



Ards and North Down

HOUSING INVESTMENT PLAN 2023-26

Housing
Executive

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This document is available in alternative formats.

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Executive Summary

Across Northern Ireland in 2022/23 we:



83,500

Managed over 83,500 social homes



5,800

Allocated almost 5,800 homes

822

Approved 822 Disabled facilities grants



£95.05m

Invested £95.05m in Planned Maintenance and Stock Improvement

1,956



Started 1,956 new social homes



£470m

Paid out £470m in Housing Benefit

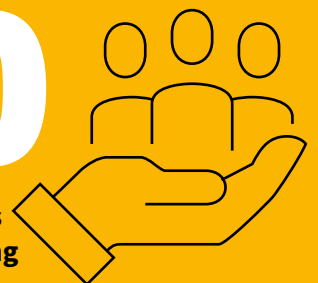
£371m

Invested £371m in new build social homes



19,000

Provided over 19,000 housing support places to the most vulnerable through the Supporting People Programme and invested £75.23m



Completed

85%

of repairs within target

554

Sold 554 homes



£55.1m

Approximately £55.1m was invested in our Rural Communities



The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £694.66m for Northern Ireland.

Northern Ireland 2022/23 Public Sector Housing Spend (£m)

£16.94m

Affordable Warmth and Boiler Replacement***

£24.71m

ERDF Retrofit Programme

£95.05m

Planned Maintenance incl
Stock Improvements*

£14.25m

Adaptations for Persons
with a Disability

£9.71m

Grounds Maintenance

£74.57m

Response
Maintenance

£11.90m

Private Sector Grants

£75.23m

Supporting People

£1.30m

Community Development

£371m

Investment
New Build**

Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £75.58m and Stock Improvement Spend was £19.47m.

**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 £16.33m and Boiler Replacement spend was £0.61m.

ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend totalling £319.02m for Northern Ireland.

Northern Ireland 2023/24 Projected Public Sector Housing Spend (£m)

£14.15m

Affordable Warmth and Boiler Replacement**

£8.50m

ERDF Retrofit Programme

£94.42m

Planned Maintenance incl
Stock Improvements*

£71.86m

Supporting
People

£18.24m

Private Sector
Grants

£16.95m

Adaptations for Persons
with a Disability

£11.82m

Grounds Maintenance

£83.08m

Response Maintenance

Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £79.77m and Stock Improvement Spend is £14.65m.

**Affordable Warmth projected spend is £14m and Boiler Replacement projected spend is £0.15m.

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

ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

In Ards and North Down Borough Council in 2022/23, the Housing Executive:



Managed
6,175
social homes



Allocated
more than
475
homes



Completed
27
Disabled facilities
grants



Provided
over **1,490**
housing support places to
the most vulnerable through
the Supporting People
Programme



Paid out
£31.5m
in Housing Benefit



Completed
98.48%
of repairs
to customers' satisfaction



Community Grants
£19k
funding awarded



Community Cohesion
£24k
funding awarded



Community Safety
£14k
funding awarded



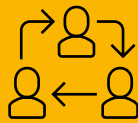
Energy Efficiency
£1.30m
spend



Affordable Warmth
427
installations



Affordable Warmth Spend
£1.16m
spend



Supporting People
£6.01m
spend



Disabled Facilities Grants (DFGs)
£1.73m
approval value



Adaptations
£1.64m
spend



New Build
£13.30m
spend



New Build Completed
16
homes



Under Construction
162
homes



New Build Planned
158
units (2023 – 2026)



Waiting List March 2023
3,257
applicants, **2,267** in
Housing Stress (69.6%)



NIHE House Sales
34
average selling price
£62,568

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £36.07m for Ards and North Down Borough Council.

Ards and North Down Borough Council 2022/23 Public Sector Housing Spend (£m)

£1.24m

Affordable Warmth and Boiler Replacement***

£13.30m

Investment
New Build**

£7.40m

Planned Maintenance incl
Stock Improvements*

£0.02m

ERDF Retrofit
Programme

£1.64m

Adaptations for Persons
with a Disability

£0.52m

Grounds Maintenance

£4.94m

Response Maintenance

£0.94m

Private Sector Grants

£6.01m

Supporting People

£0.06m

Community
Development

Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.95m and Stock Improvement Spend was £3.45m.

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

***Affordable Warmth spend was £1.16m and Boiler Replacement spend was £77k.

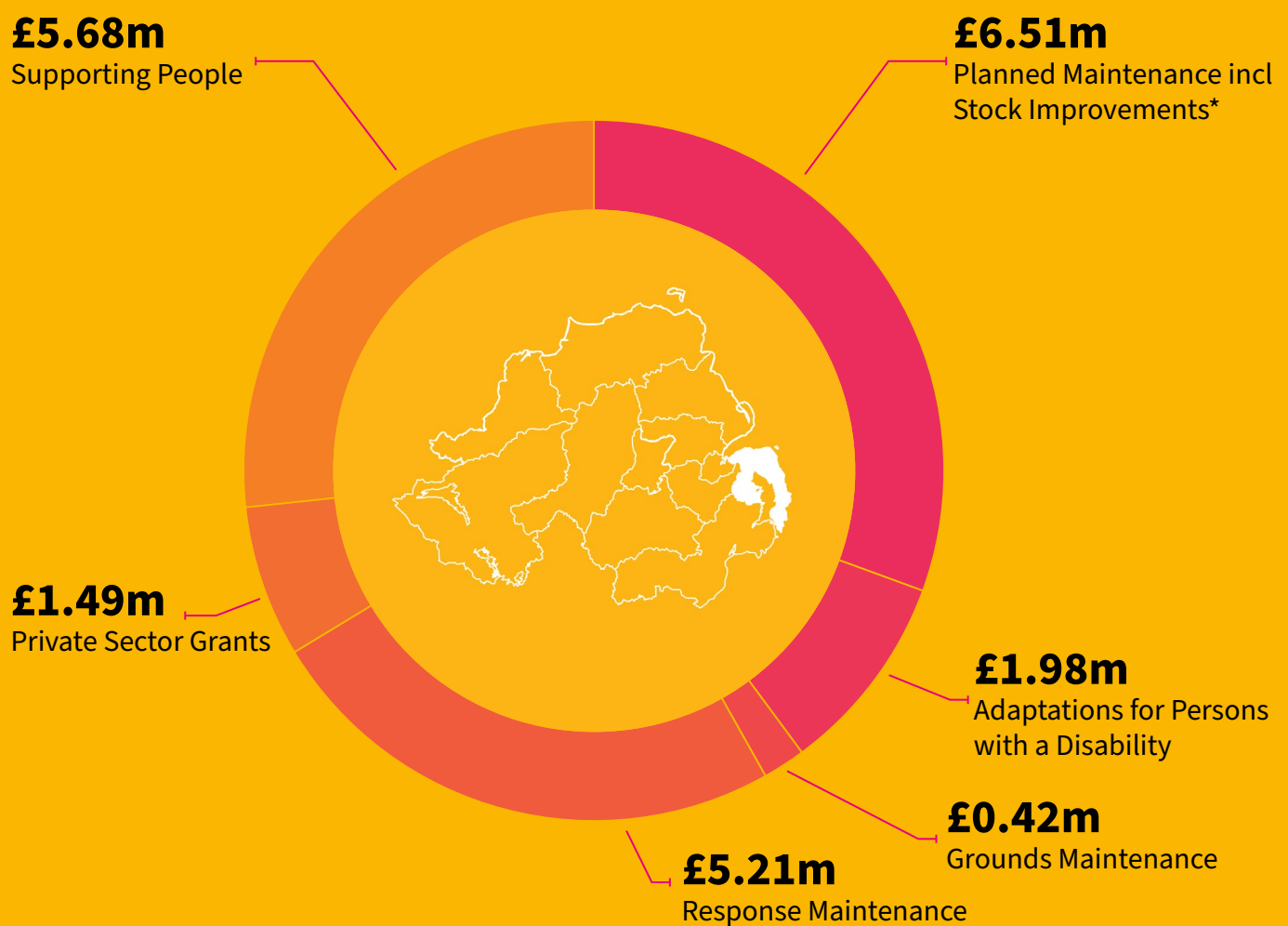
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Ards and North Down Borough Council totalling £21.29m.

Ards and North Down Borough Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £4.81m and Stock Improvement Spend is £1.70m.

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.

Foreword

Welcome to the Northern Ireland Housing Executive's Housing Investment Plan, which reports on progress made over the past twelve months and sets out our ambitions for the coming year.

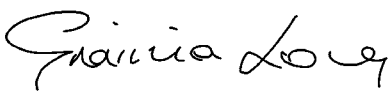
- While the external environment in which we operate remains challenging, the majority of last year's targets have been met, or exceeded. NIHE has invested more in our tenants' homes, over the past 12 months, than in any of the previous 15 years. This demonstrates our commitment to improving the health and well-being of our tenants by keeping their homes safe, warm and dry.
- In partnership with housing associations, through the Social Housing Development Programme, we facilitated 1,956 new build social housing starts across Northern Ireland.
- We expanded our Financial Inclusion Service to ensure as many tenants as possible had access to the right kind of financial advice.
- We made significant progress in implementing our Sustainable Development Strategy; growing the number of homes benefitting from retrofitting, and expanding our tree planting programme to improve climate adaptation across Northern Ireland.

This Housing Investment Plan demonstrates how we are working as a partner to deliver Community Plans. We continue to engage with Community Planning partners to deliver housing outcomes. The plans also reflect the objectives set out in our own Corporate Strategy:

- A significant shift towards sustainable development – locking us on a path to decarbonising our homes and protecting our assets and our tenants;
- Putting us in a position where we can borrow to build and to invest – and building our capacity to do so;
- Extracting social value from our spending power – delivering local inclusive economic development, by investing in skills and supply chains;

- Much greater involvement of customers in decisions and services that affect their lives and a strategic focus on alleviating the impact of the rising cost of living;
- A strategic shift towards prevention of homelessness and urgent re-housing for those experiencing homelessness; and
- Being a delivery partner for all of government – towards the reduction of economic inactivity, delivery of green growth and early intervention to improve lives.

NIHE takes its responsibilities as a Community Planning Partner very seriously. Delivery of our housing objectives is key to the social, economic and environmental benefits of each council area. I am grateful for the partnerships which we have built with councils across Northern Ireland, and look forward to working together as we deliver against our shared goal of providing better places to live for the people and communities we serve.



Grainia Long
CHIEF EXECUTIVE



Introduction

Welcome to the new 'Housing Investment Plan 2023-2026'. The Housing Executive is statutorily required under the 1981 Housing Order to report to Councils on its past year's performance (2022/23) and next year's proposals (2023/24). The Housing Investment Plan 2023-2026 however will look ahead to the next 3 years and is aligned to the [3 year Corporate Strategy](#) (2022/23 -2024/25) and its associated set of strategic priorities, which commit the Housing Executive to:

- Working with our partners to increase social housing supply to help meet identified need and building our capacity to borrow, invest in our stock and add to new supply
- Helping NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations
- Investing an estimated £1,700m (over the next 3 years) into our local economy, through our housing services, construction activity, employment opportunities and through our support for the health, voluntary and community sectors, while also processing circa £1,148m in Housing Benefit payments across public and private housing tenures over the same period
- Working with our partners to deliver innovative housing solutions for our customers and to help reduce poverty and improve Health & Wellbeing
- Involving our customers to ensure that they are at the heart of service improvements and our business delivery mode
- Being an employer of choice and delivering high quality services for all in Northern Ireland's increasingly diverse community

The Housing Investment Plan is also aligned to the outcomes of each Council's 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.

Part 1 below is the Strategic Context, focusing on achievements during the 2022/23 business year in respect of the Housing Executive's suite of Strategies, Programmes and Action Plans as the Strategic Housing Authority for Northern Ireland and a landlord at scale. The Strategic Context will also include links to relevant documents and related additional reference material. Part 2 sets out the local context and outcomes tables of locally specific Housing Executive performance against Council's Community Planning objectives.

Overview

When writing the HIP, we have taken account of the wider strategic context, including:



The Communities Minister's November 2020 statement on housing reform and plans to revitalise the Housing Executive



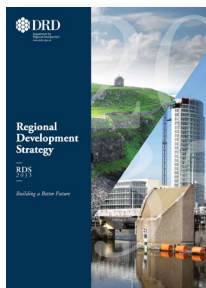
New Decade New Approach



The consultation on the Programme for Government Draft Outcomes Framework 2021



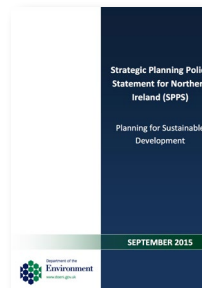
The Sustainable Development Strategy



The Regional Development Strategy



The Housing Supply Strategy



Strategic Planning Policy Statement

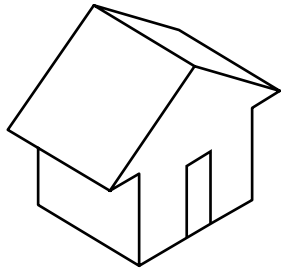


The emerging suite of new Local Development Plans

In addition, the broader context of post-Covid recovery, environmental and climate risks, Economic challenges associated with market uncertainty and increased household costs are all important factors for planning for the future.

In this context, we have set out our plans to ensure that we address the challenges and maximise the opportunities open to us over the coming years. In the sections below, we have highlighted some of these key themes and their implications for the Housing Executive.

Across **Northern Ireland in 2022/23**, the Housing Executive achieved a significant amount as summarised below.



83,500

Managed over 83,500 social homes



5,800

Allocated almost 5,800 homes

822

Approved 822 Disabled facilities grants



£95.05m

Invested £95.05m in Planned Maintenance and Stock Improvement

1,956



Started 1,956 new social homes



£470m

Paid out £470m in Housing Benefit

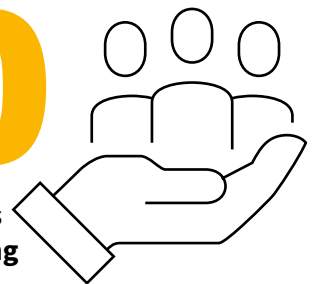
£371m

Invested £371m in new build social homes



19,000

Provided over 19,000 housing support places to the most vulnerable through the Supporting People Programme and invested £75.23m



554

Sold 554 homes



£55.1m

Approximately £55.1m was invested in our Rural Communities



Part 1 - Strategic Context

The Housing Investment Plan 2023-2026 has not been developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes which impact on the daily lives of the Housing Executive's customers and tenants. Underpinning much of the work that the Housing Executive do are the key themes of Revitalisation and Sustainable Development, as well as all the measures and interventions at a local level that are firmly focused on the needs of our customers and providing high quality public services, in achieving positive housing outcomes across Northern Ireland. Also in this section, aligning with the Corporate and Business Plan, we present our strategies and key programmes of work that have been progressed over the last year under the six strategic priorities. This work has impacted across the community and the environment and continues to inform the work of the Community Planning Partnerships.

Housing Executive Revitalisation

Following commitments in New Decade New Approach and in the Minister for Communities statement in November 2020, the Housing Executive continues to work with the Department for Communities (DfC) in progressing the Revitalisation Programme, which will consider and assess options to 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.

An informal board briefing presentation on Revitalisation took place on 14th December 2022 outlining the case for change and the key elements of the Outline Business Case. Further presentations will be made as work is progressed.

