



Lisburn and Castlereagh

# 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

**I**n 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 [Lisburn and Castlereagh 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

**T**he 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
<b>Accessible Housing Register</b>	<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>
<b>Affordable Housing</b>	<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> <ul style="list-style-type: none"> <li>a) Social rented housing; or</li> <li>b) Intermediate housing for sale; or</li> <li>c) Intermediate housing for rent</li> </ul> <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
<b>Asset Management Strategy</b>	<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>
<b>Cavity Wall Insulation</b>	<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>
<b>Community Response Fund</b>	<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>

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Title	Update
<b>Community Safety Strategy</b>	<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"> <li>• Building Community Confidence – We will work to build community confidence in the ability of the organisation to tackle ASB effectively.</li> <li>• Ensuring Local Solutions – We will ensure that all our efforts to tackle ASB are relevant to the needs of local communities.</li> <li>• Working Together – We will work closely with other agencies to improve community safety in our estates.</li> </ul>
<b>Customer Charter</b>	<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 <a href="#">Customer Charter and Service Standards</a>, 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>
<b>Fundamental Review of the Private Rented Sector (PRS)</b>	<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. <a href="#">Departmental Response Consultation on the Review of the Role and Regulation of the Private Rented Sector (communities-ni.gov.uk)</a></p>

Table continues

Title	Update
<b>Fundamental Review of Social Housing Allocations</b>	<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 <a href="#">Consultation Outcome Report</a> 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 <a href="#">full report</a> was published on the Housing Executive's website in April 2021.</p>
<b>Homelessness Strategy 2017-22</b>	<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"> <li>• To prioritise homelessness prevention.</li> <li>• To secure sustainable accommodation and appropriate support solutions for homeless households.</li> <li>• To further understand and address the complexities of chronic homelessness across Northern Ireland.</li> <li>• To ensure the right mechanisms are in place to oversee and deliver this strategy.</li> <li>• To measure and monitor existing and emerging need to inform the ongoing development of appropriate services.</li> </ul> <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>

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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>
<b>Homelessness</b> <b>‘The Way Home</b> <b>- Response to</b> <b>COVID-19’</b>	<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"> <li>• Rough Sleeping</li> <li>• Ensure there is an adequate supply of temporary accommodation</li> <li>• Prevention</li> <li>• Homelessness Services</li> <li>• Collaborative Working</li> </ul> <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"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>

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Title	Update
<b>Housing Supply Strategy</b>	<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>
<b>Local Development Plans</b>	<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>
<b>Modern Methods of Construction/ Low Energy pilot scheme</b>	<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>
<b>NIHE Annual Research Programme</b>	<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
<b>NIHE Revitalisation</b>	<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"> <li>• tackle the investment challenge and maintenance backlog facing the Housing Executive;</li> <li>• examine options to remove historical debt;</li> <li>• and provide a long term trajectory for Housing Executive rental charges that are affordable to tenants and landlord.</li> </ul> <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"> <li>• Primary Legislation</li> <li>• Identify people and stock implications</li> <li>• Develop and implement any required new governance arrangements</li> <li>• Development of Borrowing package</li> <li>• Establishment and appointment of new designate landlord</li> <li>• Preparation of standalone Strategic Housing Authority</li> </ul> <p>The Post-Implementation (third) Phase from May 2025 onwards plans:</p> <ul style="list-style-type: none"> <li>• Major Investment Programme in Housing Executive Homes by reclassified Landlord</li> <li>• Ability to borrow for Landlord</li> <li>• Enable Housing Executive Landlord to contribute to increasing housing supply.</li> </ul>

*Table continues*

Title	Update
<b>Older People's Housing Strategy</b>	<p>In March 2021, the Housing Executive published the <a href="#">Older People's Housing Strategy 2021/22 - 2025/26</a> and accompanying <a href="#">Action Plan for Year 1 (2021/22)</a>.</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"> <li>• Planning for the future;</li> <li>• Promoting and maintaining dignity;</li> <li>• Providing housing advice for older people; and</li> <li>• Promoting participation.</li> </ul> <p>We are 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>
<b>Rural Strategy &amp; Action Plan</b>	<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
<b>Social Enterprise Plus Strategy 2020-24</b>	<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>
<b>Social Housing Development Programme (SHDP)</b>	<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>
<b>Strategic Review of Temporary Accommodation</b>	<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&amp;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>
<b>Supporting People Strategy and Action Plan</b>	<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><b>'Exceptional' Work: COVID-19</b></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><b>Major Adverse Incidents (MAIs)</b></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><b>Supporting People 'Business as Usual' Activities</b></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><b>Supporting People Outcomes</b></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><b>Supporting People Provider Innovation Fund (PIF)</b></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><b>Supporting People Ministerial Review Recommendations</b></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><b>Strategic Needs Assessment (SNA)</b></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>

Table continues

Title	Update
	<p><b>Supporting People Three Year Strategy 2021-24</b></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><b>Sustainability and Energy Transition</b></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><b>HANDIHEAT Project</b></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 <a href="http://handiheatproject.eu/">http://handiheatproject.eu/</a>.</p>

Table continues



Title	Update
<b>Tower Blocks</b>	<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"> <li>• 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)</li> <li>• 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)</li> <li>• 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, Glencole, Carncoole)</li> </ul> <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>
<b>Traveller Accommodation</b>	<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"> <li>• a research project to scope the development of a Irish Traveller needs assessment methodology;</li> </ul>

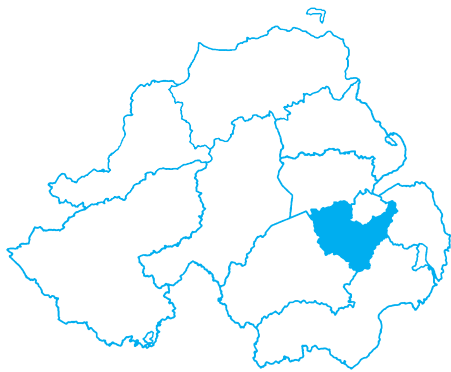
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Title	Update
	<ul style="list-style-type: none"> <li>• policy development to screen Housing Executive policies and procedures to ensure no adverse impact on Irish Travellers;</li> <li>• a review on housing management policies for Irish Travellers;</li> <li>• the development of an Irish Travellers forum to give feedback on relevant policies and procedures.</li> </ul> <p>The Strategy has now been finalised and will be released on the Housing Executive website and social media later in the year.</p>
<b>Welfare Reform</b>	<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)\*



Castlereagh East	20,860	
Castlereagh South	24,010	
Downshire East	16,720	
Downshire West	17,110	
Killultagh	21,450	
Lisburn North	23,050	
Lisburn South	23,610	

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 Lisburn & Castlereagh Borough

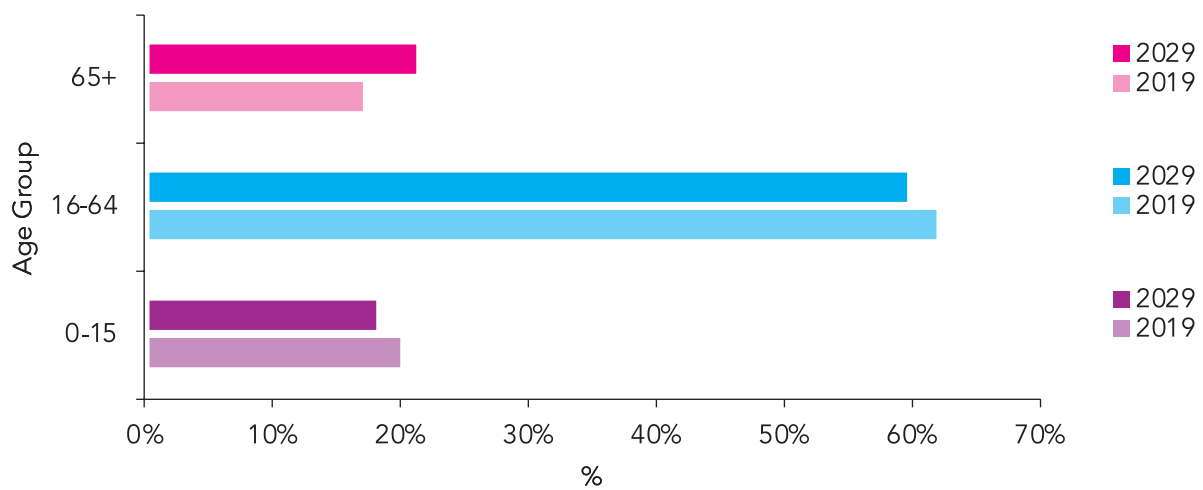
The population of Lisburn & Castlereagh Borough is projected to increase by 7.5% from 146,002 in 2019 to 156,924 in 2029. It represents 7.7% of the NI population at 2019.

Within Lisburn & Castlereagh the percentage of older people (65+ years) in the population is projected to increase by 32.9% 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



# 10,700

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

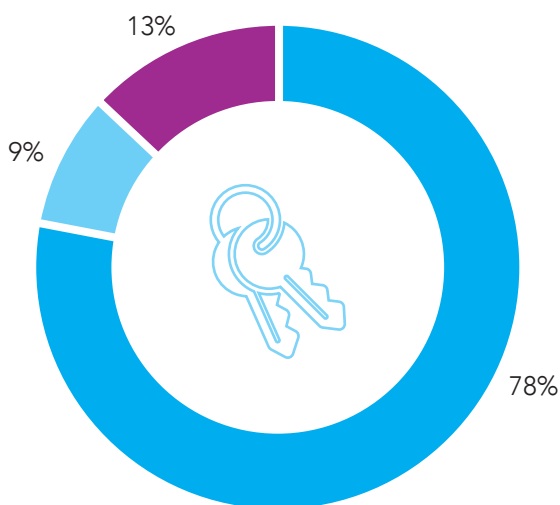
*Source: Department for Infrastructure HGIs 2016-2030*

There is a projected Housing Growth Indicator (HGI) new dwelling requirement of 10,700 for the period 2016-2030 in Lisburn & Castlereagh. 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 will inform the Council's Local Development Plan on the need for additional development land.

