



Belfast

Housing Investment Plan

Annual Update 2020

Housing
Executive



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This document is available in alternative formats.

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Foreword

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

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

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

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

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

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



Professor Peter Roberts
Chair



**we face many
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services across
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 [Belfast 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.

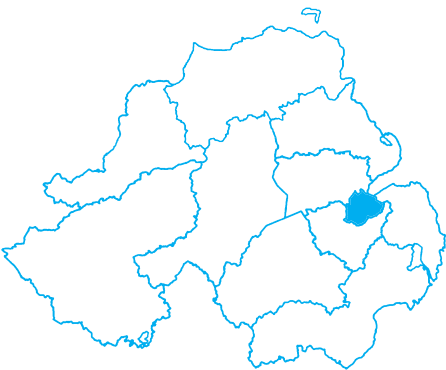
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Title	Update
Welfare Reform	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact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



Balmoral	24,360	12 people icons
Blackmountain	35,920	18 people icons
Botanic	46,770	23 people icons
Castle	32,240	16 people icons
Colin	34,630	17 people icons
Court	33,410	17 people icons
Lisnasharragh	29,560	15 people icons
Oldpark	33,030	17 people icons
Ormiston	34,750	17 people icons
Titanic	36,560	18 people icons
TOTAL	341,230	

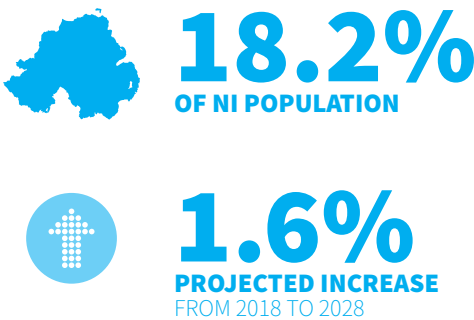
Source: NISRA
 *Population Estimates for DEAs are estimated using a proportionate method which allocates Small Area population estimates to DEAs on the basis of information extracted from the 2011 Census.

Population of Belfast City

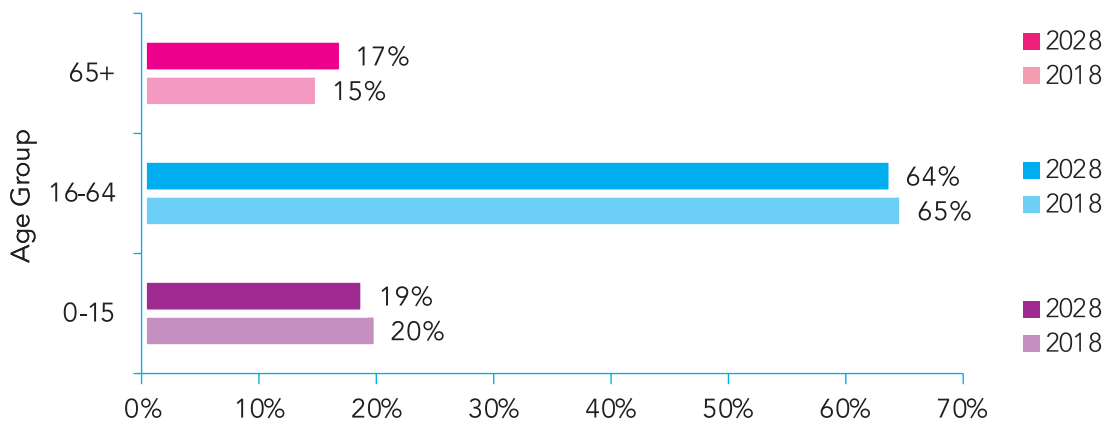
The population of Belfast City is projected to increase by 1.6% from 341,877 in 2018 to 347,371 in 2028. It represents 18.2% of the NI population at 2018.

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.



Population Change 2018-2028



Source: NISRA

The proportion of the total population aged 65+ is set to increase in the coming years and this will have an impact on housing design, provision and delivery. The average household size is projected to remain at 2.3 persons per household up to 2028, while the number of households is projected to increase very slightly over the same period, to around 147,500.

The Housing Market

Projected Housing Growth Indicator new dwelling requirement



7,400

PROJECTED HOUSING GROWTH INDICATOR new dwelling requirement for the period **2016 to 2030**

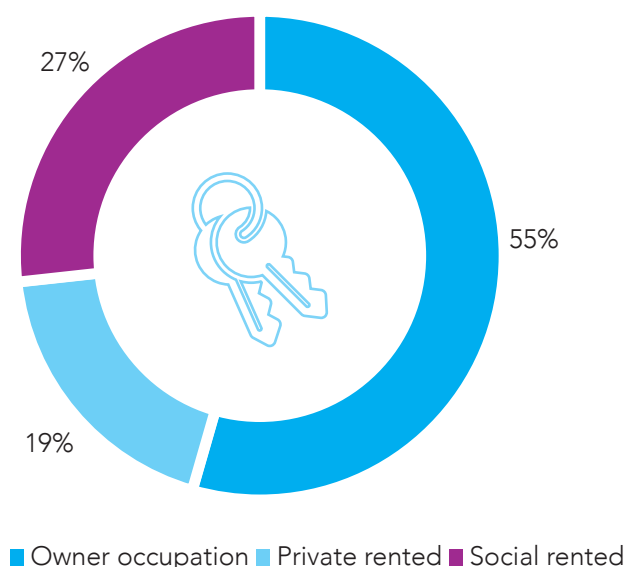
Source: Department for Infrastructure HGIs 2016-2030

There is a projected Housing Growth Indicator new dwelling requirement of 7,400 for the period 2016 to 2030 for Belfast.

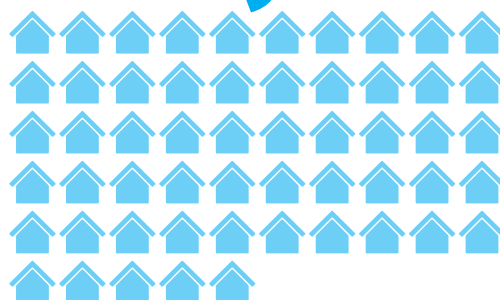
This data will inform the Council's Local Development Plan on the need for additional development land.

