fallen by 154 between March 2019 and March 2020 with 1,099 presenters by the end of March 2020, see Appendix 5. The main reasons for homelessness acceptances continued to be as a result of accommodation not being reasonable and loss of private rented accommodation.

There is a range of temporary accommodation options available in Armagh City, Banbridge and Craigavon Borough. During 2019/20 the Housing Executive made 14 placements into voluntary sector hostels and 65 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 (AHR). This will allow social landlords to make more effective use of their existing adapted stock. Within Armagh City, Banbridge and Craigavon area there is an identified social housing need at March 2019 for 27 wheelchair units.

Adaptations

During 2019/20 the Housing Executive spent £1.09m on adaptations to their properties in Armagh City, Banbridge and Craigavon. See Appendix 4.

£1.09m
SPENT ON ADAPTATIONS 2019/20

Disabled Facilities Grants

During 2019/20 the Housing Executive approved 80 Disabled Facilities Grants for private sector dwellings with an approval value of £817k. 84 were completed. See Appendix 4.

£817k
APPROVAL VALUE FOR
80 DISABLED FACILITIES
GRANTS 2019/20

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 67 Housing Support Services across Armagh City, Banbridge and Craigavon at a cost of £4.45m, providing housing support to 1,311 clients per year. Details are set out in Appendix 5.

£4.45m
ON FUNDING 67 HOUSING
SUPPORT SERVICES

Community Planning

[Connected – A Community Plan for Armagh City, Banbridge & Craigavon Borough](#)

Under the Local Government Act (NI) 2014, community planning partners, are required to monitor progress against objectives of Connected – A Community Plan for Armagh, Banbridge & Craigavon Borough. The plan which was published in 2017 outlined nine outcomes under the central themes of Community, Economy and Place to be achieved by 2030. Action plans have been developed and there is a legal requirement to publish a statement of progress and update the public on actions achieved every two years. Agreed actions on the outcomes and next steps include:

- **Confident and Welcoming Community Action Plan**
 - o A major play programme to be rolled out across the borough.
 - o Establish a support hub to provide coordinated multi-agency support to vulnerable people experiencing complex problems.
 - o Work with children and young people to engage them in partnership's decision making.
- **Health Community Action Plan**
 - o Engage communities to increase physical activity – implement Get Moving ABC.
 - o Strengthen links with Children and Young People's Strategic Partnership's Southern Outcomes Group.
 - o Review evidence on what works to address health inequalities and communicate recommendations across the partnership.

- **Skilled and Enterprising Economy Action Plan**
 - o Work with partners across the region to maximise benefits of a potential Growth Deal.
 - o Enhance service user journeys between community support, skills and employability programmes and employment.
- **Tourism Economy Action Plan**
 - o The action plan consists of collaborative actions to realise the Tourism Economy long term outcome.
- **Creative Place Action Plan**
 - o Establish an art and heritage forum.
 - o Connected Programme – Linen Project.
- **Enhanced and Revitalised Place Action Plan**
 - o Establish working groups to take the actions forward.

The summary document describes our community planning journey and progress towards the above agreed actions, outcomes and next steps. [click here](#).

Local Development Plan

The ABC Local Development Plan (LDP) Preferred Options Paper (POP) was published on 28th March 2018 and we are currently working towards the second stage of the Plan, the draft Plan Strategy (dPS). In relation to our published Plan timetable, we are in the process of reviewing our current one due to slippage. We are working towards presenting a new updated timetable to members after consultation with the Department for Infrastructure (DfI) and the Planning Appeals Commission (PAC).