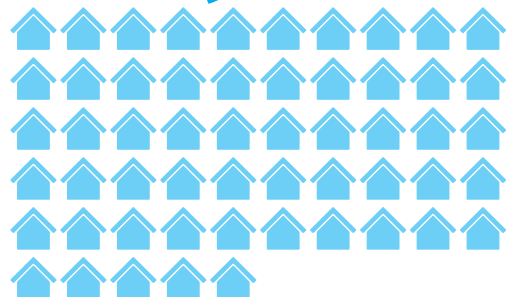
At 2016 there were 58,300 households in Lisburn & Castlereagh, of these 78% were Owner Occupied; 9% Private Rented and 13% Social Rented (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

## 2016 Tenure Breakdown



■ Owner occupation ■ Private rented ■ Social rented

# 58,300

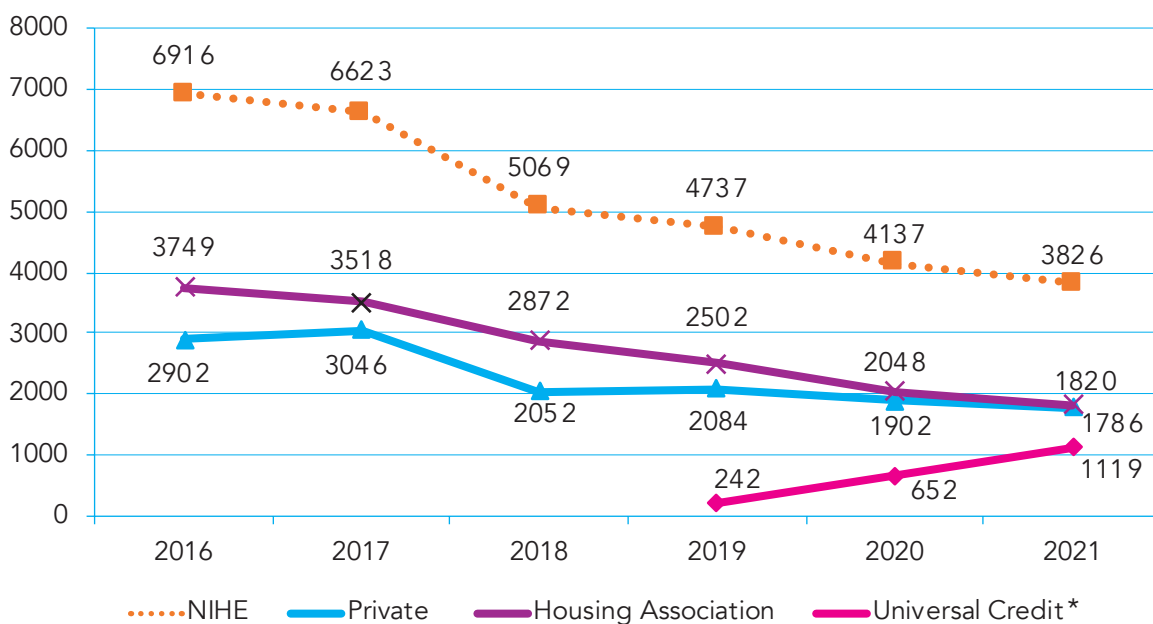


**HOMES** in the borough (2016)

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

Average Household size at 2019 was 2.51. This is predicted to decrease to 2.45 by 2029. Smaller households will impact on future housing design and mix, both for social and private sector. Although the prediction is for smaller households, the number of households by 2029 is estimated to increase to 62,985.

## 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 1,119 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Lisburn & Castlereagh at 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 78% of the overall homes in the borough (HCS 2016). Ulster University state that the average house price in Lisburn & Castlereagh in 2020 was £199,017, which represents an increase of 4.0% on 2019 figures. These prices are higher than the Northern Ireland average of £180,079 and have been consistently higher over the last five years. This is an indication of the popularity of Lisburn & Castlereagh for private sector house purchasers.

### Average Annual House Prices



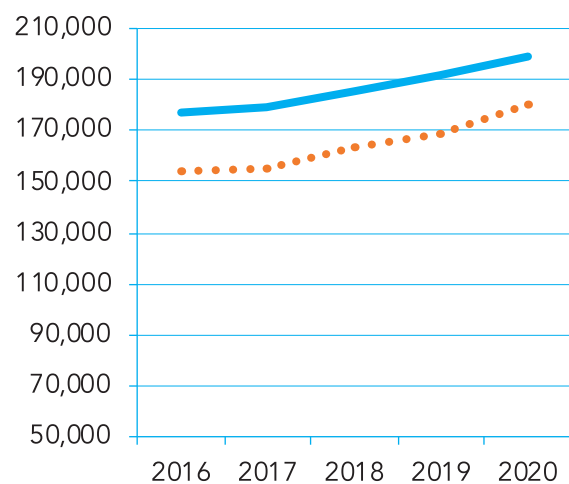
Average house price in Lisburn & Castlereagh in 2020

£ **199,017**



**4%**

INCREASE FROM 2019



●●●● NI average house price  
— Lisburn & Castlereagh average house price

Source: Ulster University

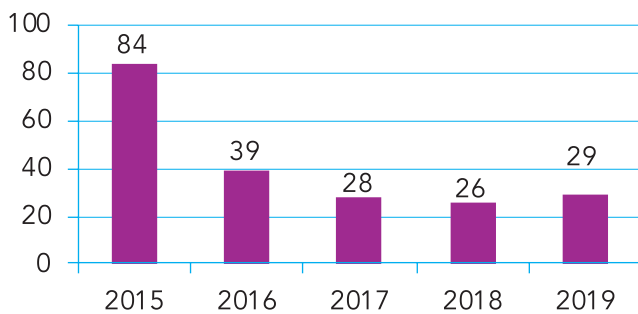
## New Housing

Land & Property Services estimate New Starts at 2020 is 554\*. This statistic is a count of the number of starts and completions inspections carried out by Building Control officers in the Council area.

\*Due to government measures to reduce the spread of COVID-19, physical inspections by Building Control offices across Northern Ireland ceased in the second half of March 2020, although some inspections were carried out virtually. All building control offices supplied data for the period Apr - Jun 2020; therefore the number of inspections recorded for Q2 2020 will represent an accurate count, but may be lower than otherwise expected. Mindful of the ongoing impact of the Coronavirus pandemic, LPS continue to monitor the flow of information from Building Control offices.

## Repossessions

During 2019, there were 29 repossessions in Lisburn & Castlereagh. This represents a 65% decrease since 2015.



Source: NI Courts and Tribunals Service

## Intermediate need

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 & 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.

Demand for intermediate housing aimed at low income households in Lisburn & Castlereagh is estimated at 140 units per annum and 1,400 units over the next ten years.

**1,400**

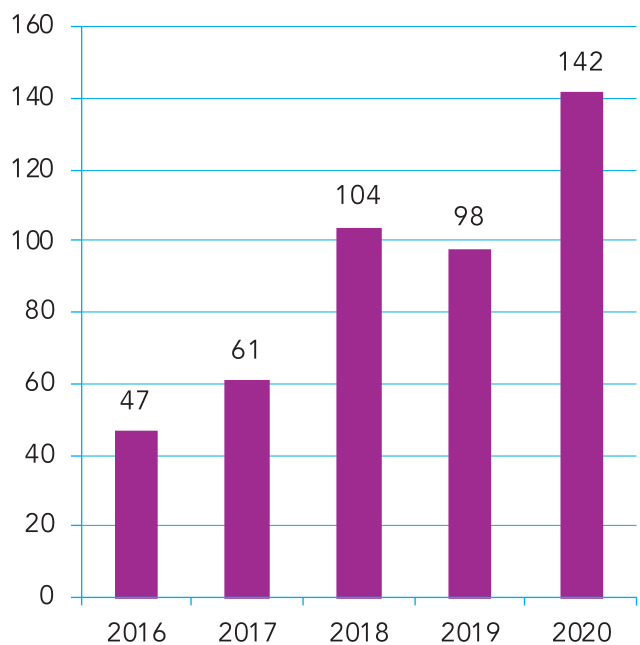
UNITS OVER THE NEXT TEN YEARS



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 1,122 dwellings at March 2021, 142 of which were purchased during 2020/21 in the Council area.

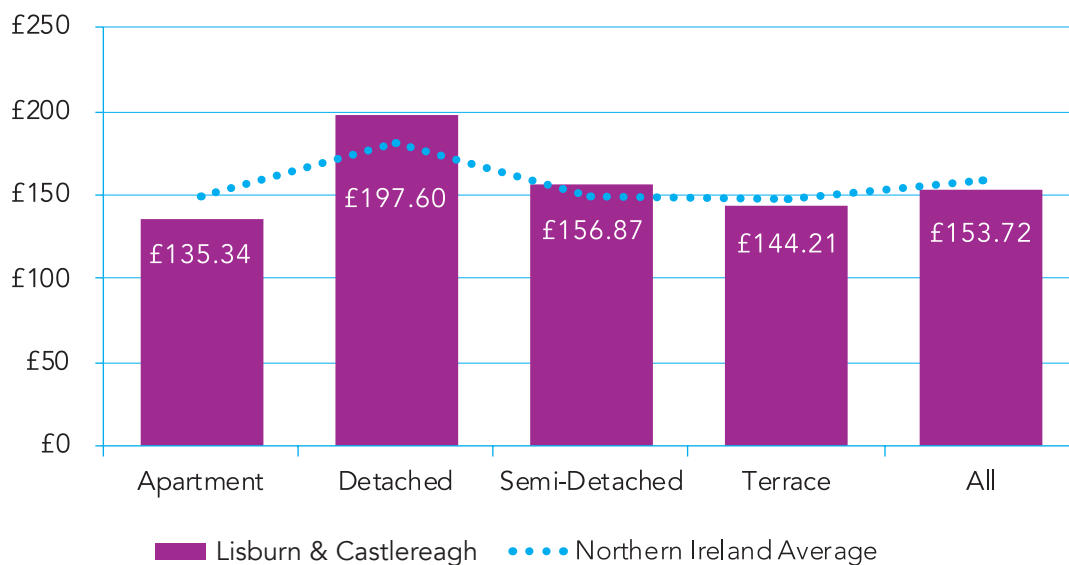


Source: Co-Ownership Housing Association

## Private Rented Sector (PRS)

The Private Rented Sector comprises 9% of homes in Lisburn & Castlereagh (HCS 2016).

