



Armagh City, Banbridge and Craigavon

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 Armagh City, Banbridge and Craigavon Borough Council in 2022/23, the Housing Executive:



**Managed
7,305**
social homes



**Allocated
384**
homes



**Completed
68**
Disabled facilities
grants



**Provided
1,348**
housing support places to
the most vulnerable through
the Supporting People
Programme



**Paid out
£39m**
in Housing Benefit



**Completed
95.43%**
of repairs to
customers'
satisfaction



**Community
Grants
£20,033**
funding awarded



**Community
Cohesion
£76,160**
funding awarded



**Community
Safety
£85,788**
funding awarded



**Energy
Efficiency
£2.20m**
spend



**Affordable
Warmth
595**
installations



**Affordable
Warmth Spend
£1.85m**
spend



**Supporting
People
£4.67m**
spend



**Disabled Facilities
Grants (DFGs)
£0.99m**
approval value



**Adaptations
£1.66m**
spend



**New Build
£1.64m**
spend



**New Build
Completed
38**
homes



**Under Construction
99**
homes



**New Build Planned
186**
(2023/26)



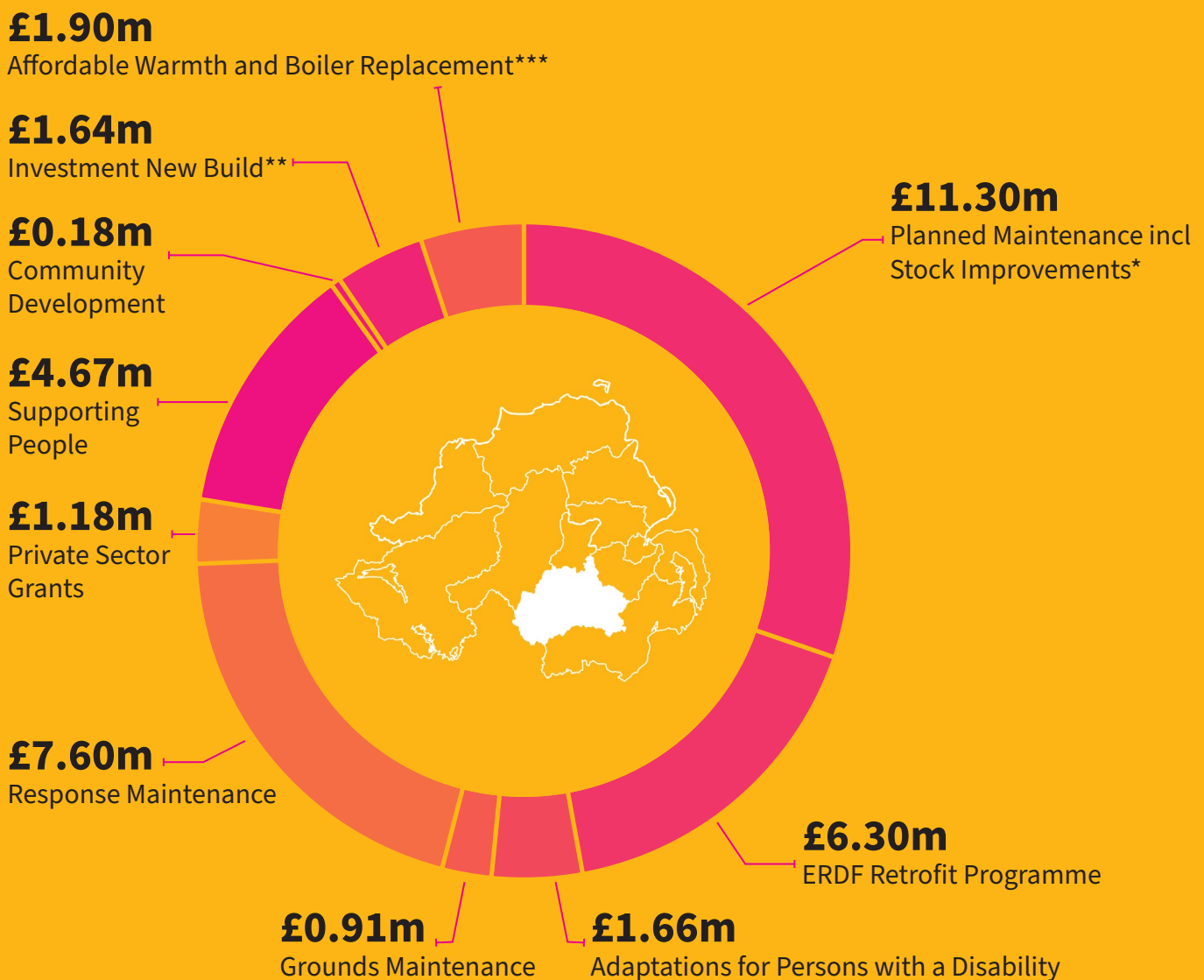
**Waiting List
March 2023
3,712**
applicants, 2,311 in
Housing Stress (62.3%)



**NIHE House Sales
77**
average selling price
£51,066

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £37.34m for Armagh City, Banbridge and Craigavon Borough Council.

Armagh City, Banbridge and Craigavon Borough Council 2022/23 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £6.99m and Stock Improvement Spend was £4.31m.

**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 £1.85m and Boiler Replacement spend was £49k.

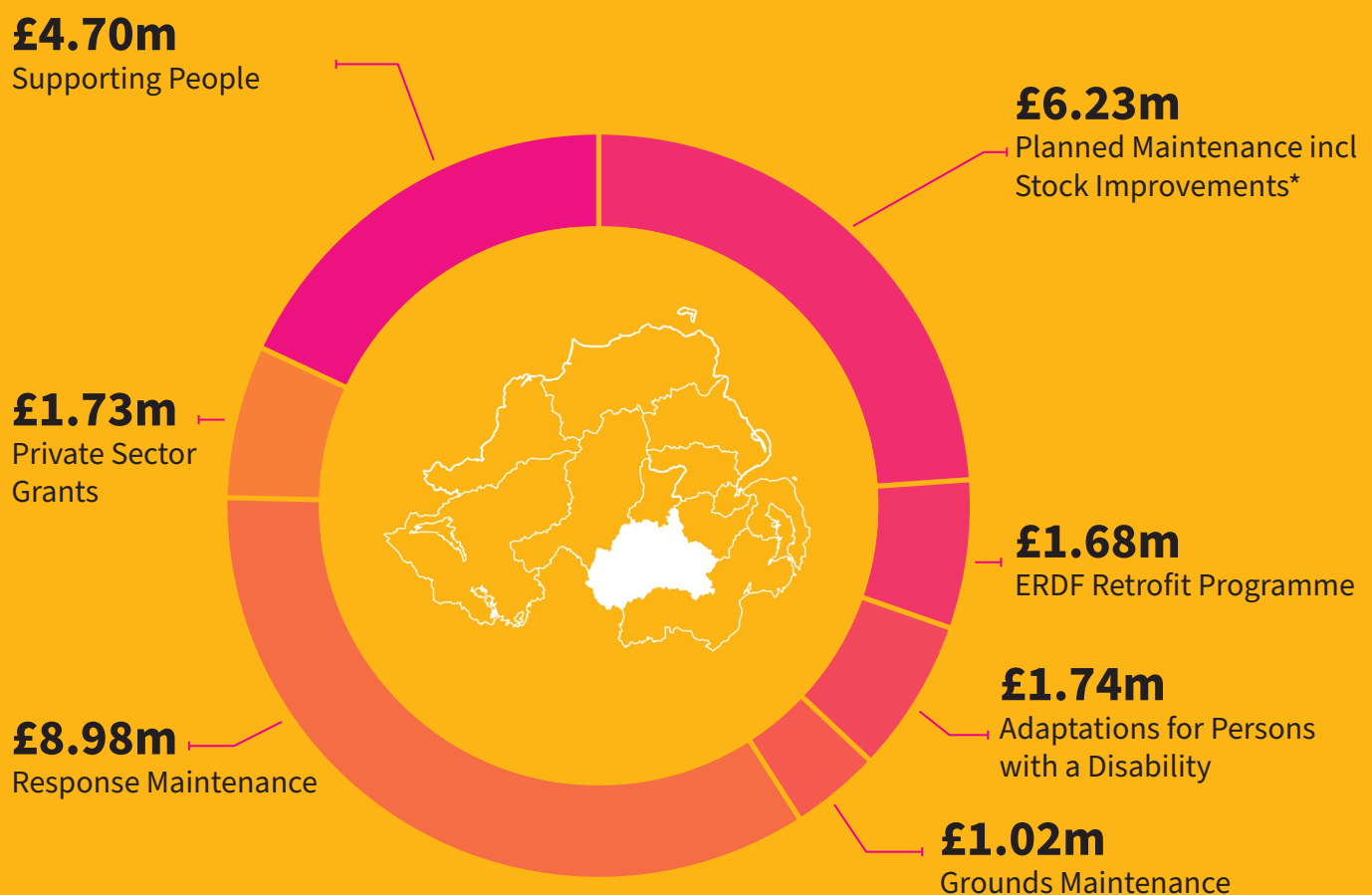
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

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 Armagh City, Banbridge and Craigavon Borough Council totalling £26.08m.

Armagh City, Banbridge and Craigavon Borough Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £4.90m and Stock Improvement Spend is £1.33m. 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. ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

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.