The indicative timescales for the Key Stages in the LDP process are outlined at:

www.armaghbanbridgecraigavon.gov.uk/resident/local-development-plan-residents

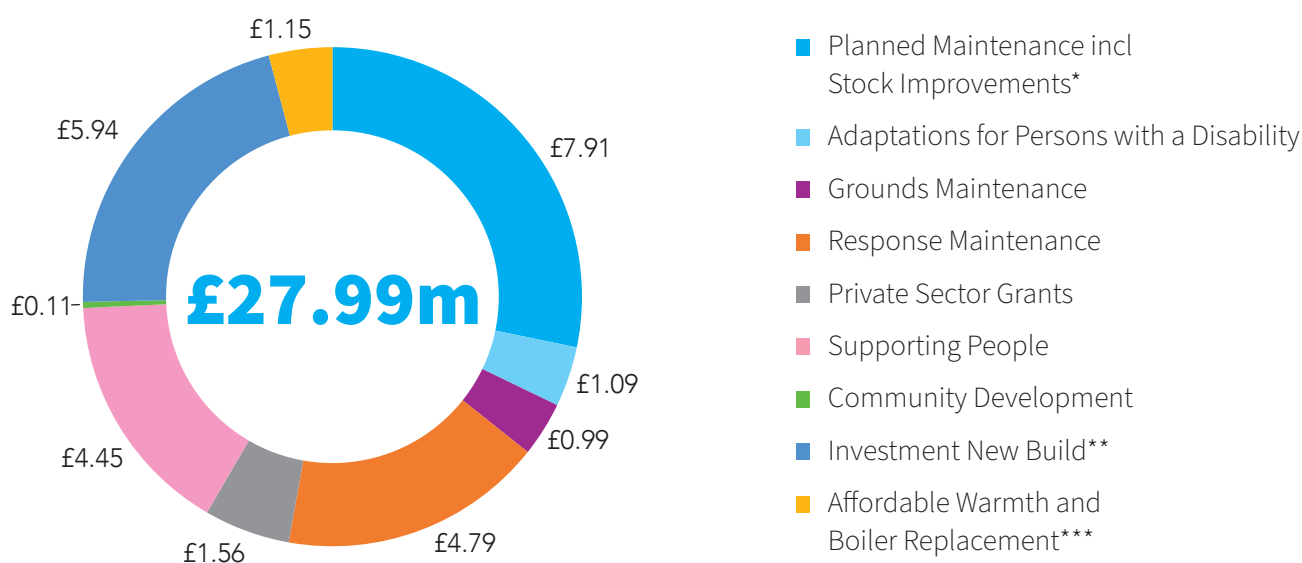
Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2019/20 public sector housing investment totalled £27.99m for Armagh City, Banbridge and Craigavon.

The Housing Executive originally intended to deliver investment of £227 million across Northern Ireland on all improvement and maintenance activities in 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 £1.55m for Private Sector Grants and £4.57m for Supporting People.

Armagh City, Banbridge and Craigavon Borough Council 2019/20 Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £7.29million and Stock Improvement Spend was £0.62 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 £1.01million and Boiler Replacement spend was £0.14million.

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**



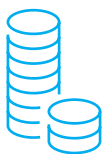
**Delivering
better homes**



**Fostering vibrant
sustainable
communities**



**Delivering quality
public services**



**Community
grants**
£23,025
funding awarded



**Community
Cohesion**
£32,718
funding awarded



**Community
safety**
£54,690
funding awarded



**Areas
at risk**
£21,500
funding



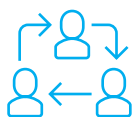
**Neighbourhood
Renewal**
£1.14m
funding



**Energy
efficiency**
£3.21m



**Affordable
warmth**
267 installations
£1.01m
spend



Supporting People
£4.45m
spend



**Disabled Facilities
Grants (DFGs)**
£817k
approval value



Adaptations
£1.09m
spend



New build
£5.94m
spend



Newly refurbished bungalows at Fort Street, Banbridge carried out by South Ulster Housing Association.



New build site at Sloanhill, Hill Street in Lurgan to be developed by South Ulster Housing Association.



Participants at the 'I, Daniel Blake' Screening and Ending Homelessness Together Event held by the Housing Executive in Craigavon during February 2020.