### Average Weekly Private Sector Rent by Dwelling Type



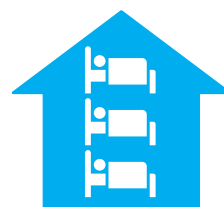
Source: Ulster University

## 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



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## Landlord Registration Scheme

DfC's Landlord Registration scheme identified 3,845 properties registered by 3,646 landlords in Lisburn & Castlereagh 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 Lisburn & Castlereagh City Council area was 13% (HCS 2016).

Demand for social housing in Lisburn & Castlereagh increased during 2020. At March 2021 there were 2,441 applicants on the waiting list for Lisburn & Castlereagh City Council (LCCC) area with 1,747 in housing stress. There were 463 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 small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for area breakdown.

# 13

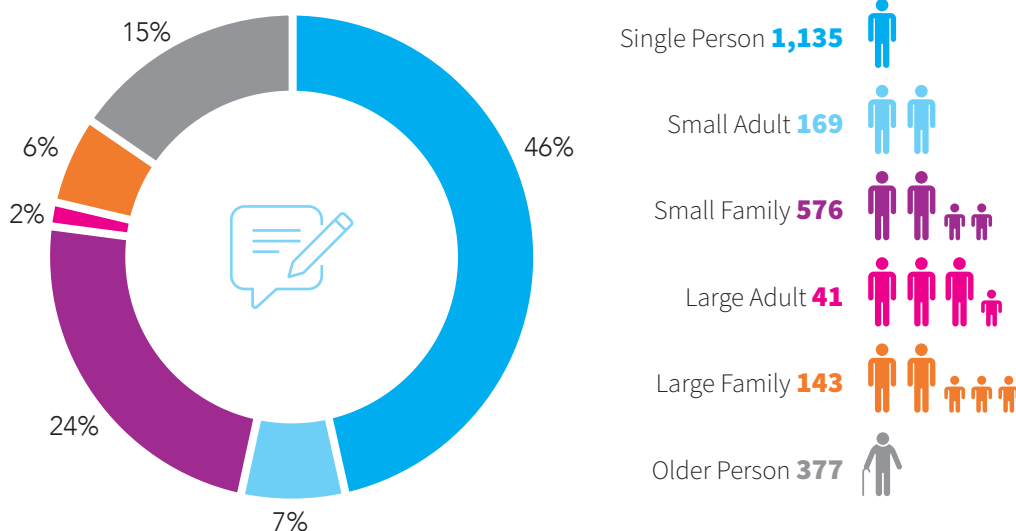


There were 49 offers issued and 13 Housing Executive properties were sold to tenants in Lisburn & Castlereagh under the House Sales Scheme during 2020/21. The average sale price was

## £76,153

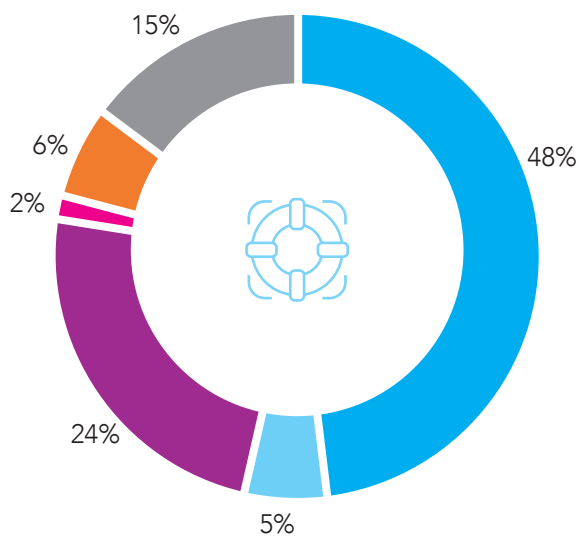
with the average discount in the council area being £21,950

## Waiting List Applicants

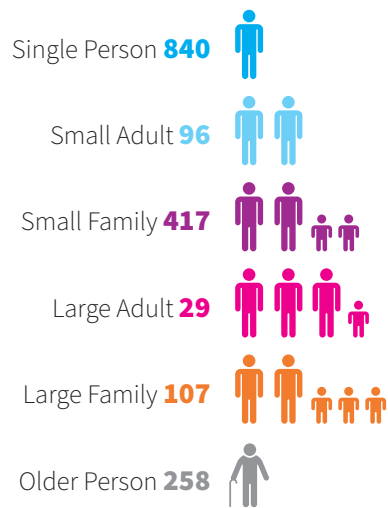


Source: NIHE, March 2021

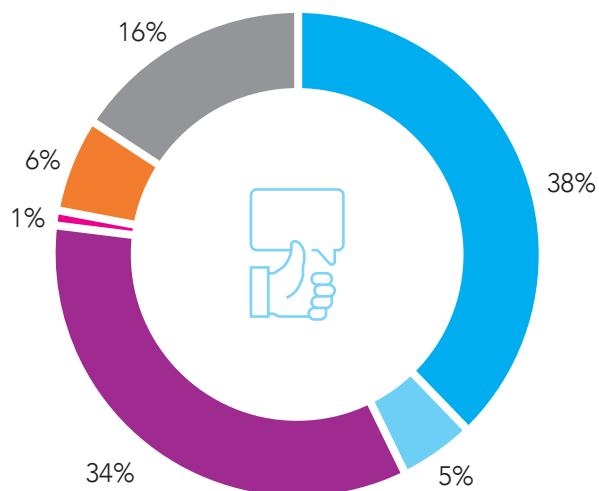
## Applicants in Housing Stress



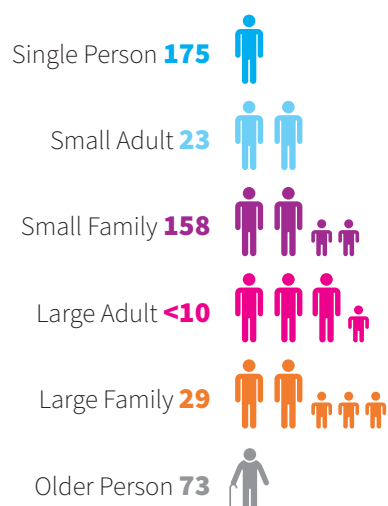
Source: NIHE, March 2021



## Allocations to Applicants



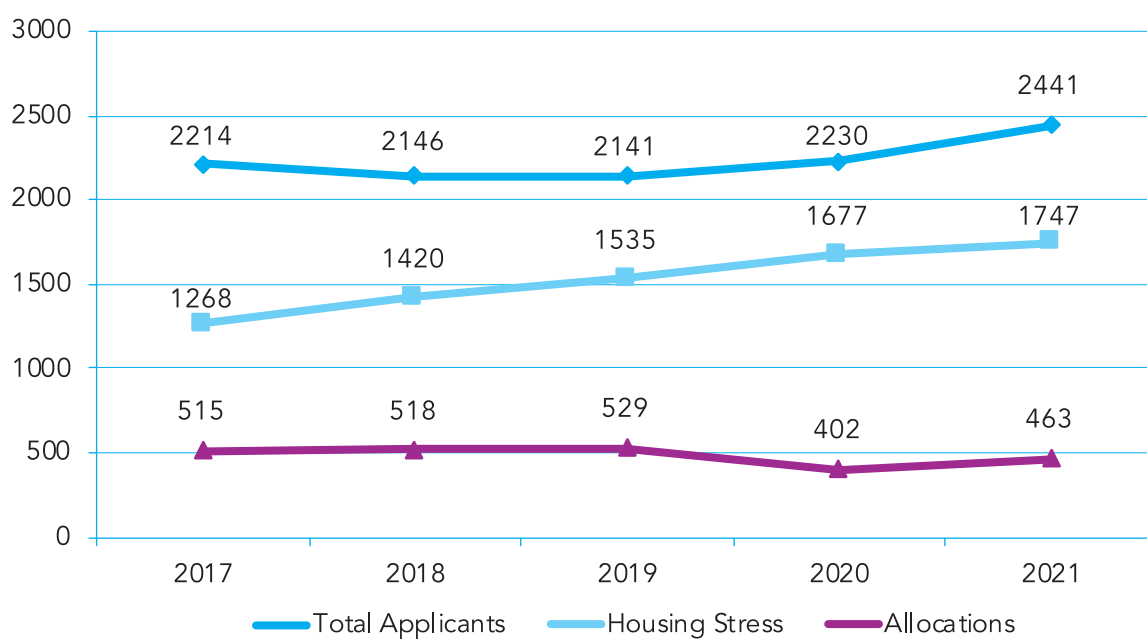
Source: NIHE, March 2021



## Definition of Household Types

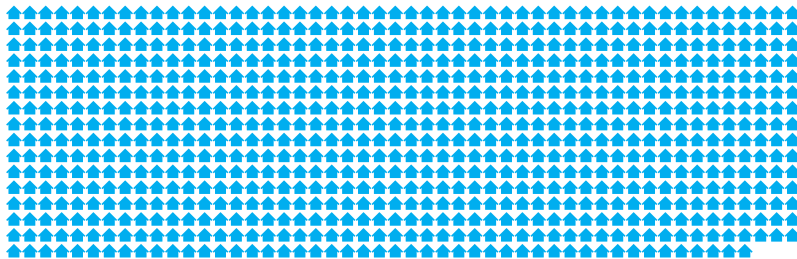
<b>Single Person</b>	1 person 16-59 years old
<b>Small Adult</b>	2 persons 16-59 years old
<b>Small Family</b>	1 or 2 persons aged 16 or over, with 1 or 2 children
<b>Large Adult</b>	3 or more persons aged 16 or over with or without 1 child aged 0-15
<b>Large Family</b>	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15, or 3 or more persons 16 or over and 2 or more persons aged 0-15
<b>Older person</b>	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 Lisburn & Castlereagh has increased between 2020 and 2021. Appendix 2 shows projected housing need which is concentrated in the urban areas.



**1,450** The five-year assessment for 2020-25 shows a need for 1,450 units in the council area.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 602 housing units planned.