At 2016 there were approximately 143,500 households in Belfast, of these 55% were Owner Occupied, 19% Private Rented and 27% Social Rented (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

2016 Tenure Breakdown



143,500

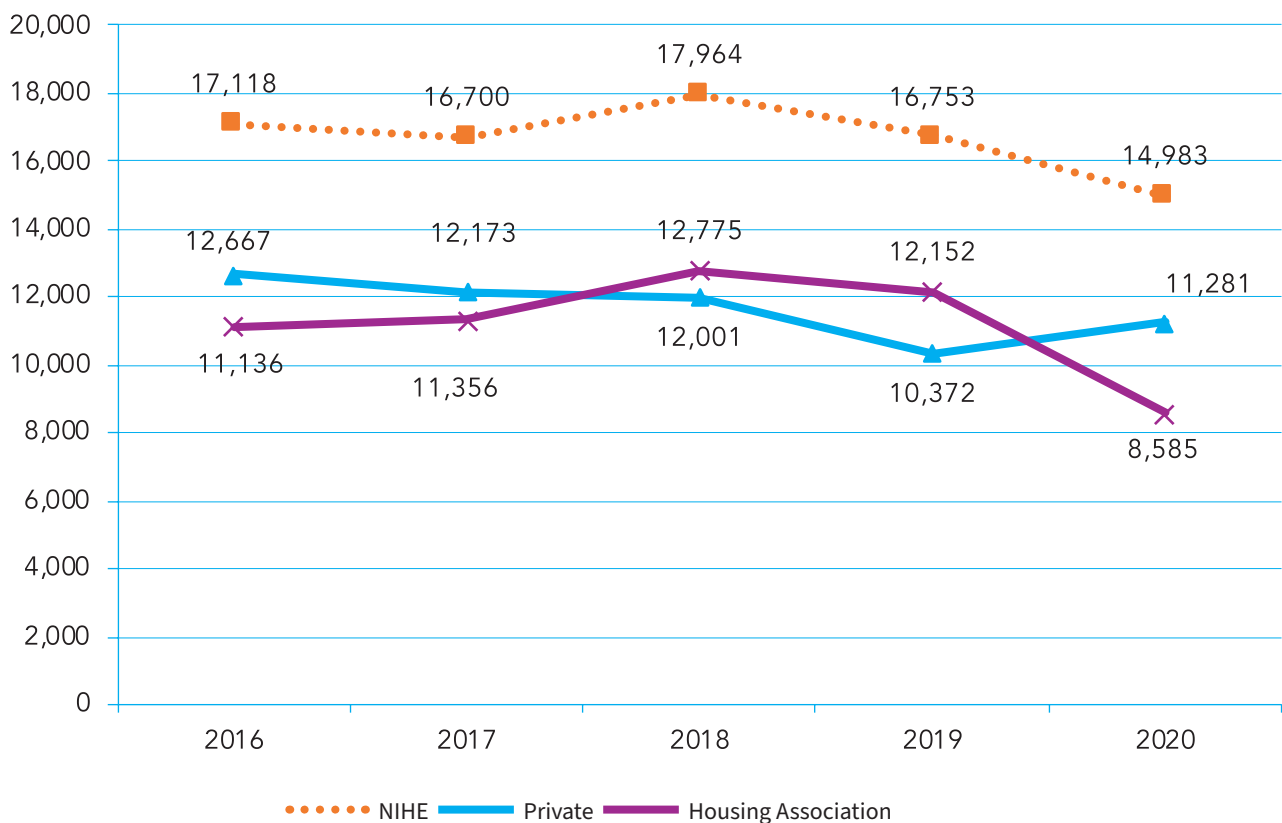


HOMES in the city (2016)

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. The Coronavirus crisis has meant an increase in all Social Security claims and will continue to have an impact on these figures throughout the year.

The total number receiving Universal Credit Housing costs at end of March 2020 in Belfast was 3,460. DfC reported that an additional 57,000 claims for Universal Credit were made in April 2020 across Northern Ireland, due to the COVID-19 pandemic.

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

Owner Occupied Sector

Owner Occupation comprises 55% of the overall housing in the City. Ulster University state that the average house price in Belfast in 2019 was £160,857 which represents a decrease of 4.3% on 2018 figures.

Average Annual House Prices

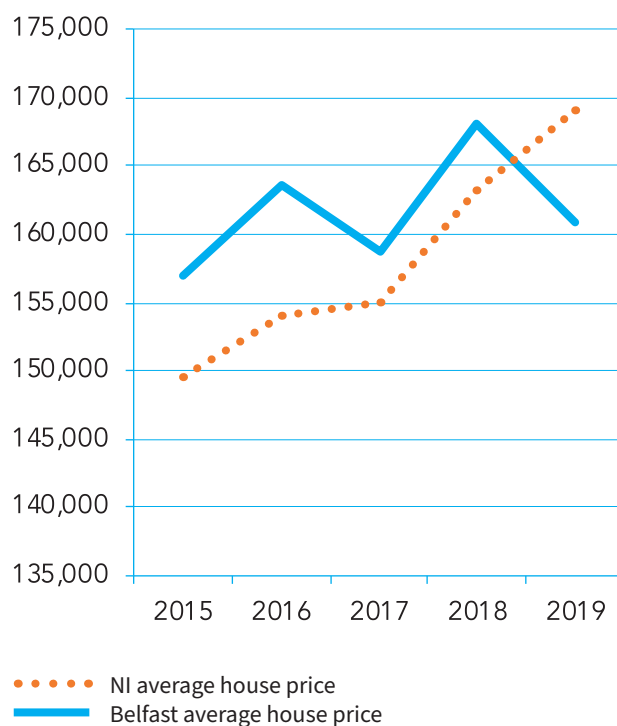


Average house price in Belfast in 2019

£ **160,857**



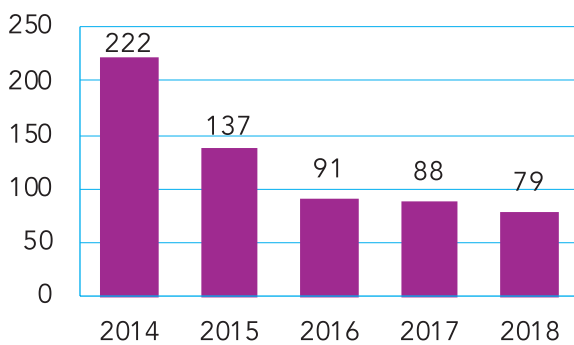
4.3%
DECREASE FROM 2018



Source: Ulster University

Repossessions

During 2018, there were 79 repossessions in Belfast. This represents a 64% decrease since 2014.



Source: NI Courts and Tribunals Service



Intermediate need

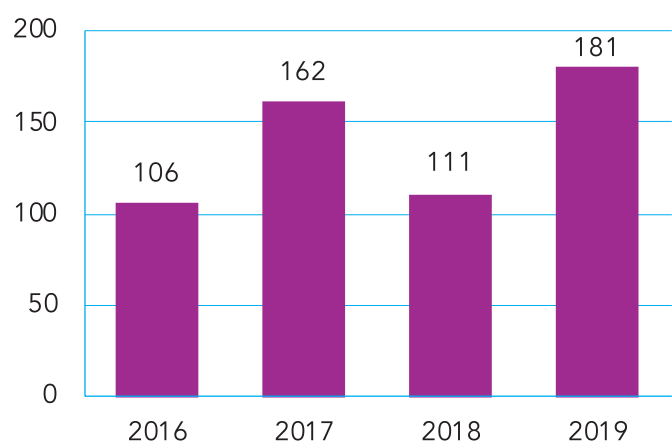
Demand for intermediate housing aimed at low income households in Belfast is estimated at 490 units between 2019-2029.