The current situation is that the Minister provided a written update on

progress with the Outline Business Case on the 21st October providing the following detail:

- A commitment that the Housing Executive will not be privatised;
- An assurance that consideration will be given only to options that limit change and which ensure that the Housing Executive remains dedicated to the essential public service of social housing as it has done so successfully for the past 50 years; and
- The ideal option as always is one in which the Housing Executive strengthens its role as the Strategic Housing Authority and, as a public housing landlord, has access to borrowing.

Discussions are ongoing between DfC and the Housing Executive on next steps.

Sustainable Development

The work of the Housing Executive has long been associated with sustainable practices and continues to endeavour to make a difference to help to sustain the environment for future generations. The key focus is on improving the lives of the people in our communities and making the planet a better place, which aligns with our Strategic Vision of Making a Difference. Our work ranges from providing land for community allotments and gardens, planting of open spaces, to energy efficiency interventions for Housing Executive stock and reporting on home energy conservation across the residential sector.

During 2022, the Housing Executive achieved Platinum in the Business in the Community NI (BITC) Environmental Benchmarking Survey. In conjunction with BITC, the Housing Executive have signed up to the Climate Action Pledge, by signing this Pledge we have committed to reduce our absolute scope 1 and scope 2 Greenhouse Gas (GHG) emissions by either 30% by 2030; and to work towards measuring and reporting our scope 3 GHG emissions.

Emerging issues Impacting on Housing

Supply

After two years of decline, the number of new dwellings started in 2021-22 stood at 7,400, which is still some way off the 2018-19 high of 8,400. A similar pattern emerges in completions: in 2021-22, 7,300 dwellings were completed, and although higher than the previous year, still lower than the number of new dwellings completed in 2018-19 (7,800). In 2022/23, there were just over 6,400 completions.

Rents

Taking a longer term view on rental levels, rents have increased by almost 50% from 2015 to date, and the number of properties available to rent has decreased by around 50% over the same period. The rent charged for new properties to let continues to increase – the average monthly rent across the Belfast City Council Area (BCCA) increased by 12.7% annually to £875, whilst outside of Belfast, the average Local Government District rent was up by 7.2% over the year period to £708 per month.

Undoubtedly the wider economic environment has impacted on affordability issues for households in Northern Ireland. In turn, these affordability issues coupled with the economic conditions impacts on housing supply.

Cost of living

Northern Ireland has the UK's highest proportion of low paid jobs (almost one in five), the lowest discretionary disposable income, and local households spend disproportionately higher amounts of their income on energy, food and fuel relative to the rest of the country, so the country is particularly impacted by the cost of living crisis. Useful link: [Cost of Living | nidirect](#)

Construction industry & Labour market

Pressures are apparent within the construction industry. The CEFNI survey found that 50% experienced a worsening in profit margins since 2021, and looking forward into 2023, the 4 main challenges were reported to be:

increased cost of materials, Inflation, access to skilled labour and political uncertainty / no functioning Executive.

The labour market in Northern Ireland recovered relatively quickly from the pandemic and 2022 saw the lowest unemployment rate in the Labour Force Series to date. Further analysis shows however that there has been a slump in self-employment, down one quarter on where it was pre-pandemic, and conversely that there has been an increase in employees. The number of weekly hours that an average full-time worker works is still less than those pre-pandemic. Vacancies remain stubbornly high, with double the jobs being advertised than pre-pandemic.

House prices

Over the past year, the housing market has showed strong resilience in terms of pricing levels, however, the first quarter of 2023 recorded the first marginal quarter-on-quarter decline in pricing levels in just over 2 years. This was accompanied by reduced transactional activity. The average price of a dwelling in Northern Ireland in Q1 2023 was £203,326, an annual increase 2.2% from Q1 2022, but a 0.7% decline from Q4 2022. Continuing desire for home ownership will be tempered by ongoing economic conditions.

Inflation & Interest rates

The surge in inflation resulted in a 41 year high figure of 11.1% in October 2022. By March 2023 the Consumer Prices Index (CPI) decreased slightly to 10.1%, but despite this drop, CPI inflation remains stubbornly high, particularly for necessities such as food and non-alcoholic beverages. After an extended period of abnormally low interest rates between 2009 and early 2022, the Bank of England base rate has risen steadily over the last year. By March 2023, the interest rate stood at 4.25% and some commentators expect that gradual increases will continue during 2023 in an effort to control inflation.

Relationship with our Customers

The Housing Executive is a trusted organisation, with strong relationships with our customers, at the most local level. Delivering our vision will require continued strengthening of these relationships, particularly following a period of remote service delivery due to restrictions imposed due to COVID-19. Over this plan period we look forward to more face to face

contact with customers, and making our services as seamless and easy to access as possible. We are constantly seeking to build new, and further develop existing relationships with organisations who advocate, champion or support customers.

For our tenants the Housing Community Network (HCN) is fundamental structure through which the Housing Executive maintains positive engagement and involvement with tenants and community representatives through approximately 300 community groups at a community-based level, in both rural and urban locations across Northern Ireland. The Central Housing Forum sits at the top of the HCN pyramid structure and has a recognised and meaningful role in the monitoring and decision-making process of the Housing Executive and influences decisions affecting tenants and communities all over Northern Ireland. Supporting Communities organises this network and acts as a secretariat to the various forums. However we intend to go further and create a more central role for tenants and customers in NIHE governance. It will result in an approach to service design and delivery based on partnership or co-production, whereby we design our systems and services with rather than onto our customers.

Useful links: [Corporate Customer Charter \(nihe.gov.uk\)](https://nihe.gov.uk/corporate/customer-charter)
[Customer Excellence Strategy](#)

Strategic Priority 1

Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need

Workstream	Summary / Current Status	Further reading
Affordable Housing / SHMA	The Housing Executive has continued to work closely with DFC on the provision of new affordable housing products. This includes the development of Intermediate Rent housing. Intermediate Rent aims to increase housing supply and provide a housing choice, which is of high quality, is more affordable and more secure for households. DFC published an Intermediate Rent Policy in March 2023 and we are now working on the delivery of Intermediate Rent units to those whose needs cannot be met in the housing market.	Definition of affordable housing Department for Communities (communities-ni.gov.uk) Northern-Ireland-Summary-Report-(PDF-1-4MB).pdf (nihe.gov.uk) The Housing Executive - News (nihe.gov.uk)
Asset Management Strategy	The Asset Management Strategy that was approved by the Board and the Department in 2015/16 was 'parked' in late 2017 on funding grounds. A temporary strategic investment approach was agreed with the Department and has been in place since, which is aimed at maximising our stock available for letting in the face of high and rising housing need. Work is continuing via the Housing Executive Revitalisation Programme on developing a sustainable funding solution to meet our stock investment requirements.	An Asset Management Strategy for the Northern Ireland Housing Executive (nihe.gov.uk)
Housing Supply Strategy	The NIHE have prepared an action plan on the expansion of the Social Housing Development Programme and this has been agreed with DFC. Actions are progressing including the preparation of a Housing Executive Land Acquisition Business Case which is with DFC for approval.	A new housing supply strategy Department for Communities (communities-ni.gov.uk)
Land Asset Management Strategy	As the Strategic Housing Authority of Northern Ireland and the largest landlord, the Housing Executive has been, and continues to be, in a unique position as custodian of significant public assets to ensure our land and property assets are effectively utilised to provide new housing and to enable and facilitate safe and sustainable communities.	

Table continues

Workstream	Summary / Current Status	Further reading
	<p>The Land Asset Management Strategy and Action Plan 2023-2026 is part of the NIHE's overall Corporate Asset Management Strategy and has been developed in the context of persistently increasing numbers of people living in housing stress and the growing waiting list.</p> <p>The Strategy sets out how the Housing Executive proposes to utilise its land assets over the next three years to support its vision, and that of our partners, to deliver positive and meaningful outcomes for our tenants and citizens across Northern Ireland.</p>	
Local Development Plans (LDP)	<p>As a statutory consultee in the development plan process we have been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enabling positive place making and ambitious developments 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 is to help ensure everyone has access to good-quality, affordable housing and to promote an integrated, shared society.</p> <p>Seven Councils have published their draft Plan Strategies and five of these have completed Independent Examination (IE) stage. Derry and Strabane's public hearing element of the IE is scheduled to start in September 2024. Belfast City Council's Plan Strategy and Fermanagh & Omagh Plan Strategy document have now been adopted, and three additional development plans are likely to progress to adoption during 2023/24, (Lisburn & Castlereagh City Council, Antrim & Newtownabbey and Mid & East Antrim).</p>	NI Planning System Department for Infrastructure (infrastructure-ni.gov.uk)

Table continues

Workstream	Summary / Current Status	Further reading
Social Housing Development Programme (SHDP)	<p>The key SHDP targets for the 22/23 year were to deliver a minimum of 1,950 social housing Starts and 1,400 social housing Completions. There was also a target for 10% of General Needs New Build social housing Starts to be designed in line with Wheelchair Design Standards; and for 12.9% of all new social housing Starts to be in Rural locations.</p> <p>At the end of March 2023, the SHDP out-turn position was confirmed as follows:</p> <ul style="list-style-type: none">• 1,956 new social housing Starts;• 1,449 new social housing Completions;• 150 new social housing Wheelchair Starts (9% of General Needs New Build Starts); <p>71 new Rural social housing Starts (4% of total Starts).</p>	<p>Social Housing Development Programme</p> <p>Housing Association Guide Department for Communities (communities-ni.gov.uk)</p> <p>Development Guide Department for Communities (communities-ni.gov.uk)</p>

Strategic Priority 2

As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations

Workstream	Summary / Current Status	Further reading
Sustainable Development Strategy	<p>The Housing Executive launched our Corporate Sustainable Development Strategy and Action Plan which outlines our commitment to sustaining our environment for future generations and providing quality, affordable housing, while reducing net zero carbon emissions by 2050.</p> <p>Over the next five years, as the strategic housing authority for Northern Ireland, we have committed to improving our social and environmental impact while addressing the cost of living crisis.</p> <p>Strategic sustainable development targets include:</p> <ul style="list-style-type: none">• a 6% reduction in carbon emissions by 2026;• as a landlord, retrofit housing to increase energy efficiency by 2030, plus a 23% reduction in carbon emissions up to 2030/31; and• a corporate 25% reduction in carbon emissions by 2030/31. <p>Key strategic actions include improving the organisation's built environment, supporting biodiversity, assisting sustainable communities and promoting sustainable transport.</p> <p>Educational empowerment leading to behaviour change is essential, and improved health and wellbeing outcomes through more sustainable living is also a key focus for change.</p>	<p>Housing Executive zeros in to eliminate carbon</p> <p>Corporate Sustainable Development Strategy and Action Plan (2022-2027)</p>
Modern Methods of Construction / Low Energy Pilot	<p>We have developed a pilot new build scheme of 6 homes for a site in Ballysillan utilising Modern Methods of Construction and Low Energy technology. Due to rising costs in the construction sector it is necessary to re-tender the scheme, and we hope to start on site later this year.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
Cavity Wall Insulation (CWI)	Following a research report on cavity wall insulation in our stock, our CWI Action Plan was launched in March 2022. The Action Plan is aimed at addressing the findings and recommendations made in the report. A number of actions are set out in the plan relating to, for example, a new CWI extraction/refill process and a small remedial programme. Work is ongoing.	The Cavity Wall Insulation Action Plan is available at Cavity Wall insulation action plan 2022 (nihe.gov.uk)
NI Energy Advice Service and Oil Savings Network Service	<p>As the Home Energy Conservation Authority for Northern Ireland, part of the Housing Executives strategy to deliver its statutory responsibilities is to promote energy efficiency and advice to all households. Since April 2020, the refreshed Northern Ireland Energy Advice Service, delivered in house by the Housing Executive, has received over 14,000 queries up to 31st December 2022.</p> <p>The NI Energy Advice Service (NIEAS) is NI's only one-stop-shop for information on energy efficiency, grant availability, cost savings and renewables. This advice offers vital help via energy cost saving information to vulnerable householders, older people and those on low incomes and answers over 5,000 queries annually. The NIEAS team annually signpost nearly 4,000 customers to available energy grants such as the Housing Executive Boiler Replacement Scheme; a Council-led targeted Affordable Warmth Scheme, aimed at those in fuel poverty and those more vulnerable within our society, and the Utility Regulator's Northern Ireland Sustainable Energy Programme (NISEP).</p> <p>The Oil Savings Network service is actively growing its membership across all Northern Ireland householders (9,000 active members), with the key objective of tackling fuel poverty. The delivery of this service is now an integrated part of the NI Energy Advice Service and its aim is to help householders across Northern Ireland continue to save on their home heating oil.</p>	Energy Advice Service Oil Buying Club Service
Rural-Led Energy Transition (RULET)	<p>The Report on the outcomes of the RULET project is due for release early 2023. This scheme tested the deployment of various energy efficiency measures including smart energy technology in Housing Executive homes.</p> <p>2023-2025 will see the roll out of a low carbon programme of 300+ dwellings to provide evidence for a future of decarbonised heating policy.</p>	GIRONA www.gironaenergy.com

Table continues

Workstream	Summary / Current Status	Further reading
European Regional Development Fund (ERDF)	This six-year €45 million programme is expected to be completed by September 2023. There are currently 20 schemes on site. However, due to delays during COVID-19 and contractor issues, the target of home completions has been reduced to 1,597 properties by September 2023. This scheme also won a National Inside Housing Development Award as 'Climate Change Retrofit Project of the Year 2022'.	