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.	1A 1B 1C 3B 3C
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. 1,099 homelessness presenters and 694 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*
Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.	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.	Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff. Continue to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.	1A 1B 1C 3B 3C
Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.	The National Practitioner Support Service (NPSS) has been appointed to conduct peer reviews of NIHE's Housing Solutions Service.	Ensure information is readily available across all tenures to meet the needs of a housing options service.	
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.	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.	Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured from DfC.	1C, 3B

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
£4.80m has been approved to deliver the Supporting People Programme for 2019/20.	<p>£4.45m was spent delivering the Supporting People Programme for 2019/20, Appendix 5.</p> <p>61 accommodation based services for 1,036 service users.</p> <p>Six floating support schemes for 275 service users.</p>	£4.57m has been approved to deliver the Supporting People Programme for 2020/21, Appendix 5.	1A 1B 1C 3B
The gross, three-year (2019/22) SHDP contains no supported housing schemes for the Borough Council area. This will be kept under annual review.	During 2019/20, Choice Housing Association completed a supported scheme for 15 units at Edward Street, Portadown. There is currently no identified or known requirement for supported housing in the Borough.	The gross, three-year (2020/23) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	1A 1B 1C 3B 3C
The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	Seven wheelchair units were on-site at March 2020.	The Wheelchair Standard Accommodation target for 2020/21 is 10%.	1A 1B 1C 3B 3C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE has funding of approximately £10m for DFGs for the private sector in 2019/20 across NI. The funding for the borough is £863k.	NIHE approved 80 DFGs during 2019/20 with an approval value of £817k. 84 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 £1.29m.	1A 1B 1C 3B 3C
NIHE have a budget of £1.43m to provide adaptations to their properties in the borough in 2019/20.	NIHE spent £1.09m on adaptations in 2019/20.	We are unable to provide detail on our budget for 2020/21 at this time.	1A 1B 1C 3B 3C

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.	Achieved. The five year social housing need for the Council area is 504, Appendix 2.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	3B 3C
NIHE will annually assess demand for intermediate housing for the Council area.	Achieved. The ten year intermediate housing need is 1,830.	NIHE will annually assess demand for intermediate housing for the Council area.	
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.	The Strategic Housing Market Analyses of Belfast Metropolitan Area and Derry/Strabane HMAs are due to complete in July 2020.	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.	3B 3C
DfC will approve a gross, three-year 2019/22 SHDP.	There are 78 units on-site, of which, 48 units started in 2019/20. There were 25 units completed during 2019/20, Appendix 3.	DfC will approve a gross, three-year 2020/23 SHDP.	1A 3B 3C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Site identification studies will be completed as identified.	Site Identification Studies have been completed for North Lurgan, Kinnego and Tullylish. Ongoing studies are near completion for Annaghmore/ Eglish, Lenaderg and Lawrencetown.	Site identification studies will be completed as identified.	3B 3C
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 192 properties purchased through Co-Ownership in the Armagh City, Banbridge and Craigavon area.	Due to the impacts of COVID-19, funding and targets have not yet been confirmed for this period.	1A 3B 3C
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	60 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.	1A 3B 3C
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £11.21m for 51 schemes.	In 2019/20, NIHE spent £7.29m on 33 planned maintenance schemes in the Council area, Appendix 4.	We are unable to provide detail on our programmes for 2020/21 at this time.	3B 3C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Funding for NIHE stock improvement work in 2019/20 is £2.14m.	In 2019/20, NIHE spent £0.62m on stock improvement work.	We are unable to provide detail on our programmes for 2020/21 at this time.	1C 3B
NIHE will complete response maintenance repairs within the required target time.	83.90% of NIHE response maintenance repairs in NI were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customers' satisfaction.	99.15% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	
Improving People's Homes – Private Stock			
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.	In the Council area, 267 measures were carried out to 184 private properties under the Affordable Warmth Scheme in 2019/20, at a cost of £1.01m.	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.	1B 3B 3C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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.	In Armagh City, Banbridge and Craigavon 217 properties had boilers replaced at cost of £143k.	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.	1B 3B 3C
Funding of discretionary grants will continue in 2019/20.	Discretionary grant approval in 2019/20 was £116k, Appendix 4.	Funding of discretionary grants will continue in 2020/21.	3B 3C
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were 35 mandatory repair grants approved in 2019/20, with an approval value of £62k, Appendix 4.	NIHE will issue mandatory repair grants as required.	3B 3C
NIHE's 2019/22 Energy Efficiency Programme includes 2,383 units at a cost of £7.4m.	In 2019/20, the Energy Efficiency Programme included 596 units at a cost of £3.21m.	NIHE's 2020/23 Energy Efficiency Programme includes 1,649 units at a cost of £8.4m.	1B 3B 3C
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. Two clubs are located in the borough at Magheralin and Richmount, Portadown.	Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	1B 3B 3C