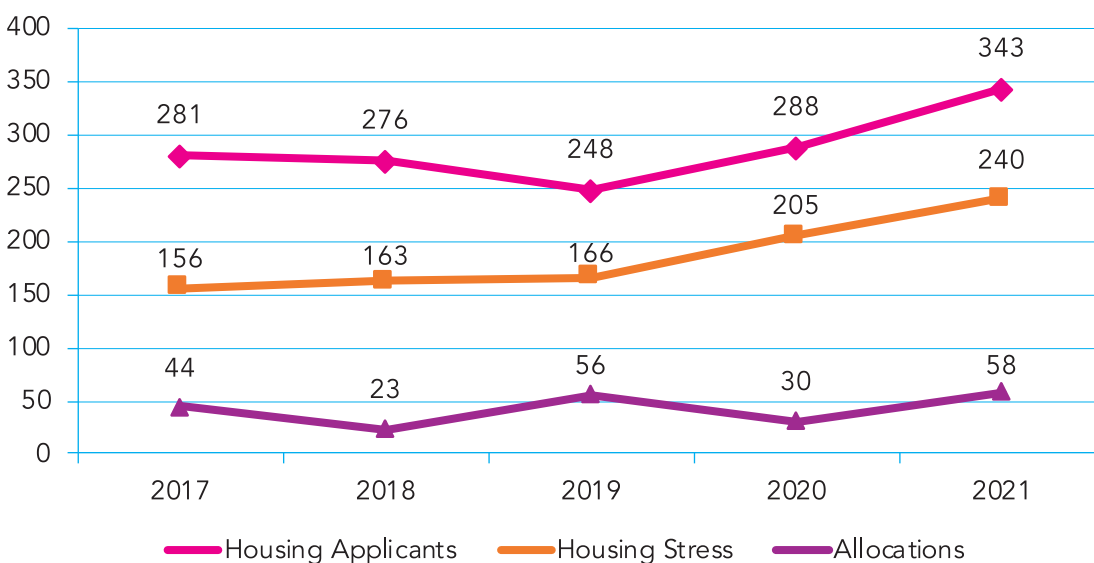
During 2020/21, 98 homes were completed across Lisburn & Castlereagh City Council area and 260 units were under construction at end of March 2021. See Appendix 3 for details of the programme, completions and on-site schemes.

## 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 Lisburn & Castlereagh City 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.

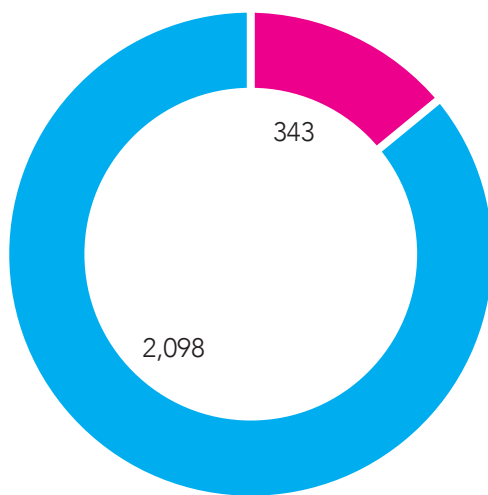
The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. Place Shaping Team completed a Site Investigation Study for Annahilt. It was recommended that applicants on the existing housing stress waiting list within a number of Lisburn Urban Common Landlord Areas be contacted to gauge their interest in relocating to Annahilt. If interest is shown the next phase would be to liaise with housing associations to investigate further the potential development sites for social housing development.

### Rural Housing Waiting List Trends



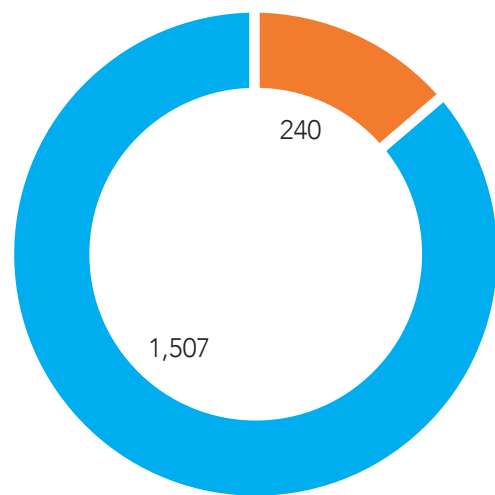


### Waiting List Applicants 2021



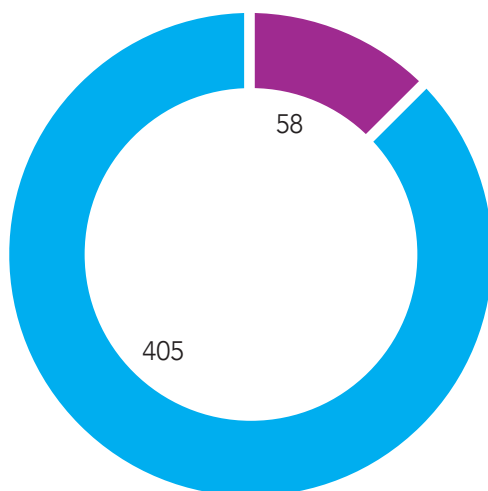
■ LCCC Rural  
■ LCCC Urban

### Waiting List Applicants in Housing Stress 2021



■ LCCC Rural  
■ LCCC Urban

### Allocations to Applicants 2021



■ LCCC Rural  
■ LCCC Urban

Source: NIHE

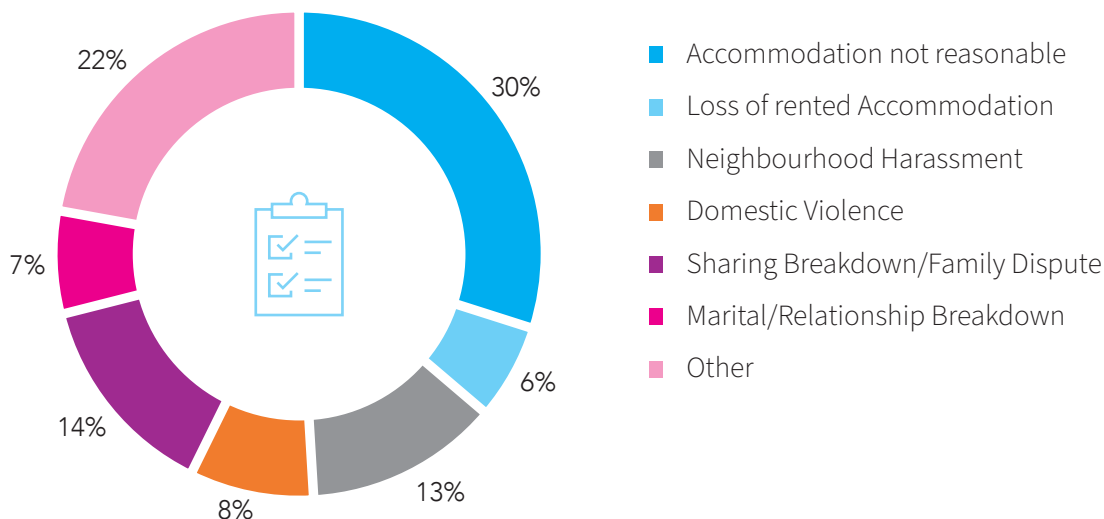
# Homelessness

The number of households presenting as homeless in Lisburn & Castlereagh has been consistently high over the last few years. Between March 2020 and March 2021 there were 845 presenters, 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'. 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 are a range of temporary accommodation options available in Lisburn & Castlereagh City Council area. During 2020/21 the Housing Executive made 428 placements, which included six placements into Housing Executive hostels, 72 into voluntary sector hostels and 91 placements in single let properties.

## Reasons for Homelessness



# 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.

## Adaptations

During 2020/21 the Housing Executive spent £0.43m on adaptations to their properties in Lisburn & Castlereagh City Council area. See Appendix 4.

**£0.43m**  
SPENT ON ADAPTATIONS 2020/21

## Disabled Facilities Grants

During 2020/21 the Housing Executive approved 29 Disabled Facilities Grants for private sector dwellings and completed 14. Total approval in Lisburn & Castlereagh City Council area in 2020/21 was £659,463. See Appendix 4. Total spend in 2020/21 was £493,733.

DISABLED FACILITIES GRANTS  
**£493,733**  
SPENT 2020/21  
**14 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 73 Housing Support Services schemes across Lisburn & Castlereagh City Council area at a cost of £4.9m, providing housing support to 1,566 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.

**£4.9m**  
ON FUNDING 73 HOUSING  
SUPPORT SERVICES

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## 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 Lisburn & Castlereagh City Council area. The Council will work with statutory bodies and the wider community to develop a shared vision and a Community Plan.

The [Lisburn & Castlereagh Community Plan 2017/2032](#) identifies five themes and associated outcomes which reflect the needs and aspirations of all citizens. See Appendix 1.

Two Locality Plans for Castlereagh East and Lisburn South District Electoral Area have been created after engagement with the community via workshops. Amongst other concerns the community identified lack of social and affordable housing as a significant issue and an area for improvement.

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## Local Development Plan

The Local Development Plan (LDP) will set out a settlement strategy in relation to new housing across the Council area. One of the key aims of the new LDP is to support the growth and regeneration of the area economically, environmentally and socially. The new LDP will have a significant role to play in achieving key vision and strategic objectives.

Housing Executive welcomes the Council's ambition to achieve 20% affordable housing on all developments over five units.

## The draft Plan Strategy

On the 22 March 2021 Lisburn & Castlereagh City Council submitted its Local Development Plan draft Plan Strategy to the Department for Infrastructure for Independent Examination. This follows an eight week period of public consultation on proposed focused changes to the draft Plan Strategy which closed on Friday 12 March 2021.

Following closure of the consultation on 'Focused Changes Addendum including Minor Changes Schedule' the Council has collated all the [Comments to Focused Changes Consultation to draft Plan Strategy](#). These comments, together with the draft Plan Strategy, its accompanying documents, representations and counter representations, have been submitted to the Department for Infrastructure in accordance with Regulation 20 of the Planning (Local Development Plan) Regulations (Northern Ireland) 2015 and Development Plan Practice Note 10: Submitting Development Plan documents for Independent Examination.

