



Ards and North Down

Housing Investment Plan 2021

Annual Update

Housing
Executive

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This document is available in alternative formats.

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Foreword

Fifty years ago, the Housing Executive was established as Northern Ireland's strategic housing authority, bringing equality and fairness to the allocation of social housing in Northern Ireland.

Since the formation of the Housing Executive in 1971, we've assisted countless households in need of housing and support, built and improved hundreds of thousands of properties, and regenerated many neighbourhoods across Northern Ireland. Most importantly we have won widespread support from the communities we serve and are recognised locally, nationally and internationally for the positive social impact of our work.

This has been achieved through the hard work, capacity for innovation, partnership with residents, and professionalism of our staff, and by adhering to the objectives set out by the first Housing Executive Board: to deliver local, accountable and quality housing services; to build and maintain decent homes and to support thriving communities. Vital to all these activities has been an absolute commitment to fairness and honesty in everything the organisation does. We believe that our continuous engagement with local councils over the last five decades has been central to our success over this period.

We would like to pay tribute to all the local government staff and representatives who have worked with the Housing Executive over the last 50 years: they have made - and continue to make -

a huge contribution to communities across Northern Ireland and have made a real difference to many people's lives in this time.

This anniversary marks an important time for the Housing Executive, and for housing in Northern Ireland. It comes as we are now seeing a pathway out of the COVID-19 pandemic. However, we face a period of economic and social uncertainty, and we believe that housing will play a key role in assisting individuals, households, communities and the economy to recover from the pandemic.

At this time, there is a pressing need to reform how social housing is delivered in Northern Ireland so that we can build on the successes of the past 50 years. The Minister for Communities' statement of November 2020 on the revitalisation of our organisation offers the key to a future that will deliver additional, better, more energy efficient and more appropriate homes to those in need and, as a bonus, it also provides the prospect of creating new jobs and skills training that will boost the economy. This will be a fitting way to celebrate our half century of work and achievement, and will stand for decades as a beacon of hope for underserved communities, families and individuals.



Professor Peter Roberts
Chair



Grainia Long
Chief Executive

Introduction

In this report we present the second 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 delivery of the plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

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

- Provide updates on Strategy progress where available (a full list of current strategies is available in the HIP);
- Report on new and upcoming strategies and initiatives including our COVID-19 response;
- Provide a local area update; and
- Update on progress in 2020/21 against the four outcomes contained within the HIP.

When writing our HIP update, we have taken account of the wider strategic context, including the consultation on the Programme for Government Draft Outcomes Framework 2021, New Decade New Approach, the Communities Minister's November 2020 statement on housing reform, together with other regional documentation including the Regional Development Strategy, the Sustainable Development Strategy, Strategic Planning Policy Statement, the Call for Evidence for a new Housing Supply Strategy, and the emerging suite of new Local Development Plans.

The Housing Executive has experienced one of its most challenging years since its formation in 1971.

COVID-19 has forced us to adapt our services over a remarkably short period of time enabling our workforce to work remotely to ensure we continue to deliver a service to our customers. Despite the difficulties we faced we experienced many successes, we secured an additional £10m of funding to help those most in need provided by Department for Communities (DfC) to support homelessness and Supporting People providers in Northern Ireland. The Supporting People Programme continued to support and protect 19,000 vulnerable clients during the first lockdown.

The Housing Executive has experienced one of its most challenging years since its formation in 1971.

In addition to core homelessness funding of £13.7m, the DfC provided £6.6m to support a range of activities associated with our homelessness response to the ongoing pandemic; this funding enabled the Housing Executive to support a range of initiatives which included:

- The ‘Everyone In’ approach which supported rough sleepers, including those with No Recourse to Public Funds, via a Memorandum of Understanding with DfC and DoH;
- The acquisition of approximately 650 units of temporary accommodation to meet the significant increase in demand;
- 150 void properties were brought back into use as furnished hostel accommodation.

At the end of March 2021, there were 117,676 live Housing Benefit claims, with 18,023 new Housing Benefit claims assessed in the year to 31 March 2021. A total of 18,025 awards of Discretionary Housing Payments were made during 2020/21 and our staff also assisted in the associated work with new claims for Universal Credit.

In the past year we worked with our contractors to carry out almost 110,000 emergency home repairs, we also equipped our staff and customers with 3.8m PPE items. We secured new contracts with an estimated value of £79m per annum awarded, guaranteeing jobs in the local construction industry. We paid out almost £280k through the emergency COVID Fund, supporting 205 community groups to deliver help to their communities.

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

Strategies and Programmes that impact on Community Planning Partnerships

The HIP 2019-23 is not developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes, which impact on the daily lives of Housing Executive customers and tenants. In this section, we have set out some of the primary strategies and programmes underway in 2021, which will have direct implications for delivery of housing outcomes at a local level, and which are therefore highly relevant to the work of Community Planning Partnerships.

Title	Update
Accessible Housing Register	<p>The Housing Executive, in conjunction with the Northern Ireland Federation of Housing Associations (NIFHA), has developed 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 development of the In-House AHR Solution was completed in March 2021. We now have facilities to capture accessible data via an electronic AHR survey form and an electronic calculation engine which will assign the appropriate AHR classification based upon the property attributes being matched against the relevant design standards i.e. wheelchair, lifetime home, mobility etc. (Links in with National Register of Social Housing standards). The next stage is implementation by both the Northern Ireland Housing Executive and Housing Associations.</p>

Table continues

Title	Update
	<p>The priority going forward is to build the pool of accessible stock information and for Landlords to implement the AHR. The Housing Executive's AHR data collection will be included within the Asset Management Stock Condition Survey which aims to survey 66,000+ properties on a rolling basis and was set to complete in 2023 however COVID-19 has impacted upon completion of the surveys. In order to realise the benefits it is also prudent to consider targeting specific accessible properties such as those with adaptation extensions, bungalows and ground floor flats.</p> <p>The majority of Housing Association stock is built to specific design standards and can therefore be classified based upon the relevant design standard. Housing Association AHR data collection will therefore focus on those properties that are bought in, properties where major adaptation extensions have been provided and older stock. AHR training is currently being arranged for Housing Association staff.</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 been impacted by the pandemic.</p>
Affordable Housing	<p>During 2020/21, the Housing Executive continued to collaborate with Department for Communities (DfC) and a range of stakeholders to help meet the housing needs of everyone, as set out in the 2016 draft Programme for Government (PfG), Regional Development Strategy (RDS) and Strategic Planning Policy Statement (SPPS). This partnership working contributed to DfCs new definition of affordable housing, which is:</p> <p>'Affordable housing is:</p> <ol style="list-style-type: none"> a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent <p>that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing'.</p> <p>This new definition will allow the expansion of intermediate housing products, including intermediate rent, the provision of which is a commitment made by the Minister for Communities, in November 2020.</p> <p>To support the development of new products, the Housing Executive is undertaking an assessment of intermediate housing need, which for the first time, provides data at Council level in line with the new definition of affordable housing. It is intended that we will have a full understanding of intermediate housing need and all affordable housing need by Council area, across Northern Ireland by March 2022.</p>

Table continues

Title	Update
Asset Management Strategy	<p>Following the Minister for Communities statement in November 2020 on the future of the Housing Executive, DfC has approved the extension of the temporary revised strategic investment approach that has been in place since October 2017 for a further three years. This is to allow the necessary time for DfC's Housing Executive Revitalisation Programme to develop a sustainable funding solution to meet the Housing Executive's future stock investment needs.</p> <p>The Housing Executive's investment programme will, therefore, continue to be focused on compliance and Health and Safety activities, Adaptations, External Cyclical Maintenance and a programme of major component upgrading (bathrooms, kitchens, wiring, doors, windows, heating etc.). Our maintenance programme aims to invest up to £217m in our homes in the year 2021/22.</p> <p>A recent Tender for CT055 Planned Maintenance Contract has resulted in the successful award of 13 local Contractors (Contract Start Date 1 August 2021). Each Contractor has been awarded an individual Lot which aligns with the geographical area offices. This contract is of three years duration with facility to extend by a further four years or part thereof.</p> <p>This Planned Maintenance Contract alone will potentially invest £446 million in our homes for the next seven years. The introduction of social value clauses within the contract ensures contractor investment in the local communities by way of employing trade apprentices, providing community training and technical days and providing community activity grants.</p>
Cavity Wall Insulation	<p>In August 2017, the Housing Executive commissioned a research report on Cavity Wall Insulation (CWI) in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément (BBA) using its Consultancy Investigation and Training subsidiary body. The BBA's 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 on 22 December 2020 published for public consultation a Draft CWI Action Plan for our own housing stock. A number of responses were received and a final Action Plan will be published in summer 2021.</p>
Community Response Fund	<p>A COVID-19 Community Response Fund was established to meet the emerging needs of our communities and to promote the welfare and comfort of Housing Executive tenants and their families. The fund went live in April 2020 and it was open to constituted groups including Housing Community Network groups, organisations and social enterprises working within Housing Executive communities. Groups could apply for funding up to a maximum of £1,500 to provide support and assistance to those considered vulnerable within our communities, to assist those most vulnerable within our communities stay connected and to reduce isolation. The response was extraordinary and we engaged with a range of new groups, working in local areas, improving our local networks and local impact. Awards totalling almost £280K were made to 205 groups to provide a range of activities and assistance in line with Government guidelines.</p>

Table continues

Title	Update
Community Safety Strategy	<p>The Housing Executive has launched its new Community Safety Strategy ‘Working Together For Safer Communities’, which runs until 2023. This Strategy builds on the strategic themes from the previous Strategy ‘Safer Together’ and outlines key priorities and objectives. It strongly supports working together with a range of strategic partners across the statutory, voluntary and community sectors.</p> <p>Community Safety is a quality of life issue which impacts on all of society, individually and collectively and this is recognised as a key element of ‘Working Together for Safer Communities’.</p> <p>In order to meet the challenging objectives required to address anti-social behaviour, our Community Safety Strategy spans three main themes supported by annual action plans:</p> <ul style="list-style-type: none"> • Building Community Confidence – We will work to build community confidence in the ability of the organisation to tackle ASB effectively. • Ensuring Local Solutions – We will ensure that all our efforts to tackle ASB are relevant to the needs of local communities. • Working Together – We will work closely with other agencies to improve community safety in our estates.
Customer Charter	<p>Customer needs are at the centre of everything that we do, and our goal is to meet those needs to a high standard of quality and performance. With this in mind, we have recently developed our new Customer Charter and Service Standards, which were published during 2020/21. These will help us to understand our customers’ experiences and improve our services.</p> <p>Our Customer Charter sets out how we aim to treat our customers when they interact with us in a number of ways including; in the office, by telephone, when they request information from us and if they make a complaint. We will publish and update our results each year, with the first update due in the autumn of 2021.</p>
Fundamental Review of the Private Rented Sector (PRS)	<p>DfC’s Housing Policy and Performance Division recently published the Department’s response to the consultation on the Private Rented Sector (PRS) a series of policy and legislative proposals to help make the private rented sector a safer, more secure and more attractive housing option. DfC is now working on a two phased implementation approach: proposals able to be progressed quickly are being brought forward in a Bill to be delivered during this mandate; with more detailed, cross cutting proposals brought forward during a second phase in the future.</p> <p>A draft Private Tenancies Bill has been completed and was agreed by the Executive on 24 June 2021. The first stage of the legislative process completed on 6 July 2021.</p> <p>The key proposals in the first phase bill include restriction on rent increases, extension of the length of the Notice to Quit (NTQ) to be provided by landlords, a limit on the tenancy deposit amount requested for a private tenancy and making it mandatory for private landlords to have working smoke and carbon detectors installed in their rented properties and to carry out periodic electrical checks.</p> <p>Key areas for a second phase bill include Letting Agent Regulation and the introduction of grounds for eviction. Departmental Response Consultation on the Review of the Role and Regulation of the Private Rented Sector (communities-ni.gov.uk)</p>

Table continues

Title	Update
Fundamental Review of Social Housing Allocations	<p>During the past year the Housing Executive has been working closely with the DfC to progress the Fundamental Review of Allocations. Implementation of the changes to the Housing Selection Scheme and allocations process is a key Ministerial priority. The Consultation Outcome Report for the Fundamental Review of Social Housing Allocations was published by DfC in December 2020. Eighteen of the Twenty proposals for change will proceed as per the original 2017 consultation. Two of the proposals (Proposal 7: the removal of intimidation points and Proposal 9: the removal of interim accommodation points from the Housing Selection Scheme) will not proceed as per the 2017 consultation and, instead, options will be explored for alternative approaches for each. In relation to intimidation points this will investigate how to strengthen the verification process and also consideration of how to address other households facing trauma or violence e.g. victims of domestic abuse, who do not currently receive intimidation points. For interim accommodation points, this will involve the need to consider the additional stress associated with being in any form of temporary accommodation.</p> <p>The Housing Executive is currently working on the establishment of a project team and implementation plan to deliver the changes. Commencement of the Phase 1 delivery of the Project is due to take place later in 2021/22. Given the scope of the proposed changes, the Minister requested that the Housing Executive set up a stakeholder advisory group that will represent other landlord and tenant interests as well as the wider housing sector to inform the implementation of the changes.</p> <p>In June 2019, the Housing Executive commissioned independent modelling and analysis of Waiting List data. The analysis examined the potential impacts of a number of the proposals for change, with particular regard to the potential cumulative impact of those changes on Proposal 10: the Selection Scheme should place applicants into bands based on similar levels of need to meet longstanding housing need more effectively. The analysis, which was carried out by Economic Research and Evaluation, will inform the implementation approach. The full report was published on the Housing Executive's website in April 2021.</p>
Homelessness Strategy 2017-22	<p>The Homelessness Strategy 2017/22 contains 19 actions which support the delivery of the following five objectives:</p> <ul style="list-style-type: none"> • To prioritise homelessness prevention. • To secure sustainable accommodation and appropriate support solutions for homeless households. • To further understand and address the complexities of chronic homelessness across Northern Ireland. • To ensure the right mechanisms are in place to oversee and deliver this strategy. • To measure and monitor existing and emerging need to inform the ongoing development of appropriate services. <p>The third annual report on the Housing Executive's Homelessness Strategy 2017/22 - Ending Homelessness Together was published in February 2021. The fourth annual progress report will be published in October 2021. 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.</p>

Table continues

Title	Update
	<p>During 2019/20 the Housing Executive facilitated a Homelessness Prevention Fund and this has continued into 2020/21 with the Housing Executive supporting over 30 homelessness prevention specific projects across Northern Ireland.</p> <p>Work has commenced on the development of the Homelessness Strategy 2022-27 in order to ensure the Housing Executive meets its statutory duty of publishing a new strategy by April 2022. The development of this strategy is being brought forward in partnership with statutory and voluntary partners who sit on the Central Homelessness Forum. As part of the development of the strategy there will be a 13 week public consultation on a draft Homelessness Strategy 2022-27 in autumn 2021.</p>
<p>Homelessness ‘The Way Home - Response to COVID-19’</p>	<p>In the wider context in responding to the challenge of COVID-19, in November 2020, the Housing Executive detailed our overall response to the ongoing pandemic in our publication The Way Home – Homelessness Response to COVID-19 (the Reset Plan). The Housing Executive has adopted a co-ordinated response to address the impacts of COVID-19 in terms of homelessness in Northern Ireland and the Reset Plan identifies a range of actions across the five themes noted below:</p> <ul style="list-style-type: none"> • Rough Sleeping • Ensure there is an adequate supply of temporary accommodation • Prevention • Homelessness Services • Collaborative Working <p>The plan complements the Homelessness Strategy and sets out a summary of the response so far; highlights the challenges evident; but more importantly outlines the key priority areas (immediate, medium and longer-term) which the Housing Executive, in conjunction with our sectoral partners, must consider as part of our review of strategic and operational plans to tackle homelessness, and its prevention in the future.</p> <p>Key achievements over the past year have included:</p> <ul style="list-style-type: none"> • The Excellence in Customer Service award at the CIH Northern Ireland annual conference for the ‘Everyone In’ approach. The ‘Everyone In’ approach reflected partnership working between the Housing Executive, DfC, Department of Health and a range of voluntary agencies such as Welcome, Depaul and Extern. This partnership working delivered temporary accommodation and additional support to a number of individuals who were previously rough sleeping. • The acquisition of an additional 650 units of temporary accommodation to meet the significant increase in demand (up to 110%) which has arisen over the course of our pandemic response. • The provision of a number of social isolation units which facilitated temporary accommodation for any households who were homeless or threatened with homelessness and required to self-isolate in line with public health guidance.