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.	3B 3C
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2019/20.	DfC has funded £21.5k in Armagh City, Banbridge and Craigavon for Areas at Risk and £1,135k for Neighbourhood Renewal.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2020/21.	3B 3C
NIHE will work with rural communities to identify hidden rural housing need.	Rural Housing Needs Tests were carried out in Darkley, Moneylane and Middletown during 2019/20.	NIHE have scheduled a Rural Housing Needs Test in Markethill. NIHE will work with rural communities to identify hidden rural housing need.	1A 3B 3C
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 during 2019/20 and was located within Ards and North Down district.	The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation).	3B 3C

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. There were no projects funded in the borough.	This is the final year of the NIHE match funding programme corresponding with the final year of the NI Rural Development Programme (2014-2020).	3B 3C
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 Winners:</p> <ul style="list-style-type: none"> • Middletown Community Forum (Small Village) <p>Sustainable Village of the Year Award Winners:</p> <ul style="list-style-type: none"> • Darkley Rural Community Group 	NIHE hopes to offer the Rural Community Awards on an annual basis.	1A 3C
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.	1A 2A 2B 3A 3B 3C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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.	1A 2A 2B 3A 3B 3C
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 and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.	1A 1B 1C 3B
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 193 cases of ASB within the Council area none of which were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	1A 1B 1C 3B
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 were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	1A 1B 1C 3B

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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.	NIHE will continue to be a designated agency in the PCSPs.	1A 1B 1C 3B
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2019/20, £54,690 was awarded in the Council area for three schemes including the Portadown Community Based Detached Team organised through Edgarstown Community Association, the Youth Hut Safe Space Initiative organised by The Y Zone and the Youth Engagement Programmes run by Bannside Community Group.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	
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.	
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.	

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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 £33k was 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.	1A 1B 1C 3B
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	To date staff engages with 48 community groups.	Continue to work with groups to ensure we give the best outcomes for our communities.	1A 1B 1C 3B
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.	1A 1B 1C 3B
Funding of £20k for 2019/20 for Community Grants and £4,307 per area for Housing Community Network will be made available by NIHE.	£23k 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.	1A 1B 1C 3B

*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 98.70% of rent at March 2020.</p> <p>Arrears increased by £9k 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>	<p>3B</p> <p>3C</p>
<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 	<p>3B</p> <p>3C</p>

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 7.2 days. Claim amendments were processed in an average of 2.1 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	3C
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 0.71% of total stock.</p>	Continue to implement Actionable Voids Action Plan 2019-22.	3B

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>	3B
<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>	3B

Appendices

Appendix 1

Community Plan themes and outcomes

[Connected – A Community Plan for Armagh City, Banbridge and Craigavon 2017 - 2030](#)

Theme	Outcome	Reference
Community- We live in a caring and safe borough, where people lead healthy, fulfilling lives and take pride in shaping, nurturing and enriching community life.	Confident Community Everyone has opportunities to engage in community life and shape decisions – we have a strong sense of community belonging and take pride in our area.	1A
	Healthy Community People are making positive lifestyle choices. They are more resilient and better equipped to cope with life's challenges.	1B
	Welcoming Community Our borough is a safe, respectful and peaceful environment.	1C
Economy – We are an internationally renowned destination – our competitive industries, productivity and outward facing economy provides the global platform to attract, develop and maintain talent, investment and high growth opportunities.	Enterprising Economy Our borough is a centre of excellence for entrepreneurship, innovation and investment.	2A
	Skilled Economy People are better equipped to take full advantage of the opportunities provided by our dynamic economy.	2B
	Tourism Economy Our borough is the destination of choice for international visitors.	2C
Place - The borough is a place of discovery, where unique cultural and natural assets are cherished and people are inspired to be creative, to grow and to flourish.	Creative Place Our borough is an inspirational and creative place offering quality, inclusive arts and cultural experiences.	3A
	Enhanced Place Our rich and varied built heritage and natural assets are protected, enhanced and expanded for current and future generations to enjoy.	3B
	Revitalised Place Our distinctive and vibrant urban and rural areas are at the heart of community and economic life.	3C