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 1,706 dwellings at March 2020, 181 of which were purchased during 2019/20.

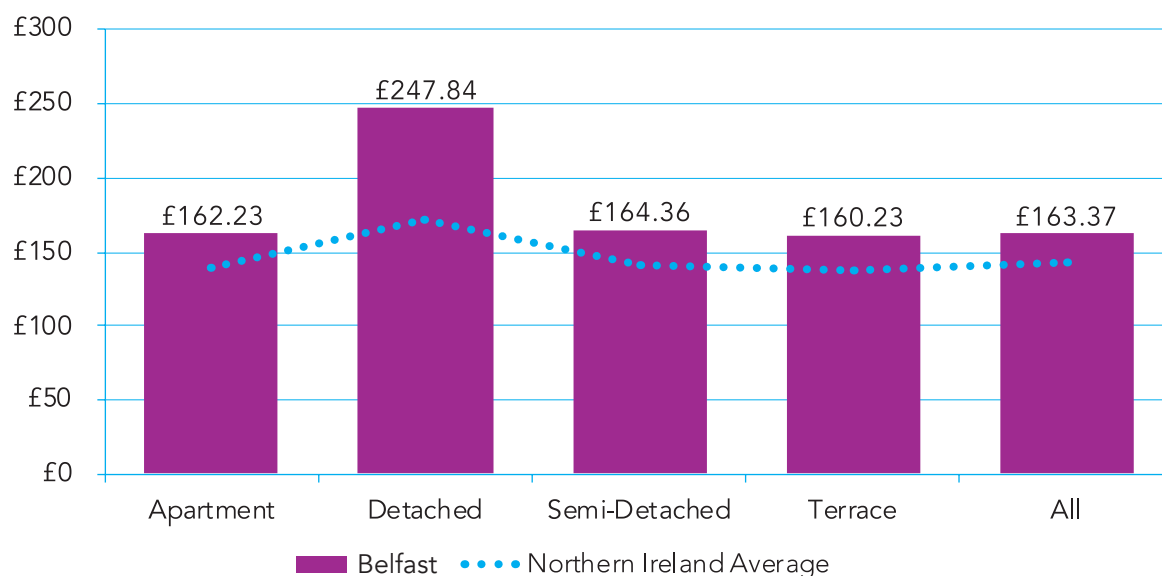


Source: Co ownership Housing Association

Private Rented Sector (PRS)

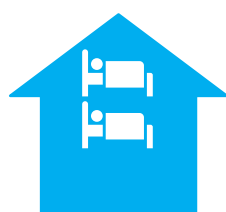
The Private Rented Sector comprises 19% of homes in the city. Rising levels of temporary employment, growing social housing waiting lists and the future economic impact of the Coronavirus Crisis will ensure that the private rented sector will continue to play an important role in the Belfast housing market.

Belfast Average Weekly Private Sector Rent by Dwelling Type

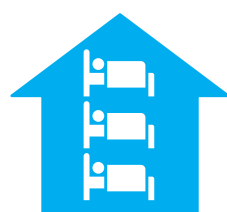


Source: Ulster University

Local Housing Allowance



The Local Housing Allowance, from April 2020, for **2 BEDROOM DWELLINGS** within Belfast is **£96.83** per week



The Local Housing Allowance, from April 2020, for **3 BEDROOM DWELLINGS** within Belfast is **£109.95** per week

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 22,617 properties registered by 6,840 landlords in Belfast at February 2020. Due to the ongoing COVID 19 pandemic, DfC is unable to report on 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 HMOs.



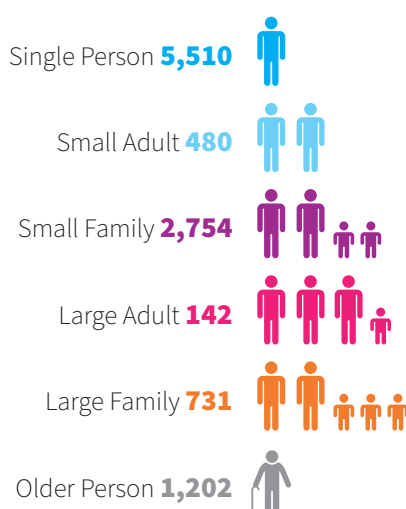
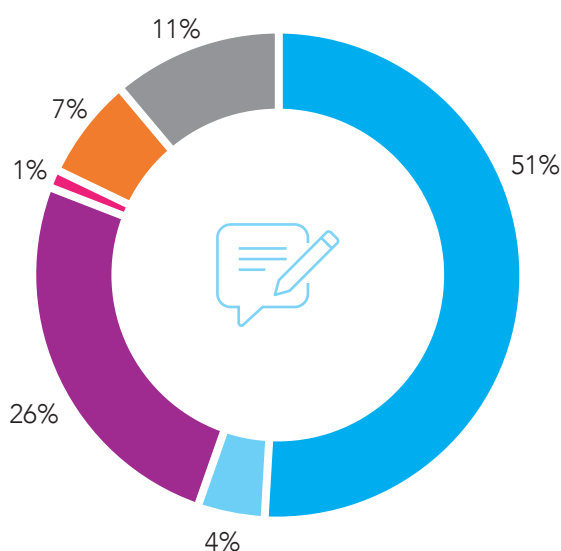
Social Housing Sector

The Social Housing sector share of the housing market in Belfast was 27% at 2016. This is much higher than all other council areas in Northern Ireland, largely due to the widespread urban renewal programmes undertaken by the Housing Executive in the city in the 1970s and 1980s, much of which remains in social stock. (Northern Ireland House Condition Survey 2016)

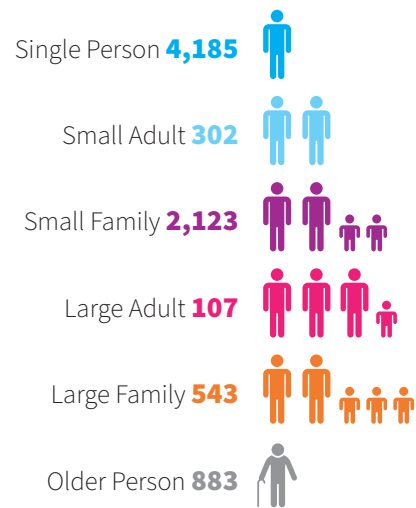
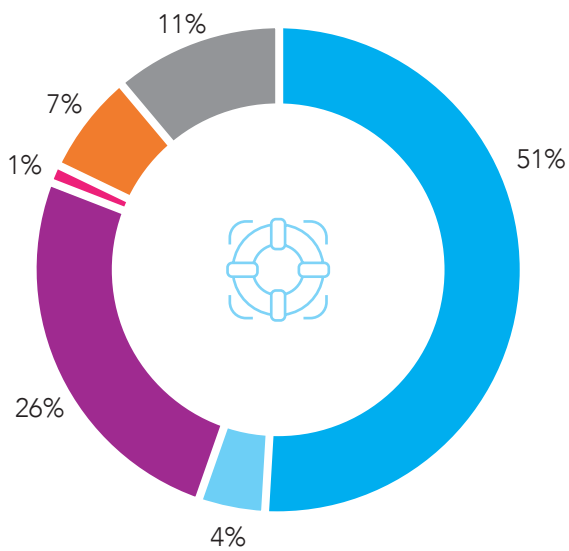
Social housing need in Belfast increased slightly in 2020. At March 2020 there were 10,819 applicants on the waiting list for Belfast of whom 8,143 were in housing stress. There were 1,880 allocations over the year. The social restrictions imposed by the COVID-19 pandemic will lead to much reduced activity across all tenures, increasing pressure on the social sector in the current year. Singles, older persons and small family households comprise 88% 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.