Table continues

Title	Update
Housing Supply Strategy	<p>The Housing Executive welcomes the launch of the Housing Supply Strategy Call for Evidence in May 2021, and is engaging with DfC to develop and deliver a new Housing Supply Strategy for Northern Ireland. The Housing Executive strongly supports the ambition of the Strategy, not only in increasing housing numbers, but to also examine the sustainability of housing and how new and existing housing can be built or adapted to meet future needs.</p> <p>We recognise that housing is central to the development of sustainable communities and that it provides cross-cutting benefits across society.</p> <p>Therefore we welcome the proposal in the Housing Supply Strategy Call for Evidence document that a whole system based approach is a preferred option when developing the Strategy. This whole system based approach to developing the Strategy will be key, acknowledging the interconnected nature of housing and the housing supply system.</p> <p>We welcome the intended collaboration with a range of partners and Government departments as this will be fundamental to developing and implementing a holistic and comprehensive Strategy that can address challenges and importantly, increase the quality of life for households across Northern Ireland.</p> <p>The new Housing Supply Strategy will offer an opportunity to reduce inequality and promote development, to improve health and well-being in the long term, and create attractive, inclusive, and successful places for all. The Consultation on the New Housing Supply Strategy Call for Evidence opened on 19 May 2021 and closed on 16 July 2021.</p>
Local Development Plans	<p>As a statutory consultee in the development plan process we have also been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enable positive place making and ambitious development that will shape local areas over a long term 15-year period. LDPs are a valuable way to provide affordable, accessible and sustainable housing for those in need and can support the development of balanced and cohesive communities.</p> <p>This partnership working with different agencies will be important to help more people access suitable housing to meet their needs, and to improve wellbeing and quality of life. Our role in these areas will help meet the newly proposed Key Priority Area for housing to ‘ensure everyone has access to good-quality, affordable housing and in promoting an integrated, shared society’, as set out in the PfG Draft Outcomes Framework, under its proposed outcome ‘People want to live, work and visit here’.</p>
Modern Methods of Construction/ Low Energy pilot scheme	<p>The development of new technology to support new social and affordable housing supply will be a critical success factor in ensuring we meet local need, and deliver on community planning partnership objectives. This programme presents a unique opportunity to improve our approaches to building technology and potentially improve the speed and sustainability of new development. Working in partnership with DfC, the Housing Executive will construct a small number of new social housing dwellings on a site at Sunningdale in North Belfast. This will be our first new build scheme in twenty years and is aimed at delivering dwellings that will incur low energy usage through Modern Methods of Construction technology. The scheme will start on site in late 2021/22.</p>

Table continues

Title	Update
	<p>This new build pilot will be a new exemplar social housing model, where it is intended that lessons can be learned on the building techniques adopted using Modern Methods of Construction and the site benefits realised in terms of speed of delivery, fabric performance and value for money. The drive for improved energy efficiency in house building in light of international/national targets for reductions in carbon emissions/greenhouse gases is a key objective. This will help inform future policy that would address the government’s commitment to reduce carbon emissions, whilst future-proofing new stock.</p> <p>There will be ongoing monitoring carried out when these dwellings are occupied to gauge the benefits to the occupants in terms of reduced fuel costs, comfortable and healthy indoor environments thus providing wider societal health benefits. All of the data captured during and after construction, will culminate in an independent research report which will be used for open source publication for the benefits of all housing providers.</p>
<p>NIHE Annual Research Programme</p>	<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 providing data on an ongoing or regular basis include: 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.</p> <p>During 2020/21, our research work continued with relatively little disruption, thanks to the responsiveness of clients, contractors and customers in adapting to telephone and online survey and interview methodologies. We published reports on: a survey of private landlords undertaken in 2019; the 2018/19 Irish Traveller Accommodation Survey; an examination of the factors involved in homelessness acceptances in Northern Ireland; the Housing Executive House Sales Scheme; and – an additional project in light of the unfolding impacts of the pandemic – COVID-19 and housing with a focus on Northern Ireland.</p> <p>Work that commenced or continued to progress in 2020/21 included: 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 substantial project to inform approaches to housing market analysis and need assessment; 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> <p>We also spent some time considering the feasibility of proceeding with fieldwork for a full Northern Ireland House Condition Survey in 2021, as originally planned. Having taken the views of data users, stakeholders and other organisations involved in similar research, a decision was taken in February 2021 to postpone the fieldwork until 2022, when it is hoped that the wider circumstances will be more suited to this in-depth research, which requires surveyors to spend between 60 and 90 minutes in the dwelling.</p>

Table continues

Title	Update
NIHE Revitalisation	<p>Over the last decade it has become clear that financial and policy constraints have greatly curtailed the Housing Executive's ability to maintain and improve its own housing stock and to tackle the growing housing demand in Northern Ireland. This is already having an impact on our citizens and communities, and will exacerbate further if the investment challenge facing the Housing Executive is not addressed.</p> <p>In January 2020, New Decade New Approach committed the Northern Ireland Executive to:</p> <ul style="list-style-type: none"> • tackle the investment challenge and maintenance backlog facing the Housing Executive; • examine options to remove historical debt; • and provide a long term trajectory for Housing Executive rental charges that are affordable to tenants and landlord. <p>Following a statement to the Northern Ireland Assembly by the Minister for Communities in November 2020, the Housing Executive Revitalisation Programme was established. The objectives of this programme are to consider and assess options which will meet the investment challenge through a revitalised strategic housing authority and a sustainable social landlord that can maintain and provide good quality and affordable social homes for current tenants and future generations.</p> <p>The main focus of the Pre-Implementation (first) Stage of the Housing Executive Revitalisation Programme will be to produce a recommendation on how best to address the Housing Executive Landlord investment challenge to the Minister. This will be presented to the Executive for agreement, by March 2022.</p> <p>The Implementation (second) Phase of the Executive Revitalisation Programme planned for May 2022 to May 2025 and will focus on:</p> <ul style="list-style-type: none"> • Primary Legislation • Identify people and stock implications • Develop and implement any required new governance arrangements • Development of Borrowing package • Establishment and appointment of new designate landlord • Preparation of standalone Strategic Housing Authority <p>The Post-Implementation (third) Phase from May 2025 onwards plans:</p> <ul style="list-style-type: none"> • Major Investment Programme in Housing Executive Homes by reclassified Landlord • Ability to borrow for Landlord • Enable Housing Executive Landlord to contribute to increasing housing supply.

Table continues

Title	Update
<p>Older People’s Housing Strategy</p>	<p>In March 2021, the Housing Executive published the Older People’s Housing Strategy 2021/22 - 2025/26 and accompanying Action Plan for Year 1 (2021/22).</p> <p>The Strategy takes into account the changing demography of Northern Ireland, including our tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> • Planning for the future; • Promoting and maintaining dignity; • Providing housing advice for older people; and • Promoting participation. <p>We are confident that through our expertise, and, working with a range of partners and stakeholders, we will achieve our objectives and improve housing related services for older people across Northern Ireland.</p>
<p>Rural Strategy & Action Plan</p>	<p>The Housing Executive has long recognised that in rural areas, we need to take additional measures to identify housing need which can often be hidden due to more dispersed communities and less availability of existing social housing stock. For many rural households, housing choices can be limited due to a low turnover of existing homes and a lack of new, affordable homes in the area. A more focused approach for rural areas is often necessary to ensure that we deliver our statutory housing functions and reach out to those who need our support. The introduction of the Rural Needs Act (NI) 2016, 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>During 2020/21, we delivered a programme of 12 rural housing need tests in line with the various restrictions in place due to COVID-19. Although we could not accommodate face-to-face events, we continued to communicate and promote our services with rural communities through local press and social media. In August 2020, we partnered with NIFHA and Rural Community Network to deliver a 2 week digital campaign aimed at raising awareness of the importance of new housing in sustaining and enhancing our rural communities. As part of the campaign, we also published our first online edition of Rural Matters and received positive feedback on the quality and relevance of the information provided for both tenants and stakeholders in rural areas during the pandemic.</p> <p>Our draft Rural Strategy 2021-2025 was published for consultation in July 2021. The Strategy identifies through high level outcomes and priorities, the need to support our rural customers, to increase the provision of affordable housing in rural areas and to enable the sustainable growth of our rural communities. We hope to build on the achievements of the last Strategy including the continuation and development of the annual programme of Rural Housing Need Tests, contributing to collaborative funding support for the development and improvement of rural community infrastructure and celebrating the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p>

Table continues

Title	Update
Social Enterprise Plus Strategy 2020-24	<p>The new Social Enterprise Plus Awards scheme was launched at a Central Housing Community Network event on 8 July 2020. The Awards were open for applications from July 2020 until mid-August 2020. An Independent Awards Panels met in late 2020 to assess and determine successful awardees in the respective £10k and £25k categories. The process of releasing funding payments then began in December 2020.</p> <p>All visits by the Social Enterprise Team to awardees were subject to risk assessment and the ever-changing COVID-19 guidelines and regulations. Social Enterprise Plus 2020/2021 funding was earmarked by December 2020 and the monies awarded issued to successful applicants (some on a two-staged basis) by early March 2021.</p>
Social Housing Development Programme (SHDP)	<p>The Housing Executive's Development Programme Group (DPG) manages the Social Housing Development Programme (SHDP) on behalf of DfC. This work contributes to the draft PfG Outcome 11: 'We connect people and opportunities through our infrastructure'. The SHDP is managed on a rolling 3-year basis, with each iteration subject to approval from both the Housing Executive's Board and the Minister for Communities.</p> <p>For the 2020/21 year, a budget of c. £136m was in place to deliver on key headline targets of 1,850 new social housing starts and 1,200 social housing completions, as well as a number of ancillary targets. Despite the adjustment period in Q1 to digital/ remote ways of working for a range of key stakeholders in the delivery of new social housing, housing associations were able to bounce back from the impact of the COVID-19 pandemic on the 2019/20 programme, achieving 2,403 new social housing Starts (121 schemes) and 1,304 new social housing Completions (103 schemes).</p> <p>In addition to these headline targets; (a) the highest-ever level of annual Wheelchair-Accessible new social housing Starts was recorded in 2020/21 (179 units), representing 8.5% of all new build social housing (against a target of 10%), (b) 178 units were started on former Housing Executive-owned land (against a target of 50 units), (c) work commenced on 408 one-bed properties (against a target of 200 units), (d) 98 Starts were confirmed in Rural areas (5.2% against a target of 11.4%).</p> <p>As well as enabling delivery of new social housing across Northern Ireland, DPG also provides grant assistance to housing associations to carry out vital adaptations to their properties for tenants with disabilities. In 2020/21, a total of 619 adaptation claims were assessed, providing Grant funding of £2.78m to housing associations for the works, including 17 major adaptations (extensions, ground floor bedrooms etc.). The Housing Executive also worked closely with DfC to ensure that any additional funding required as a result of the impact of the COVID-19 pandemic on planned construction works was administered in a timely fashion to support housing associations and construction firms to continue to deliver new homes.</p> <p>Looking forward, the Minister for Communities has indicated her ambition to prepare the SHDP to deliver a step-increase in its capacity; and to change and support the SHDP so that it is better at providing new social homes in greater numbers in areas of acute housing need. This commitment to increasing new social housing provision across Northern Ireland was followed up with an announcement in April 2021 that £162m has been made available to deliver Starts on a minimum of 1,900 new social homes via the SHDP in 2021/22. The key priority for the next three years is therefore to work with DfC officials and the housing association movement to support the delivery</p>