Strategic Priority 3

As NI's largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures

Workstream	Summary / Current Status	Further reading
Social Enterprise Strategy	<p>Since the introduction of the Social Enterprise Plus Strategy 2020 – 2024 we awarded £372,660 with an actual spend of £366,360 to date.</p> <p>During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy. A further round of funding is planned totalling up to £200,000 for 2023/24 financial year.</p> <p>This review included the 4 elements below of being of particular interest;</p> <ul style="list-style-type: none">• Cost of living crisis• Climate change• The Introduction of Social Value in Public Sector Procurement• Post-COVID-19 Recovery <p>The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.</p>	Social Enterprise Plus Strategy 2020-2024
Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25	<p>The Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25 was approved by the Housing Executive Board on 6th July 2022. Since then, Supporting People have been actively engaged in delivery of the Strategic Actions detailed under the four Strategic Priorities, which are:</p>	Supporting People Three Year Strategic Plan and Covid-19 Recovery Plan (nihe.gov.uk)

Table continues

Workstream	Summary / Current Status	Further reading
	<ol style="list-style-type: none"> 1. Drive the recovery and re-build beyond COVID-19. 2. Work towards closing the 14% gap between need for services and supply. 3. Collaborate with providers, to invest in service innovation to achieve greater outcomes. 4. Strengthen relationships across health, criminal justice with the aim of generating greater value from public funds. <p>Accordingly, Supporting People have developed a Draft Strategic Action Plan and a Progress and Monitoring Framework and Report, and have established an internal Project Board to ensure effective governance, delivery and reporting of our strategic commitments.</p>	
Welfare Reform	<p>NIHE has:</p> <ul style="list-style-type: none"> • continued to communicate with staff and customers regarding relevant welfare changes via social media, publications and via housing community networks and community based events; • ‘Making Your Money Work’ has delivered training to front line staff, ensuring tenants are offered appropriate advice and support at key points in their tenancy journey to improve their financial wellbeing; • expanded the Financial Inclusion Team, increasing the number of staff delivering direct benefits and money advice to tenants housing customers and applicants from 5 to 10; • completed and published Universal Credit (UC) customer journey research. Some recommendations of the research have already been delivered through the enhancement of communications with tenants regarding UC, others have been incorporated into the draft Financial Inclusion Strategy 2023-2028 action plan; • continued to work with DfC in the preparation for the commencement of Move to UC; • completed a review of the Discretionary Housing Payment scheme in partnership with DfC and the advice sector. A number of policy changes have now been implemented which ensures we are maximising spend and helping more people than ever before to sustain their tenancy. As a result, we are also helping to prevent and alleviate homelessness. 	<p>The Housing Executive - Welfare reform</p> <p>Universal Credit Customer Journey Research report</p> <p>DHP Policy Document</p>

Workstream	Summary / Current Status	Further reading
Tower Blocks	Our Tower Blocks Action Plan was approved by the Board and the Department in 2019. The Action Plan comprises a mixture of demolition, redevelopment and refurbishment. Demolition works have commenced at Monkscoole House in Rathcoole. Nine other blocks have been approved for demolition/redevelopment and rehousing/clearance activities are ongoing. We are also working on developing improvement proposals for a number of blocks.	Tower-block-strategy Tower Blocks Action Plan (nihe.gov.uk) Tower Blocks Update - Autumn 2022 (nihe.gov.uk)

Strategic Priority 4

As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being

Workstream	Summary / Current Status	Further reading
Community Cohesion Strategy	The Community Involvement Strategy 2018-2022 and Community Cohesion Strategy 2015-2020 are currently under review. We will continue to support communities through the Cohesion and Involvement funding streams. We continue to work in partnership and Service Level Agreements have been established with Supporting Communities Northern Ireland (SCNI), Northern Ireland Youth Forum, Disability Action and Rural Community Network. A Terms of Reference was established for the Central Housing Forum.	Community Cohesion Strategy Community Involvement Strategy
Community Safety Strategy	<p>The Housing Executive has a dedicated Community Safety Team based in Belfast. This team works with locally based staff to provide a range of services to deal with community safety issues and anti-social behaviour.</p> <p>The Housing Executive's Community Safety Strategy 2020-23 aims to make our communities safe and to tackle anti-social behaviour. We will do this by building on our three key aims:</p> <ul style="list-style-type: none">• building community confidence;• ensuring local solutions; and• working together. <p>We work with other agencies, groups and tenants to deal with anti-social behaviour. Our new Community Safety Strategy builds on this work with our partners. It highlights the actions that we have taken in recent years to build better communities and ensure they are a welcoming place to live and visit.</p>	Community Safety Strategy Community Safety Strategy launched
Good Neighbour Campaign	As part of the Housing Executive's 50th anniversary, our Communications Team, in collaboration with the Community Safety Team ran a multi-channel campaign over the summer / autumn that highlighted to the media, the public and to our customers that our communities are attractive and safe places to live in.	

Table continues

Workstream	Summary / Current Status	Further reading
	<p>The objectives of the campaign were to:</p> <ul style="list-style-type: none"> • Show that our estates are attractive and safe places to live; • Celebrate those living in our homes who make a difference in their community; • Challenge stereotypes associated with social housing; • Raise awareness of how we can support tenants to tackle low level anti-social behaviour; • Encourage tenants to take small steps to reduce low level anti-social behaviour. <p>The campaign shared Good Neighbour tips, promoted the range of ways that we tackle anti-social behaviour, and posted success stories from our Community Safety Strategy on our social media channels. The Facebook posts reached nearly 240,000 people, the videos nearly 70,000 and promoting the Community Safety Strategy had 6,500 impressions.</p>	
Homelessness Strategy & Homelessness Services	<p>The Homelessness Strategy 2022-27 was published on the 23rd March 2022 and over the course of 2022/23 the Housing Executive has worked on delivering the Year 1 Action Plan. The Homelessness Strategy is based on the following three objectives;</p> <ol style="list-style-type: none"> 1. Prioritise homelessness prevention; 2. Address homelessness by providing settled, appropriate accommodation and support; 3. Support customers to transition from homelessness into settled accommodation. <p>The Year 1 Action Plan contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24.</p> <p>It is anticipated the Year 1 Annual Progress Report will be published in Q2 of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.</p>	<p>Homelessness Strategy 2022-27 Homelessness Strategy 2022-27 Year 1 Action Plan. Ending Homelessness Together Homelessness Strategy 2022-27 (nihe.gov.uk)</p>

Table continues

Workstream	Summary / Current Status	Further reading
Fundamental Review of Allocations (FRA)	<p>The Housing Executive has set up a Project to implement changes to the Housing Selection Scheme and social housing allocation process in Northern Ireland. The Project involves the implementation of 18 Proposals for Change which were agreed following the Department for Communities' Fundamental Review of Allocations. The Project will also carry out further work to bring forward alternative approaches for the remaining two:</p> <ul style="list-style-type: none"> • Proposal 7 - the removal of Intimidation Points from the Housing Selection Scheme; and • Proposal 9 - the removal of Interim Accommodation Points. <p>Subject to funding the changes are being delivered over a three year period in four key stages set out in the indicative timeline below. The implementation of these changes aims to ensure that our highly valued allocations scheme is modernised and continues to provide a robust framework for the assessment and allocations of social housing in Northern Ireland, building on the strengths of the existing Scheme to enable it to work better at responding to objective housing need.</p> <p>Some changes will have a visible impact on customers while others will be less customer facing, e.g. Proposals 12-14 relate to social landlords' discretion in terms of difficult-to-let properties which will allow landlords to make best use of their stock. Several proposals involve changes to existing systems, new IT solutions and delivery of a Customer Applicant Portal.</p> <p>The Project stages and delivery of the proposals have been grouped based on a number of key factors:</p> <ul style="list-style-type: none"> - Linked to customer/Waiting List impacts; - Due to systems or procedural changes required; - Or for good project management purposes in terms of the most effective delivery method. <p>A number of proposals are interdependent and must be implemented together e.g. proposals 5 and 15 related to areas of choice and offers which have been delivered in the first stage of implementation.</p> <p>Stage One</p> <p>The first group of changes were delivered in Stage One of the Project with the new rules coming into effect on 30th January 2023.</p>	<p>FRA report</p> <p>More information on the Fundamental Review of Allocations Implementation Project can be found on the Housing Executive's website at: The Housing Executive - Apply for a home (nihe.gov.uk)</p>

Workstream	Summary / Current Status	Further reading
	<p>Proposal 1: Communication of the Housing Executive's Housing Solutions and Support Service, providing independent, tenure-neutral housing advice.</p> <p>Proposal 5: The Introduction of a greater choice of areas for applicants in where they would like to be rehoused. All applicants now have the ability to choose as many or as few areas of choice as they wish and the automatic imposition of a greater housing area on statutory homeless applicants has ended.</p> <p>Proposal 15: An Applicant may receive two reasonable offers of accommodation. The number of Reasonable Offers which an Applicant can receive has reduced from three reasonable offers to two reasonable offers.</p> <p>Proposal 16: Social landlords may withdraw an offer of accommodation in specified circumstances.</p> <p>The other proposals for change will be implemented via a further three delivery stages. More information can be found on Housing Executive's website.</p> <p>Areas of the Project which will have a visible impact on customers include a reassessment of all applicants on the Waiting List to ensure their housing needs points reflect their current housing circumstances under Proposal 8 and the alignment of the age criteria for children sharing with DWP criteria for help with housing Costs (Proposal 11). This exercise is planned during Stage 3 of the Project in 2024. The changes identified during reassessment will be implemented in the final phase of the project in Stage 4, alongside the introduction of a banding system. Applicants will be placed into bands based on their current point's levels alongside others with similar levels of need. Applicants in each band will then be ranked based on their time on the Waiting List using their date of application. The introduction of banding, under proposal 10, is linked to high level Outcome 4 - Those in greatest housing need receive priority, with recognition of their time in need.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
	<p>Stage 4 will be implemented mid-2025 and the Project will close at the end of the summer 2025. Benefits will be measured throughout the Project, however many are longer term beyond the life of the Project.</p> <p>A Communications and Stakeholder engagement plan is in place and the Housing Executive wrote to all households on the Waiting List, public representatives and key stakeholders to explain the changes. Transitional measures were introduced in the implementation approach to ensure that customers who had selected the wider general housing area and customers who had already received two reasonable offers would not be adversely impacted.</p> <p>The Project is working closely with Housing Associations in the implementation of the changes and has also introduced a Stakeholder Advisory Group to inform and advise the Housing Executive on the implementation of the changes to ensure the successful implementation of the proposals for change in a way which will achieve the best possible outcomes for customers and social landlords.</p>	
Strategic Action Plan for Temporary Accommodation	<p>The Strategic Action Plan for Temporary Accommodation 2022-27, including Year 1 actions, has been published. The Strategic Review of Temporary Accommodation project has formally ended and the focus has shifted to an implementation phase that seeks to deliver on the key priorities and actions from the Strategic Action Plan.</p> <p>Progress has been made on Year 1 actions, despite funding challenges and the diversion of project resources to support the Ukrainian Resettlement Scheme whilst dedicated staffing resources for the scheme were put in place.</p> <p>The actions for subsequent years will be developed through an iterative approach that takes account of progress of previous years' actions and changing priorities over the life of the Action Plan.</p>	Strategic Review of Temporary Accommodation 2020 Homeless To Home: Strategic Action Plan for Temporary Accommodation 2022-27
Accessible Housing Register	<p>The priority going forward is to build the pool of accessible stock information and to date 8,362 Housing Executive properties & 16,961 Housing Association properties have been assigned an AHR classification.</p> <p>Status: Work continues to build to collect AHR data.</p> <p>Disability Action are currently exploring a Private Sector model with Property Pal.</p>	

Workstream	Summary / Current Status	Further reading
Building Safety	<p>The Building Safety Department covers all aspects of statutory compliance and building safety and focuses on the management of risks in properties owned and managed by the Housing Executive with particular emphasis on high-risk residential buildings over 18 metres.</p> <p>The department, through active compliance management and continual assessment of risks around fire and structural safety, asbestos, Legionella, lifting equipment, electrical installations, gas safety checks and resident engagement identify and mitigate any risks to ensure the safety of residents who occupy our properties.</p> <p>As part of the preparation for the introduction of new Legislation following the introduction of the Building Safety Act in England, and as per the IRG Report Recommendation the Building Safety Team has undertaken to review the external facades against the new regulatory standards and in June 2022, commenced a critical review of the facades of the NIHE's High Risk Residential Buildings. This is being facilitated via a research project with University of Ulster/FireSERT with the objective to determine the structural stability of the spandrel panels and their potential for external fire spread. The results of these assessment will inform the NIHE what action is to be taken with regards to the external wall systems.</p> <p>In conjunction with this the Building Safety Team has commissioned a specialist resource to complete a Fire Risk Appraisal of External Walls (FRAEW) in accordance with PAS 9980:2022 of the 4 Housing Executive High Risk Residential Buildings with cladding to assess the risk to occupants from fire spread and to determine whether remediation or other mitigating measures to address the risk are considered necessary.</p> <p>A programme of sprinkler has been developed for 23 of the NIHE's High Risk Residential Buildings and a Business Case has been prepared and submitted to the Department for Communities for approval and it is hoped to commence on site in March 2024.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
Traveller Accommodation	<p>During the past year the Housing Executive's Irish Traveller Policy Unit (ITPU) has driven and overseen the implementation of a number of key actions throughout year one of the Strategy. A review has been completed for all Housing Executive owned sites. Progress has been made in the redevelopment of two sites. Research projects have been initiated to develop an accommodation needs assessment model, review rent and review of transitory living across the whole of Ireland. The ITPU has also sought to develop and review internal Housing Executive policies in order to improve services delivered to Irish Travellers in Northern Ireland.</p>	Irish Travellers Accommodation Strategy 2021-2026
Rural Strategy & Action Plan	<p>A Year 1 Annual Progress Report for the Housing Executive's Rural Strategy and Action Plan 2021-25 'Reaching Rural' was published in January 2023.</p> <p>Year 2 of 'Reaching Rural' was completed during 2022/23, with progress made against all actions in the Action Plan.</p> <p>We delivered a range of positive outcomes for our rural customers during Year 2, including: Work commenced on 71 new build social homes in rural areas helping to address social housing need and regenerate communities. We helped rural communities in 11 locations across Northern Ireland to examine the need for new social and affordable housing in their areas. Six prizes were awarded through our Rural Community Awards, recognising and showcasing the invaluable contribution volunteers are making in rural areas.</p>	Reaching Rural - Rural Strategy 2021-2025 Rural Strategy & Action Plan Annual Progress Report 2021-2022

Strategic Priority 5

As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model

Workstream	Summary / Current Status	Further reading
Customer Charter	<p>We aim to provide excellent services for all our customers. 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.</p> <p>Our Customer Charter and Service Standards 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</p> <ul style="list-style-type: none">- in the office- by telephone- when they request information from us.- when they make a complaint <p>We publish our results each year.</p>	https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/customer-charter
Older People's Housing Strategy	<p>Our Older People's Housing Strategy 2021/22 – 2025/26 takes into account the changing demography of Northern Ireland, including our own tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none">- Planning for the future;- Promoting and maintaining dignity;- Providing housing advice for older people; and- Promoting participation. <p>We are in Year 3 of the plan and will provide regular updates against our objectives over the duration of the Strategy.</p> <p>We are confident that through our own 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>	Older People's Housing Strategy Older People

Table continues

Workstream	Summary / Current Status	Further reading
Fundamental Review of the Private Rented Sector (PRS)	<p>Sections 1-6 of the Private Tenancies Act commenced on 1 April 2023.</p> <p>A research report completed by Chartered Institute of Housing (CIH) on the Department's behalf was laid in the Assembly and published on 28th October 2022.</p> <p>CIH was also successful in the tender for research on Notice to Quit Exceptions. This work is ongoing.</p> <p>The Department launched a survey to call for views on payment options for tenants on 22 May 2023. We hope to be in a position to go to consultation on alarms and electrical safety by the end of June 2023.</p> <p>Energy Efficiency standards is a more complex piece of work and discussions are underway with regard to internal resourcing in order to be able to take forward.</p>	<p>https://www.legislation.gov.uk/nia/2022/20/contents/enacted</p> <p>https://www.communities-ni.gov.uk/publications/rent-regulation-private-sector-northern-ireland</p>

Strategic Priority 6

Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community

Workstream	Summary / Current Status	Further reading
Annual Research Programme	<p>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. Work on a wide range of ongoing and one-off research projects continued in 2022/23.</p> <p>Key outputs included the second and final suite of Strategic Housing Market Analysis reports; an analysis of the standards and costs of developing social housing in Northern Ireland; a report commissioned for DfC to support policy development in relation to the provision of an intermediate rent product for Northern Ireland; and findings of surveys to improve understanding of the experiences of Housing Executive tenants in relation to Universal Credit, and measure the satisfaction of tenants living in social housing completed during 2017/18. Preparations have also been under way for House Condition Survey fieldwork, which is planned for spring/summer 2023.</p>	<p>Annual research programme</p> <p>The Housing Executive - Housing market analysis (nihe.gov.uk)</p> <p>Standards and costs of developing social housing in Northern Ireland</p> <p>Exploring the Provision of an Intermediate Rent Product for Northern Ireland</p> <p>Housing Executive Tenants and Universal Credit</p> <p>New Build Social Housing Satisfaction Survey</p> <p>The Housing Executive - Research (nihe.gov.uk)</p>
Hate Harassment Toolkit	<p>The Harassment Toolkit provides customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment. Hate incidents, whether or not they are hate crimes, are a form of anti-social behaviour and the Housing Executive will continue to be committed to dealing quickly and positively with any hate harassment within our estates.</p>	

Part 2 - Local Context

This local update is focused on the Housing Executive's achievements and performance during 2022/23 in relation to the Ards and North Down Borough Council area and looks forward to next year and the remaining Plan period to 2026, and working in partnership with the Council to meet our business objectives and assist the implementation of community planning goals. It should be read in conjunction with Part One – Strategic Context.