Appendix 2

Social Housing Need by Settlement 2019-2024

Settlement	Social Housing Need 2019-24
Armagh 1	87
Armagh 2	21
Banbridge Town	93
Central Craigavon	5
North Lurgan	127
South Lurgan	13
Portadown 1	37
Portadown 2	56
Aghagallon	8
Bleary	4
Derrymacash/Derrytrasna/Kinnego	16
Dromore	11
Lawrencetown	3
Loughbrickland	5
Loughgall	1
Middletown	4
Poyntzpass	2
Rathfriland	11
Total	504

Source: NIHE

Housing need has currently been met in: Annaclone, Annaghmore / Eglisk, Annahugh, Ashfield / Tullyhenan, Ballela, Banbridge Rural Cottages, Carn, Charlemont / Blackwatertown / Carrickaness / Donnelly Hill, Clady/Corran/Ballymacnab, Closkelt, Corbet, Dollingstown, Donacloney, Dromore Rural Cottages, Drumhillery / Darkley/Derrynoose, Drumnacanvey, Gilford, Glenanne/Mountnorris/Loughgilly, Hamiltonsbawn/Edenaveys, Katesbridge, Keady, Killyman/Laghey, Kinallen, Lenaderg, Lisnagrade/Ballyvarley, Madden / Milford / Ballyards, Magheralin, Markethill, Richhill, Scarva, Seapatrick, Tandragee, Tullylish, Tynan/Killylea and Waringstown. These areas will be kept under annual review.

New Intermediate Housing Demand for Armagh City, Banbridge and Craigavon 2019/29

Council	Intermediate Housing Demand 2019/29
Armagh City, Banbridge and Craigavon	1,830

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
Edward Street, Portadown	15	Supported	Choice	Supported
Oak Lodge, Banbridge, OTS**	4	General Needs	Habinteg	Urban
Culowen Quay, Blackwatertown, OTS**	4	General Needs	Rural	Rural
Grattan Street, Lurgan, ESP*	1	General Needs	South Ulster	Urban
Gilpins Mews, Lurgan, ESP*	1	General Needs	South Ulster	Urban
Total	25			

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
Woodlands Manor, Portadown, ESP*	1	General Needs	Choice	Urban
148 Garvaghy Road, Portadown	12	General Needs	South Ulster	Urban
Fort Street, Banbridge ESP*	3	General Needs	South Ulster	Urban
Kilwilkee Road, Lurgan	15	General Needs	South Ulster	Urban
Sloanhill, Hill Street, Lurgan	24	General Needs	South Ulster	Urban
Ardmore Road Phases 2 & 3 (T), Armagh	23	General Needs	Triangle	Urban
Total	78			

Source: NIHE

(T) Transfer Scheme, *ESP Existing Satisfactory Purchase

Schemes programmed 2020/23

Scheme	No of units	Client Group	Year	Housing Association	Policy Theme
18-52 Ogle Street , Armagh	40	General Needs	2020/21	Ark	Urban
186 Ballynamoney Road, Lurgan	3	General Needs	2020/21	Clanmil	Urban
45-57 William Street, Lurgan	8	General Needs	2020/21	Clanmil	Urban
Oak Lodge, Phase 2, Banbridge, OTS**	7	General Needs	2020/21	Habinteg	Urban
Drumellan, Craigavon (T)	5	General Needs	2020/21	Choice	Urban
Culowen Quay, Blackwatertown, OTS**	1	General Needs	2020/21	Rural	Rural
Derrytrasna Road, Derrytrasna	14	General Needs	2020/21	Ark	Rural
Wallace Park, Dromore	7	General Needs	2020/21	Ark	Urban
Tassagh Road, Keady, (T)	1	General Needs	2020/21	Radius	Rural
Dromore Street, Rathfriland, ESP*	2	General Needs	2020/21	Rural	Rural
Total	104				