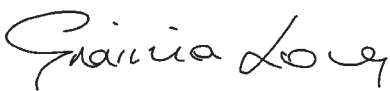
- While the external environment in which we operate remains challenging, the majority of last year's targets have been met, or exceeded. NIHE has invested more in our tenants' homes, over the past 12 months, than in any of the previous 15 years. This demonstrates our commitment to improving the health 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



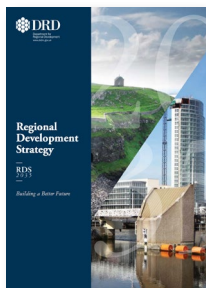
New Decade New Approach



The consultation on the Programme for Government Draft Outcomes Framework 2021



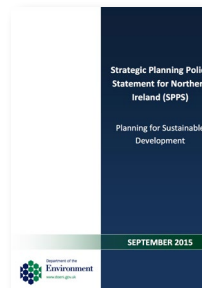
The Sustainable Development Strategy



The Regional Development Strategy



The Housing Supply Strategy



Strategic Planning Policy Statement

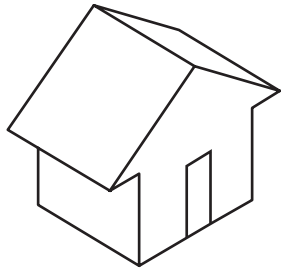


The emerging suite of new Local Development Plans

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

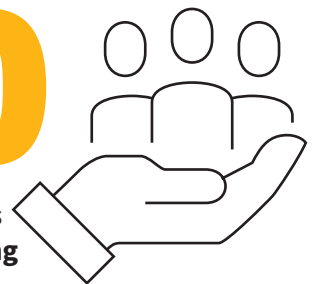
£371m

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 Armagh City, Banbridge and Craigavon 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.

Armagh City, Banbridge and Craigavon Borough Council area has a population of 218,660 (Census 2021) making it the second largest, by population, after Belfast, in Northern Ireland. The key urban centres include Armagh City, Banbridge, Central Craigavon, Lurgan and Portadown and the borough benefits from a strong strategic position on the Belfast to Dublin and M1 corridors. In terms of housing, the Housing Executive's [Commissioning Prospectus](#) sets out where the unmet housing need is within Armagh City, Banbridge and Craigavon 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.

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

Over the past year



South Homelessness Local Area Group

South Region focuses on homelessness

The South Homelessness Local Area Group, chaired by the Housing Executive, has hosted an event in Portadown to focus on raising awareness of homelessness in the region.

Statutory, voluntary and community agencies took part in the forum at Millennium Court which included presentations, workshops and discussions. It was held as part of a series of events across Northern Ireland on the theme 'Have the Conversation' to mark Homelessness Awareness Week (HAW) in December.

The Group meets regularly to discuss local issues and solutions in order to address and prevent homelessness.



Derrytrasna scheme (Ark Housing Association)

New homes delivered in Derrytrasna

The village of Derrytrasna was included as part of the 2018/19 Rural Housing Need test programme. The test focused on encouraging anyone in need of a home in this rural location to come forward and engage with NIHE Housing Advisors to discuss housing options and opportunities. This consultation, which was carried out in partnership with Ark Housing Association, assisted the Housing Executive in assessing the need for additional social housing in the area and the most suitable location and mix for this housing.

The test, which comprised of two community information events, art competitions in two local Primary Schools and promotion through social media, generated a positive response and an increase in the

local waiting list for social housing. Based on this response, the Housing Executive were in a position to support a proposal from Ark Housing Association to develop a social housing scheme for 14 units including 10 No 3 person 2 bed houses, 2 No 5 person 3 bed houses, 1 No 3 person 2 bed generic wheelchair bungalow and 1 No 5 person 3 bed generic wheelchair bungalow.

The completed scheme, which will introduce new high quality and accessible social housing units to this small rural community, will be allocated during the Summer of 2023.



Peggy's Loaning, Banbridge (Arbour HA) which is on-site



Ogle Street, Armagh (Ark HA) which is on-site

In Armagh City, Banbridge and Craigavon Borough Council in 2022/23, the Housing Executive:



**Managed
7,305**
social homes



**Allocated
384**
homes



**Completed
68**
Disabled facilities
grants



**Provided
1,348**
housing support places to
the most vulnerable through
the Supporting People
Programme



**Paid out
£39m**
in Housing Benefit



**Completed
95.43%**
of repairs to
customers'
satisfaction



**Community
Grants
£20,033**
funding awarded



**Community
Cohesion
£76,160**
funding awarded



**Community
Safety
£85,788**
funding awarded



**Energy
Efficiency
£2.20m**
spend



**Affordable
Warmth
595**
installations



**Affordable
Warmth Spend
£1.85m**
spend



**Supporting
People
£4.67m**
spend



**Disabled Facilities
Grants (DFGs)
£0.99m**
approval value



**Adaptations
£1.66m**
spend



**New Build
£1.64m**
spend



**New Build
Completed
38**
homes



**Under Construction
99**
homes



**New Build Planned
186**
(2023/26)



**Waiting List
March 2023
3,712**
applicants, 2,311 in
Housing Stress (62.3%)



**NIHE House Sales
77**
average selling price
£51,066

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 £37.34m for Armagh City, Banbridge and Craigavon Borough Council.

Armagh City, Banbridge and Craigavon Borough Council 2022/23 Public Sector Housing Spend (£m)

£1.90m

Affordable Warmth and Boiler Replacement***

£1.64m

Investment New Build**

£0.18m

Community
Development

£4.67m

Supporting
People

£1.18m

Private Sector
Grants

£7.60m

Response Maintenance

£11.30m

Planned Maintenance incl
Stock Improvements*

£6.30m

ERDF Retrofit Programme

£0.91m

Grounds Maintenance

£1.66m

Adaptations for Persons with a Disability

£37.34m

Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £6.99m and Stock Improvement Spend was £4.31m.

**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 £1.85m and Boiler Replacement spend was £49k.

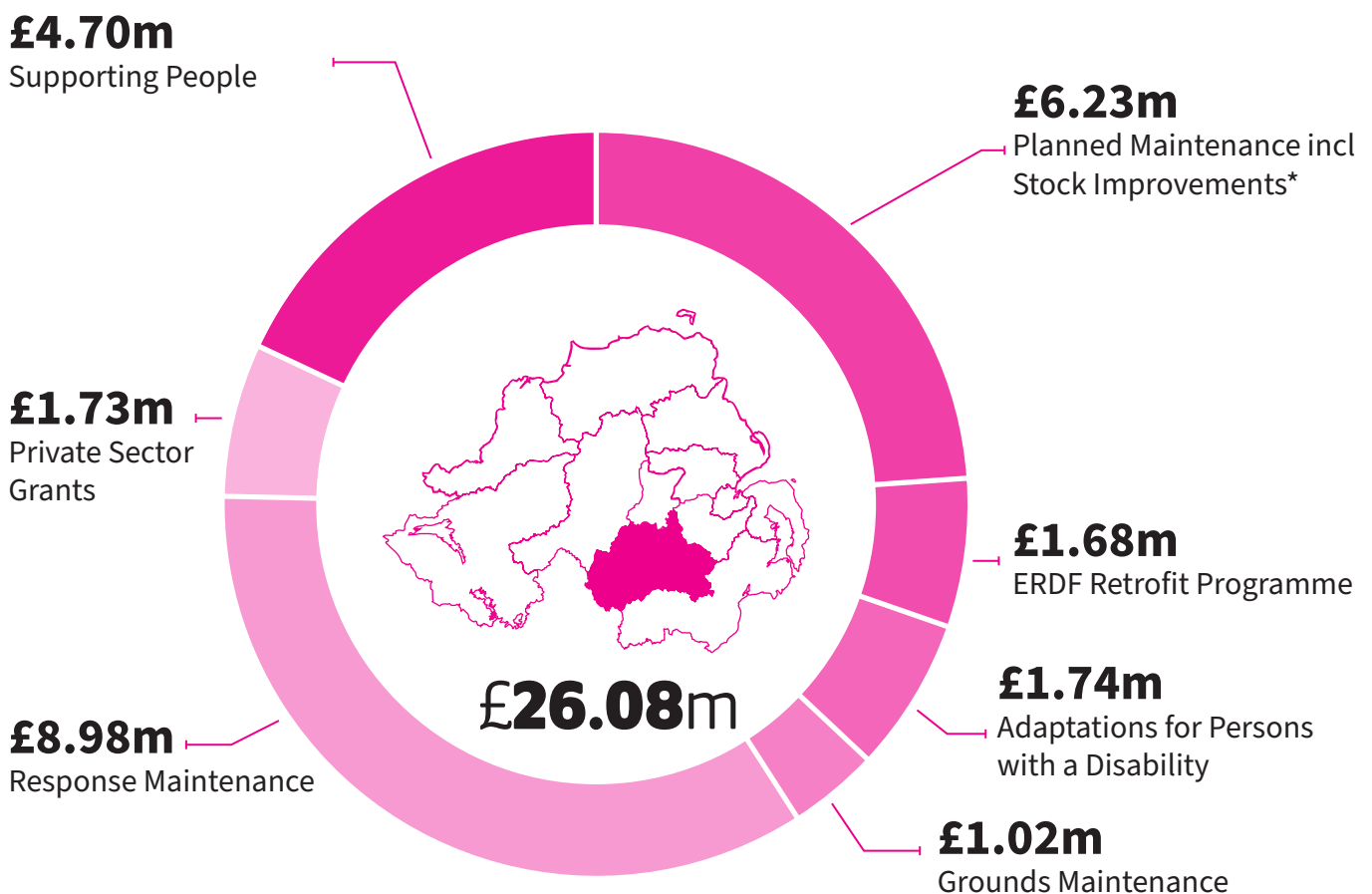
ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

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 Armagh City, Banbridge and Craigavon Borough Council totalling £26.08m.

Armagh City, Banbridge and Craigavon 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 £4.90m and Stock Improvement Spend is £1.33m.

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.