Ards and North Down Borough Council has a population of 163,657 (Census 2021), living in a mix of cities, towns, villages and rural areas. The largest population centres are Bangor and Newtownards followed by Comber, Holywood and Donaghadee. In terms of housing, the Housing Executive's [Commissioning Prospectus](#) sets out where the unmet housing need is within Ards and North Down Borough Council area, and the type and mix of homes required, which will be planned for and delivered through the 3 year Social Housing Development Programme, reviewed annually.

The Housing Executive will continue to work with the Council, through the Community Planning Partnership, to ensure that local housing needs are met and that housing investment is targeted where it is most needed.

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

Over the past year

Loughries Men's Shed is blooming

Loughries Men's Shed benefited from a £4,650 community grant from the Housing Executive which allowed the newly formed organisation to buy a shed and build a patio plus disabled pathway.

In their first planting season the group prepared and planted out land at Newtownards Allotments on the shores of Strangford Lough. The group consists of 16 to 20 members who attend weekly with a further 15 more who drop in occasionally. Men come together, socialise, share ideas, have a cup of tea, learn new skills and chat about the things that matter to them.

Men's Sheds are community spaces springing up all over Northern Ireland for men to get together, talk and create, and share their skills with each other, helping them build friendships and reducing isolation.

The construction of the disabled pathway has allowed members with physical restrictions to attend and improve their general health and wellbeing.

Working in partnership with the Housing Executive, the Shedders are planning further outreach into the local community, particularly with residents in the main five social housing areas in the town as well as day centres, youth groups and schools.

Owen Brady, Housing Executive said: "Our grants mean residents and community groups can apply for funding for projects that will benefit Housing Executive communities. We are delighted that this grant has led to such a positive outcome for the people of Ards, which will continue to provide a fantastic facility for locals.

The Men's Shed dovetails perfectly with our aims of improving health and wellbeing and caring for the environment. Congratulations and well done to everyone who has made this project such a great success and we wish you all the best for the future."



Woodworking class at Loughries Mens Shed



Grainne Byers shows off her new kitchen to Housing Executive patch manager Steven Munn and Adrian McToal, from Engie

Ards Peninsula tenants welcome home improvements

Housing Executive tenants in 57 homes in Portaferry, Millisle, Ballywalter and Greyabbey have had their kitchens and bathrooms replaced as part of a major £500,000 Housing Executive modernisation scheme. Homes in Portavogie, Kircubbin and Cloughey were also upgraded.

Housing Executive Patch Manager for the area, Steven Munn, said: “Kitchen and bathroom remodelling can be a daunting but exciting event for our tenants. Committed and professional workers have transformed these Housing Executive homes and delivered beautiful, functional and modern kitchens”.

The tenants were kept involved as part of the process and received a one to one consultation with staff to plan the layout of their new kitchen as well as choosing their own units and tiles.

The scheme completed during December 2022, slightly ahead of schedule.



Recently completed dwellings at Rockfield Meadows, Carrowdore (NB Housing)



Radius HA's scheme at 112 Comber Road, Ballygowan which is currently on-site

In Ards and North Down Borough Council in 2022/23, the Housing Executive:



Managed
6,175
social homes



Allocated
more than
475
homes



Completed
27
Disabled facilities
grants



Provided
over **1,490**
housing support places to
the most vulnerable through
the Supporting People
Programme



Paid out
£31.5m
in Housing Benefit



Completed
98.48%
of repairs
to customers' satisfaction



Community
Grants
£19k
funding awarded



Community
Cohesion
£24k
funding awarded



Community
Safety
£14k
funding awarded



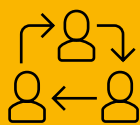
Energy
Efficiency
£1.30m
spend



Affordable
Warmth
427
installations



Affordable
Warmth Spend
£1.16m
spend



Supporting
People
£6.01m
spend



Disabled Facilities
Grants (DFGs)
£1.73m
approval value



Adaptations
£1.64m
spend



New Build
£13.30m
spend



New Build
Completed
16
homes



Under Construction
162
homes



New Build Planned
158
units (2023 – 2026)



Waiting List
March 2023
3,257
applicants, **2,267** in
Housing Stress (69.6%)



NIHE House Sales
34
average selling price
£62,568

Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £36.07m for Ards and North Down Borough Council.

Ards and North Down Borough Council 2022/23 Public Sector Housing Spend (£m)

£1.24m

Affordable Warmth and Boiler Replacement***

£13.30m

Investment
New Build**

£0.06m

Community
Development

£6.01m

Supporting People

£7.40m

Planned Maintenance incl
Stock Improvements*

£0.02m

ERDF Retrofit
Programme

£1.64m

Adaptations for Persons
with a Disability

£0.52m

Grounds Maintenance

£4.94m

Response Maintenance

£0.94m

Private Sector Grants

£36.07m

Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £3.95m and Stock Improvement Spend was £3.45m.

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

***Affordable Warmth spend was £1.16m and Boiler Replacement spend was £77k.

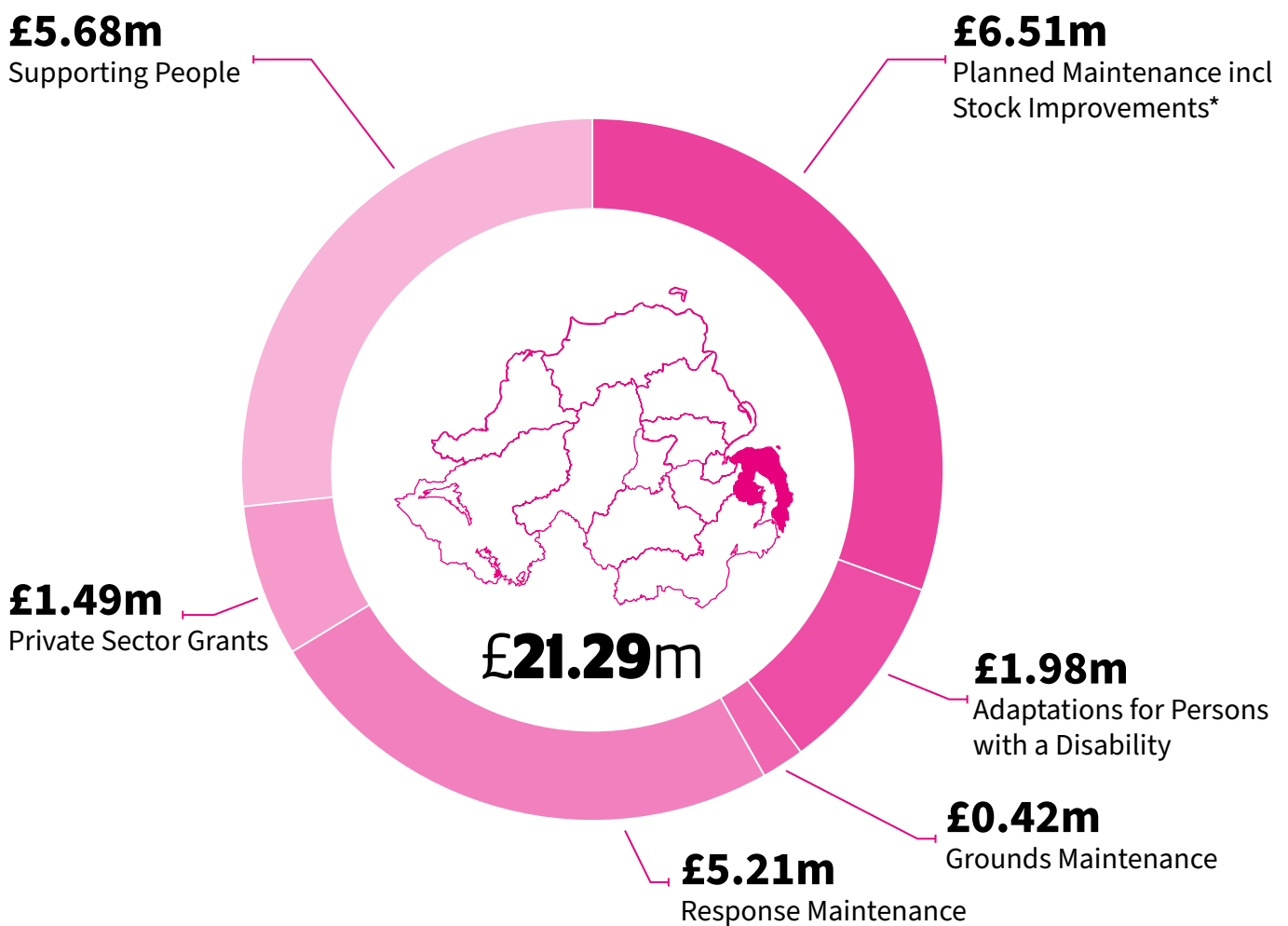
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Ards and North Down Borough Council totalling £21.29m.

Ards and North Down Borough Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

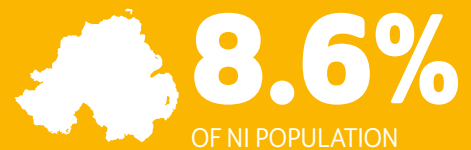
*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £4.81m and Stock Improvement Spend is £1.70m. Investment in new build and Community Development projected spend is not available. Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated.

Demographic Context

The **population** of Ards and North Down Borough Council has increased by 4.5% from 156,672 on Census day 2011 to **163,657** on Census day 2021, according to NISRA



The borough accounts for **8.6%** of the overall **Northern Ireland population** in 2021



The change in population in the Ards and North Down Borough Council is mainly concentrated in the **65+ age group, with the older population increasing by 30.8%** over the period 2011 to 2021. In the same period, the working age population decreased by 1.5%



In the same period, household size reduced from 2.39 to 2.30, while the number of households increased by 5,840 from 64,605 to 70,445 over the ten years 2011 to 2021. Though the need for small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons.

The Housing Market

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



5,500
new dwelling requirement

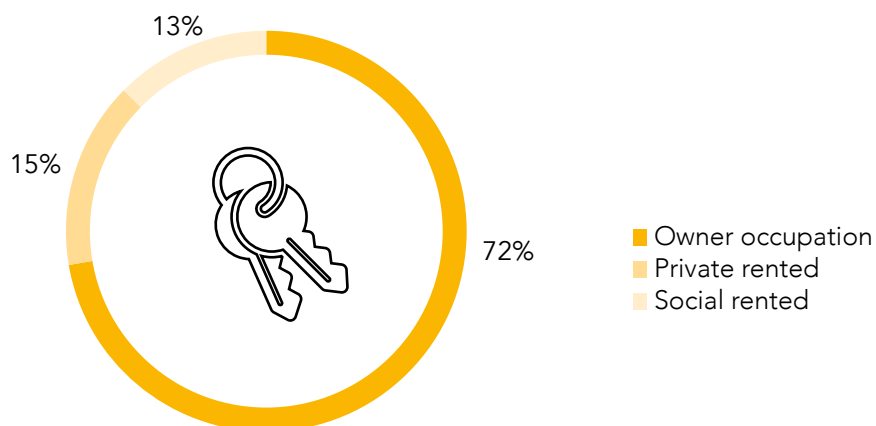
The HGI, along with the Housing Executive's Housing Needs Assessment and Strategic Housing Market Analysis will inform the Council's Local Development Plan on the need for additional land for the development of new housing.

Census 2021 reports that there were **70,445 households** in Ards and North Down Borough Council, of these 72% were Owner Occupied, 15% Private Rented and 13% Social Rented. These figures include 'vacants when last occupied' within the three main tenure groups



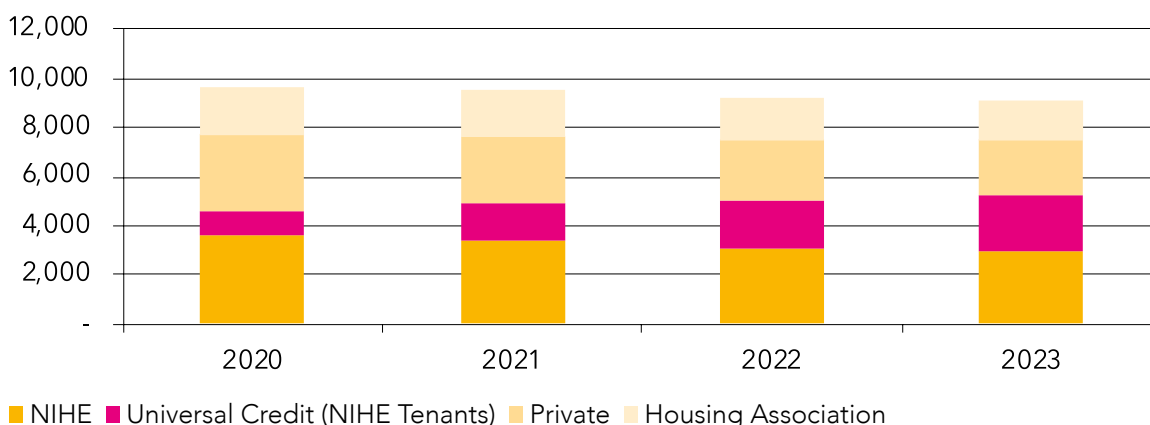
70,445
households

Tenure Breakdown



Source: Northern Ireland Census 2021

Housing Benefit/Universal Credit*



Source: NIHE & DfC

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

Out of a total £470m spend across Northern Ireland during 2022/23, £31.5m in housing benefit was administered by the Housing Executive for Ards and North Down Borough Council (7% of total spend).

There were **2,376 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Ards and North Down Borough Council at the end of March 2023



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

Owner Occupied Sector

Owner Occupation comprises 72% of the overall homes in the borough (Census 2021).