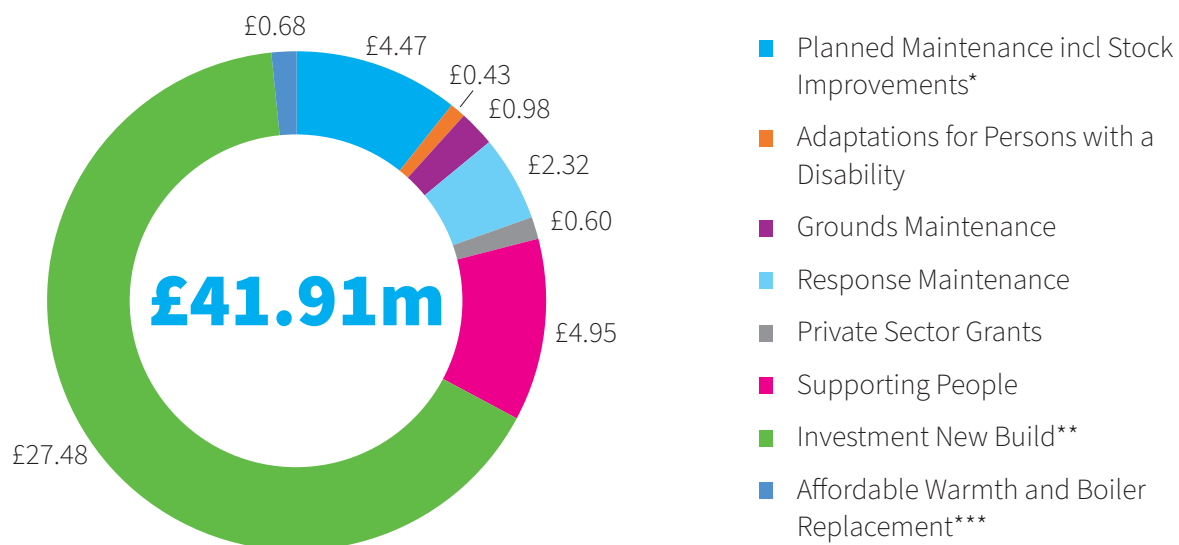
In accordance with Regulation 21 of the Planning (Local Development Plan) Regulations (Northern Ireland) 2015, the draft Plan Strategy and its accompanying documents are available to view online in the [Submission Documents Library](#).

## Housing Executive Spend

### Lisburn & Castlereagh 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 £41.91m for Lisburn & Castlereagh.

### Lisburn & Castlereagh Council 2020/21 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.85m and Stock Improvement Spend was £0.62m.

\*\*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.

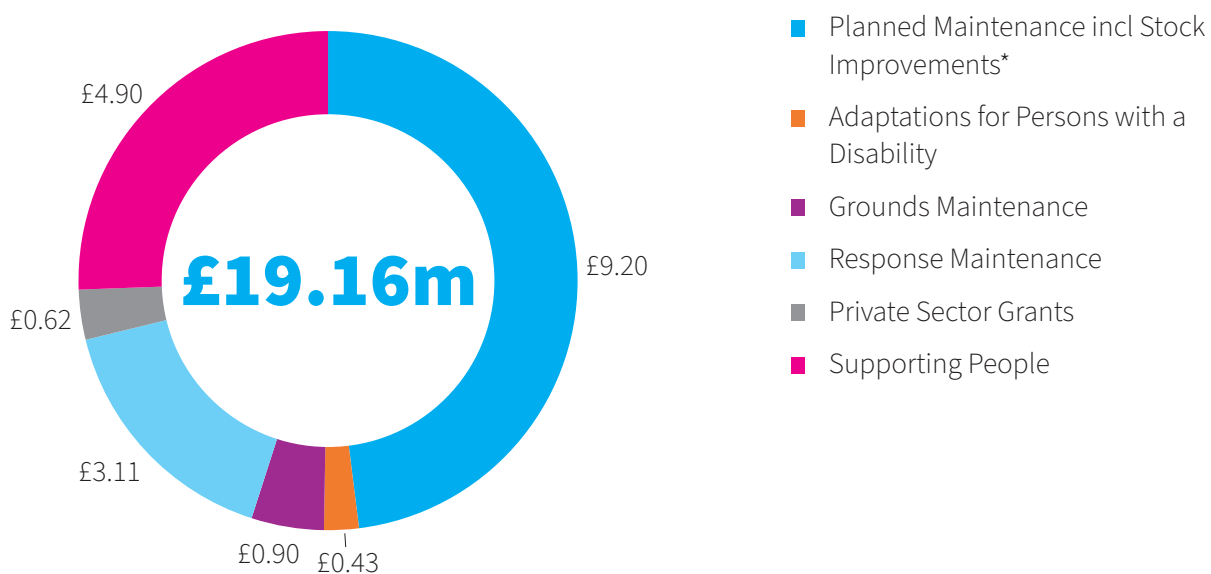
\*\*\*Affordable Warmth spend was £611k and Boiler Replacement spend was £73k.

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 Lisburn & Castlereagh totalling £19.16m.

### Lisburn & Castlereagh Council 2021/22 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £1.29m and Stock Improvement Spend is £7.91m.

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**



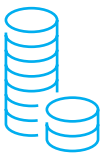
**Delivering  
better homes**



**Fostering vibrant  
sustainable  
communities**



**Delivering quality  
public services**



**Community  
Grants**  
**£23,985**  
funding awarded



**Community  
Safety**  
**£18,299**  
funding awarded



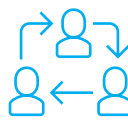
**Energy  
Efficiency**  
**£0.52m**  
spend



**Affordable  
Warmth**  
**246** installations  
**£611,274**  
spend



**Boiler  
Replacement**  
**£73,149**  
spend



**Supporting  
People**  
**£4.9m**  
spend



**Disabled Facilities  
Grants (DFGs)**  
**£493,733**  
spend



**Adaptations**  
**£0.43m**  
spend



**New Build**  
**£27.48m**  
spend



**Social Enterprise Plus**  
**£44,810**  
awarded

# Outcome 1

## Helping people find housing support and solutions

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>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.</b></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>In addition, an analysis of repeat homelessness has been completed and a dashboard developed to allow local tracking of repeat cases.</p>	<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>	4b 4c
<p><b>Implementation of year two actions in Chronic Homelessness Action Plan (CHAP).</b></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>		

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
	<p>Specific actions included:</p> <ul style="list-style-type: none"> <li>• The introduction of shared housing options for young people moving from supported accommodation while ensuring social distancing guidelines are implemented;</li> <li>• The approval of a range of housing led measures including wraparound support, support to those in the private rented sector and Housing First;</li> <li>• The creation of dispersed support models; and,</li> <li>• Provision of PPE/self-isolation units and other initiatives.</li> </ul> <p>845 homelessness presenters and 552 homelessness acceptances.</p>		
<p><b>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</b></p> <p><b>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</b></p> <p><b>Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</b></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>4b 4c</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>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.</b>	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.	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.  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.	4b 4c
<b>£4.6m has been approved to deliver the Supporting People Programme for 2020/21.</b>	£4.9m was spent delivering the Supporting People Programme for 2020/21.  63 Accommodation Based services for 1,058 service users.  Ten floating support schemes for 508 service users.	£4.9m has been approved to deliver the Supporting People Programme for 2021/22, Appendix 5.	4b 4c

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>The gross, three-year (2020/23) Social Housing Development Programme (SHDP) contains no new supported housing schemes.</b>	There is currently no identified or known requirement for additional supported housing in Lisburn & Castlereagh area.	The gross, three-year (2021/24) SHDP for new supported housing will be kept under annual review.	4b 4c
<b>The Wheelchair Standard Accommodation target for general needs new build for 2020/21 is 10%.</b>	Four wheelchair units were on-site and two units completed at March 2021.	The Wheelchair Standard Accommodation target for general needs is 10% on an annual basis.	4b 4c 4d 5d
<b>NIHE has funding of approximately £12m for Disabled Facilities Grants (DFGs) for the private sector in 2020/21 across NI. The funding for Lisburn &amp; Castlereagh is £0.58m.</b>	NIHE approved 29 DFGs during 2020/21. 14 DFGs were completed during the year, spending £493,733 in the Council area.	NIHE has funding of approximately £9.7m for DFGs for the private sector in 2021/22 across NI. The funding for Lisburn & Castlereagh is £516k.	4b 4c
<b>NIHE were unable to provide details on our budget for adaptations in 2020/21 due to the COVID-19 pandemic.</b>	NIHE spent £0.43m on adaptations in the Council area in 2020/21.	NIHE have a budget of £0.93m to provide adaptations to their properties in the Council area in 2021/22.	4b 4c



# Outcome 2

## Delivering better homes

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>Identifying housing needs, increasing supply of affordable renting and assisting home ownership</b>			
<p><b>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</b></p> <p><b>NIHE will annually assess demand for intermediate housing for the Council area.</b></p>	<p>Achieved. The five year social housing need for the Council area is 1,450, Appendix 2.</p> <p>Achieved. The ten year intermediate housing need is 1,400.</p>	<p>NIHE will carry out an annual five-year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	<p>4b</p> <p>4c</p>
<p><b>NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas.</b></p> <ul style="list-style-type: none"> <li>• Northern Area - Ballymena HMA and Causeway Coast HMAs</li> <li>• Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs</li> <li>• South Eastern Area – Newry and Craigavon Urban Area HMAs.</li> </ul>	<p>The completed Belfast Metropolitan Area and Derry/Strabane Strategic Housing Market Analysis reports were presented to and approved by the NIHE Board in April 2021.</p>	<p>A procurement exercise to complete the remaining Housing Market Areas will commence later in 2021.</p>	<p>4b</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>DfC will approve a gross, three-year 2020/23 Social Housing Development Programme (SHDP).</b>	There are 260 units on-site, of which, 159 units started in 2020/21. There were 97 units completed during 2020/21, Appendix 3.	DfC will approve a gross, three-year 2021/24 SHDP.	4b 4c
<b>Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.</b>	In 2020/21, there were 142 properties purchased through Co-Ownership in the Lisburn & Castlereagh area.	Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	4c
<b>NIHE will continue to implement the House Sales and Equity Sharing Scheme.</b>	13 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.	4c
<b>Improving People's Homes – NIHE Stock</b>			
<b>We were unable to provide detail on our planned maintenance schemes for 2020/21 due to the COVID-19 pandemic.</b>	In 2020/21, NIHE spent £3.85m 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 £1.29m, for details see Appendix 4.	4b 4c
<b>We were unable to provide detail on our stock improvement work in 2020/21 due to the COVID-19 pandemic.</b>	In 2020/21, NIHE spent £0.62m on stock improvement work.	Funding for NIHE stock improvement work for the Council area in 2021/22 is estimated at £7.91m for details see Appendix 4.	4b 4c
<b>NIHE will complete response maintenance repairs within the required target time.</b>	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.	
<b>NIHE will carry out response maintenance repairs to customers' satisfaction.</b>	93.49% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>Improving People's Homes – Private Stock</b>			
<b>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.</b>	In the Council area, 246 measures were carried out to 155 private properties under the Affordable Warmth Scheme in 2020/21, at a cost of £611,274.	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.	4a 4g
<b>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.</b>	In Lisburn & Castlereagh, 111 properties had boilers replaced at cost of £73,149	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.	4a 4g
<b>Funding of discretionary grants will continue in 2020/21.</b>	Discretionary grants expenditure in 2020/21 was £97.8k	Projected funding of £71.1k discretionary grants will continue in 2021/22.	4c
<b>Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.</b>	Repair grants expenditure in 2020/21 was £9.6k	Projected funding of repair grants of £6.3k will continue in 2021/22.	4c