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

Demographic Context

The **population** of Armagh City, Banbridge and Craigavon Borough Council area has increased by 9.5% from 199,693 on Census day 2011 to **218,660** on Census day 2021, according to NISRA



The borough accounts for **11.5%** of the overall **Northern Ireland population** in 2021 (Source: NISRA)



11.5%
OF NI POPULATION

The change in population in Armagh City, Banbridge and Craigavon Borough Council area is mainly concentrated in the 65+ age group, with the **older population increasing by 26.7%** over the period 2011 to 2021. In the same period, the working age population increased by 5.9%



26.7%
OLDER POPULATION
FROM 2011 TO 2021

In the same period, household size reduced from 2.62 to 2.56, while the number of households increased by 9,136 from 75,506 to 84,642 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 17,200 for the period 2016-2030 in Armagh City, Banbridge and Craigavon Borough Council area. The overall Northern Ireland requirement for the same period is 84,800

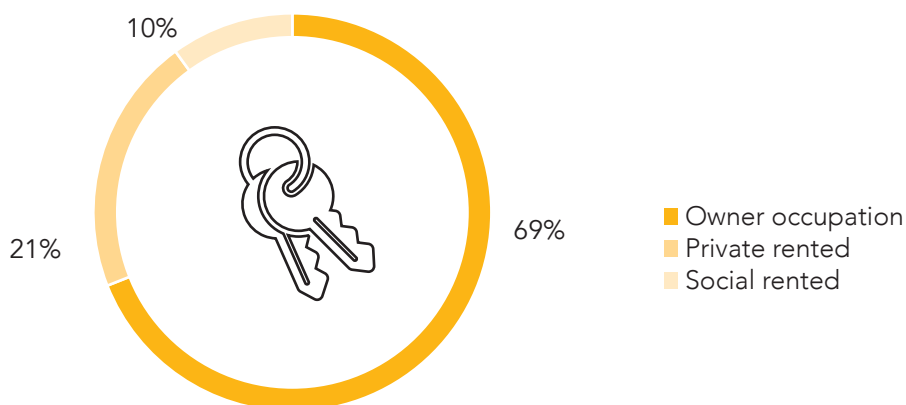


The HGI, along with the Housing Executive's Housing Needs Assessment and Strategic Housing Market Analysis will inform the Council's Local Development Plan on the need for additional land for the development of new housing.

Census 2021 reports that there were **84,642 households** in Armagh City, Banbridge and Craigavon Borough Council area, of these 69% were Owner Occupied, 21% Private Rented and 10% Social Rented. These figures include 'vacants when last occupied' within the three main tenure groups

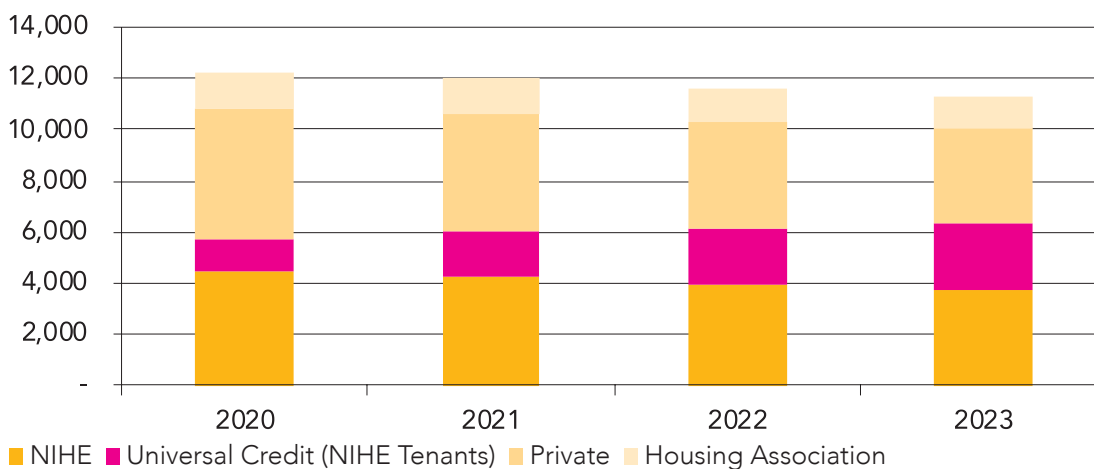


Tenure Breakdown



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, £39m in housing benefit was administered by the Housing Executive for the Armagh City, Banbridge and Craigavon Borough Council area (8% of total spend).

There were **2,659 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Armagh City, Banbridge and Craigavon Borough Council area 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

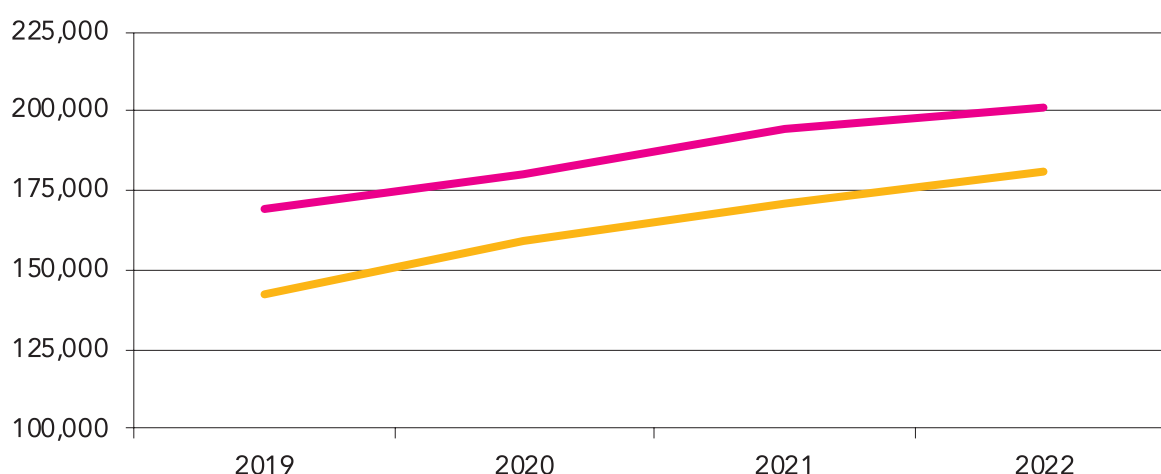
Owner Occupation comprises 69% of the overall homes in Armagh City, Banbridge and Craigavon Borough Council (Census 2021).

Ulster University state that the **average house price** in Armagh City, Banbridge and Craigavon Borough Council area in 2022 was £181,058 which represents an increase of 5.9% on 2021 figures



£181,058
↑ 5.9%

Average Annual House Prices

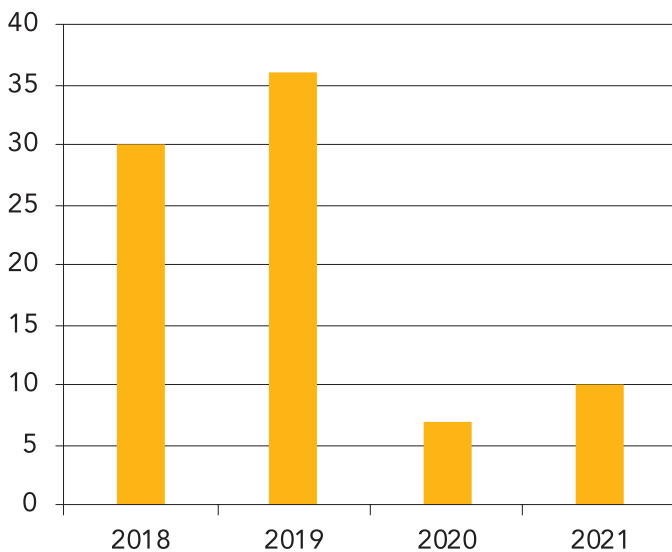


■ Armagh City, Banbridge and Craigavon Average House Price ■ Northern Ireland Average House Price

Source: Ulster University

During 2021, there were 10 repossessions in Armagh City, Banbridge and Craigavon Borough Council area. This represents a 67% decrease since 2018.

Repossessions




Source: Northern Ireland Courts and Tribunals Service

 **67%**
DECREASE SINCE 2018

Demand for intermediate housing

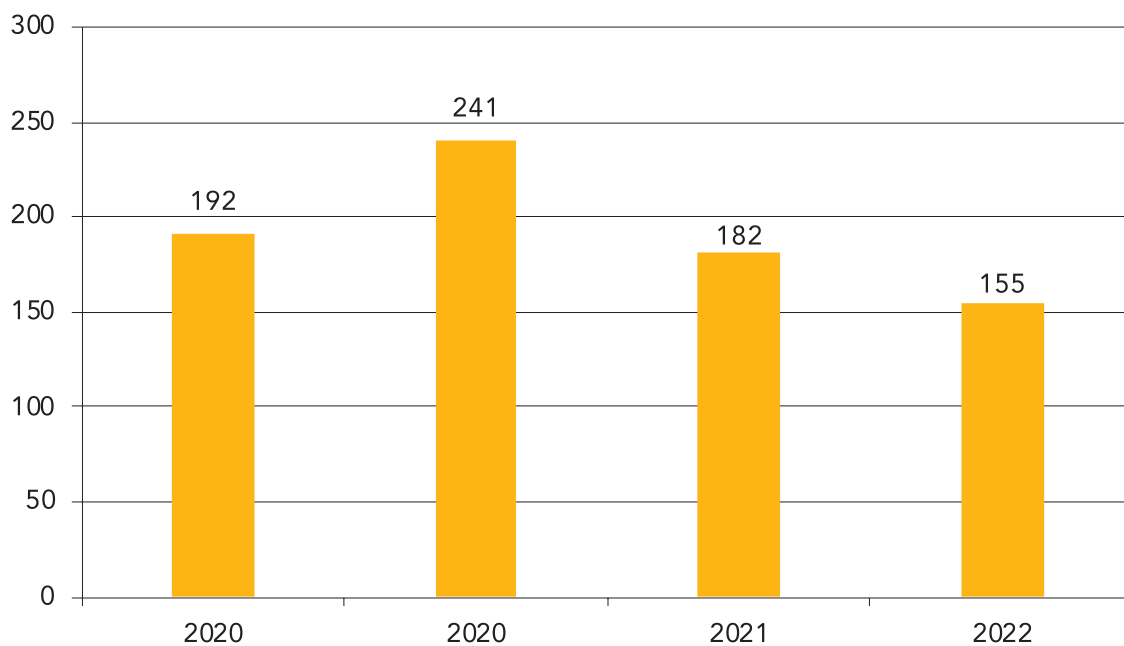
aimed at low-income households in Armagh City, Banbridge and Craigavon Borough Council area is estimated at 2,680 units between 2020 and 2035

 **2,680**
UNITS

Co-Ownership Housing Association had an active stock of 1,612 dwellings at March 2023, **155 of which were purchased** during 2022/23, the highest recorded figure across all council areas