Source: NIHE

(T) Transfer Scheme, *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	Moyraverty/ Hill Street, Lurgan	72
	Gilford	74
	Donacloney/ Dollingstown	34
	Ardowen, Craigavon	80
	Westacres/ Clonmeen, Craigavon	98
	Keady/ Darkley, Armagh	82
	Reilly Street/ Scarva Walk, Banbridge	112
	Drumarg/ Drumbreda/ Longstone, Armagh	3
	Dromore	57
	Huntly/ Iveagh/ Maypole, Banbridge	37
	Meadowbrook/ Drumbeg, Craigavon	3
Incremental Improvements – Roofs	Garvaghy Park, Portadown & Marion Ave, Maghery	60
Revenue Replacement Kitchen	Edgarstown, Portadown	2
	Gough Ave/ Drumadd, Armagh/ Markethill	13
	Millar Park/ Gowanvale , Banbridge	37
Revenue Replacement Bathroom	Corcrair, Portadown Phase 1	43
	Westacres/ Drumgor, Craigavon	2
Heating Installation	Lurgan	2
	Armagh (2002)	17
	Richhill/ Loughgall	20
	Armagh 15 Year (2003)	48
	Rectory/ Redmanville, Portadown	85
	BC Energy Old Contract	24
	Brownstown/ Clounagh, Portadown	31
	Keady/ Middletown	71
	Banbridge Town Gather Up	66

Table continues

Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
Heating Installation	Ballyoran / Rural, Portadown	74
	Hamiltonsbawn/ Tandragee	62
	Lurgan Mop Up	21
	Killicomaine, Portadown	10
	Rathfriland/ Katesbridge	15
	Banbridge Town Gather Up (98) Comp 18/19	1
Special Scheme	Lurgantarry, Lurgan, Concrete Repairs/ Window Replacement	70

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.
Incremental Improvements - Roofs	Improvement works to existing roof structure.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Heating Installation	Replacement of solid fuel or electric heating.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

Grants Performance 2019/20

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	80	817	84
Repairs Grant	35	62	35
Discretionary Grants			
Replacement Grant	<10	32	0
Renovation Grant	<10	65	12
Home Repair Assistance Grant	<10	19	<10
Total	-	995	-

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*	13	0.71
Adaptations for Persons with a Disability (APD's) Completions*	10	
Lifts**	10	0.09
Showers**	93	0.03
Minor APD repairs***	418	0.26
Total	-	1.09

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	123	99	92	103	80
Funding(£k)	1,170	1,128	762	1,155	817

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	29	8	2,553	2,673	291
	Homelessness	3	1	804	806	58
	Older People	28	6	451	453	682
	Young People	1	1	6	8	5
	Sub Total*	61	**	3,814	3,940	1,036
Floating Support Services	Disability	2	2	115	116	52
	Homelessness	2	2	337	338	153
	Older People	1	1	114	107	40
	Young People	1	1	67	67	30
	Sub Total**	6	**	633	628	275
Grand Total*		67	**	4,447	4,568	1,311

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	1,317	435	91
2016/17	1,262	492	103
2017/18	1,259	593	102
2018/19	1,253	790	181
2019/20	1,099	694	162