110 
Housing Executive properties were sold to tenants in Belfast under the House Sales Scheme during 2019/20 at an average selling price of **£48,715**

Waiting List Applicants

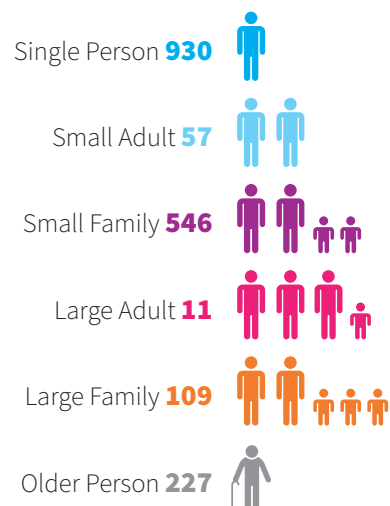
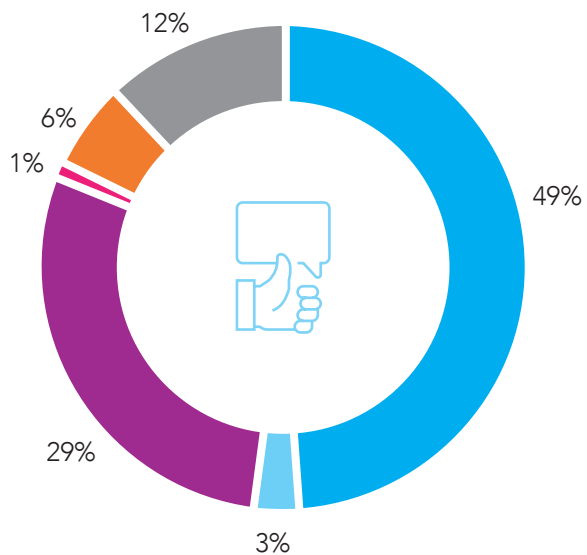


Applicants in Housing Stress



Source: NIHE, March 2020

Allocations to Applicants

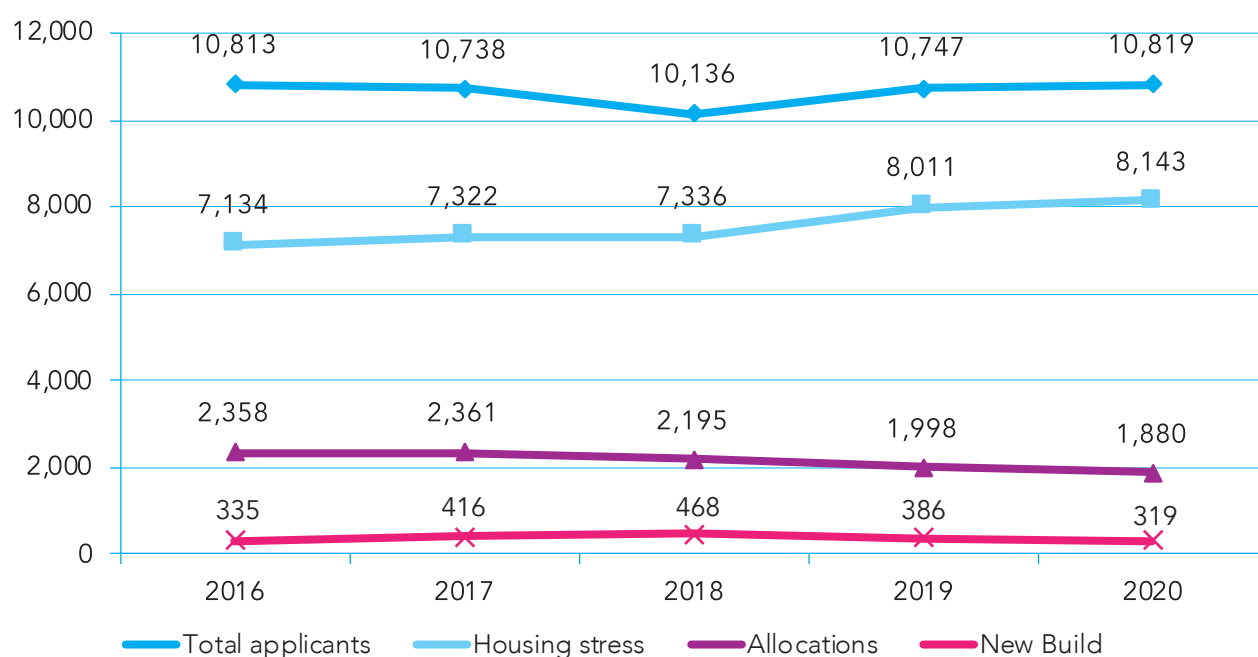


Source: NIHE, March 2020

Definition of Household Types

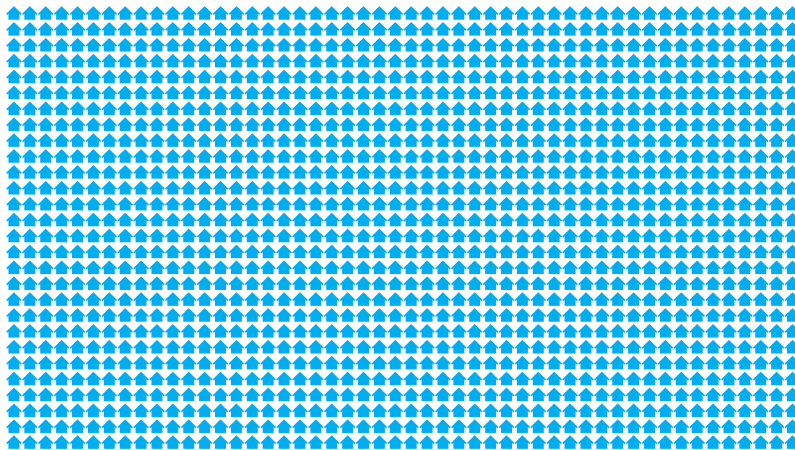
Single Person	1 person 16-59 years old
Small Adult	2 persons 16-59 years old
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15,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



Source: NIHE

The requirement for new social housing in the city has increased between 2019 and 2020.