 **155**
PURCHASES

New Co-Ownership Purchases

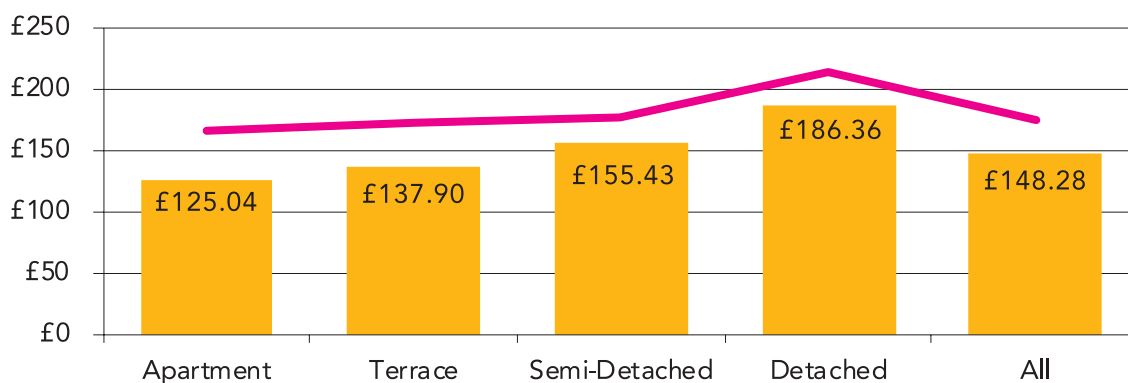


Source: Co-Ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 21% of homes in Armagh City, Banbridge and Craigavon Borough Council area (Census 2021).

Average Weekly Private Sector Rent by Dwelling Type



■ Armagh City, Banbridge & Craigavon ■ Northern Ireland Average

Source: Ulster University

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



The Local Housing Allowance, for 2023/24 for

2 BEDROOM DWELLINGS

within the BRMA's is

£90.96 per week
in the Lough Neagh Lower and
£94.33 per week
in South



The Local Housing Allowance, for 2023/24 for

3 BEDROOM DWELLINGS

within the BRMA's is

£102.00 per week
in the Lough Neagh Lower and
£102.81 per week
in South

DfC's **Landlord Registration scheme** identified 8,411 properties registered by 4,237 landlords in Armagh City, Banbridge and Craigavon Borough Council area at March 2023

8,411
PROPERTIES REGISTERED



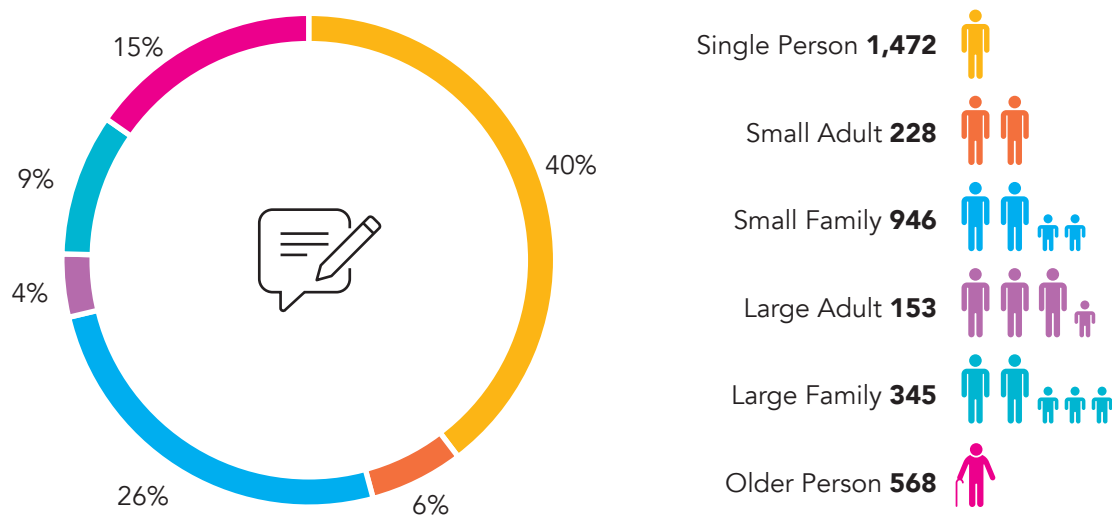
Social Housing Sector

The social sector share of the housing market in Armagh City, Banbridge and Craigavon Borough Council area was 10% (Census 2021).

77 Housing Executive properties were sold to tenants in Armagh City, Banbridge and Craigavon Borough Council area under the House Sales Scheme during 2022/23. The average selling price was £51,066, after discount.

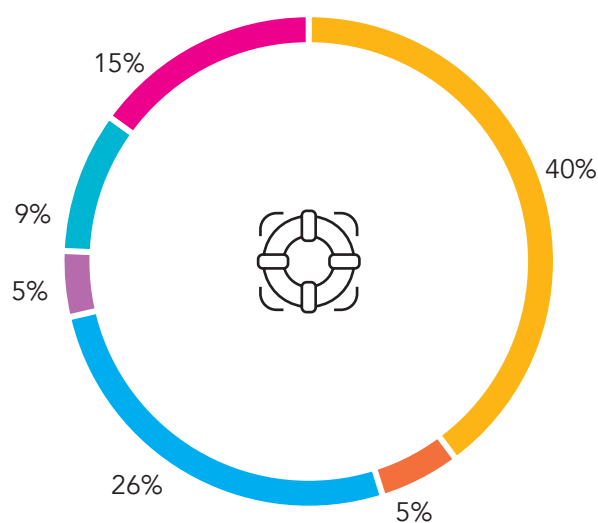
At March 2023, there were 3,712 applicants on the waiting list for Armagh City, Banbridge and Craigavon Borough Council area with 2,311 in housing stress. There were 384 allocations over the year. See Appendix 7 for area breakdown.

Waiting List Applicants

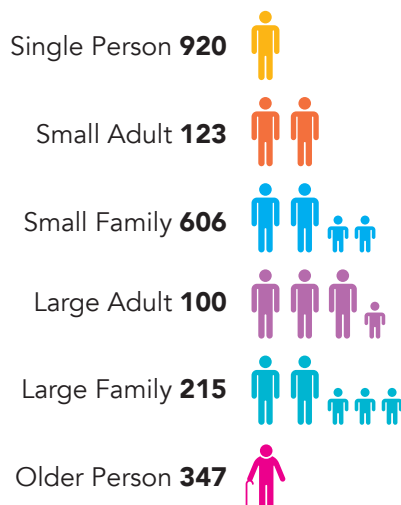


Source: NIHE, March 2023

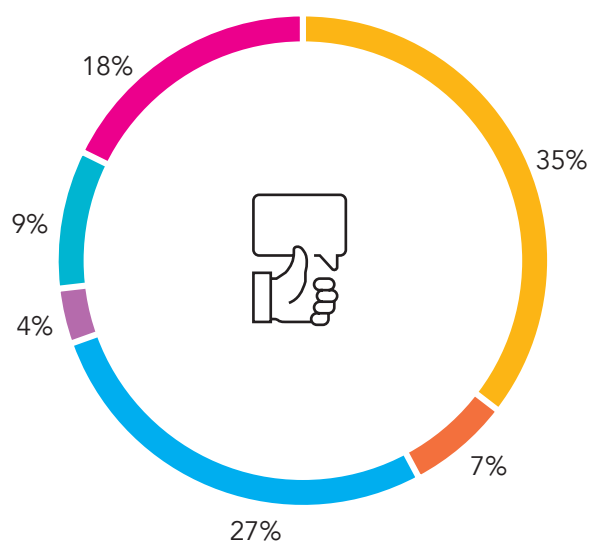
Applicants in Housing Stress



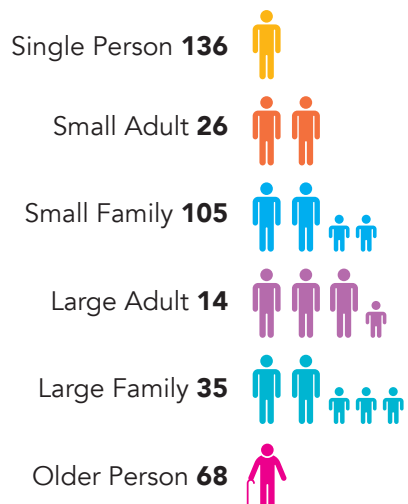
Source: NIHE, March 2023



Allocations to Applicants



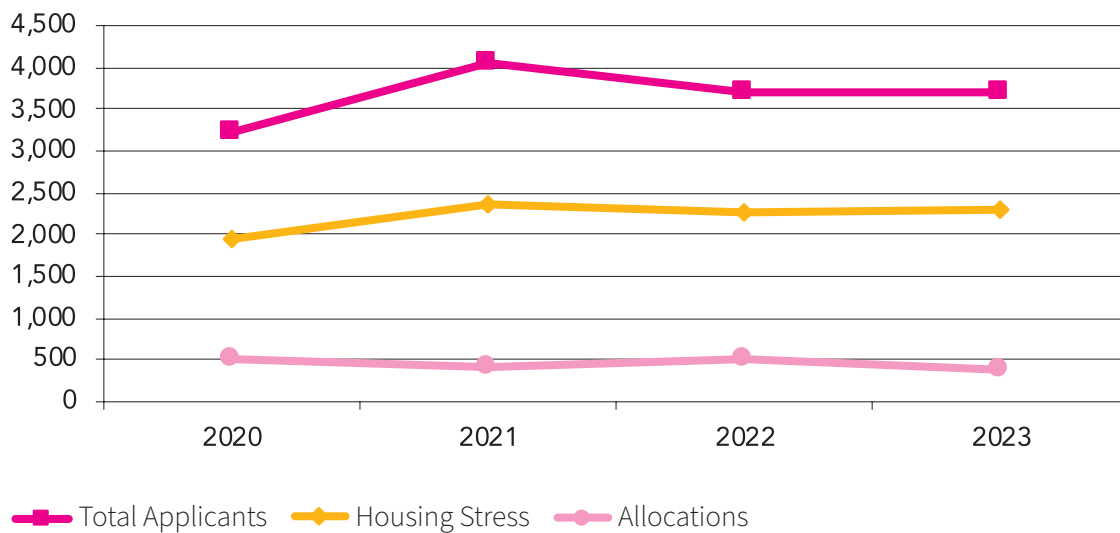
Source: NIHE, March 2023



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 Armagh City, Banbridge and Craigavon Borough Council area has increased between 2022 and 2023.