Ulster University state that the **average house price** in Ards and North Down Borough Council in 2023 was £220,922 which represents a decrease of 1.1% on 2021 figures

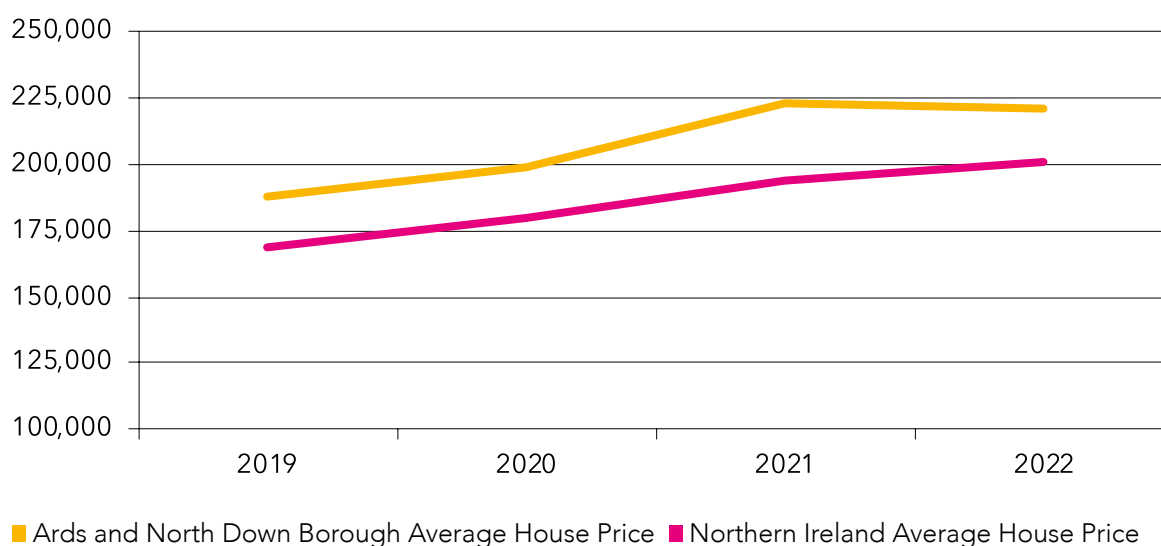


£220,922



1.1%

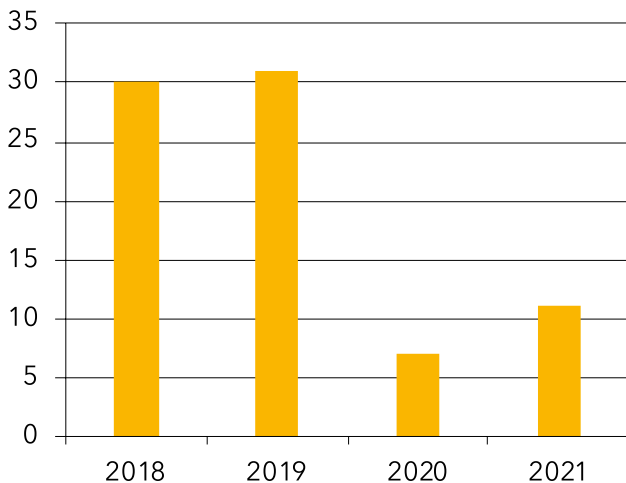
Average Annual House Prices



Source: Ulster University

During 2021, there were 11 repossessions in Ards and North Down Borough Council. This represents a 63% decrease since 2018.

Repossessions



 **63%**
DECREASE SINCE 2018

Source: Northern Ireland Courts and Tribunals Service

Demand for intermediate housing

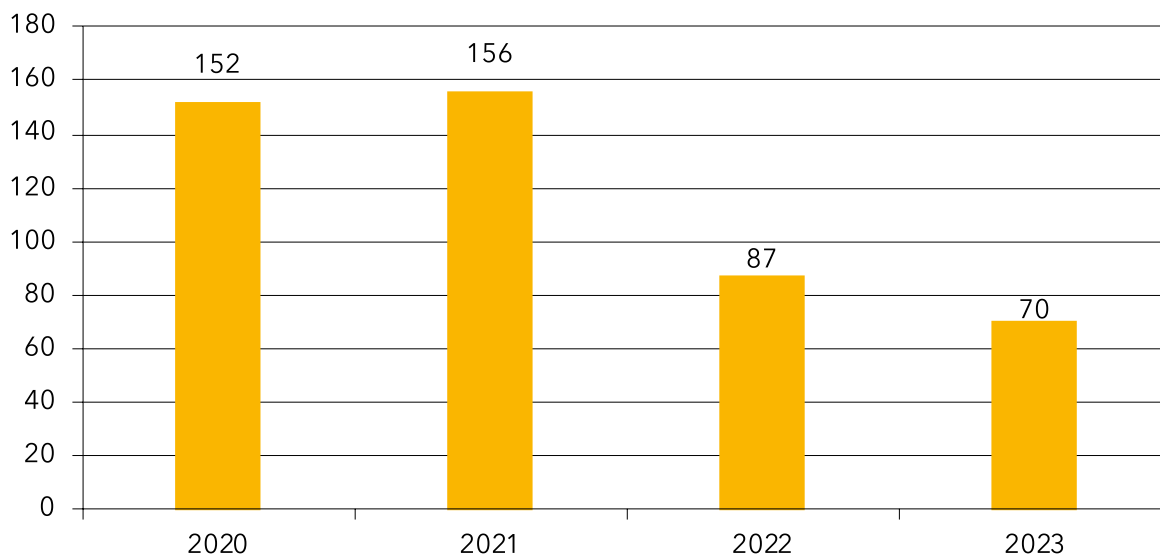
aimed at low-income households in Ards and North Down Borough Council is estimated at 1,060 units between 2020 and 2035

 **1,060**
UNITS

Co-Ownership Housing Association had an active stock of 1,366 dwellings at March 2023, **70 of which were purchased** during 2022/23

 **70**
PURCHASES

New Co-Ownership Purchases

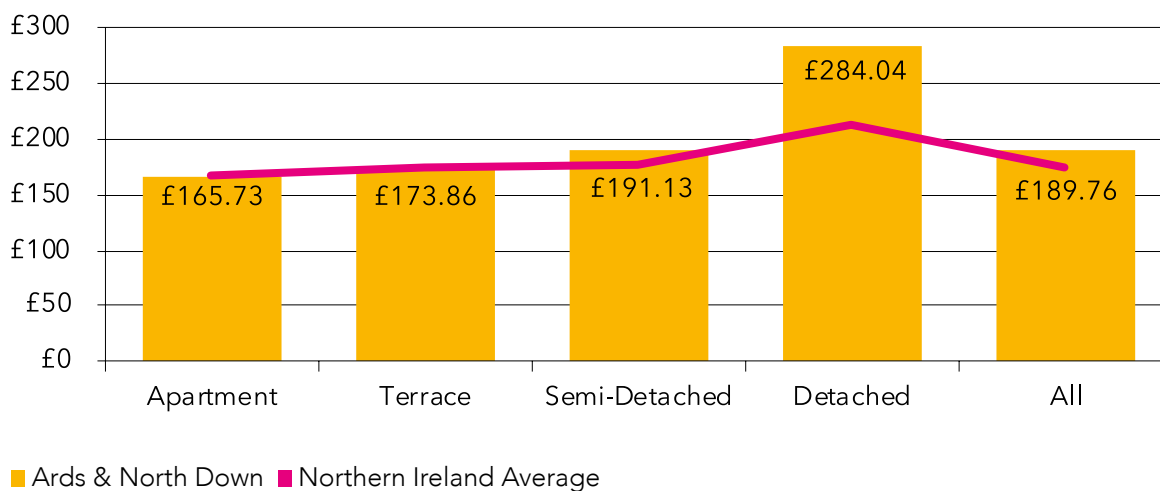


Source: Co-Ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 15% of homes in Ards and North Down Borough Council (Census 2021).

Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Ards and North Down Borough Council falls within the South East Broad Rental Market Area (BRMA).



The Local Housing Allowance for 2023/24 for **2 BEDROOM DWELLINGS** within the BRMA is **£101.08** per week in South East



The Local Housing Allowance for 2023/24 for **3 BEDROOM DWELLINGS** within the BRMA is **£114.93** per week in South East

DfC's **Landlord Registration scheme** identified 6,431 properties registered by 4,490 landlords in Ards and North Down Borough Council at March 2023

6,431
PROPERTIES REGISTERED



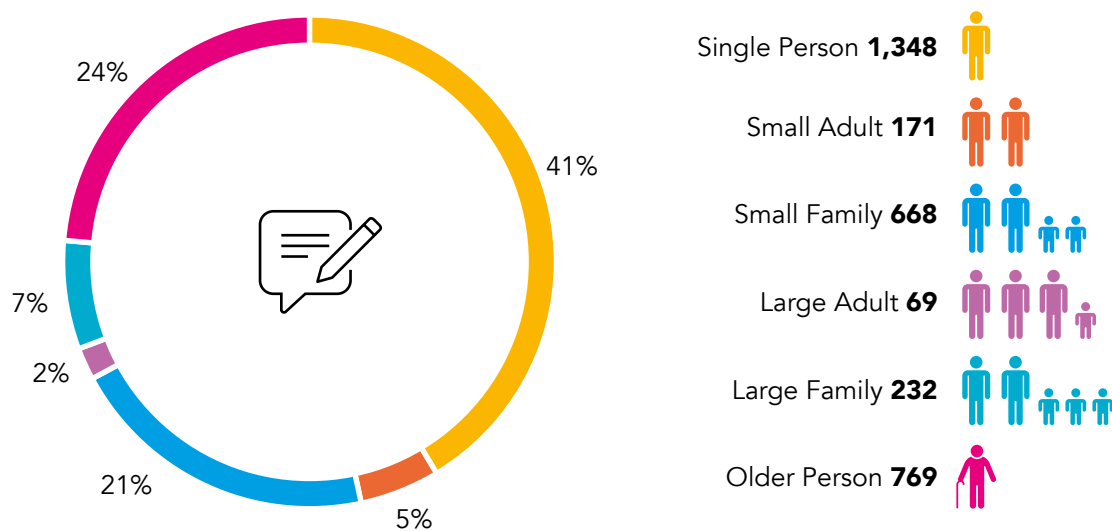
Social Housing Sector

The social sector share of the housing market in Ards and North Down Borough Council was 13% (Census 2021).

34 Housing Executive properties were sold to tenants in Ards and North Down Borough Council under the House Sales Scheme during 2022/23. The average selling price was £62,568, after discount.

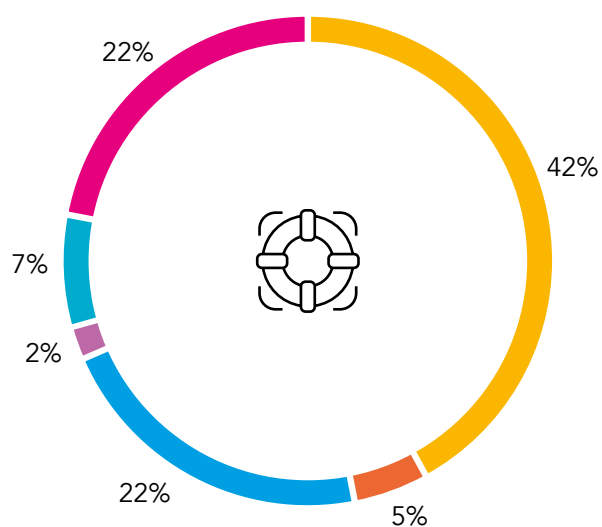
At March 2023, there were 3,257 applicants on the waiting list for Ards and North Down Borough Council with 2,267 in housing stress. There were more than 475 allocations over the year. See Appendix 7 for area breakdown.

Waiting List Applicants

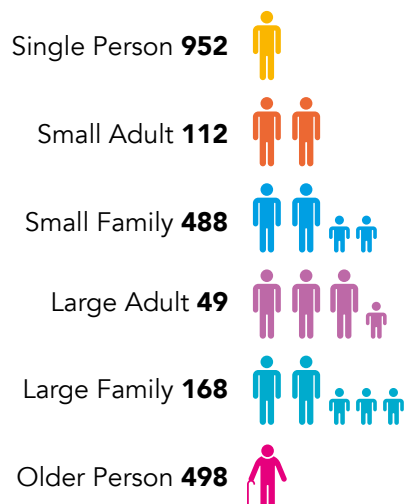


Source: NIHE, March 2023

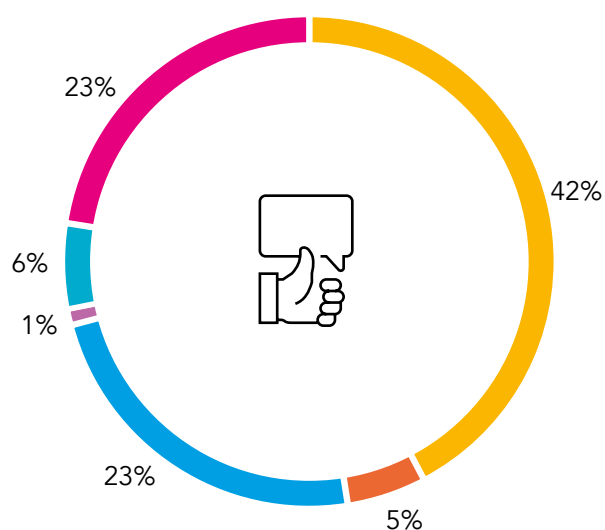
Applicants in Housing Stress



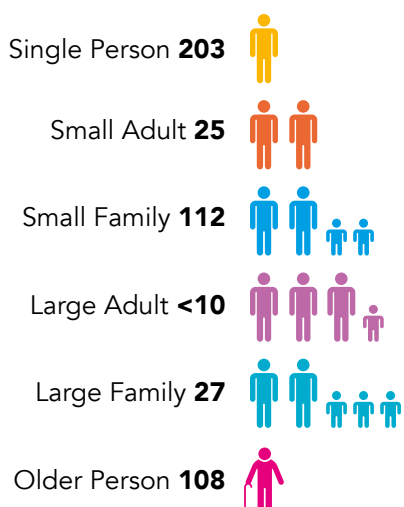
Source: NIHE, March 2023



Allocations to Applicants



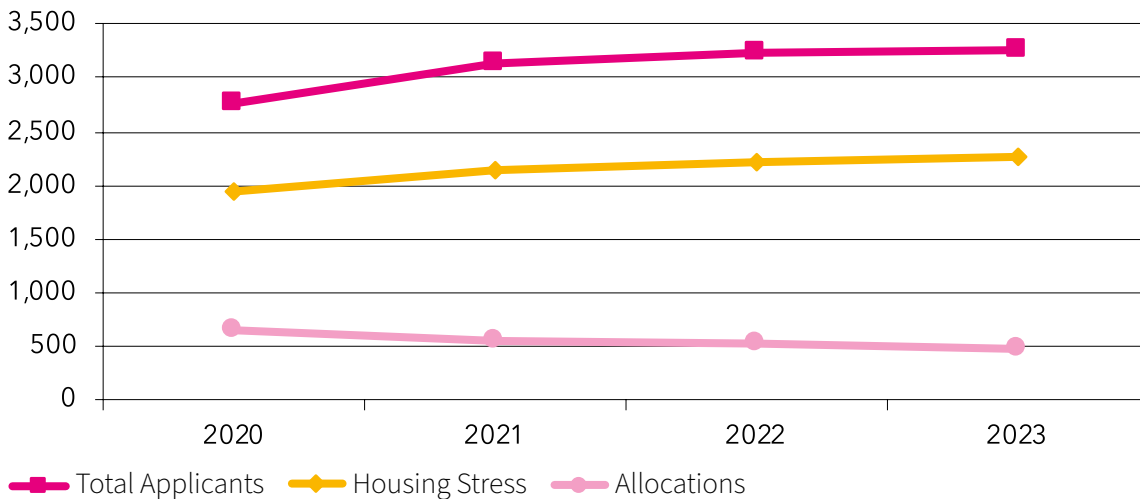
Source: NIHE, March 2023



Definition of Household Types

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

Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Ards and North Down Borough Council has increased between 2022 and 2023.

The **five-year assessment** for 2022-27 shows a need for 1,150 units in Ards and North Down Borough Council. Refer to Appendix 2, which shows that the projected housing need is concentrated mainly in Bangor Urban area, Newtownards, Holywood and Comber


1,150
projected housing need

To address social need, the Housing Executive's three-year Social Housing Development Programme (SHDP) has 158 housing units planned for 2023/24 to 2025/26.