**4,778****The
five-
year****assessment for 2019-24 shows a
need for 4,778 additional social
units in the city.**

The number of
annual allocations of social housing in
Belfast has fallen by 20% since 2016.
Appendix 2 shows projected housing
need in the main Housing Need Areas
(HNAs)

During 2019/20, 319 homes were completed in Belfast and 975 units were on-site at 31st March 2020, 328 of which started in the last year. See Appendix 3 for details of completions, on-site schemes and the 2020/21 programme.

Homelessness

The number of households presenting as homeless in Belfast remained fairly static between March 2019 and March 2020 with 5,270 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, family/sharing breakdown and loss of private rented accommodation or no accommodation. During 2019/20 the Housing Executive made 1,664 placements into temporary accommodation in the city.

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 Belfast area there is an identified social housing need at March 2019 for 109 wheelchair units.

Adaptations

During 2019/20 the Housing Executive spent £3.3m on adaptations to its properties in Belfast See Appendix 4.

£3.3m
SPENT ON ADAPTATIONS 2019/20

Disabled Facilities Grants

During 2019/20 the Housing Executive approved 155 Disabled Facilities Grants for private sector dwellings and completed 55. Total spend in Belfast in 2019/20 was £1.5m. See Appendix 4.

DISABLED FACILITIES GRANTS
£1.5m
SPENT 2019/20
55 COMPLETIONS

Irish Travellers

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

Supporting People

The Housing Executive, through the Supporting People Grant, funds 229 Housing Support Services across Belfast at a cost of £21.84m, providing housing support to 5,500 clients per year. Details are set out in Appendix 5.

£21.84m
ON FUNDING 229 HOUSING
SUPPORT SERVICES

Community Planning

Community Planning is about how public services work together with local communities to deliver real improvements that make a difference to people's lives.

Belfast City Council has produced a Community Plan, the [Belfast Agenda](#) for the city up to 2035. The Community Plans and Themes are set out at Appendix 1.

Local Development Plan

Belfast City Council is continuing to work on a [Local Development Plan](#) which will set out a vision on how the city should develop in the future. The Council hopes to progress the Draft Plan Strategy to independent examination during 2020.

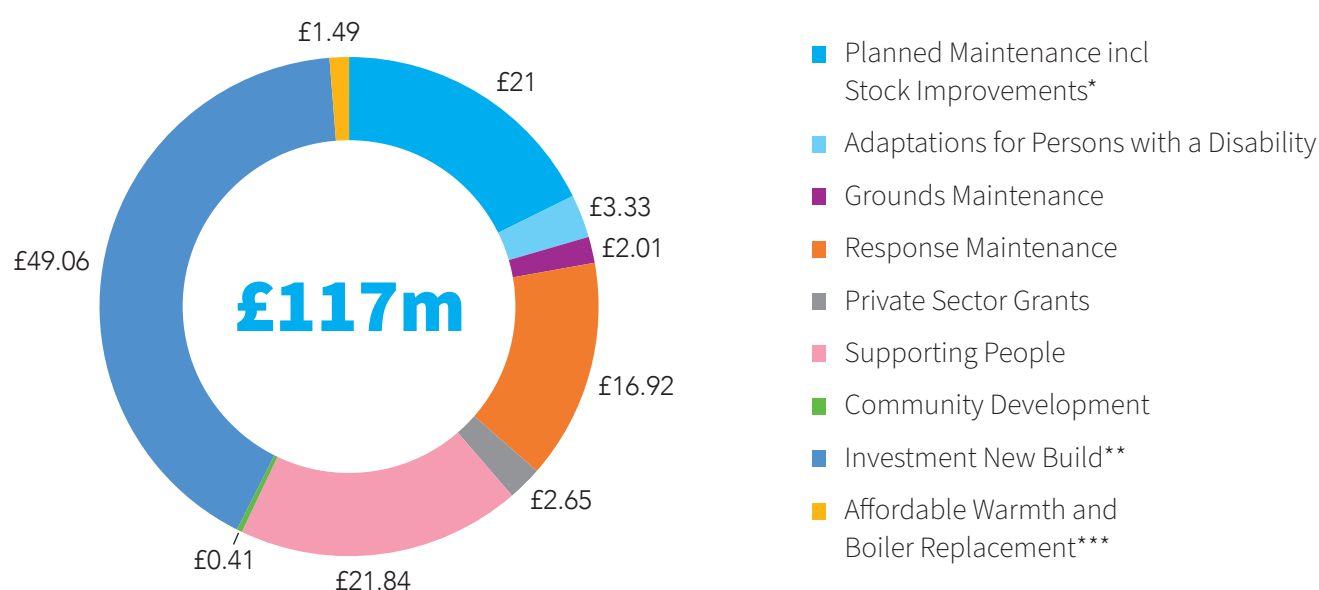
Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2019/20 public sector housing investment totalled approximately £117m for Belfast.

The Housing Executive originally intended to deliver investment of £227 million across 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 recommended 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 £1.78m for Private Sector Grants and £21.49m for Supporting People.

Belfast City Council 2019/20 Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £19.37million and Stock Improvement Spend was £1.67million.

**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 £1.11million and Boiler Replacement spend was £0.38million.

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



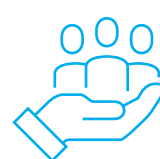
**Helping people
find housing
support and
solutions**



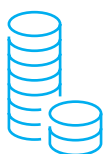
**Delivering
better homes**



**Fostering vibrant
sustainable
communities**



**Delivering quality
public services**



**Community
grants**
£51,622
funding awarded



**Community
Cohesion**
£178,692
funding awarded



**Community
safety**
£179,860
funding awarded



**Small Pockets
of Deprivation
(SPOD)**
£31,224
funding



**Areas
at risk**
£86,973
funding



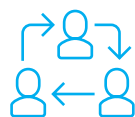
**Neighbourhood
Renewal**
£8.7m
funding



**Energy
efficiency**
£6.5m
spend



**Affordable
warmth**
461 installations
£1.1m
spend



Supporting People
£21.84m
spend



**Disabled Facilities
Grants (DFGs)**
£1.5m
spend



Adaptations
£3.33m
spend



New build
£49.06m
spend

Outcome 1

Helping people find housing support and solutions

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Development and publication of the Chronic Homelessness Action Plan.</p> <p>Implementation of year one actions in Chronic Homelessness Action Plan.</p>	<p>Following extensive public consultation, the Chronic Homelessness Action Plan was amended and approved by NIHE Board in November 2019.</p> <p>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.</p> <p>5,270 homelessness presenters and 3,325 homelessness acceptances.</p>	<p>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.</p> <p>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.</p> <p>NIHE is also exploring funding options for the delivery of housing led solutions for clients experiencing chronic homelessness.</p>	4.9