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>NIHE's 2020/23 Energy Efficiency Programme includes 2,064 units at a cost of £7.70m.</b>	In 2020/21, the Energy Efficiency Programme included 167 units at a cost of £0.52m.	NIHE's 2021/24 Energy Efficiency Programme includes 2,240 units at a cost of £8.39m.	4a 4g
<b>Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.</b>	5,200 households have become members of the 27 Oil Buying Clubs established in NI.	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.	4g

# Outcome 3

## Fostering vibrant sustainable communities

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>Community Planning</b>			
<b>Promote housing led regeneration through master planning proposals in urban and village centres.</b>	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	4b 4c
<b>DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2020/21.</b>	DfC has funded £402k for SPOD and £468k Areas at Risk in NI in 2020/21. Neighbourhood Renewal funding in NI totalled £16m.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2021/22.	4b 4c
<b>NIHE will work with rural communities to identify hidden rural housing need. We have identified Annahilt as potential for testing in 2020/21.</b>	A Site Investigation Study was completed which identified a strategy to identify rural housing need within Annahilt for a future social new build scheme.	NIHE will work with rural communities to identify hidden rural housing need.	4a 4b 4c
<b>The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)</b>	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 2021/22. (subject to budget allocation)	4a 4b

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>NIHE hopes to offer the Rural Community Awards on an annual basis.</b>	The 2020/21 Rural Community Awards were presented to various community groups throughout NI.	NIHE hopes to offer the Rural Community Awards on an annual basis.	4c
<b>Building Successful Communities</b>			
<b>DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.</b>	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	2c
<b>Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.</b>	Applications opened during summer 2020. Three successful applications received funding in the last quarter of 2020/21, totalling £44,810 in the Council area.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	2c
<b>Launch and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.</b>	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.	Our Community Safety Strategy spans three main themes supported by annual action plans: <ul style="list-style-type: none"> <li>• Building Community Confidence;</li> <li>• Ensuring Local Solutions;</li> <li>• Working Together.</li> </ul>	5a 5f
<b>We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.</b>	During 2020/21, NIHE dealt with 80 new cases of ASB and nine re-opened cases within the Council area of which seven were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	5f

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>NIHE will work to prevent people leaving their homes as a consequence of hate crimes.</b>	During 2020/21, there were zero Hate Incident Practical Action scheme (HIPA) incidents actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	5a 5f
<b>NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).</b>	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.	4b 5d
<b>NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.</b>	During 2020/21, £18,299 was awarded in the Council area towards five community safety projects.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	
<b>NIHE will continue to partner on ASB Forum.</b>	Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department of Justice to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	
<b>NIHE will work to raise awareness and promote diversity and integration through its Community Cohesion Strategy.</b>	NIHE continues to engage at a local level to deliver programmes that raise awareness and promote diversity and integration.  This can be measured by the number of Race Relations programmes funded.	NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.	

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>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.</b>	Community Cohesion funding of £370k was spent across NI.	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.	5f
<b>NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.</b>	NIHE staff will continue to engage with local community groups.	Continue to work with groups to ensure we give the best outcomes for our communities.	5c
<b>The Community Involvement Strategy includes a one year action plan which will be monitored.</b>	All actions have been delivered or are on target.	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.	5c
<b>The Community Grants 2020/21 budget has been agreed as £20,000 per Area Office, but has been redirected and released as a COVID-19 Community Support Fund. Funding of £3,153.85 per area for Housing Community Network (HCN) is also available.</b>	<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 £2,153.85 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>A total of £23,985 was spent in 2020/21 on Community Grants in Lisburn &amp; Castlereagh.</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>	5a 5b 5c

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



# Outcome 4

## Delivering quality public services

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>Maximise rent collection to reinvest and improve services.</b>  <b>Manage arrears as effectively as possible to maximise income.</b>  <b>Continue to report Tenancy Fraud statistics to DfC.</b> <b>Monitor and reduce tenancy fraud.</b>	<p>NIHE collected 98.81% of rent at March 2021.</p> <p>Arrears increased by £228k 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>	4c
<b>Implement the welfare reform project plan as required.</b>	<p>NIHE has:</p> <ul style="list-style-type: none"> <li>• an established Project Team which oversees Welfare Reform;</li> <li>• continued to implement the welfare reform project plan as required;</li> <li>• continued to identify the impact of the changes on our customers and on the business;</li> <li>• developed appropriate processes to implement changes;</li> <li>• developed an Income Collection project plan to deal with the impacts of welfare reform;</li> </ul>	<p>NIHE will:</p> <ul style="list-style-type: none"> <li>• continue to implement the welfare reform project plan as required;</li> <li>• communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>• continue to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>• assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; and</li> </ul>	4b 4c

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
	<ul style="list-style-type: none"> <li>worked with DfC and Department for Work and Pensions (DWP) to align social rented sector payments with the claimants UC payment date;</li> <li>carried out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>instigated measures to lessen the impacts; and</li> <li>worked closely with DfC and DWP on the implementation of welfare reform and the mitigation processes.</li> </ul>	<ul style="list-style-type: none"> <li>continue to work with DfC as a trusted partner for the Move to UC.</li> </ul>	
<b>NIHE plan to process new public/private HB claims within the 15 day target and HB claim amendment within five days.</b>	In 2020/21, new claims were processed in an average of 4.9 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.	2a 4c
<b>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.</b>	<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>As a result NIHE actionable voids at March 2021 were 1.26% 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.	4b 4c

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>Develop and implement a new Customer Support &amp; Tenancy Sustainment Strategy (2019-2022) which builds upon the success of the previous strategy.</b></p>	<p>The Customer Support &amp; 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"> <li>• Housing Support;</li> <li>• Employment Support;</li> <li>• Money Support;</li> <li>• Proactive/Responsive Support for At Risk Customers; and,</li> <li>• Neighbourhood/Community Support.</li> </ul> <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>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 &lt;12 months against a baseline of 86%.</p>	<p>4b</p> <p>4c</p>
<p><b>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.</b></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><b>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</b></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>4b</p> <p>4c</p>

# Appendices

# Appendix 1

## Community Plan themes and outcomes

[Lisburn & Castlereagh Community Plan](#)

Theme	Indicators	Reference
<b>CHILDREN AND YOUNG PEOPLE</b> <b>Our children and young people have the best start in life.</b>	All children and young people have an equal chance to fulfil their educational potential.	1a
	Children and young people in need and looked after children experience stability and positive transitions into adulthood.	1b
	The positive role of children and young people in the community is valued and encouraged.	1c
	Children and young people are protected from harm.	1d
	Children and young people are physically active and enjoy good mental health.	1e
	Children and young people live in a society that respects their rights.	1f
<b>THE ECONOMY</b> <b>Everyone benefits from a vibrant economy.</b>	Income inequality is reduced.	2a
	Our local workforce is equipped with the right skills to secure employment and/or start a business.	2b
	New businesses and social enterprises are created and existing ones grow, employing more people	2c
	There is growth in tourism based on our natural and historic assets with a focus on international visitors.	2d
	Our transport and digital infrastructure supports our economy and our people.	2e
<b>HEALTH AND WELL-BEING</b> <b>We live healthy, fulfilling and long lives.</b>	Good health will no longer be dependent on where we live or what income we have.	3a
	Older people age actively and more independently to stay well and connected.	3b
	People of all ages are more physically active more often.	3c
	There is good access to countryside and other green spaces for everyone.	3d
	Substance abuse including hazardous drinking and smoking are reduced.	3e

Table continues

Theme	Indicators	Reference
	We enjoy good mental health.	3f
	Our home environments are safe and healthy.	3g
	Poverty and disadvantage is reduced.	3h
<b>WHERE WE LIVE</b> We live and work in attractive, resilient and environmentally friendly places	The built and natural environment is protected and enhanced.	4a
	Neighbourhoods are designed and regenerated to promote well-being.	4b
	Everyone lives in an affordable home that meets their needs.	4c
	We have access to essential services, shops, leisure and workplaces.	4d
	There is a modal shift to sustainable and healthy transport options.	4e
	We produce less waste and reuse and recycle the waste that we do produce.	4f
	Greenhouse gas emissions are reduced.	4g
<b>OUR COMMUNITY</b> We live in empowered, harmonious, safe and welcoming communities.	Public services are enhanced through co-design and co-production.	5a
	There is participation and volunteering in public and community life, arts, culture and sport by people of all backgrounds.	5b
	There is community ownership and management of local assets and facilities.	5c
	We feel a sense of belonging in our local neighbourhoods: urban, suburban and rural.	5d
	Diversity is celebrated and there are good relations between people of different backgrounds and identities.	5e
	Crime and anti-social behaviour is reduced.	5f

# Appendix 2

## Social Housing Need by Settlement 2020-2025

Settlement	Social Housing Need (Units) 5 Year (2020-25)
Lisburn/Dunmurry Urban	1,133
Castlereagh Urban	105
Aghalee	5
Annahilt	0
Ballynadolly	0
Boardmills	0
Carryduff	31
Culcavy	6
Dromara	5
Drumbo	0
Dundrod	1
Glenavy	36
Hillsborough	33
Lambeg	52
Lisburn Rural	0
Lower and Upper Ballinderry	3
Maze	0
Meghaberry	4
Milltown	4
Moir	27
Moneyreagh	3
Purdysburn	0
Ravarnette	2
Stoneyford	0
<b>Total Social New Build Requirement Lisburn and Castlereagh</b>	<b>1,450</b>