The **five-year assessment** for 2022-27 shows a need for 1,101 units in Armagh City, Banbridge and Craigavon Borough Council area. Refer to Appendix 2, which shows that the projected housing need is concentrated in the main towns


1,101
projected housing need

To address social need, the Housing Executive's three-year Social Housing Development Programme (SHDP) has 186 housing units planned for 2023/24 to 2025/26.

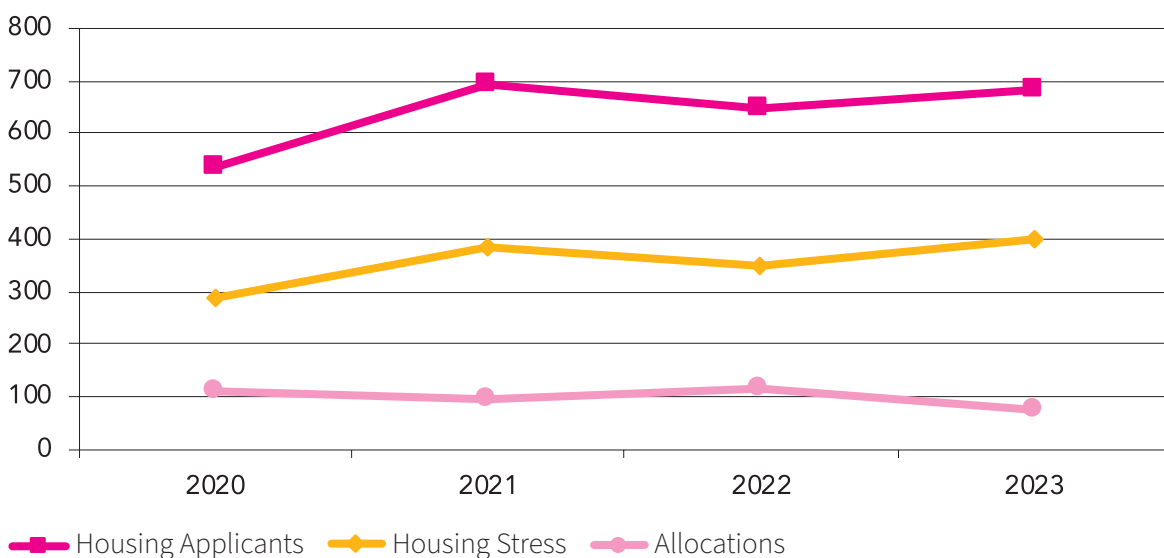
During 2022/23, 38 homes were completed across Armagh City, Banbridge and Craigavon Borough Council area and 99 units were under construction at end of March 2023. See Appendix 3 for details of the programme, completions and on-site schemes.

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 the Armagh City, Banbridge and Craigavon Borough Council area. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation due to a more competitive housing market.

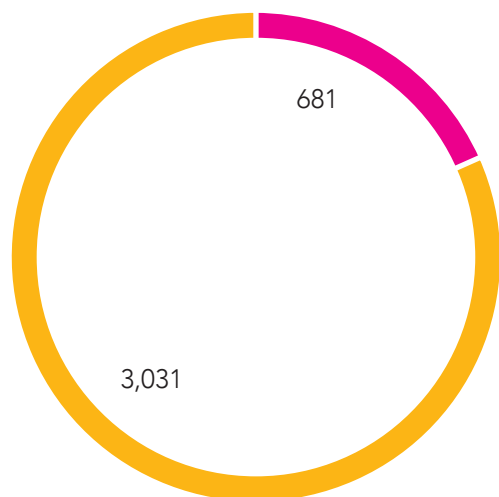
The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. During 2022/23, no rural housing needs tests or Site Identification Studies took place in Armagh City, Banbridge and Craigavon Borough Council area. A desktop Site Identification Study is planned for Tullygoonigan in Autumn 2023.

Rural Housing Waiting List Trends

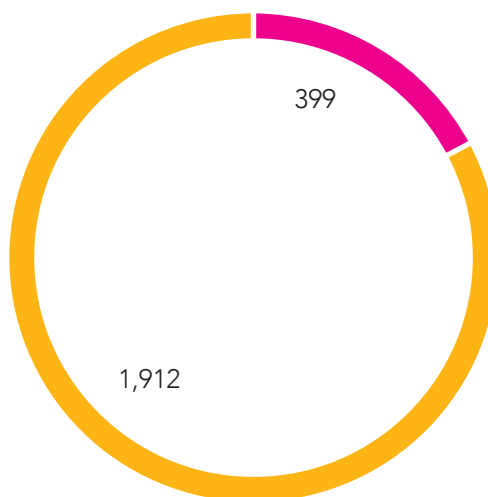


Source: NIHE

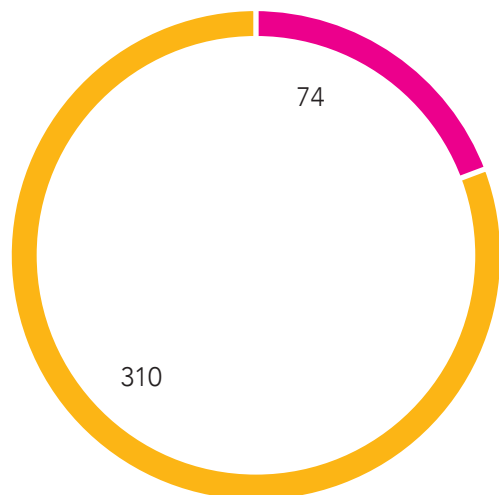
Waiting List Applicants 2023



Applicants in Housing Stress 2023



Allocation to Applicants 2023



■ Armagh, Banbridge & Craigavon Rural
■ Armagh, Banbridge & Craigavon Urban

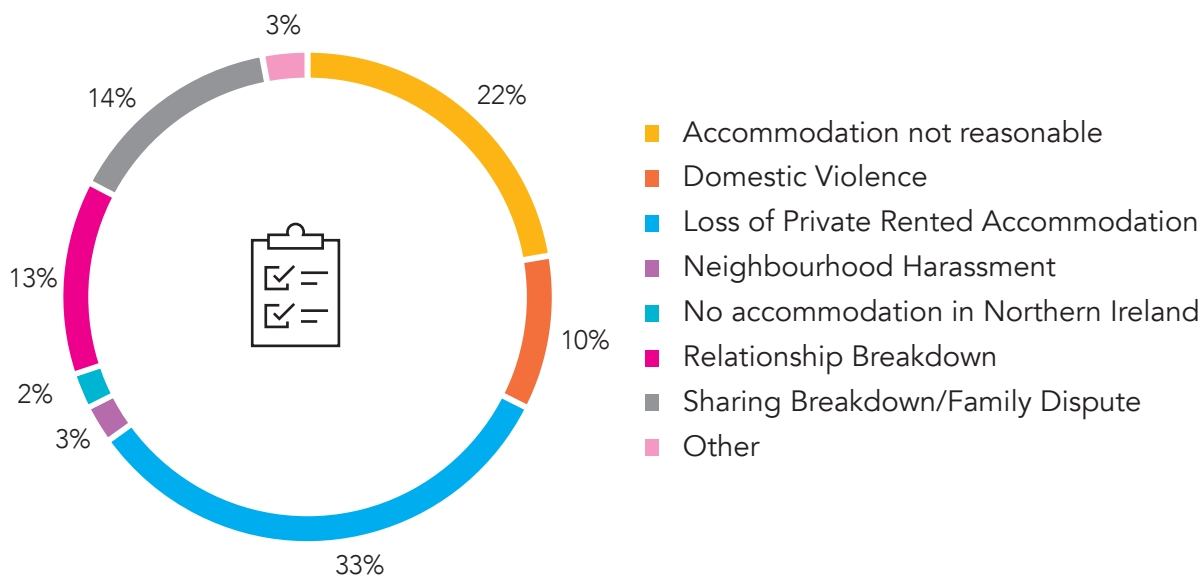
Source: NIHE, March 2023

Homelessness

The number of households presenting as homeless in Armagh City, Banbridge and Craigavon Borough Council area increased between March 2022 and March 2023 with 1,217 presenters by the end of March 2023. The numbers of those accepted as Full Duty Applicants increased to 641, see Appendix 5.

There are a range of temporary accommodation options available in Armagh City, Banbridge and Craigavon Borough Council area. During 2022/23, the Housing Executive made 415 placements which included 202 placements to single-let properties, 102 placements to Hotels/Bed and Breakfast, 52 placements to leased properties, 49 placements into voluntary sector hostels and 10 placements into Housing Executive hostels.

Reasons for Homelessness



Source: NIHE

Specialised Housing and Housing Support Services

Accessible Housing

Within Armagh City, Banbridge and Craigavon Borough Council area, there is an **identified social housing** need at March 2022 for **80 wheelchair units**



Adaptations

During 2022/23, the Housing Executive spent **£1.66m on adaptations** to their properties in Armagh City, Banbridge and Craigavon Borough Council area. See Appendix 4



Disabled Facilities Grants

During 2022/23, the Housing Executive approved **73 Disabled Facilities Grants** for private sector dwellings and completed 68. The approval value in Armagh City, Banbridge and Craigavon Borough Council area in 2022/23 was £0.99m. See Appendix 4



Irish Travellers

Work continues on the redevelopment of our site at Legahory Close, Craigavon. NIHE have consulted with Irish Travellers and local support groups on redevelopment proposals. The redevelopment of the site is due to complete 2024/25.