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</p>	<p>The Housing Solutions approach is used for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach. Housing Solutions Handbook for staff was reviewed and updated during 2019/20.</p>	<p>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Continue to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p>	4.9
<p>Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p>	<p>The National Practitioner Support Service (NPSS) has been appointed to conduct peer reviews of NIHE's Housing Solutions Service.</p>		
<p>Work has been ongoing to investigate and develop a replacement Private Rented Sector Access Scheme (PRSAS). A number of consultation events have taken place and a specification has been produced. A business case is ongoing with the aim of having a new PRSAS procured and in place by September 2019.</p>	<p>Due to budgetary pressures arising in dealing with NIHE's statutory duties in respect of addressing homelessness, the delivery of a PRSAS has had to be put on hold until such times as sufficient funding can be secured.</p>	<p>Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured from DfC.</p>	4.9

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
£22.61m has been approved to deliver the Supporting People Programme for 2019/20.	<p>£21.84m was spent delivering the Supporting People Programme for 2019/20, Appendix 5.</p> <p>213 accommodation based services for 4,541 service users.</p> <p>16 floating support schemes for 1,009 service users.</p>	£21.5m has been approved to deliver the Supporting People Programme for 2020/21, Appendix 5.	1.12
The gross, three-year SHDP contains no new supported housing schemes in 2019/20.	There is currently no requirement for additional supported housing in Belfast.	The gross, three-year (2020/23) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	1.12
The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	36 wheelchair units were on-site and three units completed in the year to March 2020.	The Wheelchair Standard Accommodation target for 2020/21 is 10%.	1.12 4.10
NIHE has funding of approximately £12m for Disabled Facilities Grants for the private sector in 2019/20 across NI. The funding for Belfast is £1.5m.	NIHE approved 155 DFGs spending £1.5m during 2019/20. 55 Disabled Facilities Grants were completed during the year.	NIHE has funding of approximately £12m for Disabled Facilities Grants for the private sector in 2020/21 across NI. The funding for Belfast is approximately £1.5m.	1.12 4.10
NIHE has a budget of £2.97m to provide adaptations to their properties in the Belfast in 2019/20.	NIHE spent £3.3m on adaptations in 2019/20 in Belfast.	We are unable to provide detail on our budget for 2020/21 at this time.	1.12 4.10

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 4,778, Appendix 2.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	1.12 4.9
NIHE will annually assess demand for intermediate housing for the Council area.	Achieved. The ten year intermediate housing need is 490.	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 be completed 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.	1.12
DfC will approve a gross, three-year 2019/22 SHDP.	There are 975 units on-site, of which, 328 started in 2019/20. There were 319 units completed during 2019/20, Appendix 3.	DfC will approve a gross, three-year 2020/23 SHDP.	1.12
Site identification studies will be completed as identified.	One site identification study has been completed in Belfast City Centre.	Site identification studies will be completed as identified.	1.12

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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 181 properties purchased through Co-Ownership in Belfast.	Due to the impacts of COVID-19, funding and targets have not yet been confirmed for this period.	1.12
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	110 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.	1.12
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £22.78m.	In 2019/20, NIHE spent £19.37m on planned maintenance schemes in the Council area. Appendix 4.	We are unable to provide detail on our programmes for 2020/21 at this time.	4.10
Funding for NIHE stock improvement work in 2019/20 is £6.39m.	In 2019/20, NIHE spent £1.67m on stock improvement work.	We are unable to provide detail on our programmes for 2020/21 at this time.	4.10
NIHE will complete response maintenance repairs within the required target time.	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.	4.10
NIHE will carry out response maintenance repairs to customers' satisfaction.	96% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
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, 461 measures were carried out to 247 private properties under the Affordable Warmth Scheme in 2019/20 at a cost of £1.11m.	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.	4.10 5.5 5.7
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 Belfast 572 properties had boilers replaced at cost of £377k.	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.	5.5 5.7
Funding of discretionary grants will continue in 2019/20.	Discretionary grant approval in 2019/20 was £206k, Appendix 4.	Funding of discretionary grants will continue in 2020/21.	4.10
Repair notices issued by Councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were 312 mandatory repair grants approved in 2019/20, with an approval value of £1.66m, Appendix 4.	NIHE will issue mandatory repair grants as required.	4.10

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE's 2019/22 Energy Efficiency Programme includes 1,642 units at a cost of £4.7m.	In 2019/20, the Energy Efficiency Programme included 1,690 units at a cost of £6.5m.	NIHE's 2020/23 Energy Efficiency Programme includes 3,602 units at a cost of £13.5m.	5.7
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.	Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	5.7

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.	4.9
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2019/20.	DfC has funded £31k for SPOD, £87k for Areas at Risk and £8.72m Neighbourhood Renewal in Belfast.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2020/21.	2.3 2.4
The NI target for 2019/20 is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	One project received Heritage in Housing funding of £21,000 in 2019/20. NIHE funding contributed to the provision of two units of accommodation at 22-24 High Street, Donaghadee.	The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation).	1.12
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.	1.12 5.9

*See Appendix 1 for Community Planning Themes

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.	1.4 1.12
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.	2.2 2.3 2.4
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 462 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	2.3 2.4
NIHE will work to prevent people leaving their homes as a consequence of hate crimes.	During 2019/20, three Hate Incident Practical Action scheme (HIPA) incidents were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	2.2 2.3 2.4

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.	2.2 2.3 2.4 2.6
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2019/20, £180k was awarded in the Council area for 12 projects across the city.	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

*See Appendix 1 for Community Planning Themes

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 totalling £179k were spent on 54 projects across Belfast.	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.	2.7
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	Staff engage with a number of community groups.	Continue to work with groups to ensure we give the best outcomes for our communities.	2.3
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.	2.3 2.4
Funding of £20k for 2019/20 for Community Grants and £4,307 per area for Housing Community Network will be made available by NIHE.	£51,622 was spent in 2019/20 on Community Grants across the Council area.	The Community Grants 2020-21 budget has been agreed at £20k per Area Office, but has been redirected and released as a COVID-19 Community Support Fund. Funding of £3,154 per area for Housing Community Network is also available.	2.3

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 98.2% of rent at March 2020.</p> <p>Arrears increased by £258k 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>	1.12
<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 	1.3

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 7.9 days. Claim amendments were processed in an average of 1.9 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	1.12
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 0.9 % of total stock in Belfast.</p>	Continue to implement Actionable Voids Action Plan 2019-22.	1.12

Table continues

*See Appendix 1 for Community Planning Themes

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>	1.12
<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>	1.12

*See Appendix 1 for Community Planning Themes

Appendices

Appendix 1

Community Plan themes and outcomes

The themes and outcomes set out in Belfast City Council's Community Plan, [The Belfast Agenda](#) are detailed below.