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 *
Armagh 1	192	136	318	20	0	666	3
	71	69	862	7	3	1,012	
Armagh 2	118	58	90	0	0	266	1
	50	59	478	0	2	589	
Keady	101	21	51	0	1	174	4
	82	15	387	0	8	492	
Markethill	62	25	35	0	1	123	0
	35	3	198	0	8	244	
Tandragee	80	35	73	0	3	191	4
	144	5	239	0	21	409	
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	26	0	8	0	3	37	0
	44	1	105	0	22	172	
Drumhillery / Darkley / Derrynoose	9	0	17	0	0	26	0
	13	0	3	0	0	16	
Glenanne / Mountnorris / Loughgilly	20	0	66	0	1	87	1
	11	0	77	0	14	102	
Hamiltonsbawn / Edenaveys	22	0	8	0	1	31	1
	43	0	87	0	5	135	
Killyman / Laghey	5	0	16	0	4	25	0
	29	0	90	0	11	130	
Loughgall	15	0	6	0	0	21	1
	34	0	30	0	14	78	
Madden / Milford / Ballyards	6	0	2	0	0	8	0
	23	0	17	0	3	43	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Middletown	13	0	0	0	0	13	0
	27	0	28	0	0	55	
Poyntzpass	9	0	5	0	0	14	0
	14	0	45	0	0	59	
Richhill	46	5	39	0	3	93	2
	85	7	216	0	30	338	
Tynan / Killylea	19	0	4	0	0	23	0
	47	0	32	0	8	87	
Annaghmore / Eglis	13	0	14	0	0	27	0
	31	0	46	0	11	88	
Annahugh	0	0	10	0	1	11	0
	14	0	22	0	3	39	
Clady / Corran / Ballymacnab	8	0	8	0	0	16	0
	22	0	14	0	0	36	
Banbridge Town	245	167	335	28	0	775	2
	87	81	1,026	15	0	1,209	
Dromore	86	43	129	0	1	259	1
	37	17	381	0	9	444	
Gilford	59	16	72	8	0	155	3
	25	4	184	0	0	213	
Rathfriland	97	0	87	0	0	184	0
	74	0	294	0	1	369	
Kinallen	16	0	16	0	0	32	2
	15	0	48	0	0	63	
Lawrencetown	24	0	24	0	0	48	0
	9	0	73	0	0	82	
Loughbrickland	13	0	22	0	0	35	1
	16	0	74	0	3	93	
Scarva	5	0	16	0	0	21	0
	1	0	35	0	0	36	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Annaclone	6	0	4	0	0	10	0
	3	0	25	0	0	28	
Ashfield / Tullyhenan	4	0	1	0	0	5	0
	11	0	12	0	0	23	
Banbridge Rural Cottages	9	0	0	0	11	20	1
	10	0	7	0	86	103	
Closkelt	2	0	0	0	2	4	1
	2	0	0	0	3	5	
Corbet / Millbank View	1	0	7	0	0	8	0
	1	0	8	0	0	9	
Dromore Rural Cottages	0	0	2	0	22	24	0
	8	0	5	0	87	100	
Katesbridge	3	0	16	0	0	19	1
	1	0	35	0	0	36	
Lenaderg	9	0	12	0	0	21	0
	2	0	50	0	0	52	
Lisnagrade / Ballyvarley	0	0	0	0	1	1	0
	0	0	0	0	4	4	
Seapatrick	11	0	39	0	0	50	1
	5	0	59	0	0	64	
Tullylish	13	0	0	0	0	13	0
	26	0	0	0	0	26	
Central Craigavon	84	78	565	21	0	748	6
	18	5	1,352	3	0	1,378	
North Lurgan	216	162	309	0	0	687	7
	29	53	1,275	0	0	1,357	
South Lurgan	152	158	310	3	1	624	3
	42	55	1,160	0	8	1,265	
Portadown 1	160	12	304	8	0	484	1
	38	0	543	10	0	591	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Portadown 2	273	252	456	27	0	1,008	2
	107	83	1,365	1	0	1,556	
Aghagallon	17	0	29	0	4	50	0
	26	0	125	0	58	209	
Bleary	18	0	14	0	5	37	0
	64	0	85	0	57	206	
Dollingstown	43	7	8	0	0	58	2
	24	1	99	0	0	124	
Donacloney	33	0	28	0	1	62	1
	6	0	112	0	16	134	
Magheralin	15	0	30	0	0	45	0
	3	1	130	0	3	137	
Waringstown	33	0	21	0	1	55	1
	19	0	88	0	20	127	
Carn	1	0	3	0	0	4	0
	3	0	14	0	0	17	
Derrytrasna / Derrymacash / Kinnego	1	0	10	0	2	13	0
	16	0	90	0	10	116	
Drumnacanvey	0	0	1	0	0	1	0
	0	0	31	0	0	31	
Portadown Rural Area	2	0	33	0	2	37	0
	6	0	119	0	27	152	
ACBCBC Total	2,415	1,175	3,673	115	71	7,449	53
	1,553	459	11,880	36	555	14,483	