A draft review of the NIHE owned service site Acorn Grove has completed. The agreed recommendation was to maintain the site through response and planned maintenance programmes. The review is to be submitted at the next interdivisional meeting in August 2023 for approval.

Supporting People

The Housing Executive, through the Supporting People Grant, funds 66 Housing Support Services across Armagh City, Banbridge and Craigavon Borough Council area at a cost of £4.67m, providing housing support to 1,348 clients per year.

Community Planning

In 2017, 'Connected: A Community Plan for Armagh City, Banbridge and Craigavon Borough 2017-2030' was launched by council, statutory partners and stakeholders. The plan, which was developed through partnership and community participation, demonstrated the beginning of a new way of working for the community planning partners to deliver on their shared vision and outcomes. The Community Plan identified three themes and nine associated outcomes, which contribute to the vision for the plan, 'We have a happy, healthy and connected community, a vibrant and sustainable economy and appealing places for living, working and learning.'

As a statutory partner in the Community Planning process, Housing Executive Place Shaping staff attend quarterly Strategic Partnership Board meetings. We take a lead role on the Community Planning theme 'Place' and contribute to the recently established Place Board. Under this theme, the key achievement to date has been the launch of the Community Planning led Place Plan for Armagh City in May 2022. The Housing Executive is a key partner for Armagh City Place Plan which has been developed to help understand and align key messages from policies such as Council's Connected – A Community Plan, and the Strategic Planning Policy Statement for Northern Ireland 2015 which identifies supporting good design and positive place making' as one of its five core planning principles and what these may mean for local places.

The Armagh City Place Plan is designed around four outcomes; a connected city, a green city, an engaging city and a healthy city. Collectively the plan developed seven typologies and 30 actions which will be delivered collaboratively across the partners to embrace the vision of the outcomes. The Housing Executive is a key partner responsible for the delivery of Action CW3 – Housing for Armagh City through which a commitment is made to

enhance mixed tenure and increase accessible and affordable housing in the city centre and to introduce the concept of a city centre waiting list for shared housing.

During 2022/23, Armagh City, Banbridge and Craigavon Borough council commenced consultation for the second locality plan for the Borough under its new community planning remit and the Housing Executive have been engaged in this process.

The Housing Executive also have a key role in the Community Planning Tackling Poverty and Social Exclusion Sub-Committee where we advise on our local housing and homelessness advice and support services and work with partners to identify opportunities to channel resources to where they are most needed.

Tak£500+ Participatory Budgeting

A final event celebrating the success of Tak£500+ Participatory Budgeting Programme, which has seen 81 projects delivered, was held in Craigavon Civic Centre on Wednesday 14 June. Along with Community Planning Partners, the Housing Executive contributed to the Tak£500+ Participatory Budgeting Programme which is managed by the Participatory Budgeting Working Group. This is the second year of the programme and communities were able to apply for up to £1000 with the local residents being given the opportunity to decide how public funds could be used to help benefit their areas. Project ideas were based around the 'Take 5 Ways of Wellbeing' ensuring that all of the projects that received funding were invested in programmes which will help to promote the mental health of residents in each area.

Community Planning Partnerships are required to produce a Statement of Progress every two years on outcomes achieved and actions taken through the implementation of the community plan. The partnership had produced two statements of progress to date in 2019 and 2021. The third Statement of Progress is due to be published in November 2023 and the Housing Executive will contribute to this report.

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 (see Appendix 1).

Local Development Plan

Work has commenced on the Armagh City, Banbridge and Craigavon 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 these development decisions within the District up to 2030.

The Preferred Options Paper (POP) was published on 28 March 2018 and the Council are currently working towards the next stage of the Plan, the draft Plan Strategy (dPS). The timetable for the Plan, including publication of the dPS, is currently under review. Once a revised timetable has been agreed with the department for Infrastructure, it will be published. 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 Armagh Area Plan 2004, the Armagh Area Plan 2004 Alteration No. 1 : Armagh Countryside Proposals, the Craigavon Area Plan 2010, the Craigavon Town Centre Boundaries and Retail Designations Plan 2010, the Banbridge, Newry and Mourne Area Plan 2015 and the Dungannon and South Tyrone Area Plan 2010 insofar as it relates to the Armagh City, Banbridge and Craigavon Council area.

As the statutory development plan, the LDP is the main policy vehicle to influence housing in the district 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 Armagh City, Banbridge and Craigavon social homes			
Implement 60 Strategic Guideline target for starts (Urban and Rural).	10 units starts achieved in Armagh City, Banbridge and Craigavon Borough Council area (ACBCBC). During 2022/23, 38 homes completed and 99 homes are on-site.	2023/24 - 77 SG target 2024/25 – 90 SG target 2025/26 – 91 SG target (urban and rural).	1A 3B 3C
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. Six wheelchair units completed during 2022/23 and nine wheelchair units are on-site.	Ensure the 10% wheelchair target is met for all general needs new build.	1A 1B 1C 3B 3C
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 ACBCBC – projected need of 1,101 units for 2022-27. This is a 34.3% increase from the previous assessment.	Annual HNA will be carried out for ACBCBC to project need over the periods 2023-28, 2024-29 and 2025-30.	3B 3C

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Meet Intermediate housing demand (SHMA)			
Completion of South Eastern Area SHMA report, approval by internal and external PAG and Board, publication in summer 2022 and further Insight event scheduled for November 2022.	South Eastern Area SHMA report completed and published, including 15 year intermediate housing requirements by Council area and Housing Market Area, as well as NI level summary report. NIHE Insight event took place in March 2023.	Continue to monitor South Eastern Area SHMA report and instigate review if necessary.	3B 3C
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 155 properties purchased through Co-ownership in ACBCBC, 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.	1A 3B 3C
Carry out Site Identification Studies			
Further Site Identification Studies will be completed as identified.	A Site Identification Study is currently ongoing in Central Craigavon. A review of NIHE lands to establish a programme of delivery to meet regeneration and housing need. Moyraverty Centre has been agreed as Phase 1 for delivery to meet this objective.	A review of the SIS selection process is planned for the coming year.	3B 3C

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 for ACBCBC includes 1,886 units at a cost of £8.90m.	NIHE's 2022/23 Energy Efficiency Programme provided 358 units in ACBCBC at a cost of £2.20m.	Planned 2,404 units at an estimated cost of £8.70 million in ACBCBC.	1B 3B 3C
Implement the Affordable Warmth Scheme			
Funding of £16m is available for 2022/23 across NI (subject to budget allocation).	In ACBCBC, 595 measures were carried out to 342 private properties under the Affordable Warmth Scheme in 2022/23, at a cost of £1.85m.	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).	1B 3B 3C
Implement Boiler Replacement Scheme			
Budget of £2m for 2022/23 across NI (subject to budget allocation).	In ACBCBC, 82 properties had boilers replaced at cost of £49k.	NIHE will implement the 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).	1B 3B 3C

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.	<p>Six oil buying clubs operate throughout ACBCBC. The clubs are located in Armagh City, Craigavon, Banbridge, Dromore, Lurgan and Portadown.</p> <p>8,500+ orders in the 12 months up to March 2023, with 2.3m litres of home heating oil delivered across NI, 184,250 litres (8%) of this being in the ACBCBC area.</p>	Continue to increase membership of Oil Savings Network.	1B 3B 3C
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.	<p>In 2022/23, the Heritage in Housing match funding programme contributed £96,100 towards the restoration of seven empty properties in the Townscape Heritage Initiative areas of Carrickfergus and Armagh City, providing accommodation for private rent within these centres. Works completed on five of the properties, and works are expected to complete on the remaining two properties during 2023/24.</p> <p>A property in Lurgan was offered Heritage in Housing funding in 2022/23, but due to project delays, it had to be withdrawn.</p>	No projects planned at current time.	3B 3C

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			
£4.55m has been approved to deliver the Supporting People Programme for 2022/23.	£4.67m was spent delivering the Supporting People Programme for 2022/23. 57 accommodation based services for 1,000 service users. 9 floating support schemes for 348 service users.	£4.70m has been approved to deliver the Supporting People Programme for 2023/24 (Appendix 5).	1A 1B 1C 3B
Deliver planned investment and maintenance to NIHE stock			
Funding for NIHE planned maintenance schemes for the Council area in 2022/23 is estimated at £8.93m.	In 2022/23, NIHE spend £6.99m on planned maintenance schemes in ACBCBC, see Appendix 4.	Funding for NIHE planned maintenance schemes for ACBCBC in 2023/24 is estimated at £4.90m, (details see Appendix 4).	3B 3C
Deliver elemental / response improvements to NIHE stock			
Funding for NIHE stock improvement work for the Council area in 2022/23 is estimated at £5.07m, 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 £4.31m 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 £1.33m, (details see Appendix 4). NIHE will complete response maintenance repairs within the required target time.	1C 3B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	95.43% of NIHE response maintenance repairs were completed to customers' satisfaction across ACBCBC.	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.	£21,500 Areas at Risk and £1.62m Neighbourhood Renewal funding was received by groups in ACBCBC during 2022/23. Additionally, further funding of £1,500 Areas at Risk and £7,500 Neighbourhood Renewal 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.	3B 3C
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 up to £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; - Cost of living crisis - Climate change - The Introduction of Social Value in Public Sector Procurement - Post-COVID-19 Recovery	1A 2A 2B 3A 3B 3C

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 – preparation of annual 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 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.	1A 1B 1C 3B 3C
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.	1C 3B