Table continues

Title	Update
	<p>of higher numbers of new social homes annually, and to ensure that the programme is addressing acute housing need. In addition to achieving higher overall delivery, the Housing Executive will seek to work with DfC and associations to bring forward pilot schemes for delivery of improved design standards in a range of areas – including city centre living, housing for older people, and more energy efficient housing.</p>
<p>Strategic Review of Temporary Accommodation</p>	<p>The Strategic Review of Temporary Accommodation was paused last year in order to implement the COVID-19 Homelessness response. The pandemic has had a significant impact on demand for temporary accommodation and we have had to acquire additional accommodation in order to ensure we continue to be able to meet the needs of homeless applicants. At this point we have acquired approximately 650 additional units of accommodation which is an increase to the portfolio of about 25%. Many lessons have been learned and new models tested as part of our response. We have published a Reset Plan, entitled ‘The Way Home’ (detailed above) which sets out our emergency response, the next steps to respond to the ongoing pandemic as well as our longer term ambitions. One of these ambitions is ensuring adequate provision of temporary accommodation and the Plan details how we intend to do this.</p> <p>Our Strategic Action Plan for Temporary Accommodation will build on our learning and experiences during the pandemic and will be issued for consultation in autumn this year. It will outline our ambitions and actions to ensure we are in a position to meet the accommodation and support needs of homeless customers at the point of that need. It will include actions to prevent homelessness and the need for temporary accommodation in the first place, minimise the length of time people spend in temporary accommodation, ensure value for money, shift towards housing led responses, reduce reliance on hotel/B&B accommodation and develop new models of temporary accommodation. This Action Plan will be launched along with the new Homelessness Strategy for 2022-27.</p>
<p>Supporting People Strategy and Action Plan</p>	<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 85 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 and 2021/22, the annual SP budget is £72.8m (excluding COVID-19 fund).</p> <p>‘Exceptional’ Work: COVID-19</p> <p>The challenges faced by the sector due to the emergence of COVID-19 were unprecedented. However, organisations adapted quickly to the change in circumstances and worked effectively in partnership across the sector.</p> <p>With approval from DfC, the SP team responded to COVID-19 by allowing Providers to spend previously frozen SP reserves on COVID-related expenditure. An additional £11.56m was made available specifically for COVID-19 pressures including staffing, cleaning and Personal Protective Equipment (PPE). Contract management and reporting was relaxed temporarily in March 2020 to allow Providers time to cope with the challenges of responding to the impact of COVID-19. This was resumed in quarter 2 of 2020/21 with Contract Management activities being carried out remotely.</p>

Table continues

Title	Update
	<p>Major Adverse Incidents (MAIs)</p> <p>SP continues to monitor major adverse incidents across SP funded services. Societal issues affecting the Homelessness theme have intensified over several years, as can be evidenced by the increase in reporting of major adverse incidents by 41% from 2019/20 to 2020/21. The effects of isolating, social distancing and the lockdown has led to an increased decline in many service users' mental health. In the year 2020/21, the most prominent Major Adverse Incident reported was in the drug-related non-fatal overdose category (14), followed by unexpected deaths (7) and service user deaths (7). The SP team continues to support Provider staff in their effort to keep service users safe.</p> <p>Supporting People 'Business as Usual' Activities</p> <p>In quarter 2 of 2020/21, SP revised the contract management approach and began to operate a remote regime, which has continued throughout 2020/21. During the pandemic the SP Team maintained a 'business as usual' approach and achieved a significant amount whilst working from home.</p> <p>Supporting People Outcomes</p> <p>A new system for Providers to submit Outcomes data was developed by SP and was introduced in October 2020, along with online training materials and sessions on how to use the new system for both SP staff and Providers. In the 2020/21 year, the SP Programme showed an overall average success rate of 90% against the Outcomes Indicators across 84 Providers, delivering 853 services.</p> <p>Supporting People Provider Innovation Fund (PIF)</p> <p>The Provider Innovation Fund is a competitive fund that aims to support improvements to the delivery of the SP Programme, thus assisting efficiency and effectiveness within the SP sector. Existing SP Providers are able to bid for support to help them innovate and improve their service delivery thus enabling more resources to be channelled to frontline delivery. A total of 28 bids with a value of £1,286,969 were received for the 2020/21 year and awards of £916,819 were made to 21 of the applicants.</p> <p>Supporting People Ministerial Review Recommendations</p> <p>In the past year (2020/21), the SP team has been working on completion of the remaining recommendations from the review carried out in 2015 by the Department for Social Development, now DfC.</p> <p>Strategic Needs Assessment (SNA)</p> <p>SP has developed a Strategic Needs Assessment which includes demographic trends and other social factors to identify current and future patterns of need. The report has been approved by the Housing Executive Board, the Programme Board, and has been shared with DfC.</p> <p>The emerging picture from the needs assessment process and the scale of the estimated gap highlights a range of strategic challenges for the SP Programme over the lifetime of the SP Three Year Strategy. This emerging evidence base will help to inform decisions on how services can be best delivered, will support future planning and decision-making, and will be aligned to wider strategic priorities set by the NI Executive and PfG.</p>

Title	Update
	<p>Supporting People Three Year Strategy 2021-24</p> <p>Through engagement with Providers and service users we have developed ‘The Supporting People Three Year Strategy 2021- 2024’. High-level information from the SNA has been considered, in order to inform and develop the strategy and direct priorities within it. There is a particular focus on COVID-19, and service user voices. The Strategy is due to go to Public Consultation later in 2021.</p>
<p>Sustainability and Energy Transition</p>	<p>Within the Housing Executive’s statutory responsibility as Northern Ireland’s regional Home Energy Conservation Authority (HECA), there is a continued focus on reducing greenhouse gases (GHG) and improving energy efficiency across all NI’s housing sector. The key highlights of this year has been the launch of a refreshed NI Energy Advice Service, relaunching our NI Schools Energy Efficiency Awareness Programme, growing the NI Oil Buying Club Network, reporting the annual progress of reducing GHG and improving domestic energy efficiency, continuing to lead on the transnational EU funded HANDIHEAT project with seven partners across five EU countries and planning for future energy efficiency and decarbonised heating pilots.</p> <p>Within the current HECA Annual Progress Report (2020), the Housing Executive invested over £37.5m in energy efficiency measures in both public and private housing through its landlord commitments and private grant funds managed on behalf of DfC, namely the Affordable Warmth and Boiler Replacement Scheme.</p> <p>HANDIHEAT Project</p> <p>The aim of the €2m EU-funded HANDIHEAT Project, which is in the third year of its implementation phase, is to contribute to improvements in energy efficiency by demonstrating the effectiveness of renewable energy solutions in isolated rural communities across northern Europe. There is a further focus on identifying best practice and providing evidence to support future policy interventions in this area of activity. The Housing Executive fulfils dual roles in the context of the Project, acting as the Lead Partner with partners across Ireland, Scotland, Finland and Iceland. The Housing Executive’s secondary role is to run the demonstration pilot involving a small number of Housing Executive owned homes in Lisnaskea, Co Fermanagh. The aim of the HANDIHEAT pilot in Fermanagh is to assess the capital cost, household energy bills and carbon savings with the installation of non-intrusive energy efficiency measures within a budget of under £7,000 per house, with new lower carbon heating systems.</p> <p>The results of the pilot demonstration sites in Lisnaskea, will seek to inform and influence energy policies in NI going forward. You can find out more about the HANDIHEAT project at http://handiheatreproject.eu/.</p>

Table continues

Title	Update
Tower Blocks	<p>The Tower Blocks Action Plan sets out the Housing Executive’s strategic approach and implementation plan for addressing the 33 tower blocks in its ownership. The Action Plan was approved by the Board of the Housing Executive in March 2019 and by the DfC in August 2019. When delivered, the plan will deliver a mix of retention, re-provision and disposal of blocks at various points in time. Given the complexity and scale of this plan the blocks have been categorised into 3 phases:</p> <ul style="list-style-type: none"> • Phase 1: Demolition (or disposal in some cases) in a 1 to 5 year time period - 14 ‘Short’ term blocks (Monkscoole, Abbotscoole, Latharna, Moylena, Kilbroney, Clarawood, Oisin, Coolmoyne, Rathmoyne, Breda, Ross, Woodland, Beechwood, Magowan) • Phase 2: Demolition in a 6 to 10 year period, with remedial works to be carried out in the interim - 7 ‘Medium’ term blocks (Finn, Fianna, Belvoir, Parkdale, Riverdale, Ferndale, Mount Vernon) • Phase 3: Demolition at a point beyond a 10 year period, with improvement works carried out as required - 12 ‘Long’ term blocks. (Divis, Grainne, Maeve, Eithne, Cuchulainn, Moveen, Woodstock, Willowbrook, Carnet, Whincroft, Glencoole, Carncoole) <p>The Action Plan is a high level document that sets out the broad timescales, actions and estimated funding required over the next fifteen to twenty years. Implementation of the proposals will be subject to approval of business cases for individual or groups of blocks as appropriate.</p> <p>A Delivery Team is in place to drive and manage the implementation of the Action Plan and there has been significant progress despite the impact of the COVID-19 pandemic. A consultant is being appointed to advise on and prepare the refurbishment programme for the long term blocks. The Housing Executive Board has approved the installation of sprinklers in the blocks and a contract to deliver this is being procured. Four blocks, Monkscoole, Latharna, Rathmoyne and Coolmoyne have been approved for demolition, and business case proposals have been prepared for several other blocks.</p>
Traveller Accommodation	<p>The Housing Executive has regularly published comprehensive accommodation research in 2002, 2008 and 2015 for the Irish Traveller Community across Northern Ireland. The most recent Irish Travellers’ Accommodation Survey 2018/19 was completed in 2019 and is an important evidence base in the development of our Irish Travellers Accommodation Strategy 2021 – 2026. The draft Strategy was released for a twelve week consultation period on 1 July 2020. Due to restrictions imposed by the COVID-19 pandemic the consultation period was extended for an additional eight weeks and concluded on 18 November 2020.</p> <p>The Strategy aims to provide safe and sustainable accommodation that meets the accommodation and cultural needs of the Irish Traveller community through the implementation of 12 key actions in a five year Action Plan. In the coming year the Housing Executive will initiate:</p> <ul style="list-style-type: none"> • a research project to scope the development of a Irish Traveller needs assessment methodology;

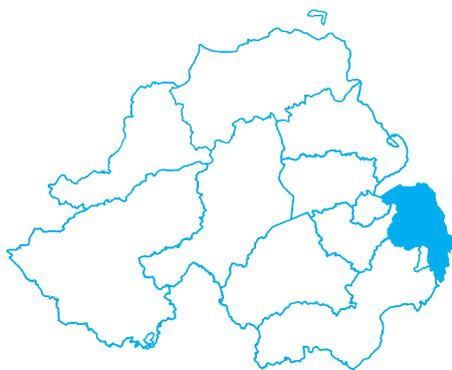
Table continues

Title	Update
	<ul style="list-style-type: none"> • policy development to screen Housing Executive policies and procedures to ensure no adverse impact on Irish Travellers; • a review on housing management policies for Irish Travellers; • the development of an Irish Travellers forum to give feedback on relevant policies and procedures. <p>The Strategy has now been finalised and will be released on the Housing Executive website and social media later in the year.</p>
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>At the end of March 2021, Social Sector Size Criteria was directly impacting on 24,288 Housing Executive tenants and 115 Housing Executive tenants in receipt of Housing Benefit were affected by Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020; however the Minister for Communities announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments have continued. The Minister is expected to bring new legislation to the Assembly in the current financial year, which will permanently extend the mitigations.</p> <p>At the end of March 2021, 19,546 Housing Executive tenants had made a claim for Universal Credit, with a significant increase in the number of tenants making a new claim for Universal Credit due to the economic impacts of the COVID-19 pandemic.</p> <p>During March and April 2020, an additional approx 1,150 tenants made a claim for Universal Credit due to being impacted by business closures due to lockdown. However, following the announcement of the Government's income support schemes in mid-April 2020, the number of new claimants per month (approx. 450) returned to normal levels and remained broadly consistent thereafter.</p> <p>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. The 'Move to UC' is currently on hold; however, it is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when it 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, it should be noted that the caseload is decreasing at a much slower rate than previously anticipated. Once the 'Move to UC' is complete, 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 (2019)*



Ards Peninsula	24,460	
Bangor Central	26,130	
Bangor East & Donaghadee	22,680	
Bangor West	19,020	
Comber	19,140	
Hollywood & Clondeboyne	20,980	
Newtownards	29,320	

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. These figures have been rounded.

Population of Ards and North Down Borough

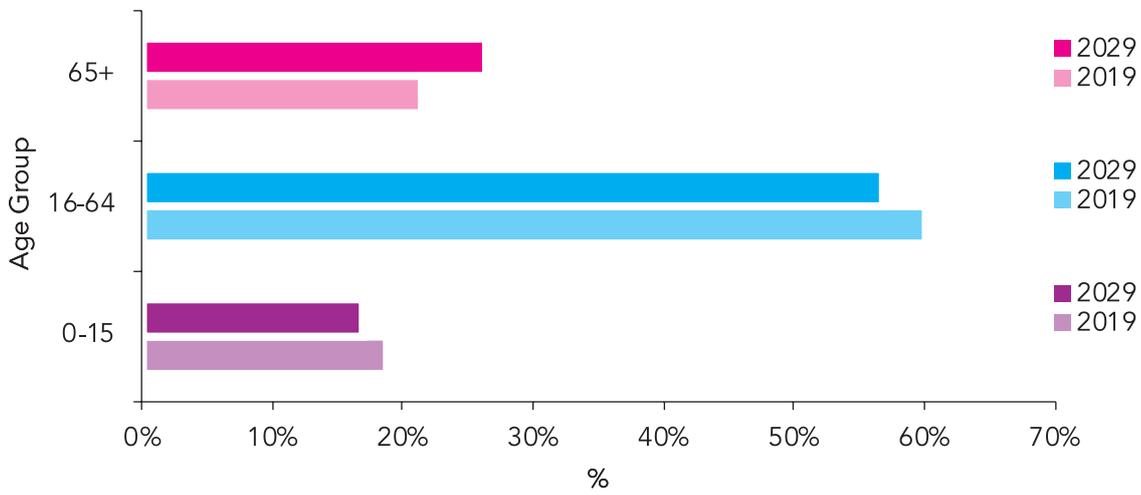
The population of Ards and North Down Borough is projected to increase by 1.4% from 161,725 in 2019 to 163,943 in 2029. It represents 8.5% of the NI population at 2019.

Within Ards and North Down the percentage of older people (65+ years) in the population is projected to increase by 24.6% over the period 2019 to 2029. Therefore social stock to meet this specific future need will need to increase over the same period.



Source: NISRA

Population Change 2019-2029



Source: NISRA

The Housing Market

Projected Housing Growth Indicator new dwelling requirement



5,500

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

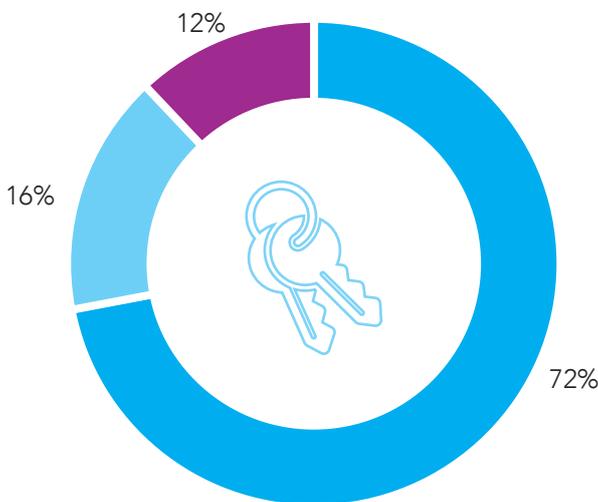
Source: Department for Infrastructure HGIs 2016-2030

There is a projected Housing Growth Indicator (HGI) new dwelling requirement of 5,500 for the period 2016-2030 in Ards and North Down. The overall NI requirement for the same period is 84,800.