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
Armagh 1	314	192	43
Armagh 2	117	60	16
Keady	58	33	17
Markethill	33	14	<10
Tandragee	31	15	<10
Charlemont / Blackwatertown / Carrickaness / Donnelly's Hill	11	<10	<10
Drumhillery / Darkley / Derrynoose	<10	<10	<10
Glenanne Mountnorris / Loughgilly	<10	<10	<10
Hamiltonsbawn / Edenaveys	<10	<10	0
Loughgall	<10	<10	<10
Madden / Milford / Ballyards	<10	<10	0
Middletown	18	13	<10
Poyntzpass	<10	<10	0
Richhill	45	21	10
Tynan / Killylea	<10	<10	<10
Annaghmore / Eglish	<10	<10	<10
Annahugh	<10	<10	0
Clady / Corran / Ballymacnab	<10	<10	0
Killyman / Laghey	<10	<10	0
Armagh Total	678	380	116
Banbridge Town	396	271	68
Dromore Town Area	93	63	14
Gilford	34	20	14
Rathfriland	47	30	11

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Kinallen	<10	<10	<10
Lawrencetown	12	<10	<10
Loughbrickland	16	10	<10
Scarva	<10	<10	0
Annaclone	<10	<10	<10
Ashfield/Tullyhenan	0	0	<10
Ballela	0	0	0
Ballyroney	0	0	0
Banbridge Rural Cottages	<10	<10	0
Closkelt	0	0	0
Corbet	<10	<10	0
Dromore Rural Cottages	<10	<10	0
Katesbridge	<10	0	0
Lenaderg	<10	<10	0
Lisnagrade / Ballyvarley	0	0	0
Seapatrik Avenue	<10	<10	<10
Tullylish	<10	<10	<10
Banbridge Total	629	424	124
North Lurgan	520	352	48
South Lurgan	262	142	48
Central Craigavon	232	152	29
Aghagallon	23	15	<10
Bleary	<10	<10	<10
Carn / Elizabeth Terrace	0	0	0
Derrytrasna / Derrymacash / Kinnego	37	22	<10
Dollingstown	12	<10	<10
Donacloney	21	13	<10
Magheralin	22	<10	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Schomberg / Drumnacanvey	0	0	0
Waringstown	29	11	0
Lurgan / Brownlow Total	1,165	725	143
Portadown 1	199	114	27
Portadown 2	533	295	88
Portadown Rural Area	24	12	0
Portadown Total	756	421	115
Armagh City, Banbridge & Craigavon Total	3,228	1,950	498

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
Armagh Office 48 Dobbin Street Armagh BT61 7QQ		armagh.mailbox@nihe.gov.uk
Banbridge Office 56 Bridge Street Banbridge BT32 3JL		banbridge@nihe.gov.uk
Lurgan Office 122 Hill Street Lurgan BT66 6BH		lurganbrownlow@nihe.gov.uk
Portadown Office 41 Thomas Street Portadown BT62 3AF		portadown@nihe.gov.uk
South Region Manager	Jonathan Blease	jonathan.blease@nihe.gov.uk
South Area Manager	John McCartan	john.mccartan@nihe.gov.uk
Assistant Area Manager	Pauline Beattie	pauline.beattie2@nihe.gov.uk
Housing Solutions Manager	Fiona McNally	fiona.mcnally@nihe.gov.uk
Housing Landlord Managers	John McAleavey	john.mcaleavey@nihe.gov.uk
	Judith McNamee	judith.mcnamee@nihe.gov.uk
Lettings Managers	Janet Agnew	janet.agnew@nihe.gov.uk
	Gerard Donnelly	gerard.donnelly@nihe.gov.uk
Maintenance Managers	Drew McMath	drew.mcmath@nihe.gov.uk
	Neil Curran	neil.curran@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.