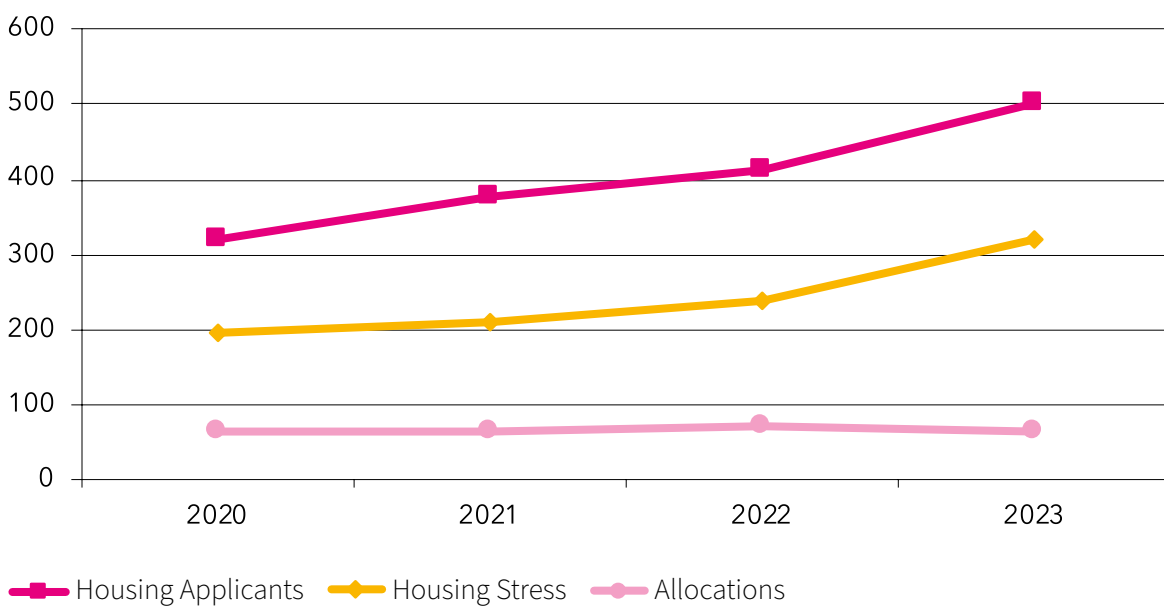
During 2022/23, 16 homes were completed across Ards and North Down Borough Council and 162 units were under construction at end of March 2023. See Appendix 3 for details of the programme, completions and on-site schemes.

Rural Areas

House and land prices, land availability and rates of development may make the first steps into owner occupation more difficult for many young rural households within Ards and North Down Borough Council. 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.

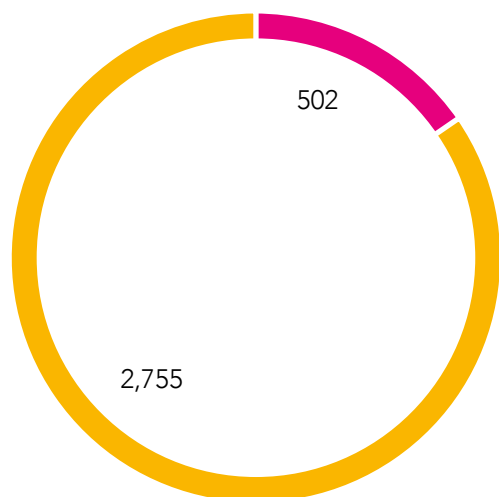
The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. During 2022/23 there were no requests for any rural housing needs tests to be undertaken in Ards and North Down Borough Council area. Site identification Studies will continue to be programmed as identified.

Rural Housing Waiting List Trends

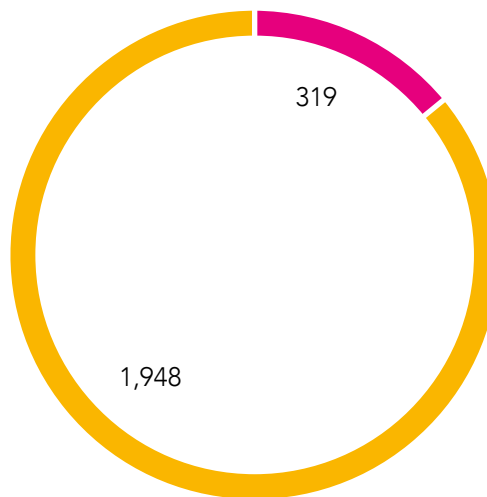


Source: NIHE

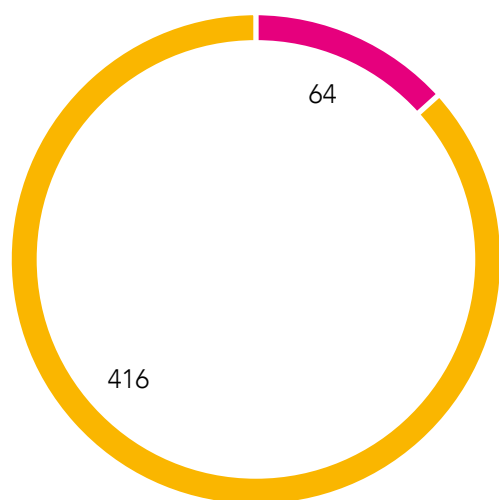
Waiting List Applicants 2023



Applicants in Housing Stress 2023



Allocations to Applicants 2023



- Ards & North Down Rural
- Ards & North Down Urban

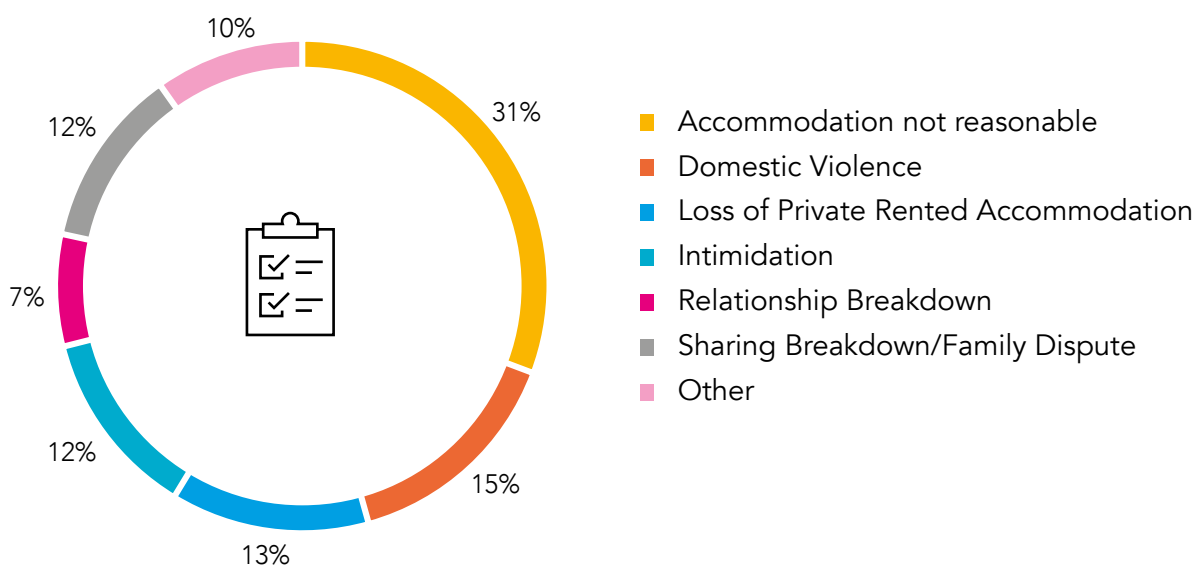
Source: NIHE, March 2023

Homelessness

The number of households presenting as homeless and accepted as Full Duty Applicants in Ards and North Down Borough Council increased slightly between March 2022 and March 2023 with 1,233 presenters and 898 Full Duty Applicants by the end of March 2023, see Appendix 5.

There are a range of temporary accommodation options available in Ards and North Down Borough Council area. During 2022/23, the Housing Executive made 484 placements, which included 170 placements to single let properties, 163 to Hotels/Bed and Breakfast, 91 to leased properties and 45 placements to voluntary hostels.

Reasons for Homelessness



Source: NIHE

Specialised Housing and Housing Support Services

Accessible Housing

Within Ards and North Down Borough Council area, there is an **identified social housing need** at March 2022 for **126 wheelchair units**



Adaptations

During 2022/23, the Housing Executive spent **£1.64m on adaptations** to their properties in Ards and North Down Borough Council area. See Appendix 4



Disabled Facilities Grants

During 2022/23, the Housing Executive approved **67 Disabled Facilities Grants** for private sector dwellings and completed 27. The approval value in Ards and North Down Borough Council in 2022/23 was £1.73m. See Appendix 4



Supporting People

The Housing Executive, through the Supporting People Grant, funds 76 Housing Support Services across Ards and North Down Borough Council area at a cost of £6.01m, providing housing support to 1,490 clients per year.

Community Planning

Launched in March 2017, the Big Plan for Ards and North Down Borough Council provides an overarching framework setting out a shared vision and ambition that Ards and North Down's Strategic Community Planning Partnership has agreed to work towards by 2032. The Big Plan contains five ambitious outcomes which will contribute to the vision of 'Ards and North Down is a vibrant, connected, healthy, safe and prosperous place to be'.

Our role

As a statutory partner in the Community Planning process, Housing Executive Place Shaping staff attend quarterly Strategic Partnership Board meetings. We are represented on the Social Isolation and Loneliness Action Plan Working Group which is focused on the delivery of actions and interventions which will help people to engage with their communities and to support positive mental health. We also participate in the Community Planning Estate and Land Group which was established in February 2019 to increase communication between Partners and identify potential collaboration projects. To facilitate the latter, we have established an Information Sharing Agreement with Ards and North Down Borough Council.

Following a review of the Community Planning themes and outcomes included in The Big Plan for Ards and North Down 2017-2032, the outcomes have remained unchanged but there has been a move from themes to workstream priorities. The review clarified the statutory responsibilities of partners and it was agreed that these contribute towards our high-level outcomes. Priority work streams are based on added value and the potential for collaboration between Community Planning Partners and the 3rd Sector Community Planning Forum. This input contributes to the delivery of outcomes alongside Community Planning Partners statutory functions and existing programmes. The ten priority issues, associated priority workstream groups and community planning reference numbers are included in Appendix 1.

The HIP themes have been developed to also complement Community Planning themes. Therefore, within this document our housing actions are aligned against outcomes within the Community Plan.

Local Development Plan

Work has commenced on the Ards and North Down Borough Council Local Development Plan (LDP). The LDP is produced in two stages – the first being the Plan Strategy followed by the Local Policies Plan. The plan will be used to inform decisions through its policy framework and land use proposals guiding development decisions within the borough for 15 years.

The Preferred Options Paper (POP) was published 17 May 2019 and the Council are currently working towards the next stage of the Plan, the draft Plan Strategy (dPS).

The Local Policies Plan, prepared after the Plan Strategy is adopted, will contain site specific designations.

Once both documents of the LDP are adopted, they will replace the North Down and Ards Area Plan 1984-1995 (NDAAP), draft Belfast Metropolitan Plan 2015 (dBMAP) (insofar as it relates to the borough) and the Ards and North Down Area Plan 2015.

As the statutory development plan, the LDP is the main policy vehicle to influence housing in the borough for 15 years. It is therefore appropriate that the Community Plan and Housing Investment Plan (HIP) are considered in the preparation of the LDP.

The LDP will address the amount of land needed for housing across the borough, in addition to setting out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing.

Local outcomes against Strategic Priorities and Community Planning objectives

Strategic Priority 1

Taking the lead role as the Strategic Housing Authority, we will work with our partners to increase social housing supply to help meet identified need

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Oversee development of SG Target for Ards and North Down Borough Council social homes			
Implement 94 Strategic Guideline target for starts (Urban and Rural).	70 starts achieved in Ards and North Down Borough Council (ANDBC).	2023/24 - 92 SG target 2024/25 - 99 SG target 2025/26 - 102 SG target (urban and rural).	P6 P8
Wheelchair Standard Accommodation target of 10% for general needs new build			
Ensure the 10% wheelchair target is met for all general needs new build.	Ensure the 10% wheelchair target is met for all general needs new build. Five wheelchair starts achieved in ANDBC. Ten wheelchair units were on-site at 31 March 2023.	Ensure the 10% wheelchair target is met for all general needs new build.	P6 P8
NIHE will carry out an annual five year projected social housing need assessment for the Council area			
Carry out housing need assessment projecting need for 2022-27.	HNA completed for ANDBC – projected need of 1,150 units for 2022-27. This is an 8% increase from the previous assessment.	Annual HNA will be carried out for ANDBC to project need over the periods 2023-28, 2024-29 and 2025-30.	P6 P8
Meet Intermediate housing demand (SHMA)			
Completion of the Belfast Metropolitan Area SHMA report, approval by internal and external PAG and Board, publication in summer 2022 and further Insight event	Belfast Metropolitan Area SHMA report completed and published, including 15 year intermediate housing requirement by Council area and Housing Market Area,	Continue to monitor Belfast Metropolitan Area SHMA report and instigate review if necessary.	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
scheduled for November 2022.	as well as NI level summary report. NIHE Insight event took place in March 2023.		
Deliver Co-Ownership			
Funding of £145m was allocated to Co-Ownership for the period 2020/21 to 2023/24 to deliver 4,000 shared ownership homes across NI.	In 2022/23 there were 70 properties purchased through Co-ownership in ANDBC, out of a total 715 across NI.	The current allocation of funding is £145m for the period 2020/21 to 2023/24 to deliver 4,000 Co-Ownership homes across NI. Future funding arrangements will be agreed between the Department for Communities and Co-Ownership.	P6 P8
Carry out Site Identification Studies			
SIS have been programmed for Holywood, Groomsport, Bangor City and Newtownards during 2022/23. Further Site Identification Studies will be completed as identified.	Within ANDBC no Site Identification Studies took place over the past year.	A SIS has been programmed for Bangor City during 2023/24. Holywood, Comber, Donaghadee and Rural North Down have been included within the 2023/26 SIS Programme. A review of the SIS selection process is also planned for the coming year.	P2 P6 P8

Strategic Priority 2

As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Implement the Energy Efficiency Programme			
2022-25 Energy Efficiency Programme includes 1,416 units at a cost of £7.20m.	NIHE's 2022/23 Energy Efficiency Programme provided 189 units in ANDBC at a cost of £1.30m.	Planned 1,972 units at an estimated cost of £7.10m in ANDBC.	P6 P8
Implement the Affordable Warmth Scheme			
Funding of £16m is available for 2022/23 across NI (subject to budget allocation).	In ANDBC, 427 measures carried out to 266 private properties under the Affordable Warmth Scheme in 2022/23, at a cost of £1.16m.	NIHE will implement the Affordable Warmth scheme. Funding of £14m is available for 2023/24 across NI (please note this figure reflects opening 2023/24 budget allocations and could be subject to change following future monitoring round outcome).	P6 P8
Implement Boiler Replacement Scheme			
Budget of £2m for 2022/23 across NI (subject to budget allocation).	In ANDBC 127 properties had boilers replaced at cost of £77k.	Boiler Replacement scheme with a budget of £0.148m for 2023/24 across NI (please note this figure reflects opening 2023/24 budget allocations and could be subject to change following future monitoring round outcome).	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Increase membership of Oil Savings Network			
Continue to increase membership of Oil Savings Network during 2022/23.	Four Oil Savings Network clubs operate throughout ANDBC. The clubs are located in Bangor City, Donaghadee, Holywood and Newtownards. 8,500+ orders in the 12 months up to March 2023, with 2.3m litres of home heating oil delivered across NI, 306,050 litres (13%) of this being in ANDBC.	Continue to increase membership of Oil Savings Network.	P6 P8
Deliver Heritage in Housing Programme			
It is hoped projects that were offered funding support and were unable to complete as planned in 2021/22 will be delivered in 2022/23, subject to budget allocation.	The NIHE Heritage in Housing programme is tailored to support ongoing Heritage Lottery Funded Townscape Heritage Initiative projects of which there are none remaining for ANDBC.	No projects planned at current time.	P2 P6 P8