This data along with the Housing Executive’s Housing Needs Assessment and Strategic Housing Market Analysis (SHMA) will inform the Council’s Local Development Plan on the need for additional development land.

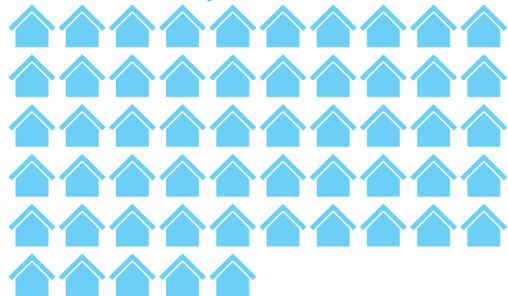
At 2016, there were 70,500 households in Ards and North Down, of these 72% were Owner Occupied; 16% Private Rented and 12% Social Rented (2016 NIHE House Condition Survey). These figures include ‘vacants when last occupied’ within the three main tenure groups.

2016 Tenure Breakdown



■ Owner occupation ■ Private rented ■ Social rented

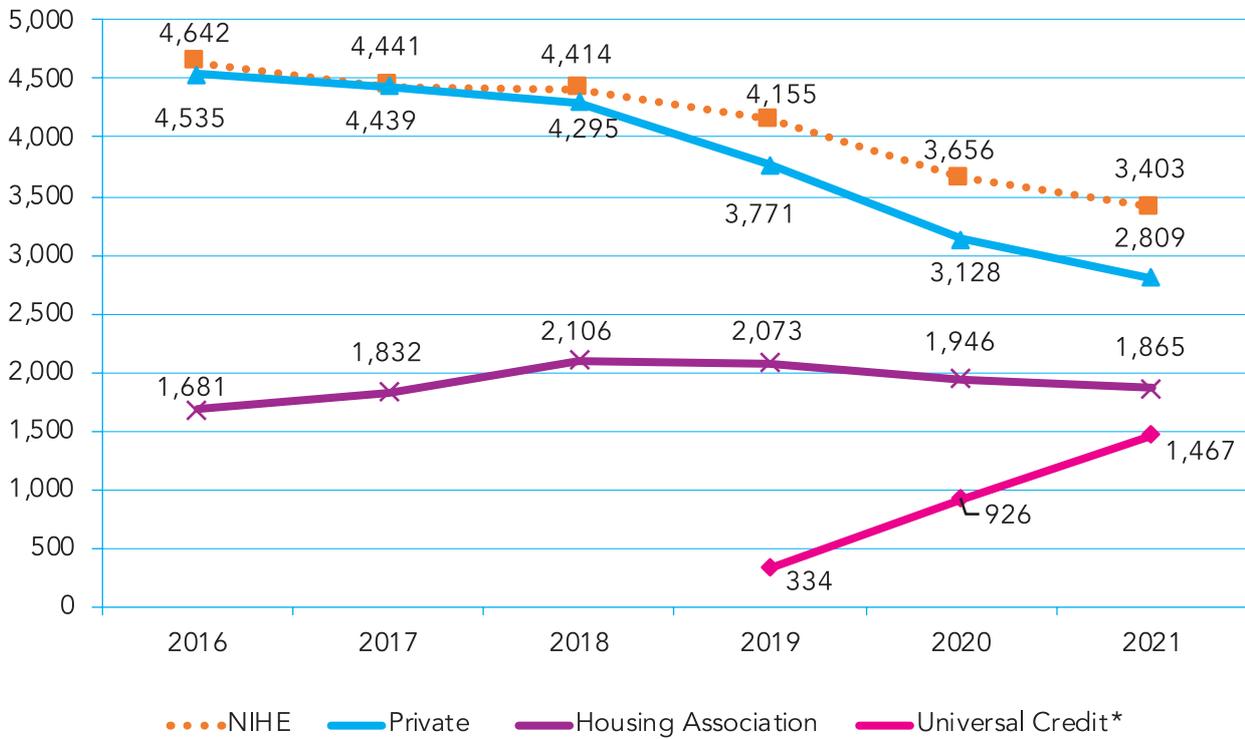
70,500



HOMES in the borough (2016)

Source: Northern Ireland House Condition Survey 2016 (HCS 2016)

Housing Benefit



Source: NIHE & DfC

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

The rollout of Universal Credit for new claimants commenced in September 2017 and was completed in December 2018. Since the introduction of Universal Credit in Northern Ireland, the number of Housing Benefit claimants has continued to reduce. Working age benefit claimants will naturally move to Universal Credit when they have a relevant change of circumstances.

There were 1,467 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Ards and North Down at the end of March 2021.

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

Owner Occupied Sector

Owner Occupation comprises 72% of the overall homes in the borough (HCS 2016). Ulster University state that the average house price in Ards and North Down in 2020 was £198,468 which represents an increase of 5.9% on 2019 figures.

Average Annual House Prices

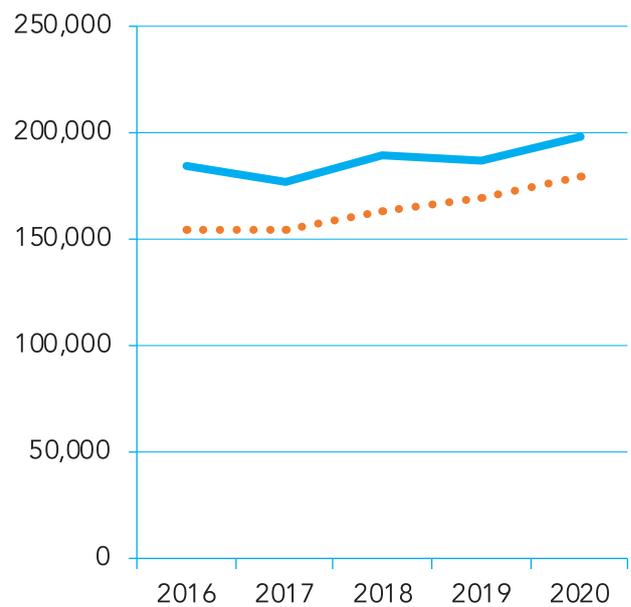


Average house price in Ards and North Down Borough in 2020

£ **198,468**



5.9%
INCREASE FROM 2019

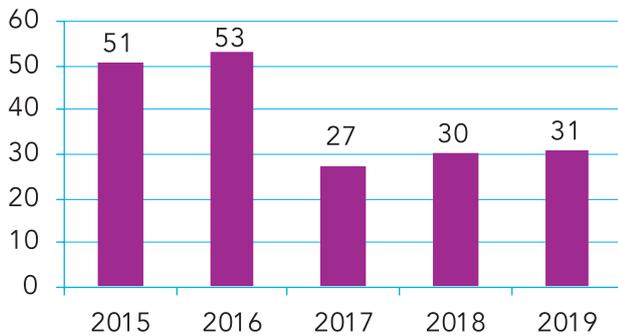


●●●● NI average house price
 — Ards & North Down average house price

Source: Ulster University

Repossessions

During 2019, there were 31 repossessions in Ards and North Down. This represents a 39% decrease since 2015.



Source: NI Courts and Tribunals Service



Intermediate need

Demand for intermediate housing aimed at low income households in Ards and North Down is estimated at 700 units between 2020-2030.

The Housing Executive has developed a new assessment of intermediate housing need, as contained in the Strategic Housing Market Analysis (SHMA) reports, which better aligns with DfC's new definition of affordable housing. This method estimates demand for both shared ownership and intermediate rent (the current method is based on shared ownership only). Similar to the current method, it uses household projection figures and income data, however also includes contextual, cross tenure housing market information. As the SHMAs are being prepared in two phases, there will be a transitional period this year.

The new SHMA method is being reported in the HIP updates for Antrim & Newtownabbey, Ards and North Down, Belfast, Derry City & Strabane and Lisburn & Castlereagh, with the current assessment of shared ownership being used for the remaining council areas until the second phase is complete.

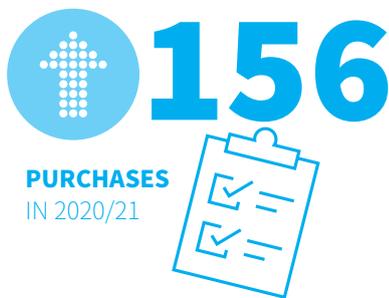
700 UNITS
BETWEEN
2020-2030



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 1,386 dwellings at March 2021, 156 of which were purchased during 2020/21 in the Council area.



Source: Co-Ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 16% of homes in Ards and North Down (HCS 2016).

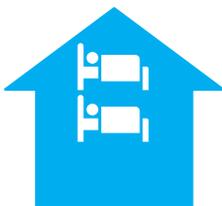
Average Weekly Private Sector Rent by Dwelling Type



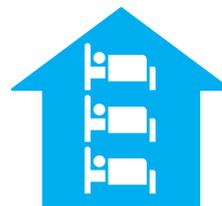
Source: Ulster University

Local Housing Allowance

The Local Housing Allowance for 2021/22 for 2 bedroom dwellings within the South East Broad Rental Market Area (BRMA) is £101.08 per week. For 3 bedroom dwellings the allowance is £114.93.



The Local Housing Allowance, for 2021/22, for **2 BEDROOM DWELLINGS** within the BRMA is **£101.08** per week



The Local Housing Allowance, for 2021/22, for **3 BEDROOM DWELLINGS** within the BRMA is **£114.93** per week

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 5,579 properties registered by 4,252 landlords in Ards and North Down at March 2021.

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

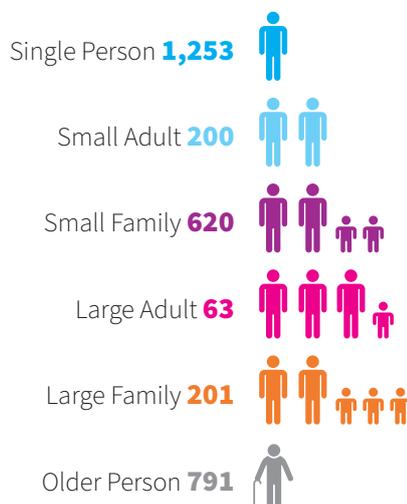
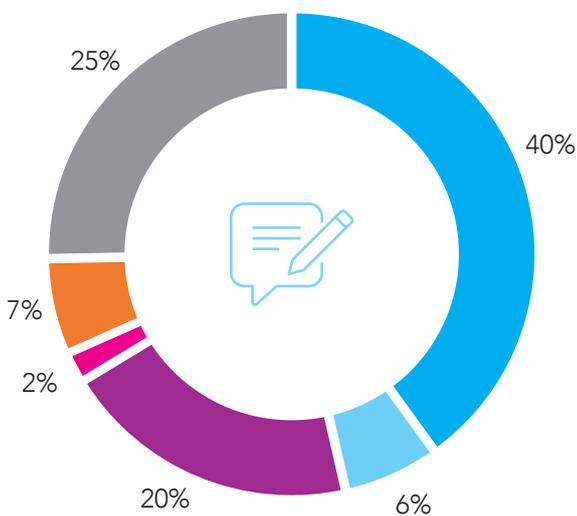
The Social Housing sector share of the housing market in Ards and North Down Borough Council area was 12% (HCS 2016).

The number of applicants on the waiting list and in housing stress increased during 2020 in the borough. At March 2021 there were 3,128 applicants on the waiting list for Ards and North Down Borough Council area with 2,144 in housing stress. There were 544 allocations over the year. Single, older persons and small family households comprise 86% of the housing stress waiting list in the Council area. The need for single person and small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for area breakdown.



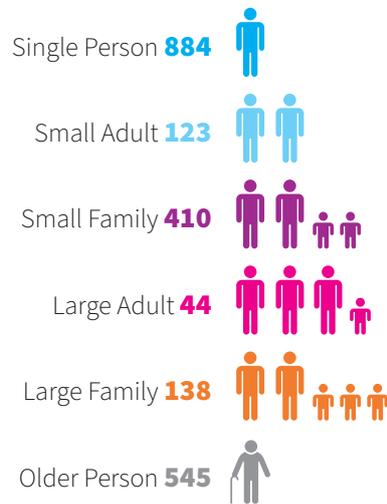
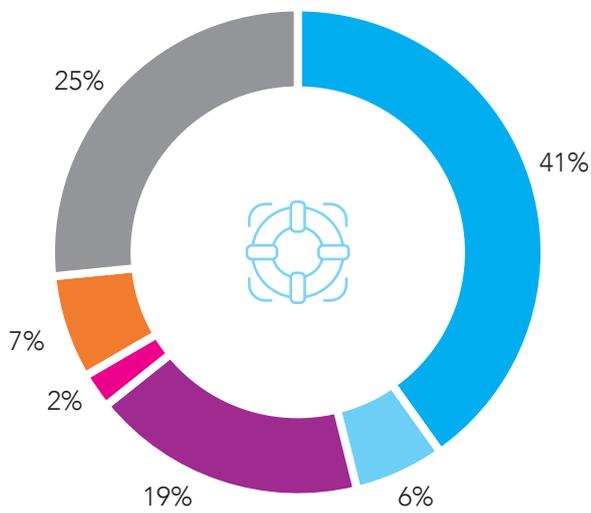
10
Housing Executive properties were sold to tenants in Ards and North Down under the House Sales Scheme during 2020/21. The average selling price, after discount was **£43,701**