Theme	Outcome	Reference
Everyone in Belfast benefits from a thriving and prosperous economy	City productivity levels	1.1
	Investment into Belfast	1.2
	Performance of the Belfast Urban Area economy	1.3
	The number of new business start-ups versus the number of business deaths	1.4
	The proportion of the population living in relative poverty	1.5
	The proportion of working-age population living in Belfast who are unemployed	1.6
	The employment rate of 16-64 year olds by deprivation quintile	1.7
	Skills barometer measure – the gap between current and future skill needs	1.8
	Economic inactivity rate (excluding students)	1.9
	Average earnings	1.10
	Total spend by external visitors	1.11
	Supply of suitable housing	1.12
Belfast is a welcoming, safe, fair and inclusive city for all	Number of victims of any crime	2.1
	Number of hate-motivated crimes	2.2
	Proportion of people who feel safe	2.3
	Number of anti-social behaviour incidents	2.4
	Number of interfaces	2.5
	The number of people who agree that people from different backgrounds get on well together	2.6
	Proportion of population who believe the cultural identity is respected by society	2.7

Table continues

Theme	Outcome	Reference
Everyone in Belfast fulfils their potential	Proportion of population who have attained Level 2 or above	3.1
	Gap between percentage of school-leavers and percentage of free school meals school-leavers achieving at Level 2 or above, including English or Maths	3.2
	Proportion of school-leavers entering employment, education or training	3.3
	Proportion of care leavers who aged 19 were in education, training or employment	3.4
	Proportion of children who have reached attainment at Key Stage 2 (up to 11 years)	3.5
	Proportion of pre-school children at the appropriate stage of development	3.6
	School attendance rates	3.7
Everyone in Belfast experiences good health and wellbeing	Healthy life expectancy at birth	4.1
	Gap in healthy life expectancy	4.2
	Preventable deaths	4.3
	Proportion of the population of adults and/or children who are obese	4.4
	Proportion of population who smoke	4.5
	Proportion of adults drinking above sensible drinking guidelines	4.6
	Proportion of people who rank themselves as having high levels of wellbeing	4.7
	Proportion of adults participating in moderate exercise at least five days per week	4.8
	Number of households in housing stress	4.9
	Proportion of population living in decent homes	4.10
	Proportion of the population volunteering	4.11
	Proportion of the population participating in culture, arts and sport	4.12
Belfast is a vibrant, attractive, connected and environmentally friendly city	Air quality	5.1
	Percentage of household waste that is recycled or composted	5.2
	Percentage of all journeys which are made by walking, cycling or public transport	5.3
	Visitor numbers	5.4
	Renewable energy as a percentage of all energy consumed	5.5
	Number of miles of cycle lanes, footways and footpaths	5.6
	Proportion of homes that are energy efficient	5.7
	Visitor satisfaction	5.8
	Satisfaction with Belfast as a place to live	5.9

Appendix 2

Social Housing Need by Settlement 2019-2024

Settlement	Social Housing Need 2019-24
Greater West/Shankill	
Inner West	642
Middle West	694
Outer West	598
Ainsworth/Woodvale	0
Ballygomartin	0
Mid Shankill	35
Lower Shankill	0
North Belfast	
North Belfast 1	1,486
North Belfast 2	34
South and East Belfast	
Upper Ormeau	276
Donegall Road	30
Finaghy	50
Lisburn Road	337
Lower Ormeau and Markets	200
Inner East Belfast	0
Middle East Belfast	236
Short Strand	64
Outer East Belfast	96
Belfast New Build Requirement	4,778

Source: NIHE

New Intermediate Housing Demand for Belfast 2019/29

Council	Intermediate Housing Demand 2019/29
Belfast	490

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
Upper New Lodge Phase 2 (T)*	55	General Needs	Apex	Urban
Upper New Lodge Phase 2 (T)*	2	Active Elderly	Apex	Urban
Westbourne Church	6	General Needs	Apex	Urban
35-41 Glenbank Place	5	General Needs	Apex	Urban
539 Antrim Road***	5	General Needs	Ark	Urban
255 Ligoniel Road**	6	General Needs	Ark	Urban
18 Stranmillis Road	3	General Needs	Choice	Urban
13-17 Claremont Street	5	General Needs	Choice	Urban
136-152,183-191,211-217 Beersbridge Road	19	General Needs/ Wheelchair	Choice	Urban
Tynedale Gardens (T)*	12	General Needs	Choice	Urban
St Ninians - Whitewell Road	12	General Needs	Choice	Urban
81-85 Channing Street	6	General Needs	Choice	Urban
ESPs**	2	General Needs	Choice	Urban
Durham Street (Blood Transfusion Site)	11	General Needs/ Wheelchair	Clanmil	Urban
Durham Street (Blood Transfusion Site)	12	Active Elderly	Clanmil	Urban
Jamaica Street	21	General Needs/ Wheelchair	Clanmil	Urban
Port Building - Annadale Embankment	55	General Needs	Clanmil	Urban
39-41 Falls Road	11	General Needs	Clanmil	Urban
Rehabs - North Belfast	14	General Needs	Clanmil	Urban
ESPs**	3	General Needs	Connswater	Urban

Table continues

Schemes completed April 2019 – March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
ESPs**	2	General Needs	Habinteg	Urban
1-39 Leopold Street	10	General Needs	Harmony Homes	Urban
Rosebank/Colombia Re-improvements	8	General Needs	Harmony Homes	Urban
Rehabs	13	General Needs	North Belfast	Urban
ESPs**	4	General Needs	North Belfast	Urban
ESPs**	7	General Needs	Radius	Urban
Gibson Street	5	Active Elderly	South Ulster	Urban
ESPs**	5	General Needs	Triangle	Urban
Total	319			

Source: NIHE

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

Schemes on-site at March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
123 Barnetts Road	14	Active Elderly	Alpha	Urban
Hogarth Street (T)*	20	General Needs	Apex	Urban
Grays Lane (T)*	5	General Needs	Apex	Urban
Areema Drive (T)*	22	General Needs/ Wheelchair/ Active Elderly	Apex	Urban
ESPs**	2	General Needs	Ark	Urban
Belvedere Upper Dunmurry Lane	53	General Needs/ Wheelchair/ Active Elderly	Choice	Urban
PSNI Site Woodstock Road	19	Active Elderly/ Wheelchair	Choice	Urban
Gardenmore Road (Former St Marks PS)	48	General Needs	Choice	Urban
163 Ormeau Road	42	General Needs/ Wheelchair	Choice	Urban

Table continues

Schemes on-site at March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
Beersbridge Road	18	General Needs	Choice	Urban
Altigarron Court	14	Mental Health	Choice	Supported
Mountainhill Road, Ligoniel	8	General Needs	Choice	Urban
Stanhope Street Phase 3 (T)*	10	General Needs	Choice	Urban
ESPs**	5	General Needs	Choice	Urban
Kilwee Upper Dunmurry Lane	90	General Needs/ Wheelchair/ Active Elderly	Choice	Urban
5-7 Connsbrook Avenue	21	General Needs	Clanmil	Urban
Rehabs/ESP North/South Belfast	28	General Needs	Clanmil	Urban
St Gemmas School Site	53	General Needs/ Wheelchair	Clanmil	Urban
Brookfield Mill	77	General Needs	Clanmil	Urban
91 Gilnahirk Road	6	Active Elderly	Connswater	Urban
ESP**	1	General Needs	Connswater	Urban
Rehabs North Belfast	3	General Needs	Newington	Urban
119 Forthriver Road	24	General Needs	North Belfast	Urban
1 Hopefield Avenue	9	General Needs	North Belfast	Urban
Rehabs	2	General Needs	North Belfast	Urban
Hannahstown Phase 1A	92	General Needs/ Wheelchair	Choice	Urban
Visteon Blacks Road	196	General Needs/ Wheelchair	Radius	Urban
288 Beersbridge Road	22	General Needs/ Wheelchair	Radius	Urban
Mount Eagles	29	General Needs	Radius	Urban
Redcar Street	12	General Needs	South Ulster	Urban
Rehabs Short Strand	3	General Needs	St Matthews	Urban
98 Hollywood Road	27	General Needs/ Wheelchair	Triangle	Urban
Total	975			