Strategic Priority 3

As NI's largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Deliver the Supporting People Programme			
£5.68m has been approved to deliver the Supporting People Programme for 2022/23 (Appendix 5).	£6.01m was spent delivering the Supporting People Programme for 2022/23. 65 accommodation based services for 1,177 service users. 11 floating support schemes for 313 service users.	£5.68m has been approved to deliver the Supporting People Programme for 2023/24.	P6 P8
Deliver planned investment and maintenance to NIHE stock			
Funding for NIHE planned maintenance schemes for the Council area in 2022/23 is estimated at £3.53m.	In 2022/23, NIHE spent £3.95m on planned maintenance schemes in ANDBC, see Appendix 4.	Funding for NIHE planned maintenance schemes for ANDBC in 2023/24 is estimated at £4.81m, (details see Appendix 4).	P6 P8
Deliver elemental / response improvements to NIHE stock			
Funding for NIHE stock improvement work for the Council area in 2022/23 is estimated at £3.25m, for details see Appendix 4. NIHE will complete response maintenance repairs within the required target time and to customers' satisfaction.	In 2022/23, NIHE spent £3.45m on stock improvement work. 84.6% of NIHE response maintenance repairs in NI were completed within the required target time.	Funding for NIHE stock improvement work for the Council area in 2023/24 is estimated at £1.70m, for details see Appendix 4. NIHE will complete response maintenance repairs within the required target time.	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	98.48% of NIHE response maintenance repairs were carried out to customers' satisfaction across ANDBC.	NIHE will carry out response maintenance repairs to customers' satisfaction.	
Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding			
DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2022/23.	£28k Areas at Risk, £202k SPOD and £225k Neighbourhood Renewal funding was received by groups in ANDBC during 2022/23. Additionally, further Neighbourhood Renewal and SPOD funding of £3k and £9k respectively, was received for Fuel and Energy Costs as part of a DfC Cost of living exercise.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2023/24.	P2 P6 P8
Implement Social Enterprise Plus Strategy			
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector. Funding for social enterprise currently under review.	During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy.	As part of a midterm review, a further round of funding is planned totalling £200,000 for 2023/24 financial year. Following review of the Tenant and Customer Services Board Paper in Jan 2023, it was recognised that a small sum of £50k was allocated on top of the 23/24 budget of £150,000. This review included the 4 elements below of being of particular interest; <ul style="list-style-type: none"> • Cost of living crisis • Climate change • The Introduction of Social Value in Public Sector Procurement • Post-COVID-19 Recovery 	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
		The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.	

Strategic Priority 4

As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Transform model of homelessness provision towards prevention			
Homelessness Strategy 2022/27 – Completion of Action Plan.	Homelessness Strategy 2022-27 Year 1 Action Plan contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. It is anticipated the Year 1 Annual Progress Report will be published in the summer of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy.	A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.	P6 P8
Monitor impact of FRA on discharge of homelessness duty			
It remains 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.	Continued to engage with Homelessness colleagues on Tenure neutral discharge (Proposal 4).	Tenure neutral discharge (Proposal 4) is a longer term proposal with a planned implementation early to mid-2025.	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Develop the Housing Solutions and Support approach and conduct peer review			
Continue to develop approach, including through potential staff accreditation.	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. On an ongoing basis, CIH professional qualifications are promoted for all Housing staff.	Review the Housing Solutions and Support approach/ model.	P6 P8
Procure an appropriate organisation to conduct reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement based on 2022 scoping review.	Scoping review has been utilised to inform internal review of Housing Solutions and support service.	Explore the potential of accreditation of staff in the respect of the delivery of the delivery of housing options/ solutions.	
Ensure information is readily available across all tenures to meet the needs of a housing options service. Contribute to the delivery of the DfC Housing Supply Strategy.	Scoping exercise complete to develop specification of IT systems to support delivery of Housing Solutions service.	Contribute to scoping and specification of IT system to support delivery of housing solutions service.	
Facilitate Community Safety projects through funding and continue to partner on Anti-Social Behaviour Forum & Policing and Community Safety Partnerships			
We will continue to implement our Community Safety Strategy 'Working Together For Safer Communities' supported by our annual action plan.	Our strategy supports working together with a range of partners across statutory, voluntary and community sectors.	We will continue to implement our Community Safety Strategy 'Working Together For Safer Communities' supported by our annual action plan.	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p> <p>NIHE will continue to partner on ASB Forum and a designated agency in the PCSPs and will deal with reported cases of ASB including hate harassment in its estates.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	<p>During 2022/23 just over £13,500 was awarded to the NIA MACS group within ANDBC.</p> <p>During 2022/23, NIHE dealt with 89 cases of ASB within the Council area. 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.</p> <p>During 2022/23, there were two Hate Incident Practical Action scheme (HIPA) incidents actioned in ANDBC.</p>	<p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p> <p>NIHE will continue to partner on the ASB Forum. NIHE Area Managers will continue to attend their respective PCSP meetings.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	
Raise awareness and promote diversity and integration through Community Cohesion Strategy			
NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.	NIHE continues to engage at a strategic and local level to deliver programmes that raise awareness and promote diversity and integration.	The Community Cohesion Strategy is under review with S3 Solutions and it will be going out for consultation.	P5 P6 P8
Promote good relations and continue to fund SCNI			
NIHE will promote Good Relations across the five themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	<p>Community Cohesion funding of nearly £24k was spent on nine projects over the past year.</p> <p>One of the biggest projects this year was the 50th Anniversary Celebrations for West Winds Estate</p>	We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	P5 P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>in Newtownards. The community group, in conjunction with statutory and voluntary agencies, was involved in the planning and delivery of this year-long celebration which culminated in a weekend event attended by local representatives, local residents and the Lord Mayor of Ards and North Down. Community Cohesion grant funding was put towards projects and events to celebrate this milestone and NIHE staff worked with the community group in securing 'match' funding from other sources.</p> <p>During the past year local office staff provided support to the North Down Polish Association in the organisation of cultural celebrations.</p> <p>This project brought together residents from Polish, Lithuanian, Ukranian and Sudanese backgrounds, with local community groups, in the celebration of Christmas. Over 200 people, including the Mayor of Ards and North Down and the Polish Consulate, attended the event.</p>	As groups recover from the COVID-19 pandemic the number of projects proposed locally has begun to increase.	
Continue to work with groups to ensure we give the best outcomes for our communities.	NIHE staff continued to partner with SCNI to train and support community groups and members of the HCN.	We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.	P5 P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Administer community grants and HCN funding			
The Community Grants 2022/23 budget has been agreed as £20,000 per Area Office. Funding of £2,077 per area for HCN is also available.	<p>Just over £19k was spent on Community Grants in 2022/23. This funding supported eight community groups in the delivery of local area projects. Projects funded included a Men's Shed in the Glen Estate, Newtownards, and a Senior's Group in Conlig.</p> <p>The funding for the Men's Shed has allowed the group to work with young men in the Glen Estate area through the creation of inter-generational projects.</p> <p>The funding for the Senior's Group in Conlig provided access to the internet and online training through our digital inclusion scheme. The Group can now provide support to a larger number of residents; reducing social isolation and increasing mental health and well-being.</p>	<p>We will review the effectiveness of the existing Community Grants Programme and ensure resources are targeted to most effective activities.</p> <p>We will seek potential new funding streams.</p>	P5 P6 P8
Continue to monitor implementation of Community Involvement Strategy Action Plan			
The action plan will incorporate new ways of supporting and engaging our communities to reflect the ongoing restrictions due to the COVID-19 pandemic.	The welcome return of face-to-face community activities was supported through the funding of a range of diverse projects such as inter-generational and cultural events as well as the creation of community meeting areas.	A concerted effort will be placed on addressing issues arising from the Cost of Living crisis in addition to improving health and wellbeing.	P5 P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Identify hidden rural housing need			
NIHE will continue to work with rural communities to identify hidden rural housing need.	11 housing need tests were completed during 2022/23 at Moneydig, Kilrea, Glenullin, Boleran, Garvagh, Newtownbutler, Mountfield, Clabby, Carnalbanagh, Draperstown and Leitrim. There was no requirement identified for Rural Needs Tests in ANDBC in 2022/23.	NIHE will continue to work with rural communities to identify hidden rural housing need.	P2 P6 P8
Rural Community Awards			
NIHE hopes to offer the Rural Community Awards on an annual basis.	The 2022 Rural Community Awards were presented in March 2023 to the winning community groups and individuals, none of which were in ANDBC.	We will continue to develop and deliver the Housing Executive Rural Community Awards Competition annually.	P6 P8

Strategic Priority 5

As NI's largest landlord, we will engage with our customers to ensure they are at the heart of service improvements and our business delivery model

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Through Community Planning, promote housing-led regeneration			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	P2 P6 P8
Development of Private Rented Sector Access Scheme (PRSAS)			
There is currently no budget availability in 2022/23 for a PRSAS as the homeless budget is already short of funding on a number of key priority areas. However the development of a scheme that will provide support for those seeking to access or maintain private rented accommodation will continue to be a priority for NIHE.	Funding has been supplied to a number of small initiatives that facilitate those accessing accommodation in the private rented sector. However there has not been sufficient budget availability to commission the development of larger scale PRSAS.	We do not have a confirmed homeless budget for 2023/24 and early indications from the Department for Communities are that there are likely to be major budgetary pressures which will greatly impact upon existing services and commissioning of new services such as a PRSAS.	P6 P8
Administer Disabled Facilities Grants			
NIHE has funding of approximately £12.75m for DFGs for the private sector in 2022/23 across NI. The funding for ANDBC in 2022/23 is £0.68m.	NIHE approved 67 DFGs for private sector dwellings and completed 27. The approval value in ANDBC in 2022/23 was £1.73m.	NIHE have funding of approximately £13.71m for DFGs for the private sector in 2023/24 across NI. The funding for ANDBC is £1.22m in 2023/24.	P6 P8

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Approval of Discretionary Grants			
Funding of discretionary grants will continue in 2022/23.	Discretionary grant approval in 2022/23 was £26k, Appendix 4.	Funding of discretionary grants will continue in 2023/24.	P6 P8
Approval of repair grants			
NIHE will issue repair grants as required.	There were 20 repair grants approved in 2022/23, with an approval value of just over £21k, Appendix 4.	NIHE will issue repair grants as required.	P6 P8

Strategic Priority 6

Supporting our roles as both Strategic Housing Authority and NI's largest landlord, we will be an employer of choice and deliver high quality services for all in NI's increasingly diverse community

Objective(s) achieved ■ Partially achieved ■ Remains outstanding ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Develop and implement a new Customer Support & Tenancy Sustainment Strategy			
Implement Action Plan 2019-24 through a combination of internal projects and grant awards.	<p>Updated Tenancy Sustainment Action Plan 2022-2024 approved in October 2022. It contains 18 specific actions, a number of which have been commenced e.g.</p> <ul style="list-style-type: none"> • Deliver a flexible model of Intensive Tenancy Sustainment Support for new and existing tenants with highly complex circumstances. • Review feasibility of funding / partially funding Tenancy Starter Packs to ensure continuous and consistent provision for our tenants being rehoused from homelessness who require basic household items/ appliances. <p>Given the scale of actions, an additional resource requirement has been identified and approved, with recruitment due to commence imminently.</p>	<p>Prioritisation of actions in the Plan is subject to the appointment of a dedicated team. To be undertaken Q1 of 2023/24.</p> <p>Development of plans beyond year 1 are subject to the appointment of dedicated team. As above.</p> <p>Target 2023/24 – Award circa £1.56 million to voluntary, community and social enterprise (VCSE) sector – inclusive of award fund uplift to tackle cost of living.</p> <p>Target 2024/25 – Award circa £780k to VCSE sector.</p> <p>Conduct evaluation of the STFP 2021-24.</p> <p>Target 2025/26 – Award circa £780K to VCSE sector.</p>	<p>P5 P6 P8</p>

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>The Sustaining Tenancies Funding Programme 2021-24 has awarded funding to 36 tenant-focused projects. Project delivery and monitoring is ongoing. To assist with impact reporting, an Outcomes Measurement project has been implemented and is running in tandem with funding programme.</p> <p>As the award fund for the current programme (£1.54 million) has been fully allocated, a business case for a new programme for the period 2023-26 is being progressed. In 2023 it is proposed that our key funding priority will be supporting tenancy resilience of Housing Executive tenants in the context of high and rising living costs.</p>	Prepare case for new programme of funding.	
Tenancy Sustainment			
Report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate.	The sustainment rate of tenancies beyond 12 months continues to exceed the baseline rate. As of December 2022, the sustainment rate over the preceding 12 month period was 89%.	We will continue to report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate (subject to confirmation of this target).	P5 P6 P8
Continuous Tenant Omnibus Survey			
Monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2022 survey found that 78% of tenants were satisfied with the overall service provided by NIHE.	Continue to monitor tenants' satisfaction through the CTOS.	

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Rent collection, arrears and reporting of fraud			
<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Monitor and reduce tenancy fraud and continue to report statistics to DfC.</p>	<p>NIHE collected 99.49% of rent at March 2023.</p> <p>Arrears decreased by £32k during 2022/23.</p> <p>Statistics reported quarterly to DfC.</p>	<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	<p>P6</p> <p>P8</p>
Continue to work with DfC on the move to UC and working to mitigate the impacts of Welfare Reform			
<p>In 2022/23 NIHE will:</p> <ul style="list-style-type: none"> communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; continue to carry out research to help the business plan how to deal with the impacts of welfare reform; assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; continue to work with DfC as a trusted partner for the Move to UC; and continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform. 	<p>NIHE has:</p> <ul style="list-style-type: none"> communicated with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; continued to carry out research to help the business plan how to deal with the impacts of welfare reform; assisted DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; continued to work with DfC as a trusted partner for the Move to UC; and continued to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform. 	<p>NIHE will:</p> <ul style="list-style-type: none"> communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; continue to work with DfC as a trusted partner for the Move to UC; and continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform. 	<p>P5</p> <p>P6</p> <p>P8</p>

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Finalise and implement Voids Reset Plan			
Progress in implementing the Voids Action Plan 2019-2022 was suspended in 2021 due to the ongoing service impact due to the pandemic. In 2022/23, the plan is to gain Executive Team approval for Reset and implement Year 1 actions.	The content and approval of the reset plan was held given the residual impact of COVID-19 and the impact of contractor issues on void performance. It is proposed that the reset plan will be developed and approved in Q1 of 2023/24. NIHE actionable voids at March 2023 were 0.47% of total stock in ANDBC.	Subject to development of reset plan.	P5 P6 P8

Appendices

Appendix 1

Community Plan themes and outcomes

For further details please refer to: [The Big Plan for Ards and North Down 2017-2032](#)

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

Appendix 2

Social Housing Need by Settlement 2022-27

Settlement	Social Housing Need 2022-27
Newtownards Urban	211
Bangor Urban	371
Hollywood	179
Comber	172
Donaghadee	54
Groomsport	39
Ballygowan	21
Ballyhalbert	1
Ballywalter	13
Carrowdore	8
Cloughey	7
Crawfordsburn	12
Greyabbey	5
Helen's Bay	4
Killinchy	9
Kircubbin	5
Loughries	2
Millisle	12
Portaferry	17
Portavogie	8
Total	1,150

Source: NIHE

There is no projected need for: Ballydrain, Cotton and Lisbane. These areas will be kept under annual review.