Waiting List Applicants



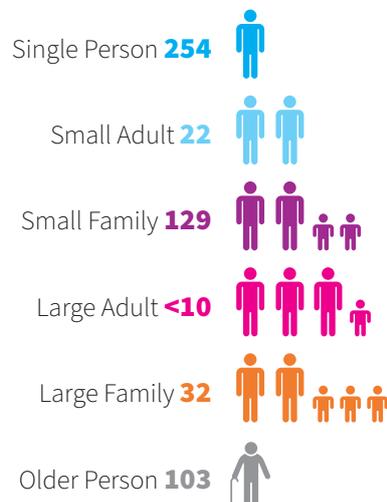
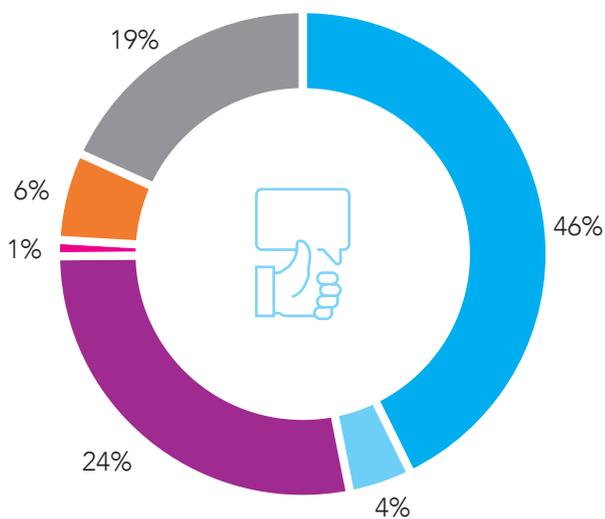
Source: NIHE, March 2021

Applicants in Housing Stress



Source: NIHE, March 2021

Allocations to Applicants

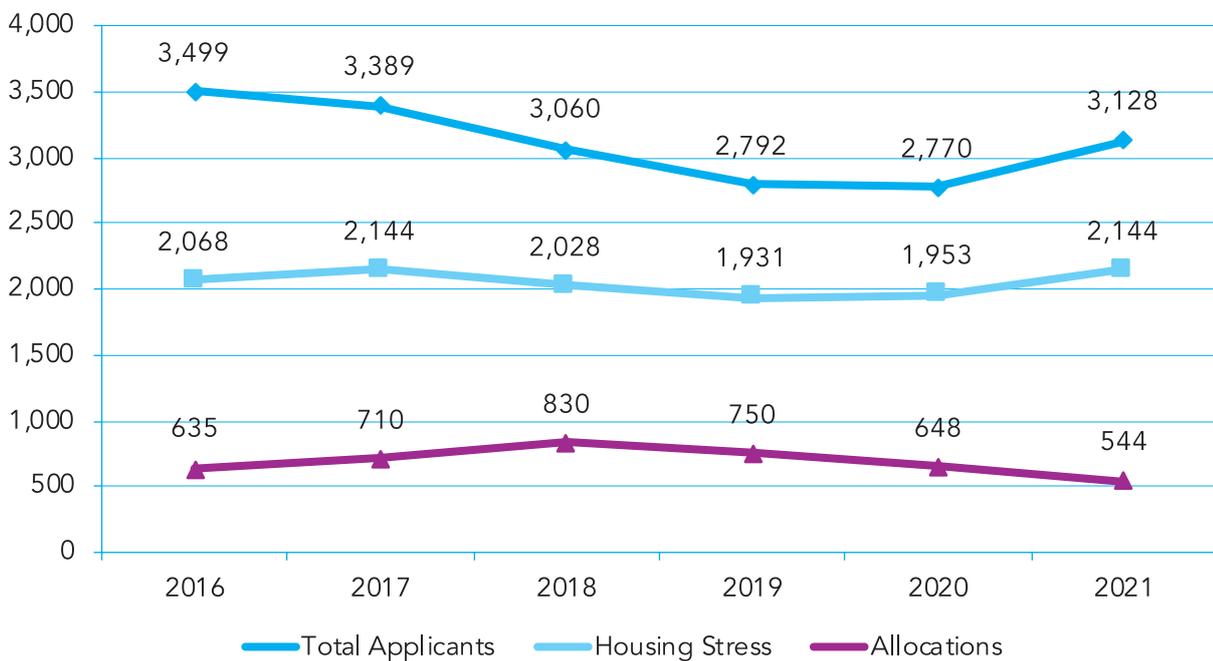


Source: NIHE, March 2021

Definition of Household Types

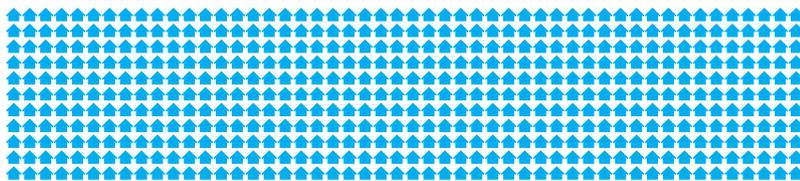
Single Person	1 person 16-59 years old
Small Adult	2 persons 16-59 years old
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15, 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 Ards and North Down has increased between 2020 and 2021. Appendix 2 shows that the projected housing need is concentrated in the main towns of Bangor and Newtownards.



954 The five-year assessment for 2020-25 shows a need for 954 units in the Council area.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 229 housing units planned. Housing Associations have been submitting a high number of proposals for Newtownards and Bangor over the past year.

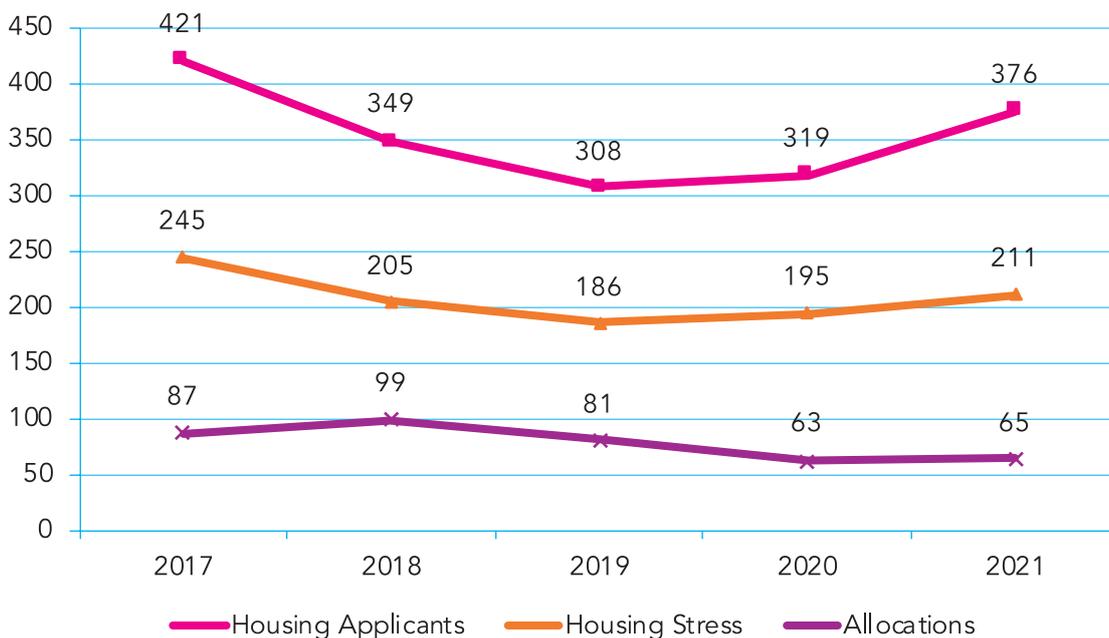
During 2020/21, 125 homes were completed across Ards and North Down Borough Council area and 84 units were under construction at end of March 2021. See Appendix 3 for details of the programme, completions and on-site schemes.

Rural Areas

House and land prices, land availability and rates of development may make the first steps into owner occupation more difficult for many young rural households within Ards and North Down Borough Council area. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation due to a more competitive housing market. As we begin to emerge from a time of unprecedented change during the COVID-19 pandemic, we will review the impact on housing market areas resulting from this period of mandatory home-working, considering in particular the impact on rural housing.

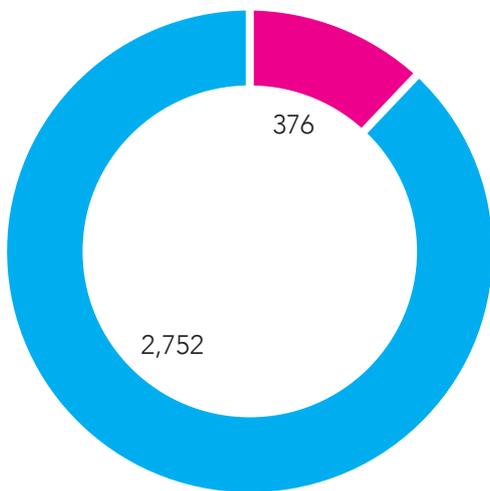
The Housing Executive will continue to work with rural communities to identify hidden or ‘latent’ housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. A rural needs test is ongoing in Ballyhalbert.

Rural Housing Waiting List Trends



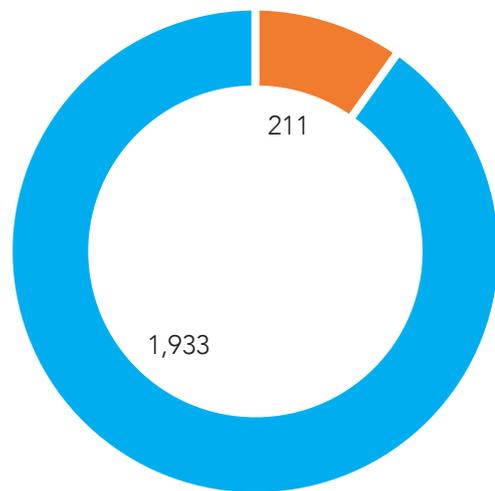
Source: NIHE

Waiting List Applicants 2021



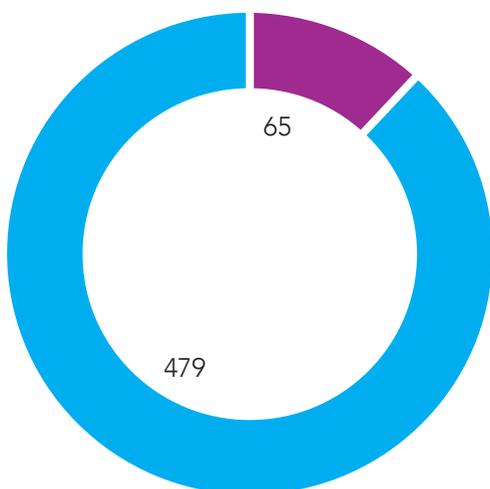
- Ards and North Down Rural
- Ards and North Down Urban

Waiting List Applicants in Housing Stress 2021



- Ards and North Down Rural
- Ards and North Down Urban

Allocation to Applicants 2021



- Ards and North Down Rural
- Ards and North Down Urban

Source: NIHE

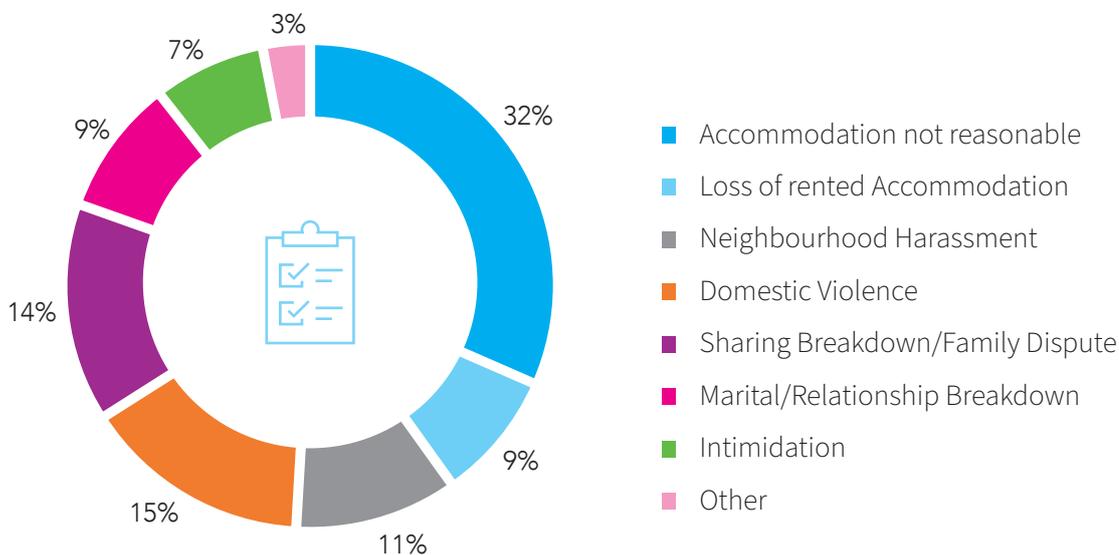
Homelessness

The number of households presenting as homeless in Ards and North Down remains high but unchanged between March 2020 and March 2021 with 1,276 presenters by the end of March 2021, see Appendix 5. Homelessness became an even bigger challenge in 2020 due to the COVID-19 pandemic. The Housing Executive has responded in our publication ‘The Way Home – Homelessness Response to COVID-19 (the Reset Plan)’ outlining our operational plans to tackle homelessness and prevent it in the future.

The main reasons for homelessness acceptances continue to be as a result of accommodation not reasonable and domestic violence. Additional homelessness funding of £7.3m was provided by DfC and the Department of Health during the COVID-19 pandemic to enable the Housing Executive bring 150 void properties back into use as furnished hostel accommodation, to ensure there was no one sleeping rough on our streets.

There is a range of temporary accommodation options available in Ards and North Down Borough Council area. During 2020/21 the Housing Executive made 362 placements, which included eight placements into Housing Executive hostels, 24 placements into voluntary sector hostels and 162 placements in single let properties.

Reasons for Homelessness



Source: NIHE

Specialised Housing and Housing Support Services

Accessible Housing

The development of the In-House Accessible Housing Register (AHR) Solution was completed in March 2021. The Housing Executive's AHR data collection will be included within the Asset Management Stock Condition Survey which aims to survey 66,000+ properties on a rolling basis and was set to complete in 2023, however the COVID-19 pandemic has impacted upon completion of the surveys. In order to realise the benefits it is also prudent to consider targeting specific accessible properties such as those with adaptation extensions, bungalows and ground floor flats. AHR training has been completed for Housing Executive surveyors and is currently being arranged for Housing Association staff. Within Ards and North Down Borough Council area there is an identified social housing need at March 2020 for 72 wheelchair units.

Adaptations

During 2020/21 the Housing Executive spent £1.06m on adaptations to their properties in Ards and North Down Borough Council area. See Appendix 4.

£1.06m
SPENT ON ADAPTATIONS 2020/21

Disabled Facilities Grants

During 2020/21 the Housing Executive approved 37 Disabled Facilities Grants for private sector dwellings and completed 15. The approval value in Ards and North Down Borough Council area in 2020/21 was approximately £1.02m. See Appendix 4.