Source: NIHE

# 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
ESP*	2	General Needs	Ark	Urban
ESP*	2	General Needs	Ark	Rural
Church Road, Dundonald	7	General Needs	Ark	Urban
ESP*	1	General Needs	Choice	Urban
Killynure Phase 2 (T)**	16	General Needs	Choice	Urban
Killynure Phase 2 (T) **	6	Active Elderly	Choice	Urban
Killynure Phase 2 (T) **	2	Wheelchair	Choice	Urban
Wardsborough Avenue	28	General Needs	Clanmil	Urban
Market Square, Phase 2	2	General Needs	Clanmil	Urban
ESP*	1	General Needs	Connswater	Urban
2&4 Glen Road	23	General Needs	South Ulster	Rural
Glenview Close, Glenavy Road	5	General Needs	South Ulster	Urban
ESP*	2	General Needs	Triangle	Rural
<b>Total</b>	<b>97</b>			

Source: NIHE

\*ESP - Existing Satisfactory Purchase \*\* (T) Transfer Scheme built on NIHE land



## Schemes on-site at March 2021

Scheme	No of units	Client Group	Housing Association	Policy Theme
149-151 Warren Gardens	20	Active Elderly	Ark	Urban
Ballybeen Square Phase 2 (T)**	26	General Needs	Choice	Urban
Ballybeen Square Phase 2 (T)**	2	Wheelchair	Choice	Urban
198-200 Moira Road	17	General Needs	Choice	Urban
ESP*	1	General Needs	Choice	Urban
ESP*	1	General Needs	Clanmil	Urban
Redwoods Phase 6	24	Active Elderly	Clanmil	Urban
Redwoods Phase 6	6	Active Elderly	Clanmil	Urban
Brokerstown Road, Phase 2	7	General Needs	Clanmil	Urban
Brokerstown Road, Phase 2	19	Active Elderly	Clanmil	Urban
Brokerstown Road, Phase 2	2	Wheelchair	Clanmil	Urban
757-759 Upper Newtownards Road	15	Active Elderly	Clanmil	Urban
Brokerstown Road	29	General Needs	Clanmil	Urban
Mountview Drive & Skyline Drive	30	General Needs	Clanmil	Urban
Oakridge (Mountview, Phase 3)	31	General Needs	Clanmil	Urban
3a & 3b Graham Street	15	General Needs	Connswater	Urban
ESP*	1	General Needs	Habinteg	Urban
Causeway End Road	14	General Needs	South Ulster	Urban
<b>Total</b>	<b>260</b>			

Source: NIHE

\*ESP - Existing Satisfactory Purchase \*\* (T) Transfer Scheme built on NIHE land

**Schemes programmed 2021/24**

<b>Scheme</b>	<b>No of units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Policy Theme</b>
Ballinderry Road	121	General Needs	Apex Housing	2021/22	Urban
Ballinderry Road	4	Wheelchair	Apex Housing	2021/22	Urban
58 Hillsborough Road	12	General Needs	Ark	2021/22	Urban
16-18 Baronsgrange, Comber Road	20	General Needs	Alpha	2022/23	Urban
48-50 Bridge Street	9	General Needs	Ark	2022/23	Urban
Parklands, Belsize Road	15	Active Elderly	Choice	2022/23	Urban
Morven Park (T)*	20	General Needs	Choice	2022/23	Urban
Hilden Mill	200	General Needs	Choice	2022/23	Urban
933 Upper Newtownards Road	26	General Needs	Clanmil	2022/23	Urban
164 Moira Road	12	General Needs	Connswater	2022/23	Urban
Dunmurry High School Phase 2	13	General Needs	Connswater	2023/24	Urban
Moira Road	150	General Needs	South Ulster	2023/24	Urban
<b>Total</b>	<b>602</b>				

Source: NIHE

\* (T) Transfer Scheme built on NIHE land

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

### Lisburn/Castlereagh scheme activity completions up to March 2021

Work Category	Scheme	Units
<b>Double Glazing</b>	Ballybeen/ Seymour Hill Phase 1	35
<b>External Cyclical Maintenance</b>	Rathvarna	99
	Old Warren Phase 1	243
	Hill Street/ Greenwood	119
	LC Hilden/ Low Road	115
	Cypress/ Conway	160
	Tonagh/ Iniscarn	96
	Ballybeen/ Breda	19
	Knockmore	53
	Ballymacoss	54
<b>Bathroom Kitchen Rewire</b>	Ballybeen Phase 2	2
	Ballymacash/ Beechwood	27
<b>Heating Installation</b>	Castlereagh (15 Year Systems)	1
	Lisburn Heating Emergency Phase 2	31
	Lisburn Antrim Street Phase 1	2
	Lisburn/ Castlereagh Previous Refusals	3
	Lisburn Antrim Street Phase 2	41
	Lisburn/ Castlereagh Emergency Scheme 2019/20	9
	Lisburn Emergency Scheme 2020/21	22
	Lisburn (Heat)	53
	Lisburn Antrim Street 15 Year Old Phase 1	4
<b>Incremental Improvements</b>	Glenmore Walk Roofs	18

Source: NIHE

Note: Some schemes may start and complete in year.

**Lisburn/Castlereagh scheme activity and expected completions up to March 2022**

<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
<b>Double Glazing</b>	Warren/ Old Warren/ Hillhall	120
	Hillhall/ Greenwood	70
External Cyclical Maintenance	Hill Street/ Greenwood	22
	Old Warren Phase 1	40
	LC Hilden/ Low Road	224
	Cypress/ Conway	208
	Tonagh/ Iniscarn	176
	Knockmore	157
	Ballymacoss	220
	Ballybeen 4 Storey	104
	Old Warren Phase 2	20
	Rushmore/ Knockburn	23
	Ballybeen Phase 2	20
	Ballybeen Phase 3	10
<b>Fence Painting</b>	Lot 3 Lisburn & Castlereagh	960
<b>Bathroom Kitchen Rewire</b>	Ballymacash/ Beechwood	31
	Rathvarna	112
	Knockmore/ Ballinderry	75
<b>Bathroom</b>	Moira/ Hillsborough	70
	Lambeg/ Glenmore	60
<b>Heating Installation</b>	Lisburn Emergency Phase 2	7
	Lisburn (Heat)	37
	Lisburn Emergency 2020/21	78
	Lisburn Emergency Solid Fuel	44
	Lisburn Antrim Street 15 Year Old Phase 1	133
	Lisburn Antrim Street 15 Year Old Phase 2	159
	Lisburn Mop Up Phase 1	125
	Lisburn Mop Up Phase 2	130
	Lisburn /Castlereagh Voids Lot 1	50
<b>Incremental Improvements</b>	LC Gregg House/ Killaney Avenue	4

Source: NIHE

Definition of Work Categories	
<b>BKR</b>	Bathroom Kitchen Rewiring.
<b>External Cyclical Maintenance</b>	Work to the external fabric of a dwelling and its immediate surrounding area.
<b>Heating Installation</b>	Replacement of solid fuel or electric heating.
<b>Revenue Repair/Replacement</b>	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
<b>Capital Scheme</b>	Improvement works.
<b>Special Scheme</b>	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.
<b>Double Glazing</b>	Replacement of single glazed with double glazed units.
<b>Incremental Improvements</b>	Tackles the elements of work listed under Multi Element Improvements on a phased basis to reflect availability of funds.
<b>Multi Element Improvements</b>	May include improvement of living/dining room space, refurbishment of kitchens/bathrooms, rewiring and installation of central heating.

### Grants Performance 2020/21

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	29	659	14
Repairs Grant	<10	4.7	<10
<b>Discretionary Grants</b>			
Replacement Grant	0	0	0
Renovation Grant	<10	44.7	<10
Home Repair Assistance Grant	<10	24.9	<10
<b>Total</b>	<b>41</b>	<b>733</b>	<b>24</b>

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*	<10	0.29
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	13	0.05
Showers**	23	0.05
Minor APD repairs***	13	0.04
<b>Total</b>	<b>-</b>	<b>0.43</b>

Source: NIHE

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

\*\*Lifts &amp; 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	81	57	42	41	29
Funding(£k)	651	728	527	669	659

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
Floating Support Services	Older People	2	2	197	225	95
	Homeless	6	5	565	565	311
	Disability	1	1	130	130	30
	Young People	1	1	240	234	72
	<b>Sub Total**</b>	<b>10</b>	<b>-</b>	<b>1132</b>	<b>1154</b>	<b>508</b>
Accommodation Based Services	Older People	29	6	410	437	761
	Homeless	3	3	907	907	60
	Disability	28	8	2299	2261	223
	Young People	3	2	204	213	14
	<b>Sub Total**</b>	<b>63</b>	<b>-</b>	<b>3820</b>	<b>3817</b>	<b>1058</b>
<b>Grand Total*</b>		<b>73</b>	<b>**</b>	<b>4952</b>	<b>4971</b>	<b>1566</b>

Source: NIHE

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

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

### Homelessness

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation*
<b>2016/17</b>	1701	1033	318
<b>2017/18</b>	1045	675	291
<b>2018/19</b>	946	716	216
<b>2019/20</b>	1034	756	220
<b>2020/21</b>	845	552	428

Source: NIHE

\* Applicants may have multiple placements over the period

# Appendix 6

## NIHE Stock at March 2021

Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Castlereagh Rural</b>							
Carryduff	43	0	8	26	0	77	2
	<b>2</b>	<b>0</b>	<b>4</b>	<b>91</b>	<b>0</b>	<b>97</b>	
Castlereagh-Rural	1	11	0	1	0	13	1
	<b>1</b>	<b>47</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>62</b>	
Moneyrea	31	0	5	11	0	47	0
	<b>32</b>	<b>0</b>	<b>3</b>	<b>100</b>	<b>0</b>	<b>135</b>	
Purdysburn	15	0	0	1	0	16	1
	<b>2</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>15</b>	
Castlereagh Rural Total	90	11	13	39	0	153	4
	<b>37</b>	<b>47</b>	<b>7</b>	<b>217</b>	<b>0</b>	<b>308</b>	
<b>Castlereagh Urban</b>							
Ballybeen	171	0	292	337	106	906	14
	<b>18</b>	<b>0</b>	<b>118</b>	<b>1097</b>	<b>41</b>	<b>1274</b>	
Bests Hill	6	0	6	6	0	18	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>11</b>	<b>0</b>	<b>13</b>	
Brooklands	7	0	15	42	0	64	0
	<b>3</b>	<b>0</b>	<b>9</b>	<b>127</b>	<b>0</b>	<b>139</b>	
Coronation Park	19	0	2	28	0	49	1
	<b>0</b>	<b>0</b>	<b>2</b>	<b>48</b>	<b>0</b>	<b>50</b>	
Mawhinney Park	0	0	0	6	0	6	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>28</b>	
Moatview Park	0	0	12	13	0	25	1
	<b>0</b>	<b>0</b>	<b>9</b>	<b>53</b>	<b>0</b>	<b>62</b>	
Newtownbreda	2	0	15	34	0	51	2
	<b>0</b>	<b>0</b>	<b>15</b>	<b>116</b>	<b>0</b>	<b>131</b>	