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.	1A 1B 1C 3B 3C
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.	1A 1B 1C 3B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.	During 2022/23, £86k was awarded to six projects within ACBCBC which support Community Safety Initiatives through Lurgan Elim Community Ministries, NIA MACS Pilot – Portadown, Y Zone, Edgarstown Community Association, Bannside Community Group and Children’s Safety Education Foundation.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.	
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.	During 2022/23, NIHE dealt with 155 cases of ASB within the Council area. NIHE Staff re-established ASB Forums in ACBCBC during 2022. These forums had ceased during COVID-19.	NIHE will continue to partner on the ASB Forum. NIHE Area Managers will continue to attend their respective PCSP meetings.	
NIHE will continue to implement the HIPA scheme.	During 2022/23, three Hate Incident Practical Action scheme (HIPA) incidents was actioned in ACBCBC.	NIHE will continue to implement the HIPA scheme.	
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.	1A 1B 1C 3B
Promote good relations and continue to fund SCNI			
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.	Community Cohesion funding of £76k was spent on 17 projects over the past year.	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.	1A 1B 1C 3B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
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 Housing Community Network (HCN). NIHE staff work closely with Supporting Communities who provide assistance to 48 Community Groups within the HCN structure in ACBCBC.	We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.	1A 1B 1C 3B
Administer community grants and HCN funding			
The Community Grants 2022/23 budget has been agreed as £20,000 per Area Office.	A total of £20k was spent on Community Grants in 2022/23.	We will continue to ensure the Community Involvement Grants are effectively administered by adhering to key themes that have a clear focus on identified community need.	1A 1B 1C 3B
Funding of £2,077 per area for HCN is also available.	Throughout 2022/23 this funding was used to facilitate the Area Scrutiny Panel and the four local HCN's.	Funding will continue to support our Area Scrutiny Panel and local HCN's.	
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.	New ways to support our communities were developed to reflect the restrictions imposed by the COVID-19 Pandemic. Digital capacity was expanded and tablets disseminated within the Central Housing Forum and working groups. Community grants also supported digital inclusion initiatives.	Our focus will be on delivering sustainable communities committed to reducing our carbon footprint. A targeted effort will be put on reducing poverty and improving health and wellbeing.	1A 1B 1C 3B

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	The first Annual Community Conference in three years was held at Girdwood Community Hub in February 2023. The theme of the conference was HELPP: Heat, Eat, Light, People and Power focusing on the current cost of living crisis and how we can support the most vulnerable in social housing areas.		
Identify hidden rural housing need			
NIHE will continue to work with rural communities to identify hidden rural housing need.	There was no requirement identified for Rural Needs Tests in ACBCBC in 2022/23.	NIHE will continue to work with rural communities to identify hidden rural housing need. Tullygoonian is programmed for testing.	1A 3B 3C
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 ACBCBC area.	We will continue to develop and deliver the Housing Executive Rural Community Awards Competition annually.	1A 3C

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.	3B 3C
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.	1C 3B
Administer Disabled Facilities Grants			
NIHE has funding of approximately £12.75m for DFGs for the private sector in 2022/23 across NI.	NIHE approved 73 DFGs for private sector dwellings and completed 68.	NIHE have funding of approximately £13.71m for DFGs for the private sector in 2023/24 across NI.	1A 1B 1C 3B 3C
The funding for ACBCBC is £1.30m in 2022/23.	The approval value in ACBCBC in 2022/23 was £0.99m.	The funding for ACBCBC is £1.26m in 2023/24.	

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 £25k, Appendix 4.	Funding of discretionary grants will continue in 2023/24.	3B 3C
Approval of repair grants			
NIHE will issue repair grants as required.	There were 35 repair grants approved in 2022/23, with an approval value of £77k, Appendix 4.	NIHE will issue repair grants as required.	3B 3C

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,</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>Prepare case for new programme of funding.</p>	3B 3C

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>with recruitment due to commence imminently.</p> <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>		
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).	3B 3C
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.	3B 3C

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
Rent collection, arrears and reporting of fraud			
Maximise rent collection to reinvest and improve services.	Across the Council area, NIHE collected 99.25% of rent at March 2023.	Maximise rent collection to reinvest and improve services.	3B 3C
Manage arrears as effectively as possible to maximise income.	Arrears increased by £111k during 2022/23.	Manage arrears as effectively as possible to maximise income.	
Monitor and reduce tenancy fraud and continue to report statistics to DfC.	Statistics reported quarterly to DfC.	Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.	
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 	<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 	<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. 	3B 3C

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
who are financially impacted by welfare reform.	who are financially impacted by welfare reform.		
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 0.62% of total stock in ACBCBC.	Subject to development of reset plan.	3B

Appendices

Appendix 1

Community Plan themes and outcomes

For further details please refer to:

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

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

Appendix 2

Social Housing Need by Settlement 2022-27

Settlement	Social Housing Need 2022-27
Armagh 1	117
Armagh 2	42
Banbridge Town	170
Central Craigavon	90
North Lurgan	248
South Lurgan	72
Portadown 1	89
Portadown 2	76
Aghagallon	9
Annaclone	2
Bleary	1
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	2
Clady / Corran / Ballymacnab	3
Derrymacash/Derrytrasna/Kinnego	18
Dollingstown	1
Donacloney	5
Dromore	49
Gilford	5
Keady	13
Lawrencetown	6
Loughbrickland	9
Loughgall	1
Madden / Milford / Ballyards	1
Magheralin	6
Markethill	6

Table continues

Settlement	Social Housing Need 2022-27
Middletown	6
Portadown Rural	9
Rathfriland	24
Richhill	11
Tandragee	3
Tullylish	1
Waringstown	6
Total	1,101

Source: NIHE

Housing need has currently been met in: Annaghmore / Eglisk, Annahugh, Ashfield / Tullyhenan, Ballela, Banbridge Rural Cottages, Carn, Closkelt, Corbet, Dromore Rural Cottages, Drumhillery / Darkley / Derrynoose, Drumnacanny, Glenanne / Mountnorris / Loughgilly, Hamiltonsbawn / Edenaveys, Katesbridge, Kinallen, Lenaderg, Lisnagrade / Ballyvarley, Scarva, Seapatrick and Tynan / Killylea. 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
Sloanhill, Hill Street, Lurgan	24	General Needs	Arbour	Urban
Sloanhill, Hill Street, Lurgan Phase 2	4	General Needs	Arbour	Urban
Fort Street Rehabs, Banbridge**	5	General Needs	Arbour	Urban
Drumellan, Craigavon *(T)	5	General Needs	Choice	Urban
Total	38			

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
18-52 Ogle Street, Armagh	42	General Needs	Ark	Urban
Peggys Loaning, Banbridge	37	General Needs	Arbour	Urban
William Street, Lurgan**	1	General Needs	Arbour	Urban
Parknasilla, Aghagallon	5	General Needs	Arbour	Rural
Derrytrasna Road, Derrytrasna	14	General Needs	Ark	Rural
Total	99			

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
Commercial Road, Banbridge	47	General Needs	Arbour	2023/24	Urban
The Coach, Banbridge	29	General Needs	Clanmil	2024/25	Urban
North Street, Lurgan	42	General Needs	Arbour	2024/25	Urban
Spelga Park, Lurgan*(T)	8	General Needs	TBC	2024/25	Urban
Ballyoran, Portadown	21	General Needs	Arbour	2023/24	Urban
Ballyoran Hill, Portadown	39	General Needs	Clanmil	2024/25	Urban
Total	186				

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
External Cyclical Maintenance	Keady/ Darkley	2
	Obins Street, Portadown	1
	Killylea/ Orangefield/ Ballinahone	13
	Annaghmore	17
	Mourneview/ Grey, Lurgan	100
	Lawrencetown/ Loughbrickland	186
	Corcrair, Portadown	33
	Mountnorris/ Glenanne, Markethill	86
	Markethill	111
Fence Painting	Armagh 1 Fence Painting	469
	Armagh 2 Fence Painting	319
	Lurgan 2 Fence Painting	164
	Craigavon / Portadown Fence Painting	212
Double Glazing	South Area Double Glazing	50
	Craigavon Double Glazing	97
	South Area 20/21 Double Glazing	81
Roofs	South Area Roofs - Kinallen, Dromore	32
Revenue Replacement – Kitchens	Craigavon Revenue Kitchens	72
Revenue Replacement BKR	Killough Gardens/ Levin Road, Lurgan	29
	Mourneview/ Grey/ Larkfield, Lurgan	30
	Killicomaine, Portadown	75
	Sinton Park/ Wayside, Tandragee	23
	Callanbridge, Armagh	79
	Dromore/ Annaclone/ Gilford	52
	Garvaghy Park/ Churchill Gardens, Portadown	79

Table continues

Schemes completed April 2022 – March 2023

Work Category	Scheme	Units
Heating Installation	Banbridge Town (2005)	75
	Mullacreevie, Armagh	60
	Lurgan Mop Up (2005)	54
	Portadown Estates (05/06)	56
	Callan Bridge, Armagh	60
Capital Scheme	Wellington Street, Lurgan	12
Special Scheme	(ERDF) Ennis Tarry, Lurgan No Fines	21
	(ERDF) Meadowbrook No Fines	60
	(ERDF) Redmanville Estate No Fines	65
	(ERDF) Brownstown Estate No Fines	52
Total		2,927

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	Markethill	3
Fence Painting	Banbridge Fence Painting	772
Roofs	South Area Roofs - Kinallen, Dromore	56
Heating Installation	Lurgan Mop Up	24
	Portadown Estates (05/06)	17
	Callan Bridge, Armagh	25
	Lurgan 15 year Heating	85
	Brownstown Estate, Portadown	55
	Banbridge (05/06)	53
	Central Craigavon / Rural	60
	Central Armagh Heating	50
Capital Scheme	Wellington Street, Lurgan	4
Demolition	Chestnut Place, Banbridge	22
Special Schemes	(ERDF) Retrofit Lurgantarry Estate	51
	(ERDF) Retrofit Redmanville Estate No Fines	37
	(ERDF) Retrofit Brownstown Estate No Fines	3
	Aldervale Cladding works, Craigavon	15
Total		1,332

Source: NIHE

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

Grants Performance 2022/23

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	73	988	68
Repairs Grant	35	77	35
Discretionary Grants			
Replacement Grant	0	0	0
Renovation Grant	<10	13	<10
Home Repair Assistance Grant	<10	12	<10
Total	-	1,090	-

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*	13	0.63
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	<10	0.05
Showers**	110	0.54
Minor APD repairs***	354	0.44
Total	-	1.66

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	103	80	66	80	73
Funding (£k)	1,155	817	889	1,233	988