DISABLED FACILITIES GRANTS
£1.02m
APPROVAL VALUE 2020/21
15 COMPLETIONS

Irish Travellers

The Housing Executive has responsibility for identifying and meeting the accommodation needs of Irish Travellers. The Irish Travellers Accommodation Strategy 2021-2026 has been approved by the Housing Executive Board and includes a five year implementation plan of 12 key actions.

Supporting People

The Housing Executive, through the Supporting People Grant, funds 83 Housing Support Services across Ards and North Down Borough Council area at a cost of £5.73m, providing housing support to 1,531 clients per year. Additional funding was secured for Supporting People Providers to use specifically for COVID-19 pressures. Details are set out in Appendix 5.

£5.73m
ON FUNDING 83 HOUSING
SUPPORT SERVICES

Community Planning

Community Planning involves integrating all the various streams of public life e.g. health, education, community safety, the voluntary sector, arts and leisure etc, to produce a plan that will set out the future direction of the Ards and North Down Borough Council area. The Council will work with statutory bodies and the wider community to develop a shared vision and a Community Plan.

A review of the Community Planning themes and outcomes included in [The Big Plan for Ards and North Down 2017-2032](#) has taken place. Following the review, outcomes have stayed the same but there has been a move from themes to workstream priorities. The review clarified the statutory responsibilities of partners and it was agreed that these contribute towards our high-level outcomes. Priority workstreams have been developed, based on added value and potential for collaboration. Priority issues are fed into the Strategic Community Planning Partnership alongside contributions from the 3rd Sector Community Planning Forum. This input feeds into outcomes alongside Community Planning Partners statutory functions and existing programmes. The ten priority issues, associated priority workstream groups and community planning reference numbers are included in Appendix 1.

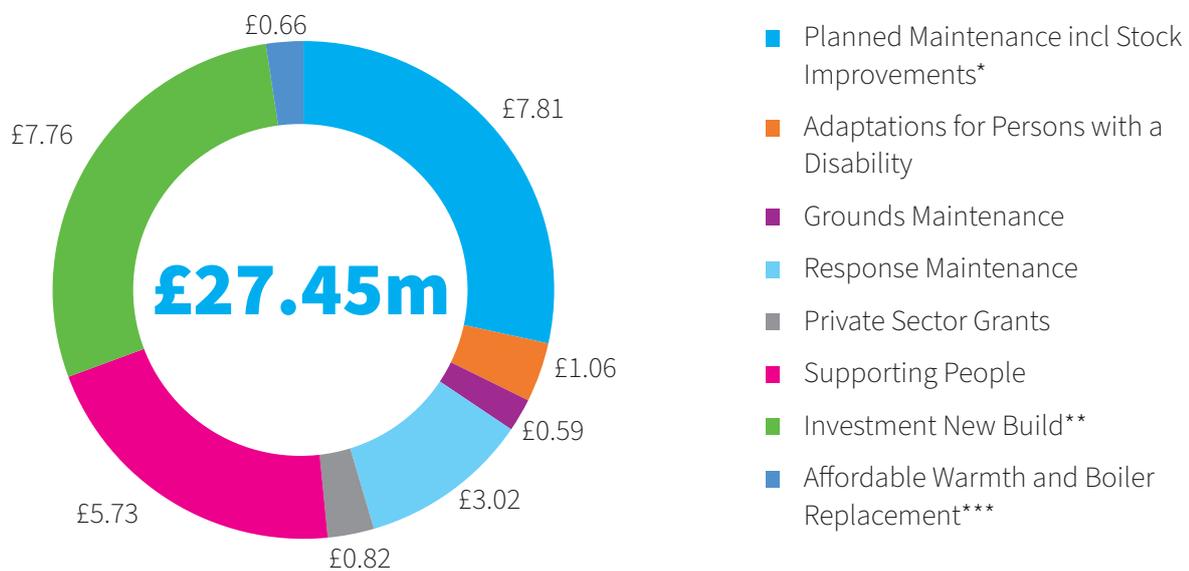
Local Development Plan

The Council's timetable has been agreed and published with the Council's Preferred Options Paper (POP) launched on 25 March 2019. The consultation period for the POP was from May – August 2019. The next stage will involve the publication of a Draft Plan Strategy which is a public consultation document (not the final plan). This shall give an indication of the Council's intentions regarding the future development of the Borough and is a key part of the public participation process. The indicative timescales for the Key Stages in the LDP process are outlined in the [LDP Timetable](#). This timetable has been revised and agreed with Department for Infrastructure in July 2020.

Ards and North Down Borough Council actual/projected public sector housing spend

The past year has delivered significant housing investment for a wide range of services, and the 2020/21 public sector housing investment totalled £27.45m for Ards and North Down Borough.

Ards and North Down Borough Council 2020/21 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.23m and Stock Improvement Spend was £2.58m.

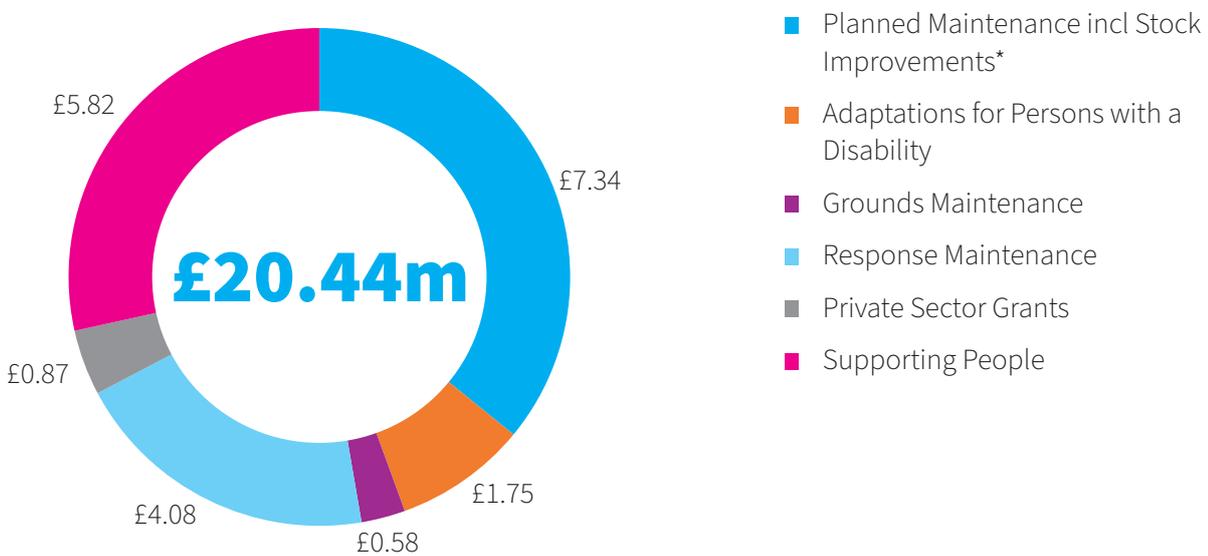
**Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

***Affordable Warmth spend was £0.53m and Boiler Replacement spend was £0.13m.

NB: 2020/21 expenditure figures in the chart above are with Northern Ireland Audit Office for auditing at present. The audit is expected to complete late summer.

NIHE will continue to deliver significant housing investment across a wide range of services, with the planned 2021/22 public sector housing spend in Ards and North Down Borough totalling £20.44m.

Ards and North Down Borough Council 2021/22 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

* Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £4.84m and Stock Improvement Spend is £2.50m.

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

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

NB: As noted in the local and national media recently, ongoing material supply issues and contractor capacity issues have the potential to impact 2021/22 expenditure plans.

Housing Plans & Services - Outcomes



Helping people find housing support and solutions



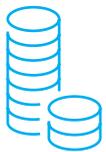
Delivering better homes



Fostering vibrant sustainable communities



Delivering quality public services



Community Grants
£16,015
funding awarded



Community Cohesion
£11,645
funding awarded



Community Safety
£13,332
funding awarded



Areas At Risk
£27,179
funding awarded



Energy Efficiency
£1.13m
spend



Affordable Warmth
254 installations
£0.53m
spend



Supporting People
£5.73m
spend



Disabled Facilities Grants (DFGs)
£1.02m
approval value



Adaptations
£1.06m
spend



New Build
£7.76m
spend



Members from Portaferry Community Collective who won the 2020/21 Community Spirit Award.



Members from Glen Ward Development Association and the Housing Executive Area Manager outside Glen Community house which was completely renovated by the Housing Executive.



Members from Portaferry Community Collective and students from St Columba's College holding the digital equipment /sim cards purchased with a Housing Executive community grant.

Outcome 1

Helping people find housing support and solutions

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p>Two Chronic Homelessness Research projects have been commissioned. One to look at the impact of chronic homelessness on women and the second to consider the role of day services in delivering help to clients experiencing chronic homelessness.</p> <p>Implementation of year two actions in Chronic Homelessness Action Plan (CHAP).</p>	<p>A final report on the role of day services in delivering help to clients experiencing chronic homelessness, with amended objectives due to the impact of COVID-19 in how services were delivered, has been approved. A final draft of the report into the impact of chronic homelessness on women has been received. Final comments from the Project Advisory Group will be provided to the Researcher and it is anticipated the report will be complete and approved later in the year. Outcomes from both projects will inform the development of the next Homelessness Strategy.</p> <p>The COVID-19 pandemic has had a major impact on the delivery of homelessness services and particularly in relation to clients most likely to be experiencing chronic homelessness such as rough sleepers. Actions within the CHAP have been advanced and delivered via a COVID Response Team and in the longer term, the NIHE Reset Plan will examine how CHAP actions need to be addressed in the future.</p> <p>Specific actions included:</p> <ul style="list-style-type: none"> • The introduction of shared housing options for young people moving from supported accommodation while ensuring social distancing guidelines are implemented; 	<p>Work will continue to incorporate chronic homelessness indicators into the Housing Management System following a delay to this due to COVID-19.</p> <p>NIHE is also exploring funding options for the delivery of additional housing led solutions for clients experiencing chronic homelessness.</p>	<p>P6 P8</p>

Table continues

*CP Ref - Community Planning Reference - see Appendix 1 for details

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
	<ul style="list-style-type: none"> • The approval of a range of housing led measures including wraparound support, support to those in the private rented sector and Housing First; • The creation of dispersed support models; and, • Provision of PPE/self-isolation units and other initiatives. <p>In addition, an analysis of repeat homelessness has been completed and a dashboard developed to allow local tracking of repeat cases.</p> <p>1,276 homelessness presenters and 931 homelessness acceptances.</p>		
<p>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</p> <p>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p>	<p>The Housing Solutions approach is utilised for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach.</p> <p>The National Practitioner Support Service (NPSS) was due to conduct peer reviews of NIHE’s Housing Solutions Service however this was unable to take place due to lockdown restrictions. Furthermore NPSS ceased to operate as an organisation in November 2020 due to the impact of COVID-19 on their business.</p>	<p>Continue to develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Procure an appropriate organisation 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>	<p>P6 P8</p>

Table continues

*CP Ref - Community Planning Reference - see Appendix 1 for details

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p>Work on the development and implementation of a Private Rented Sector Access Scheme (PRSAS) was put on hold during 2020/21, whilst Homelessness Policy and Strategy responded to the impact of the COVID-19 pandemic on the Homeless population.</p>	<p>In the interim whilst work continues to deal with the impact of COVID-19 on homelessness, several small projects have been funded through the Homeless Prevention fund to facilitate access to the private rented sector and lessons learned will be considered. Also a piece of research titled 'Preventing Homelessness and Sustaining Tenancies in the Private Rented Sector: Scoping Project' was commissioned and will provide further insight and inform future requirements for a PRSAS.</p>	<p>Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured. However, as part of our ongoing response to COVID-19 and the implementation of a Reset Plan, the development of a scheme which provides support for those seeking to access or maintain private rented accommodation will be a priority for NIHE.</p> <p>Additionally, it is vital that the NIHE considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.</p>	<p>P6 P8</p>
<p>£5.99m has been approved to deliver the Supporting People Programme for 2020/21.</p>	<p>£5.73m was spent delivering the Supporting People Programme for 2020/21.</p> <p>72 accommodation based services for 1,234 service users.</p> <p>11 floating support schemes for 297 service users.</p>	<p>£5.82m has been approved to deliver the Supporting People Programme for 2021/22, Appendix 5.</p>	<p>P6 P8</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p>The gross, three-year (2020/23) Social Housing Development Programme (SHDP) contains no new supported housing schemes.</p>	<p>There is currently no identified or known requirement for additional supported housing in Ards and North Down Borough Council area.</p>	<p>The gross, three-year (2021/24) SHDP contains no new supported housing schemes. This will be kept under annual review.</p>	<p>P2 P6 P8</p>
<p>The Wheelchair Standard Accommodation target for general needs new build for 2020/21 is 10%.</p>	<p>Ten wheelchair units were on-site and nine units completed at March 2021.</p>	<p>The Wheelchair Standard Accommodation target for general needs is 10% on an annual basis.</p>	<p>P6 P8</p>
<p>NIHE has funding of approximately £12m for Disabled Facilities Grants (DFGs) for the private sector in 2020/21 across NI. The funding for Ards and North Down is £1.01m.</p>	<p>NIHE approved 37 DFGs with an approval value of approximately £1.02m during 2020/21. 15 DFGs were completed during the year.</p>	<p>NIHE has funding of approximately £9.7m for DFGs for the private sector in 2021/22 across NI. The funding for Ards and North Down is £808k.</p>	<p>P6 P8</p>
<p>NIHE were unable to provide details on our budget for adaptations in 2020/21 due to the COVID-19 pandemic.</p>	<p>NIHE spent £1.06m on adaptations in the Council area in 2020/21.</p>	<p>NIHE have a budget of £1.75m to provide adaptations to their properties in the Council area in 2021/22.</p>	<p>P6 P8</p>

Outcome 2

Delivering better homes

Plans 2020/21	Progress	Plans 2021/23	CP 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 954, Appendix 2.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	P6 P8
NIHE will annually assess demand for intermediate housing for the Council area.	Achieved. The ten year intermediate housing need is 700 units.	NIHE will annually assess demand for intermediate housing for the Council area.	
NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas. <ul style="list-style-type: none"> • Northern Area - Ballymena HMA and Causeway Coast HMAs • Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs • South Eastern Area – Newry and Craigavon Urban Area HMAs. 	The completed Belfast Metropolitan Area and Derry/Strabane Strategic Housing Market Analysis reports were presented to and approved by NIHE Board in April 2021.	A procurement exercise to complete the remaining Housing Market Areas will commence later in 2021.	P6 P8

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
DfC will approve a gross, three-year 2020/23 Social Housing Development Programme (SHDP).	There are 84 units on-site, of which, 49 units started in 2020/21. There were 125 units completed during 2020/21, Appendix 3.	DfC will approve a gross, three-year 2021/24 SHDP.	P2 P6 P8
Site identification studies will be completed as identified.	There were no site identification studies carried out within the borough during 2020/21.	Site identification studies will be completed as identified.	P2 P6 P8
Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	In 2020/21, there were 156 properties purchased through Co-Ownership in the Ards and North Down Borough Council area.	Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	P6 P8
NIHE will continue to implement the House Sales and Equity Sharing Scheme.	Ten NIHE properties were sold to tenants through the House Sales Scheme during 2020/21.	NIHE will continue to implement the House Sales and Equity Sharing Scheme.	P2 P6 P8
Improving People's Homes – NIHE Stock			
We were unable to provide detail on our planned maintenance schemes for 2020/21 due to the COVID-19 pandemic.	In 2020/21, NIHE spent £5.23m on planned maintenance schemes in the Council area, Appendix 4.	Funding for NIHE planned maintenance schemes for the Council area in 2021/22 is estimated at £4.84m, for details see Appendix 4.	P6 P8
We were unable to provide detail on our stock improvement work in 2020/21 due to the COVID-19 pandemic.	In 2020/21, NIHE spent £2.58m on stock improvement work.	Funding for NIHE stock improvement work for the Council area in 2021/22 is estimated at £2.50m, for details see Appendix 4.	P6 P8
NIHE will complete response maintenance repairs within the required target time.	92.6% 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.	