Source: NIHE

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

Schemes programmed 2020/21

Scheme	No of units	Client Group	Housing Association	Policy Theme
McClure Street	22	General Needs/ Wheelchair	Apex	Urban
Parkgate Avenue	14	Active Elderly	Apex	Urban
Bryson Street Phase 2	8	Active Elderly	Apex	Urban
Glenmona	520	General/ Wheelchair/ Active Elderly	Apex	Urban
1-3 Evelyn Avenue	6	General Needs	Ark	Urban
454-458 Donegall Road***	10	Active Elderly	Ark	Urban
163 Ormeau Road Phase 2	15	General Needs/ Wheelchair	Choice	Urban
Cairnmartin Phase 2 (T)*	26	General Needs/ Wheelchair	Choice	Urban
Moyard Playpark (T)*	14	General Needs	Choice	Urban
Sirocco Works Site, Waterside	77	General Needs/ Wheelchair	Choice	Urban
Lisburn Road/Ashley Avenue	23	General Needs/ Wheelchair	Choice	Urban
41-49 Tates Avenue	57	General Needs	Choice	Urban
10B Oldpark Terrace	16	General Needs	Choice	Urban
Posnett Street (T)*	30	General Needs/ Wheelchair	Clanmil	Urban
Lower Oldpark Manor Street (T)*	12	General Needs/ Wheelchair	Clanmil	Urban
Glenbryn Phase 3	12	General Needs/ Wheelchair	Clanmil	Urban
ESPs**	2	General Needs	Connswater	Urban
256 North Queen Street	24	General Needs/ Wheelchair	Grove	Urban
Ormeau Centre Verner Street	15	General Needs/ Wheelchair	Habinteg	Urban
134 Finaghy Road South	11	General Needs	Habinteg	Urban
ESP**	1	General Needs	North Belfast	Urban

Table continues

Schemes programmed 2020/21

Scheme	No of units	Client Group	Housing Association	Policy Theme
Gardenmore Road (T)*	14	General Needs/ Wheelchair	Radius	Urban
Roumania Rise (T)*	2	General Needs	Radius	Urban
Gasworks	90	General Needs/ Wheelchair	Radius	Urban
Hopewell Lower Shankill (T)*	18	General Needs/ Wheelchair	Radius	Urban
1-3 Eia Street	15	General Needs	South Ulster	Urban
Total	1,054			

Source: NIHE

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

Appendix 4

Maintenance Programme, Grants and Adaptations information

Schemes completed April 2019 – March 2020

Work Category	Area	Units
External Cyclical Maintenance	North Belfast	569
	West Belfast	435
	South & East Belfast	1,165
Revenue Replacement (Bathroom)	North Belfast	97
	West Belfast	392
	South & East Belfast	109
Revenue Replacement (BKR)	North Belfast	112
	West Belfast	84
Heating Installation	North Belfast	248
	West Belfast	663
	South & East Belfast	779
Double Glazing	South & East Belfast	585
Incremental Improvements	North Belfast	9
	South & East Belfast	3
Total		5,250

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	
BKR	Bathroom Kitchen Rewiring.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Heating Installation	Replacement of solid fuel or electric heating.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Capital Scheme	Improvement works.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.
Double Glazing	Replacement of single glazed with double glazed units.

Grants Performance 2019/20

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	155	1,505	55
Repairs Grant	157	156	157
Discretionary Grants			
Replacement Grant	0	0	0
Renovation Grant	15	149	10
Home Repair Assistance Grant	16	57	14
Total	343	1,867	236

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*	17	1.18
Adaptations for Persons with a Disability (APD's) Completions*	25	
Lifts**	69	0.48
Showers**	305	1.10
Minor APD repairs***	1,048	0.57
Total	1,464	3.33

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	109	130	121	111	155
Funding(£k)	0.98	1.09	1.11	0.87	1.5

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	Older People	119	15	1,876	1,887	3,060
	Homeless	36	20	10,649	10,472	892
	Disability	52	12	5,968	5,800	527
	Young People	6	6	1,051	1,054	62
	Sub Total**	213	**	19,544	19,213	4,541
Floating Support Services	Older People	1	1	156	156	75
	Homeless	9	8	1,525	1,504	673
	Disability	4	4	417	418	198
	Young People	2	2	204	205	63
	Sub Total**	16	**	2,302	2,283	1,009
Grand Total*		229	**	21,846	21,496	5,550

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	5,664	3,316	1,205
2016/17	5,395	3,289	1,058
2017/18	5,879	3,940	1,040
2018/19	5,747	3,790	1,303
2019/20	5,270	3,325	1,664

Source: NIHE

Appendix 6

NIHE Stock at March 2020

Sold Stock in bold

Area Office	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
North Belfast	468	1,461	3,974	30	0	5,933	85
	39	235	4,227	33	0	4,534	
West Belfast	995	1,468	7,384	160	1	10,008	25
	234	529	9,625	99	14	10,501	
South & East Belfast	939	2,896	5,442	276	0	9,553	121
	139	1,064	8,305	116	8	9,632	
Belfast Total	2,402	5,825	16,800	466	1	25,494	231
	412	1,828	22,157	248	22	24,667	

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

Area Office	Applicants (Total)	Applicants (HS)	Allocations
North Belfast	2,568	1,948	548
West Belfast	3,834	3,047	605
South & East Belfast	4,417	3,148	727
Belfast Total	10,819	8,143	1,880

Source: NIHE

Appendix 8

Management Team contact details

Landlord Services	
Office	Contact Information
Ms Jennifer Hawthorne Belfast Regional Manager 2 Adelaide Street Belfast BT2 8PB	03448 920 900
Mr Liam Gunn North Belfast Area Manager 2 Adelaide Street Belfast BT2 8PB	03448 920 900
Ms Carole Johnston South & East Belfast Manager 2 Adelaide Street Belfast BT2 8PB	03448 920 900
Mr Paddy Kelly West Belfast Area Manager 2 Adelaide Street Belfast BT2 8PB	03448 920 900

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
Belfast Place Shaping 2 Adelaide Street, Belfast, BT2 8PB	Roberta Taylor Head of Place Shaping (Acting)	roberta.taylor@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.