Appendix 3

Social Housing Development Programme

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

Schemes completed April 2022 – March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
22 John Street Lane, Newtownards	5	General Needs	Ark	Urban
53 Newtownards Road, Comber	6	General Needs	Radius	Urban
Birch Crescent, Ballyhalbert**	1	General Needs	Rural	Rural
Rockfield Meadows, Carrowdore**	2	General Needs	NB Housing	Rural
Castle Cottage Close, Carrowdore**	1	General Needs	Rural	Rural
Main Street, Greyabbey**	1	General Needs	Radius	Rural
	16			

Source: NIHE

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

Schemes on-site at March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Newtownards Rehabs**	4	General Needs	Arbour	Urban
	7		NB Housing	
2a Mark Street, Newtownards***	8	General Needs	Habinteg	Urban
56-60 East Street, Newtownards	20	General Needs	Ark	Urban
Frances Street, Newtownards	12	General Needs	Ark	Urban
Quarry Heights, Newtownards	23	General Needs	Ark	Urban
Rathmullan Drive, Newtownards *(T)	9	General Needs	Connswater	Urban
Bangor Rehabs**	5	General Needs	NB Housing	Urban
Balmoral Dale, Bangor***	13	General Needs	Habinteg	Urban

Table continues

Schemes on-site at March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Donaghadee Road, Bangor	8	General Needs	Ark	Urban
Savoy Redevelopment, Bangor	26	General Needs	Clanmil	Urban
Park Crescent, Comber**	1	General Needs	NB Housing	Urban
Ballyhenry Lane, Comber	6	General Needs	Radius	Urban
112 Comber Road, Ballygowan	11	General Needs	Radius	Rural
Saltwater Close, Ballywalter**	1	General Needs	Clanmil	Rural
Rockfield Meadows, Carrowdore Phase 2 ***	6	General Needs	NB Housing	Rural
Millisle Rehabs**	2	General Needs	NB Housing	Rural
	162			

Source: NIHE

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

Schemes programmed 2023/26

Scheme Name	Units	Client Group	Housing Association	Onsite Year	Theme
Newtownards Rehabs**	4	General Needs	NB Housing	2023/24	Urban
Bangor Marina Regeneration	32	General Needs	Clanmil	2023/24	Urban
Balmoral Dale, Bangor Phase 2	5	General Needs	Habinteg	2023/24	Urban
Balmoral Dale, Bangor Phase 3	12	General Needs	Habinteg	2023/24	Urban
Grays Hill, Bangor	15	General Needs	Connswater	2024/25	Urban
Worcester Avenue, Bangor	74	General Needs	Choice	2024/25	Urban
Castle Street, Comber	14	General Needs	Radius	2023/24	Urban
Park Avenue, Ballywalter**	1	General Needs	NB Housing	2023/24	Rural
Parsonage Close, Kircubbin*(T)	1	General Needs	Rural	2023/24	Urban
	158				

Source: NIHE

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

Appendix 4

Maintenance Programme, Grants and Adaptations information

Schemes completed April 2022 – March 2023

Work Category	Scheme	Units
Fence Painting	Bangor Estates Fence Painting	132
	Ards Peninsula Fence Painting	362
Double Glazing	Ballygowan/ Killinchy	3
	Breezemount/ Conlig	6
	Bangor Previous Refusals	22
	Kilcooley Timber, Double Glazing	119
	Movilla, Newtownards Double Glazing Phase 1	57
	Movilla, Newtownards Double Glazing Phase 2	52
	Loughview/ Redburn, Hollywood	35
Revenue Replacement – Kitchens	Ards & North Down Revenue Kitchens	1
	Ards & North Down Area Revenue Kitchens	26
Revenue Replacement – Bathrooms	Glen Estate , Newtownards Phase 1	76
	Millisle/ Donaghadee	68
Revenue Replacement (BKR)	Peninsula BKR Phase 2	64
	Peninsula BKR Phase 3	65
	High Street/ Strand Avenue, Hollywood	33
	North Down Rurals, BKR	42
	Hollywood Corner Flats BKR	35
	Whitehill Bangor, Corner Flats	48
Heating Installation	Ards 05/06	7
	Peninsula 05/06	16
	Comber / Ballygowan	38
	Hollywood (06/07) Various Estates	37
		1,344

Source: NIHE

Note: Some schemes may start and complete in year.

Schemes activity and expected completions up to 31 March 2024

Work Category	Scheme	Planned Completions
External Cyclical Maintenance	Loughview Estate. Hollywood Phase 1	100
Double Glazing	Breezemount/ Conlig	2
	Kilcooley Timber, Double Glazing	23
	Movilla, Newtownards DGL Phase 2	2
	Loughview/ Redburn, Hollywood	53
	Greyabbey/ Kircubbin	53
	Bloomfield Double Glazing	123
	Donaghadee Double Glazing	47
Revenue Replacement – Bathrooms	Glen Estate , Newtownards Phase 1	15
	Millisle/ Donaghadee	6
	West winds, Newtownards	84
	Bowtown & Scrabo, Newtownards	60
	Ardmillan/ Carnmeen, Newtownards	43
	Conlig	19
	Peninsula	19
	Lisnabreen, Bangor	20
	Glen Estate, Newtownards Phase 2	13
	Jubilee/ Rathgill , Bangor	23
	Movilla, Newtownards	25
Revenue Replacement (BKR)	North Down Rurals, BKR	7
	Peninsula BKR (Phase 4)	59
	South Comber	40
	Movilla Estate, Ards	48
	Ava Street & Clandeboye Bangor	30
Heating Installation	Peninsula 05/06	3
	Comber / Ballygowan	3

Table continues

Schemes activity and expected completions up to 31 March 2024

Work Category	Scheme	Planned Completions
	Hollywood (06/07) Various Estates	4
	Bangor Estates (06/07)	55
	Scrabo Estate, Ards & Glen	59
	Peninsula 06/07	75
Special Scheme	Loughview Estate Window Replacement	1
Total		711

Source: NIHE

Definition of Work Categories	
BKR	Bathroom Kitchen Rewiring.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Heating Installation	Replacement of solid fuel or electric heating.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.
Double Glazing	Replacement of single glazed with double glazed units.
Fence Painting	Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme.

Grants Performance 2022/23

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	67	1,727	27
Repairs Grant	20	21	20
Discretionary Grants			
Replacement Grant	0	0	0
Renovation Grant	<10	9	<10
Home Repair Assistance Grant	<10	17	<10
Total	-	1,774	-

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Please note that figures less than 10 have been listed as <10 in compliance with Data Protection requirements.

Adaptations to Housing Executive stock in 2022/23

Type of Adaptation	Adaptations 2022/23	Actual spend 2022/23 £m
Adaptations for Persons with a Disability (APD's) Starts*	15	1.01
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	<10	0.04
Showers**	53	0.23
Minor APD repairs***	314	0.37
Total	-	1.64

Source: NIHE

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

**Lifts & showers are also included in Planned Maintenance in Finance Chart in Local Context.

***Minor ADP repairs are also included in Response Maintenance in Finance Chart in Local Context.

There may be a discrepancy in calculation due to rounding.

Please note that figures less than 10 have been listed as <10 in compliance with Data Protection requirements.

Disabled Facilities Grants (DFG's)

Year	2018/19	2019/20	2020/21	2021/22	2022/23
Approved	47	43	37	37	67
Funding (£k)	1,140	818	1,018	920	1,727

Source: NIHE

Appendix 5

Supporting People Information and Homelessness

Supporting People

Type of Service	Client Group	No. of providers	No. of schemes	Max. no of services users	Actual payments 2022/23 (£k)	Budget 2023/24 (£k)
Floating Support Services	Disability	1	1	30	139	132
	Homeless	6	7	179	564	533
	Older People	2	2	56	108	102
	Young People	1	1	48	198	188
	Sub Total**	**	11	313	1,009	955
Non Floating Support Services	Disability	10	28	228	3,439	3,283
	Homeless	3	3	38	547	518
	Older People	8	32	894	677	512
	Young People	2	2	17	340	315
	Sub Total**	**	65	1,177	5,003	4,628
Grand Total*		**	76	1,490	6,012	5,683

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*
2018/19	1,565	1,156	165
2019/20	1,276	947	190
2020/21	1,276	931	362
2021/22	1,228	880	384
2022/23	1,233	898	484

Source: NIHE

* Applicants may have multiple placements over the period.

Appendix 6

Housing Executive Local Stock at March 2023

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Newtownards Urban	321	6	546	1,069	0	1,942	12
	35	12	136	1,796	20	1,999	
Comber	181	5	17	196	0	399	4
	67	62	16	639	0	784	
Donaghadee	115	3	130	144	0	392	4
	36	21	31	291	1	380	
Ballygowan	35	4	0	33	0	72	0
	42	26	0	142	0	210	
Ballyhalbert	4	3	0	2	0	9	0
	17	8	0	9	0	34	
Ballywalter	49	21	6	54	0	130	0
	20	14	0	139	0	173	
Carrowdore	41	9	0	29	0	79	1
	13	23	0	55	0	91	
Cloughey	10	9	0	1	0	20	0
	20	10	0	15	0	45	
Greyabbey	31	13	0	22	0	66	0
	50	14	0	84	0	148	
Killinchy	16	1	0	7	0	24	0
	34	10	0	42	0	86	
Kircubbin	47	16	0	49	0	112	1
	65	38	0	125	0	228	
Millisle	51	7	11	69	0	138	0
	34	42	1	117	0	194	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Portaferry	103	11	7	56	0	177	1
	86	68	1	268	0	423	
Portavogie	46	13	7	11	0	77	0
	77	10	1	61	0	149	
Ballydrain	6	3	0	4	0	13	1
	21	2	0	11	0	34	
Cotton	4	10	0	11	0	25	0
	4	20	0	26	0	50	
Lisbarnet	11	0	0	1	0	12	0
	11	2	0	33	0	46	
Loughries	8	1	0	2	0	11	0
	32	10	0	27	0	69	
Ards Total	1,079	135	724	1,760	0	3,698	24
	664	392	186	3,880	21	5,143	
Bangor Urban	430	24	556	900	0	1,910	22
	43	34	175	1,737	0	1,989	
Holywood Central	97	0	194	135	31	457	1
	5	0	116	626	43	790	
Groomsport	42	5	1	12	0	60	1
	39	10	3	84	0	136	
Crawfordsburn	17	1	0	3	0	21	0
	32	3	0	1	0	36	
Helen's Bay	14	1	0	14	0	29	1
	4	16	0	47	0	67	
North Down Total	600	31	751	1,076	31	2,477	25
	123	63	294	2,495	43	3,018	
Ards & North Down Total	1,679	166	1,475	2,824	31	6,175	49
	787	455	480	6,375	64	8,161	

Source: NIHE

*Of the total stock these properties are void and do not include properties for sale or demolition.

(i) Bungalow (ii) Maisonette.

Appendix 7

Applicants and Allocations at March 2023

	Applicants (Total)	Applicants (HS)	Allocations
Newtownards Urban	723	517	144
Comber	248	180	47
Donaghadee	147	100	27
Ballygowan	60	43	<10
Ballyhalbert	13	<10	<10
Ballywalter	44	28	12
Carrowdore	24	16	<10
Cloughey	18	11	<10
Greyabbey	16	10	<10
Killinchy	19	12	0
Kircubbin	43	22	<10
Millisle	65	37	11
Portaferry	66	40	10
Portavogie	36	21	<10
Ballydrain	0	0	0
Cotton	<10	<10	<10
Lisbarnet	<10	0	0
Loughries	<10	<10	0
Bangor Urban	1,337	949	160
Hollywood	300	202	38
Crawfordsburn	22	19	0
Groomsport	54	43	<10
Helen's Bay	12	<10	0
Ards & North Down	3,257	2,267	-

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.
Please note that where there are less than 10 applicants or allocations, they have been listed as <10 in compliance with Data Protection requirements.

Appendix 8

Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Newtownards Local Office Strangford House 28 Court St Newtownards BT23 7NX		newtownards.district@nihe.gov.uk
Bangor Local Office 2 Alfred Street Bangor BT20 5DH		bangor@nihe.gov.uk
South Region Manager	John McCartan	john.mccartan@nihe.gov.uk
Area Manager	Eileen Thompson	eileen.thompson@nihe.gov.uk
Assistant Area Manager (A)	Jill Gallagher	jill.gallagher@nihe.gov.uk
Housing Solutions Manager	Stuart Montgomery Lyndsey Dyer	stuart.montgomery@nihe.gov.uk lyndsey.dyer@nihe.gov.uk
Local Office Manager Bangor	Steven McBurney	steven.mcburney@nihe.gov.uk
Area Maintenance Manager (A)	Robert McCusker	robert.mccusker@nihe.gov.uk

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street, Belfast, BT2 8PB	Ailbhe Hickey Assistant Director (A)	ailbhe.hickey@nihe.gov.uk
Central Grants 2 Adelaide Street, Belfast, BT2 8PB	Emma Stubbs Assistant Director - Private Sector Investment & Sustainable Development	emma1.stubbs@nihe.gov.uk
Place Shaping South Marlborough House, Central Way, Craigavon, BT64 1AJ	Sinead Collins Head of Place Shaping	sinead.collins@nihe.gov.uk
Development Programme Group 2 Adelaide Street, Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	roy.baillie@nihe.gov.uk
Supporting People 2 Adelaide Street, Belfast, BT2 8PB	Alistair Mawhinney Assistant Director	alistair.mawhinney@nihe.gov.uk

Appendix 9

Glossary

Affordable Housing	Affordable housing is: a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent, 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.
Affordable Housing Fund	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
Areas at Risk	This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
Community Asset Transfer (CAT)	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
Continuous Tenant Omnibus Survey (CTOS)	CTOS is an assessment of the attitudes of Housing Executive tenants.
Department for Communities (DfC)	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
Disabled Facilities Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Discretionary Grants	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.

Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
Floating Support	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
Home Energy Conservation Authority (HECA)	The Housing Executive is the HECA for Northern Ireland.
House in Multiple Occupation (HMO)	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
Household Types	<ul style="list-style-type: none"> • Single person - 1 person 16-59 years old • Older person - 1 or 2 persons aged 16 or over, at least 1 over 60 • Small adult - 2 persons 16-59 years old • Small family - 1 or 2 persons aged 16 or over, with 1 or 2 children • Large family - 1 or 2 persons aged 16 or over, and 3 or more children 0-15, or 3 or more persons 16 or over and 2 or more children aged 0-15 • Large adult - 3 or more persons aged 16 or over with or without 1 child aged 0-15
Housing for All	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.

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

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

Temporary Accommodation	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (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.
Tenancy Deposit Scheme	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.
Universal Credit	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.
Welfare Reform	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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