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
NIHE will carry out response maintenance repairs to customers' satisfaction.	Customer Satisfaction levels with NIHE response maintenance repairs ranged between 96% and 100% across the borough.	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 £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.	In the Council area, 254 measures were carried out to 155 private properties under the Affordable Warmth Scheme in 2020/21, at a cost of £0.53m.	NIHE will implement the Affordable Warmth Scheme with available funding of £16m for 2021/22 across NI, subject to change following current monitoring round outcome.	P6 P8
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.	In Ards and North Down, 191 properties had boilers replaced at cost of £126k.	NIHE will implement the Boiler Replacement Scheme with a budget of £1.5m for 2021/22 across NI, subject to change following current monitoring round.	P6 P8
Funding of discretionary grants will continue in 2020/21.	Discretionary grant approval in 2020/21 was £99k, Appendix 4.	Funding of discretionary grants will continue in 2021/22.	P6 P8
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were 18 repair grants approved in 2020/21, with an approval value of £21,628; Appendix 4.	NIHE will issue repair grants as required.	P6 P8

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
NIHE's 2020/23 Energy Efficiency Programme includes 1,778 units at a cost of £7.9m.	In 2020/21, the Energy Efficiency Programme included 214 units at a cost of £1.13m.	NIHE's 2021/24 Energy Efficiency Programme includes 1,367 units at a cost of £5.12m.	P6 P8
Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	5,200 households have become members of the 27 Oil Buying Clubs established in NI. Four clubs are based in the borough including Ards Peninsula, Comber Neurodiversity, Millisle and North Down Community Network.	The Housing Executive plans to increase the number of Oil Clubs within the service and expand current membership across NI. Membership is now open and the service is free to join.	P6 P8

Outcome 3

Fostering vibrant sustainable communities

Plans 2020/21	Progress	Plans 2021/23	CP 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 which has understandably been focused over the past year on response to the COVID-19 crisis.	Promote housing led regeneration through master planning proposals in urban and village centres.	P2 P6 P8
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2020/21.	£27,179 Areas at Risk, £334,134 Neighbourhood Renewal and £193,520 SPOD funding was received by groups in Ards and North Down Borough Council area during 2020/21. DfC funded £402k for SPOD in NI in 2020/21.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2021/22.	P2 P6 P8
NIHE will work with rural communities to identify hidden rural housing need.	A rural housing needs test is ongoing in Ballyhalbert. NIHE continued to work with rural communities to identify hidden rural housing need.	NIHE will work with rural communities to identify hidden rural housing need.	P2 P6 P8
The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)	In 2020/21, delivery of the Heritage in Housing programme was impacted by COVID-19 restrictions. One project in Donaghadee was completed in full. Projects which were offered funding support in Carrickfergus, Lurgan and Armagh were unable to progress as planned and it is hoped that they will be delivered in 2021/22.	It is hoped that we will achieve funding to deliver a Heritage in Housing programme in 2020/21. (subject to budget allocation)	P2 P6 P8

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
NIHE hopes to offer the Rural Community Awards on an annual basis.	The 2020/21 Rural Community Awards were presented to various community groups throughout NI. Within the Council area, Portaferry Community Group received the Community Spirit Award for large village. The award consisted of a £1,000 cheque for the benefit of the local community and a plaque.	NIHE hopes to offer the Rural Community Awards on an annual basis.	P6 P8
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. Kilcooley Womens' Centre is currently seeing support from DfC to open a social supermarket within Kilcooley estate.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	P6 P8
Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	Applications opened during summer 2020 and were oversubscribed. Successful applications received funding in the last quarter of 20/21. There were no awards made in the Council area.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	P6 P8
Launch and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.	Working Together For Safer Communities has been launched and will run until 2023, supporting working together with a range of partners across statutory, voluntary and community sectors. Groups on the Ards and North Down Housing Community Network (HCN) are encouraged to apply for NIHE community safety grants to deliver projects in their local areas.	Our Community Safety Strategy spans three main themes supported by annual action plans: <ul style="list-style-type: none"> • Building Community Confidence; • Ensuring Local Solutions; • Working Together. 	P6 P8

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.	During 2020/21, NIHE dealt with 157 cases of ASB within the Council area, four of which were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	P6 P8
NIHE will work to prevent people leaving their homes as a consequence of hate crimes.	During 2020/21, no Hate Incident Practical Action scheme (HIPA) incidents were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	P5 P6 P8
NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).	The Area Manager attended PCSP meetings online throughout the year, discussing a full range of issues and determining action to be taken where required.	NIHE will continue to be a designated agency in the PCSPs.	P5 P6 P8
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2020/21, £13,332 was awarded in the Borough Council area for mediation and community support (MACS), delivered by Northern Ireland Alternatives.	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 on ASB Forum.	Local office staff continues 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. The Assistant Area Manager chaired the above meetings throughout the year.	NIHE will continue to partner on ASB Forum.	

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p>NIHE will work to raise awareness and promote diversity and integration through its Community Cohesion Strategy.</p>	<p>NIHE continues to engage at a local level to deliver programmes that raise awareness and promote diversity and integration.</p> <p>This can be measured by the number of Race Relations programmes funded.</p>	<p>NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.</p>	
<p>NIHE will promote Good Relations across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.</p>	<p>The past year has been very different and difficult with Community Cohesion funding being used to support our local communities respond to the COVID-19 pandemic.</p> <p>Community Cohesion funding of £11,645 was spent on four projects in Ards and North Down Borough Council area.</p> <p>Kilcooley Women’s Centre (KWC): Lifestyle Lab Business Plan – We provided support to KWC to build on their aspiration to have an adult education / training facility in the heart of one of NIHE’s largest housing areas, Kilcooley estate. KWC provides educational and training programmes to residents in Bangor and Ards Peninsula and are at the forefront of community support in the area. The lifestyle lab will add a new focus within Kilcooley Square.</p> <p>North Down YMCA – The COVID-19 grant was used to provide support and assistance to ethnic minority groups and individuals. The pandemic has left a lot of people struggling and it is important for NIHE to recognise that not all have the same support from family and friends and require extra help.</p>	<p>We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.</p>	<p>P5 P6 P8</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
	<p>West Winds Development Association (WWDA): Sensory Gardens Project</p> <p>- The WWDA group secured funding to develop sensory gardens in Blair House and Cuan Court, where the residents are elderly and suffer from dementia. Due to COVID-19, residents have had to remain in the facilities with no family contact and been unable to attend any local community centre / club activities or go on walks. As a result they have felt extremely isolated.</p> <p>WWDA ensured an intergenerational approach to develop both gardens, building on existing work between facility residents, West Winds Primary School pupils and Little Doves nursery children. The project provided an opportunity to carry on this work safely during COVID-19 and provided an area where further intergenerational activities can take place. Each garden contained raised beds, plant pots and a bench, with objects and plants chosen to stimulate residents’ senses through touch, sight, scent, taste and hearing.</p> <p>West Winds Development Association /NIHE/PSNI/West Winds Primary School – Reimaging Project - A multi-Agency approach to ensure the school and community group along with other partner organisations are more visible to the local residents. The new mural is at the school gates and represents ‘community’. This was a difficult project to complete due to COVID-19 restrictions and the launch, due to take place in March 2020, will hopefully take place before the end of the school year 2021.</p>		

Table continues

*CP Ref - Community Planning Reference - see Appendix 1 for details

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p>NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.</p>	<p>The SCNI representative for Ards and North Down worked with a range of groups throughout 2020/21 and has been an invaluable resource to assist groups in their response to the COVID crisis. Projects included the delivery of food parcels, prescription collection and regular checks on the elderly and vulnerable.</p>	<p>Continue to work with groups to ensure we give the best outcomes for our communities.</p> <p>NIHE staff will continue to engage with local community groups.</p>	<p>P5 P6 P8</p>
<p>The Community Involvement Strategy includes a one year action plan which will be monitored.</p>	<p>All actions have been delivered or are on target.</p>	<p>The action plan will incorporate new ways of supporting and engaging our communities to reflect current and future restrictions due to the COVID-19 pandemic.</p>	<p>P5 P6 P8</p>
<p>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 per area for Housing Community Network (HCN) is also available.</p>	<p>The Community Grants 2020/21 budget was initially agreed as £20,000 per Area Office, however, 50% was redirected and released as COVID-19 Community Support Fund.</p> <p>Additional funding of £12,000 per area was made available to cover a shortfall in Community Grants.</p> <p>The HCN budget was reduced to £2,153 per area and this funding was used to replenish the Community Grants budget, after its initial budget was diverted to COVID-19 Response funding.</p> <p>£16,015 was spent in 2020/21 on Community Grants in the Borough Council area.</p> <p>Three projects were supported in the following three areas:</p> <p>East End Ards, Kilcooley estate and Portaferry.</p>	<p>The Community Grants 2021/22 budget has been agreed as £20,000 per Area Office.</p> <p>Funding of £2,000 per area for HCN is also available.</p>	<p>P5 P6 P8</p>

Outcome 4

Delivering quality public services

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<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.</p> <p>Monitor and reduce tenancy fraud.</p>	<p>NIHE collected 99.61% of rent at March 2021.</p> <p>Arrears increased by £99k during 2020/21.</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.</p> <p>Monitor and reduce tenancy fraud.</p>	<p>P6</p> <p>P8</p>
<p>Implement the welfare reform project plan as required.</p>	<p>NIHE has:</p> <ul style="list-style-type: none"> • an established Project Team which oversees Welfare Reform; • 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>P6</p> <p>P8</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP 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 15 day target and HB claim amendment within five days.	In 2020/21, new claims were processed in an average of 4.8 days. Claim amendments were processed in an average of 2.2 days.	NIHE plan to process new public/private HB claims within the 15 day target and HB claim amendment within five days.	P6 P8
Continue to implement Actionable Voids Action Plan 2019-22; maintain voids below 1% of total stock, make best use of housing stock and increase revenue from rents.	<p>Progress in implementing the Voids Action Plan 2019-2022 has been significantly impacted by the COVID-19 pandemic due to a number of factors including Public Health restrictions (including restriction on movement) and social distancing requirements.</p> <p>NIHE actionable voids at March 2021 were 0.64% of total stock.</p> <p>The Voids Action Plan will be extended for an additional year in order to complete objectives previously identified.</p>	Continue to implement Actionable Voids Action Plan 2019-23 and work towards mitigating the impacts of the COVID-19 pandemic.	P5 P6 P8

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP 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 published in 2020 following completion of the consultation exercise.</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; and, • Neighbourhood/Community Support. <p>Whilst progress has been impeded by the COVID-19 pandemic and social restrictions, a number of pilots, projects and research exercises are in development, and grant funding has been awarded to external voluntary and community organisations undertaking projects which align with the strategic objectives.</p> <p>In 2020/21 we achieved a sustainment rate of 87% for tenancies beyond 1 year. (The way that this statistic is calculated is proportionate to overall terminations and therefore, to date, pandemic restrictions have not caused fluctuations in the reporting).</p>	<p>Continue to implement Action Plan 2019-22 through a combination of internal projects and grant awards.</p> <p>We will also seek to extend the lifetime of the strategy until the end of 2023/24 financial year – this will enable us to, not only, more fully implement the action plan in light of delays, but also to review this Action Plan in light of the social and economic landscape our social housing communities now face, and ensure that we are meeting the new and unprecedented support and tenancy sustainment needs of our customers.</p> <p>We will continue to report on the number of tenancies lasting <12 months against a baseline of 86%.</p>	<p>P5 P6 P8</p>
<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>The 2020 survey found that 83% of tenants were satisfied with the overall service provided by NIHE. Work on the 2021 survey is under way.</p>	<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>P6 P8</p>

Appendices

Appendix 1

Community Plan themes and outcomes

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

Priority Issues	Priority Workstream Groups	Reference
P1 – Resilience and democracy	<ul style="list-style-type: none"> Community Resuscitation Group Participatory Budgeting 	P1
P2 – Land and Public Space	<ul style="list-style-type: none"> Public Estate and Land Group 	P2
P3 – Emotional health and wellbeing	<ul style="list-style-type: none"> Take 5 Steering Group and Emotional Health Social isolation and Loneliness (These groups also link with P8 and P9)	P3
P4 - Obesity	<ul style="list-style-type: none"> Whole system approach to obesity group 	P4
P5 – A welcoming place for everyone	<ul style="list-style-type: none"> Age Friendly Alliance Dementia Friendly Group 	P5
P6 – Vulnerable people	<ul style="list-style-type: none"> Support HUB 	P6
P7 – Better jobs and skills	<ul style="list-style-type: none"> Employability and Skills Forum Economic Development Forum 	P7
P8 – Economic inequalities (Poverty)	<ul style="list-style-type: none"> AND Poverty Forum (This group also link with P3 and P9)	P8
P9 – Sustainability	<ul style="list-style-type: none"> Sustainable Tourism Group Sustainable Food Programme (Links with P10 Nature Recovery) (These groups also link with P3 and P8)	P9
P10 – Valuing our environment	<ul style="list-style-type: none"> Outdoor Learning Group Nature Recovery (Links to P9 sustainable food programme) 	P10

Notes: Following the review, outcomes have stayed the same but there has been a move from themes to workstream priorities. The review clarified the statutory responsibilities of partners and it was agreed that these contribute towards our high-level outcomes. Priority workstreams have been developed, based on added value and potential for collaboration. Priority issues are fed into the Strategic Community Planning Partnership alongside contributions from the 3rd Sector Community Planning Forum. This input feeds into 'The Big Plan' outcomes alongside Community Planning Partners statutory functions and existing programmes.