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 Based Services	Disability	3	3	70	205	194
	Homeless	4	4	188	409	387
	Older People	1	1	60	158	150
	Young People	1	1	30	72	68
	Sub Total**	**	9	348	844	799
Non Floating Support Services	Disability	8	27	284	2,513	2,677
	Homeless	1	3	54	864	818
	Older People	4	26	660	441	409
	Young People	1	1	2	3	-
	Sub Total**	**	57	1,000	3,821	3,904
Grand Total*		**	66	1,348	4,665	4,703

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	1,253	790	181
2019/20	1,099	694	162
2020/21	1,144	608	381
2021/22	1,127	606	379
2022/23	1,217	641	415

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 *
Armagh 1	193	0	136	305	20	654	2
	72	3	69	874	7	1,025	
Armagh 2	116	0	58	87	0	261	0
	51	2	59	481	0	593	
Keady	101	0	21	50	0	172	0
	82	8	15	386	0	491	
Markethill	62	1	25	34	0	122	0
	35	8	3	199	0	245	
Tandragee	79	3	34	70	0	186	2
	145	21	6	242	0	414	
Charlemont / Blackwatertown / Carrickaness / Donnelly Hill	26	3	0	8	0	37	0
	44	22	1	106	0	173	
Drumhillery / Darkley / Derrynoose	9	0	0	17	0	26	1
	13	0	0	3	0	16	
Glenanne / Mountnorris / Loughgilly	20	1	0	64	0	85	0
	11	14	0	78	0	103	
Hamiltonsbawn / Edenaveys	21	1	0	8	0	30	0
	43	5	0	88	0	136	
Loughgall	15	0	0	5	0	20	0
	34	14	0	31	0	79	
Madden/Milford/ Ballyards	6	0	0	2	0	8	0
	23	3	0	17	0	43	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Middletown	13	0	0	0	0	13	0
	27	0	0	27	0	54	
Poyntzpass	9	0	0	5	0	14	0
	13	0	0	45	0	58	
Richhill	46	3	5	39	0	93	0
	85	30	6	215	0	336	
Tynan / Killylea	19	0	0	4	0	23	1
	47	8	0	33	0	88	
Annaghmore / Eglish	13	0	0	14	0	27	0
	31	11	0	46	0	88	
Annahugh	0	1	0	9	0	10	0
	14	3	0	23	0	40	
Clady / Corran / Ballymacnab	7	0	0	8	0	15	0
	22	0	0	14	0	36	
Armagh District Total	755	13	279	729	20	1,796	6
	792	152	159	2,908	7	4,018	
Banbridge Town	245	0	167	324	28	764	9
	87	0	81	1,027	15	1,210	
Dromore	86	1	43	124	0	254	2
	37	9	17	383	0	446	
Gilford	59	0	16	70	8	153	1
	25	0	4	185	0	214	
Rathfriland	97	0	0	85	0	182	0
	74	1	0	294	0	369	
Kinallen	16	0	0	14	0	30	0
	15	0	0	50	0	65	
Lawrencetown	24	0	0	24	0	48	0
	9	0	0	73	0	82	
Loughbrickland	13	0	0	22	0	35	0
	16	3	0	74	0	93	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Scarva	5	0	0	16	0	21	0
	1	0	0	35	0	36	
Annaclone	6	0	0	4	0	10	0
	3	0	0	25	0	28	
Ashfield / Tullyhenan	4	0	0	1	0	5	0
	10	0	0	12	0	22	
Banbridge Rural Cottages	9	11	0	0	0	20	1
	10	86	0	7	0	103	
Closkelt	2	2	0	0	0	4	1
	2	3	0	0	0	5	
Corbet / Millbank View	1	0	0	7	0	8	0
	1	0	0	8	0	9	
Dromore Rural Cottages	0	21	0	2	0	23	0
	8	88	0	5	0	101	
Katesbridge	3	0	0	16	0	19	0
	1	0	0	35	0	36	
Lenaderg	9	0	0	12	0	21	0
	2	0	0	49	0	51	
Lisnagrade / Ballyvarley	0	0	0	0	0	0	0
	0	5	0	0	0	5	
Seapatrick	10	0	0	40	0	50	0
	5	0	0	59	0	64	
Tullylish	13	0	0	0	0	13	0
	26	0	0	0	0	26	
Banbridge District Total	602	35	226	761	36	1,660	15
	332	195	102	2,321	15	2,965	
Central Craigavon	84	0	76	551	21	732	15
	18	0	5	1,354	3	1,380	
North Lurgan	216	0	162	303	0	681	5
	29	0	54	1,279	0	1,362	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
South Lurgan	151	1	158	305	3	618	1
	42	8	54	1,160	0	1,264	
Portadown 1	160	0	12	292	8	472	4
	38	0	0	556	10	604	
Portadown 2	273	0	251	441	27	992	4
	107	0	84	1,376	1	1,568	
Aghagallon	17	4	0	27	0	48	0
	26	58	0	127	0	211	
Bleary	17	5	0	14	0	36	2
	65	57	0	85	0	207	
Dollingstown	43	0	6	8	0	57	0
	24	0	2	99	0	125	
Donacloney	33	1	0	28	0	62	0
	6	16	0	112	0	134	
Magheralin	15	0	0	28	0	43	0
	3	3	1	131	0	138	
Waringstown	33	1	0	20	0	54	0
	19	20	0	88	0	127	
Carn	1	0	0	3	0	4	0
	3	0	0	14	0	17	
Derrytrasna / Derrymacash / Kinnego	1	1	0	10	0	12	0
	16	10	0	90	0	116	
Drumnacanvy	0	0	0	1	0	1	0
	0	0	0	31	0	31	
Portadown Rural Area	2	3	0	32	0	37	0
	5	27	0	120	0	152	
Craigavon Borough Total	1,046	16	665	2,063	59	3,849	31
	401	199	200	6,622	14	7,436	
Armagh City, Banbridge and Craigavon Borough Total	2,403	64	1,170	3,553	115	7,305	52
	1,525	546	461	11,851	36	14,419	

Source: NIHE

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

Appendix 7

Applicants and Allocations at March 2023

	Applicants (Total)	Applicants (HS)	Allocations
Armagh 1	351	222	32
Armagh 2	129	76	19
Keady	56	32	<10
Markethill	46	28	<10
Tandragee	58	20	<10
Charlemont / Blackwatertown / Carrickaness / Donnelly's Hill	<10	<10	<10
Drumhillery / Darkley / Derrynoose	<10	<10	0
Glenanne / Mountnorris / Loughgilly	11	<10	<10
Hamiltonsbawn / Edenaveys	<10	<10	0
Loughgall	<10	<10	0
Madden / Milford / Ballyards	15	10	<10
Middletown	<10	<10	0
Poyntzpass	50	26	<10
Richhill	<10	<10	0
Tynan / Killylea	<10	<10	<10
Annaghmore / Eglis	0	0	0
Annahugh	<10	<10	0
Clady / Corran / Ballymacnab	351	222	32
Banbridge Town	449	297	46
Dromore Town Area	106	72	14
Gilford	54	37	<10
Rathfriland	71	49	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Kinallen	<10	<10	<10
Lawrencetown	19	16	<10
Loughbrickland	23	12	<10
Scarva	<10	<10	0
Annaclone	<10	<10	<10
Ashfield / Tullyhenan	<10	<10	0
Ballela	0	0	0
Ballyroney	0	0	0
Banbridge Rural Cottages	<10	<10	0
Closkelt	<10	0	0
Corbet	0	0	0
Dromore Rural Cottages	<10	<10	0
Katesbridge	<10	<10	<10
Lenaderg	<10	<10	<10
Lisnagrade / Ballyvarley	0	0	0
Seapatrick	<10	<10	<10
Tullylish	<10	<10	0
North Lurgan	602	403	31
South Lurgan	265	153	59
Central Craigavon	330	216	26
Aghagallon	19	16	<10
Bleary	10	<10	<10
Carn / Elizabeth Terrace	0	0	0
Derrytrasna / Derrymacash / Kinnego	56	35	0
Dollingstown	13	<10	<10
Donacloney	15	<10	<10
Magheralin	20	11	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Schomberg / Drumnacanvy	<10	<10	0
Waringstown	32	17	0
Portadown 1	225	135	15
Portadown 2	569	335	66
Portadown Rural	26	17	<10
Armagh City, Banbridge & Craigavon Borough Total	3,712	2,311	384

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
Lurgan Office 122 Hill Street, Lurgan BT66 6BH		lurganbrownlow@nihe.gov.uk
Portadown Office 41 Thomas Street, Portadown BT62 3AF		portadown@nihe.gov.uk
Armagh Office 48 Dobbin Street, Armagh BT61 7QQ		armagh.mailbox@nihe.gov.uk
Banbridge Office 56 Bridge Street, Banbridge BT32 3JL		banbridge@nihe.gov.uk
Accounts Office Marlborough House Central Way, Craigavon BT64 1AD		south.accounts@nihe.gov.uk
South Region Manager	John McCartan	john.mccartan@nihe.gov.uk
South Area Manager	Mark Ingham	mark.ingham@nihe.gov.uk
Assistant Area Manager	Pauline Beattie	pauline.beattie2@nihe.gov.uk
Area Maintenance Manager - Craigavon	Conor McCaffrey	conor.mccaffrey2@nihe.gov.uk
Area Maintenance Manager – Armagh/Banbridge	Conor Cunningham	conor2.cunningham@nihe.gov.uk
Housing Solutions Manager	Duncan Malcolm	duncan.malcolm@nihe.gov.uk

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Patch Team Leader - Armagh	Kim Quinn	kim.quinn@nihe.gov.uk
Patch Team Leader - Banbridge	Aisling Pyers	aisling.pyers@nihe.gov.uk
Patch Team Leader - Craigavon	Fiona McNally	fiona.mcnally@nihe.gov.uk
Accounts Team Leader	Donna Ingham	donna.ingham@nihe.gov.uk
Lettings Manager - Armagh/ Banbridge	Janet Agnew	janet.agnew@nihe.gov.uk
Lettings Manager - Craigavon	Gerard Donnelly	gerard.donnelly@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, BT48 6QP	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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