Table continues



## Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Ryan Park	0	0	0	14	0	14	1
	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>50</b>	
Castlereagh Urban Total	205	0	344	481	106	1133	8
	<b>21</b>	<b>0</b>	<b>154</b>	<b>1535</b>	<b>41</b>	<b>1747</b>	
Lisburn Rural							
Aghalee	8	1	0	2	0	11	0
	<b>2</b>	<b>18</b>	<b>0</b>	<b>26</b>	<b>0</b>	<b>46</b>	
Ballinderry	8	11	0	8	0	27	1
	<b>11</b>	<b>38</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>89</b>	
Ballycrune	5	0	0	11	0	16	0
	<b>1</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>21</b>	
Ballynadolly	0	0	0	3	0	3	0
	<b>0</b>	<b>8</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>23</b>	
Culcavey	24	0	0	12	0	36	2
	<b>2</b>	<b>3</b>	<b>0</b>	<b>73</b>	<b>0</b>	<b>78</b>	
Dromara	7	0	0	7	0	14	0
	<b>1</b>	<b>7</b>	<b>0</b>	<b>63</b>	<b>0</b>	<b>71</b>	
Drumbo	8	0	17	5	0	30	0
	<b>22</b>	<b>0</b>	<b>3</b>	<b>39</b>	<b>0</b>	<b>64</b>	
Dundrod	0	0	0	3	0	3	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>15</b>	
Dunmurry Rural-Cottages	15	6	0	0	0	21	0
	<b>44</b>	<b>63</b>	<b>1</b>	<b>28</b>	<b>0</b>	<b>136</b>	
Feumore	0	1	0	0	0	1	0
	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Glenavy	12	1	0	13	0	26	1
	<b>3</b>	<b>14</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>49</b>	

Table continues

## Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Hillsborough	39	6	11	15	0	71	1
	<b>14</b>	<b>40</b>	<b>13</b>	<b>135</b>	<b>0</b>	<b>202</b>	
Lambeg	21	0	29	31	0	81	2
	<b>5</b>	<b>0</b>	<b>19</b>	<b>116</b>	<b>0</b>	<b>140</b>	
Lisburn Rural-Cottages	0	1	0	1	0	2	0
	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Long Kesh-Eglantine	5	0	0	17	0	22	1
	<b>0</b>	<b>1</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>26</b>	
Magheragall	0	5	0	0	0	5	0
	<b>5</b>	<b>25</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>32</b>	
Maze	0	2	7	31	0	40	0
	<b>1</b>	<b>16</b>	<b>5</b>	<b>69</b>	<b>0</b>	<b>91</b>	
Meghaberry	10	2	0	5	0	17	1
	<b>8</b>	<b>4</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>41</b>	
Milltown-Derriaghy	14	0	0	114	0	128	1
	<b>1</b>	<b>0</b>	<b>0</b>	<b>183</b>	<b>0</b>	<b>184</b>	
Moirá	30	4	12	23	0	69	0
	<b>9</b>	<b>36</b>	<b>8</b>	<b>179</b>	<b>0</b>	<b>232</b>	
Porters Row	10	0	0	0	0	10	1
	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
Ravarnette	9	2	0	30	0	41	0
	<b>0</b>	<b>2</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>26</b>	
Rockview	0	0	0	2	0	2	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>12</b>	
Stoneyford	4	1	0	2	0	7	1
	<b>18</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>22</b>	
Lisburn Rural Total	229	43	76	338	0	683	9
	<b>151</b>	<b>285</b>	<b>49</b>	<b>1129</b>	<b>0</b>	<b>1614</b>	

Table continues

## Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Lisburn Urban</b>							
<b>Ballymacoss</b>	202	0	106	267	0	575	2
	<b>37</b>	<b>10</b>	<b>59</b>	<b>649</b>	<b>0</b>	<b>755</b>	
<b>Greenwood</b>	57	0	76	75	0	208	1
	<b>5</b>	<b>0</b>	<b>14</b>	<b>271</b>	<b>0</b>	<b>290</b>	
<b>Hilden-Low Road</b>	57	0	124	118	15	314	3
	<b>35</b>	<b>0</b>	<b>52</b>	<b>516</b>	<b>1</b>	<b>604</b>	
<b>Hill Street</b>	14	0	16	60	0	90	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>127</b>	<b>0</b>	<b>129</b>	
<b>Hillhall</b>	43	0	0	190	0	233	7
	<b>2</b>	<b>0</b>	<b>0</b>	<b>175</b>	<b>0</b>	<b>177</b>	
<b>Knockmore</b>	14	0	46	76	37	173	3
	<b>3</b>	<b>0</b>	<b>18</b>	<b>317</b>	<b>2</b>	<b>340</b>	
<b>Old Warren</b>	79	0	130	411	5	625	8
	<b>2</b>	<b>0</b>	<b>14</b>	<b>320</b>	<b>0</b>	<b>336</b>	
<b>Seymour Hill-Conway</b>	104	0	403	176	21	704	35
	<b>3</b>	<b>0</b>	<b>242</b>	<b>688</b>	<b>8</b>	<b>941</b>	
<b>Tonagh-Manor-Causeway</b>	59	0	68	186	16	329	2
	<b>2</b>	<b>0</b>	<b>38</b>	<b>533</b>	<b>5</b>	<b>578</b>	
<b>Warren</b>	17	0	58	18	0	93	1
	<b>0</b>	<b>0</b>	<b>22</b>	<b>107</b>	<b>0</b>	<b>129</b>	
<b>Lisburn Urban Total</b>	<b>646</b>	<b>0</b>	<b>1031</b>	<b>1581</b>	<b>94</b>	<b>3344</b>	<b>42</b>
	<b>89</b>	<b>10</b>	<b>462</b>	<b>3703</b>	<b>16</b>	<b>4278</b>	
<b>Lisburn and Castlereagh Total</b>	<b>1170</b>	<b>54</b>	<b>1464</b>	<b>2439</b>	<b>200</b>	<b>5313</b>	<b>88</b>
	<b>298</b>	<b>342</b>	<b>672</b>	<b>6584</b>	<b>57</b>	<b>7947</b>	

Source: NIHE

(i) Bungalow (ii) Maisonette

# Appendix 7

## Applicants and Allocations at March 2021

Group HNA Area	Applicants (Total)	Applicants (HS)	Allocations
Lisburn Urban	1460	1064	266
Castlereagh Urban	389	251	90
Lisburn/Castlereagh Rural	592	432	107
<b>Total</b>	<b>2,441</b>	<b>1,747</b>	<b>463</b>

Source: NIHE

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

# 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
Lisburn Antrim St Office 29 Antrim Street, Lisburn, BT28 1AU		<a href="mailto:lisburndistrict@nihe.gov.uk">lisburndistrict@nihe.gov.uk</a>
Castlereagh Office 30 Church Rd, Dundonald, BT16 2LN		<a href="mailto:castlereagh@nihe.gov.uk">castlereagh@nihe.gov.uk</a>
	<b>Desmond Marley</b> Area Manager	<a href="mailto:des.marley@nihe.gov.uk">des.marley@nihe.gov.uk</a>
	<b>Ciaran Stitt</b> Housing Services Manager	<a href="mailto:ciaran.stitt@nihe.gov.uk">ciaran.stitt@nihe.gov.uk</a>
	<b>Michael Kelly</b> Maintenance Manager	<a href="mailto:michael.kelly3@nihe.gov.uk">michael.kelly3@nihe.gov.uk</a>

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street, Belfast, BT2 8PB	<b>Elma Newberry</b> Assistant Director	<a href="mailto:elma.newberry@nihe.gov.uk">elma.newberry@nihe.gov.uk</a>
Central Grants 2 Adelaide Street, Belfast, BT2 8PB	<b>Danny O'Reilly</b> Senior Principal Officer	<a href="mailto:daniel.o'reilly@nihe.gov.uk">daniel.o'reilly@nihe.gov.uk</a>
Place Shaping Belfast Housing Centre, 2 Adelaide Street, Belfast, BT2 8PB	<b>Fiona McGrath</b> Head of Place Shaping	<a href="mailto:fiona.mcgrath@nihe.gov.uk">fiona.mcgrath@nihe.gov.uk</a>
Development Programme Group 2 Adelaide Street, Belfast, BT2 8PB	<b>Roy Baillie</b> Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@nihe.gov.uk</a>
Supporting People 2 Adelaide Street, Belfast, BT2 8PB	<b>Alistair Mawhinney</b> Assistant Director	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

<b>Affordable Housing</b>	<p>Affordable housing is:</p> <ul style="list-style-type: none"> <li>a) Social rented housing; or</li> <li>b) Intermediate housing for sale; or</li> <li>c) Intermediate housing for rent</li> </ul> <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>
<b>Affordable Housing Fund</b>	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
<b>Areas at Risk</b>	This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.
<b>Building Successful Communities (BSC)</b>	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
<b>Community Asset Transfer (CAT)</b>	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
<b>Community Cohesion</b>	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
<b>Continuous Tenant Omnibus Survey (CTOS)</b>	CTOS is an assessment of the attitudes of Housing Executive tenants.
<b>Department for Communities (DfC)</b>	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
<b>Disabled Facilities Grant (DFG)</b>	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
<b>Discretionary Grants</b>	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.

<b>Equity Sharing</b>	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
<b>Floating Support</b>	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
<b>Fuel Poverty</b>	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
<b>Full Duty Applicant (FDA)</b>	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
<b>Home Energy Conservation Authority (HECA)</b>	The Housing Executive is the HECA for Northern Ireland.
<b>House in Multiple Occupation (HMO)</b>	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
<b>House Sales Scheme</b>	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
<b>Housing for All</b>	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
<b>Housing Growth Indicators (HGI)</b>	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.
<b>Housing Market Area</b>	A housing market area is the geographic area within which the majority of households move, work and live.



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

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

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

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Executive