Appendix 2

Social Housing Need by Settlement 2020-2025

Settlement	Social Housing Need Units 5 Year (2020-25)
Newtownards Urban	252
Bangor Urban	337
Hollywood	119
Comber	74
Donaghadee	40
Groomsport	31
Ballygowan	20
Ballyhalbert	1
Ballywalter	7
Carrowdore	7
Cloughey	2
Crawfordsburn	10
Greyabbey	6
Helen's Bay	3
Killinchy	7
Kircubbin	5
Lisbane	1
Millisle	11
Portaferry	16
Portavogie	5
Total Social New Build Requirement Ards and North Down	954

Source: NIHE

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

Appendix 3

Social Housing Development Programme

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

Schemes completed April 2020 – March 2021

Scheme	No of units	Client Group	Housing Association	Policy Theme
Newtownards Rehabs**	5	General Needs	NB Housing	Urban
Corner of Faulkner Road / Clandeboye Road, Newtownards	58	General Needs	Clanmil	Urban
375 Old Holywood Road, Holywood	14	General Needs	Clanmil	Urban
Newtownards Road, Comber	43	General Needs	Apex	Urban
Ringbuoy Cove, Cloughey**	1	General Needs	Choice	Rural
Meetinghouse Street, Donaghadee***	4	General Needs	NB Housing	Urban
	125			

Source: NIHE

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

Schemes on-site at March 2021

Scheme	No of units	Client Group	Housing Association	Policy Theme
22 John Street Lane, Newtownards	5	General Needs	Ark	Urban
56-60 East Street, Newtownards	20	General Needs	Ark	Urban
Rathmullan Drive, Newtownards *(T)	9	General Needs	Connswater	Urban
Kimberley House, Newtownards	7	Mental Health	Choice	Supported
Newtownards Rehabs**	4	General Needs	NB Housing	Urban
	4	General Needs	South Ulster	Urban
Bangor Rehabs**	2	General Needs	NB Housing	Urban
40-48 Castle Street, Comber	16	General Needs	Ark	Urban

Table continues

Schemes on-site at March 2021

Scheme	No of units	Client Group	Housing Association	Policy Theme
Saltwalter Close, Ballywalter**	1	General Needs	Clanmil	Rural
The Brae, Ballygowan***	3	General Needs	NB Housing	Rural
Millisle Rehabs**	2	General Needs	NB Housing	Rural
18 Ballywalter Road, Millisle	11	General Needs	Ark	Rural
	84			

Source: NIHE

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

Schemes programmed 2021/24

Scheme	No of units	Client Group	Housing Association	Onsite Year	Policy Theme
Quarry Heights, Newtownards	23	General Needs	Ark	2021/22	Urban
Frances Street, Newtownards	12	General Needs	Ark	2021/22	Urban
Lismara Place, Newtownards **	1	General Needs	NB Housing	2021/22	Urban
Savoy Redevelopment (Blocks B&C), Bangor	26	General Needs	Clanmil	2021/22	Urban
Bangor Rehabs*	3	General Needs	NB Housing	2021/22	Urban
Bloomfield Road, South, Bangor	12	General Needs	Choice	2022/23	Urban
Bangor Marina Regeneration, Bangor	25	General Needs	Clanmil	2022/23	Urban
Balmoral Dale, Bangor	17	General Needs	Habinteg	2022/23	Urban
Worcester Avenue, Bangor	92	General Needs	Choice	2023/24	Urban

Table continues

Schemes programmed 2021/24

Scheme	No of units	Client Group	Housing Association	Onsite Year	Policy Theme
Craigowen Gate Lodge, Craigavad**	1	General Needs	Clanmil	2021/22	Urban
Cannyreagh Road, Donaghadee	15	General Needs	Radius	2023/24	Urban
Parsonage Close, Kircubbin *(T)	1	General Needs	Rural	2021/22	Urban
Park Crescent, Millisle**	1	General Needs	NB Housing	2021/22	Rural
Total	229				

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 2020 – March 2021

Work Category	Scheme	Units
External Cyclical Maintenance	Whitehill/ Lisnabreen, Bangor	201
	Rathgill/ Willowbrook, Bangor	36
	Donaghadee/ Cotton, Ards	70
	Kilcooley Phase 2	142
	Bowtown, Ards	142
	Breezemount/ Conlig Phase 1	103
	Breezemount/ Conlig Phase 2	87
	Ballygowan/ Killinchy	19
	Balloo Walk, Bangor	63
	Donaghadee	98
	Greyabbey / Kircubbin	59
	Ards Town	77
	Bloomfield Estate, Bangor	71
	Double Glazing	Scrabo Estate, Ards Phase 1
Revenue Replacement Kitchen	Rathgill/ Willowbrook, Bangor	36
	Bowtown/ Loughries, Ards	64
Revenue Replacement (BKR)	Kilcooley Phase 1, Bangor	3
	Kilcooley Phase 2, Bangor	49
	Kilcooley Phase 3, Bangor	73
	Kilcooley Phase 4, Bangor	12
	Westwinds, Ards	1
	Scrabo/ Movilla	41
	Blenheim Drive, Westwinds, Ards Phase 1	63
	Blenheim Drive, Westwinds, Ards Phase 2	11
	Westwinds (Excluding Blenheim Drive) Ards	49

Table continues

Schemes completed April 2020 – March 2021

Work Category	Scheme	Units
	Bloomfield Estate, Bangor	30
	Comber	42
Heating Installation	Scrabo Estate, Ards	6
	Bangor 19/20 Phase 2	8
	Peninsula 19/20	88
	Glen Estate, Ards	22
	Ards Miscellaneous (2005)	24
		1,852

Source: NIHE

Note: Some schemes may start and complete in year.

Schemes activity and expected completions up to 31 March 2022

Work Category	Scheme	Units
External Cyclical Maintenance	Bloomfield Estate, Bangor	90
	Whitehill / Lisnabreen, Bangor	20
	Breezemount / Conlig Phase 2	71
	Donaghadee	36
	Greyabbey / Kircubbin	108
	Ards Town	136
Fence Painting	Ards & North Down	480
Double Glazing	Scrabo Windows Phase 1, Ards	51
	Bowtown Estate Double Glazing	298
	Bangor Previous Refusals	25
	Scrabo Windows Phase 2, Ards	130
	Rathgill, Estate Bangor	40
	Comber & Carrowdore	20
	Ballygowan / Killinchy	20
	Breezemount / Conlig	20
Revenue Replacement Kitchen	Rathgill / Willowbrook, Bangor	13
Revenue Replacement (BKR)	Kilcooley Phase 3, Bangor	1
	Kilcooley Phase 4, Bangor	46
	Scrabo / Movilla	20
	Westwinds (Excluding Blenheim Drive) Ards	1
	Bloomfield Estate, Bangor	15
	Ballywalter / Cloughey / Greyabbey	31

Table continues

Schemes activity and expected completions up to 31 March 2022

Work Category	Scheme	Units
	Comber	3
	Kilcooley Bangor Phase 5	67
	Peninsula BKR Phase 1	30
	Peninsula BKR Phase 2	20
Heating Installation	Peninsula 19/20	11
	Bangor Estates (05/06)	89
	Comber 05/06	50
	Ards Estates (05/06)	90
	Hollywood Estates (05/06)	60
	Peninsula (05/06)	50
Capital Scheme	Ards Rurals	2
Special Scheme	Bloomfield Place Aluminium Bungalows	9
	57 Ballyree Drive, Bangor	1
	1 Glenard Road, Ards	1
		2,155

Source: NIHE

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.
Fence Painting	Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme.

Grants Performance 2020/21

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	37	1,018	15
Repairs Grant	18	22	18
Discretionary Grants			
Replacement Grant	0	0	0
Renovation Grant	<10	79	0
Home Repair Assistance Grant	<10	20	<10
Total	-	1,139	-

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Adaptations to Housing Executive stock in 2020/21

Type of Adaptation	Adaptations 2020/21	Actual spend 2020/21 £m
Adaptations for Persons with a Disability (APD's) Starts*	11	0.82
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	12	0.06
Showers**	29	0.09
Minor APD repairs***	14	0.09
Total	-	1.06

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	2016/17	2017/18	2018/19	2019/20	2020/21
Approved	69	87	47	43	37
Funding(£k)	1,172	1,140	1,140	818	1,018

Source: NIHE

Appendix 5

Supporting People Information and Homelessness

Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2020/21 (£k)	Budget 2021/22 (£k)	Max. no of services users
Accommodation Based Services	Disability	26	10	3,339	3,390	227
	Homeless	3	3	510	510	37
	Older People	40	7	661	629	953
	Young People	3	2	313	322	17
	Sub Total**	72	**	4,823	4,850	1,234
Floating Support Services	Disability	1	1	130	130	30
	Homeless	6	6	513	513	174
	Older People	3	2	81	145	46
	Young People	1	1	185	185	48
	Sub Total**	11	**	909	973	297
Grand Total*		83	**	5,732	5,823	1,531

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*
2016/17	1,483	961	185
2017/18	1,659	1,160	208
2018/19	1,565	1,156	165
2019/20	1,276	947	190
2020/21	1,276	931	362

Source: NIHE

* Applicants may have multiple placements over the period

Appendix 6

NIHE Stock at March 2021

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Newtownards Urban	321	547	1,084	0	6	1,958	14
	35	135	1,776	20	12	1,978	
Comber	181	17	198	0	5	401	4
	67	16	637	0	62	782	
Donaghadee	115	130	146	0	4	395	5
	36	31	289	1	20	377	
Ballygowan	35	0	35	0	4	74	0
	42	0	140	0	26	208	
Ballyhalbert	4	0	2	0	3	9	0
	17	0	9	0	8	34	
Ballywalter	49	6	54	0	21	130	1
	20	0	139	0	14	173	
Carrowdore	41	0	29	0	9	79	0
	13	0	55	0	23	91	
Cloughey	10	0	1	0	9	20	0
	20	0	15	0	10	45	
Greyabbey	31	0	22	0	14	67	1
	50	0	84	0	13	147	
Killinchy	16	0	7	0	1	24	0
	34	0	42	0	10	86	
Kircubbin	47	0	51	0	16	114	2
	65	0	123	0	38	226	
Millisle	51	11	69	0	7	138	1
	34	1	117	0	42	194	
Portaferry	103	8	56	0	12	179	1
	86	0	268	0	67	421	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Portavogie	46	7	12	0	13	78	2
	77	1	60	0	10	148	
Ballydrain	7	0	4	0	3	14	0
	20	0	11	0	2	33	
Cotton	4	0	11	0	10	25	1
	4	0	26	0	20	50	
Lisbarnet	11	0	1	0	0	12	0
	11	0	33	0	2	46	
Loughries	8	0	2	0	1	11	0
	32	0	27	0	10	69	
Ards Total	1,080	726	1,784	0	138	3,728	32
	663	184	3,851	21	389	5,108	
Bangor Urban	430	559	918	0	25	1,932	29
	43	172	1,718	0	33	1,966	
Holywood	97	196	136	31	0	460	2
	5	114	625	43	0	787	
Groomsport	42	1	12	0	5	60	0
	39	3	84	0	10	136	
Crawfordsburn	17	0	3	0	1	21	1
	32	0	1	0	3	36	
Helen's Bay	14	0	14	0	1	29	0
	4	0	47	0	16	67	
North Down Total	600	756	1,083	31	32	2,502	32
	123	289	2,475	43	62	2,992	
Ards & North Down Total	1,680	1,482	2,867	31	170	6,230	64
	786	473	6,326	64	451	8,100	

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 2021

	Applicants (Total)	Applicants (HS)	Allocations
Newtownards Urban	679	474	168
Comber	261	186	47
Donaghadee	155	111	25
Ballygowan	44	28	<10
Ballyhalbert	<10	<10	0
Ballywalter	43	27	14
Carrowdore	25	15	<10
Cloughey	10	<10	<10
Greyabbey	16	<10	<10
Killinchy	17	<10	0
Kircubbin	39	20	<10
Millisle	48	24	<10
Portaferry	57	27	10
Portavogie	38	20	<10
Ballydrain	0	0	<10
Cotton	<10	<10	<10
Lisbarnet	<10	<10	0
Loughries	<10	<10	0
Ards Total	1,444	961	304
Bangor Urban	1,318	932	187
Hollywood	287	190	48
Crawfordsburn	19	16	<10
Groomsport	52	40	<10
Helen's Bay	<10	<10	0
North Down Total	1,684	1,183	240
Ards & North Down Total	3,128	2,144	544

Source: NIHE

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

Appendix 8

Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Newtownards Office 28 Court Street Newtownards BT23 7NX		newtownardsdistrict@nihe.gov.uk
Bangor Office 2 Alfred Street Bangor BT20 5DH		bangor@nihe.gov.uk
South Regional Manager	John McCartan	john.mccartan@nihe.gov.uk
Ards & North Down Area Manager	Owen Brady	owen.brady@nihe.gov.uk
Assistant Area Manager	Eileen Thompson	eileen.thompson@nihe.gov.uk
Housing Solutions Team Leader	Sarah Coffey	sarah.coffey@nihe.gov.uk
Patch Team Leaders	Jill Gallagher Newtownards Office	jill.gallagher@nihe.gov.uk
	Steven McBurney Bangor Office	steven.mcburney@nihe.gov.uk
Accounts Team Leader	Caroline Finlay	caroline.finlay@nihe.gov.uk
Lettings Manager	Marion Crymble	marion.crymble@nihe.gov.uk
Maintenance Manager	Paddy Feeney	paddy.feeney@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	alistair.mawhinney@nihe.gov.uk

Appendix 9

Glossary

Affordable Housing	<p>Affordable housing is:</p> <ul style="list-style-type: none"> a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent <p>that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing.</p>
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, by working with residents, in areas at risk of slipping into social or environmental decline.
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)	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property 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 2016-2030.
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 and wheelchair accessible accommodation.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.
Intermediate Housing	Intermediate Housing currently consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent.
Landlord Registration scheme	Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.
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.

Repossession	Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.
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 Identification Study (SIS)	A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.
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.

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

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