



Armagh City, Banbridge and Craigavon

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# HOUSING INVESTMENT PLAN

## 2024 UPDATE

**Housing**  
Executive

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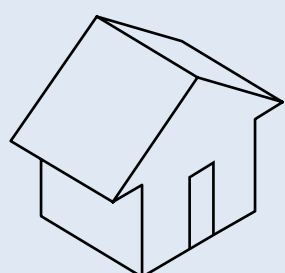
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# Executive Summary

Across Northern Ireland in 2023/24 we:



**83,000**

Managed over 83,000 social homes



**5,700**

Allocated over 5,700 homes

**805**

Approved 805  
Disabled facilities  
grants



**£83.88m**

Invested £83.88m in  
Planned Maintenance and  
Stock Improvement

**1,508**

Started 1,508  
new social  
homes



**£470m**

Paid out £470m in  
Housing Benefit

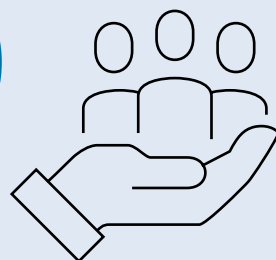
**£304.3m**

Invested  
£304.3m 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 **£78.75m**



**355**

Sold 355 homes



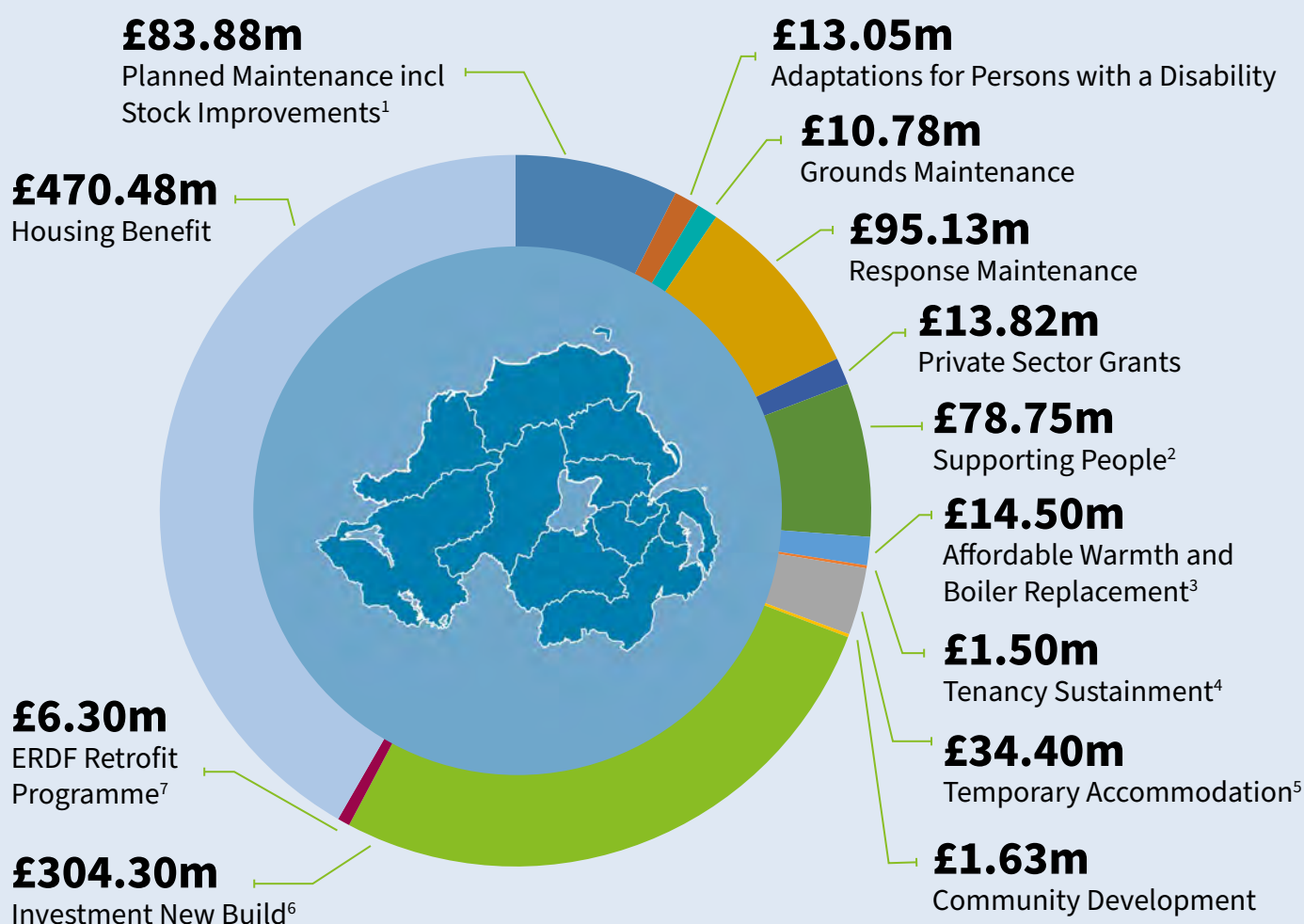
**£57.9m**

Approximately £57.9m  
was invested in our Rural  
Communities



The past year has delivered significant housing investment for a wide range of services, and the 2023/24 public sector housing investment totalled £1.13 billion for Northern Ireland.

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



Source: NIHE

Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £74.35m and Stock Improvement Spend was £9.53m.

2. Supporting People NI spend includes Special Needs Management Allowance and Accrual/Accounting Adjustments which are not included in the Council breakdown.

3. Affordable Warmth spend was £14.36m and Boiler Replacement spend was £0.14m.

4. Tenancy Sustainment funding awarded in January 2024, covering 16 projects lasting between 12 months and 36 months in duration. Note 3 projects run across multiple council areas.

5. The Temporary Accommodation figure includes centralised costs, which are currently under review and other spend (including block booked single lets) which cannot be broken down by Council area, totalling £14.46m.

6. 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.

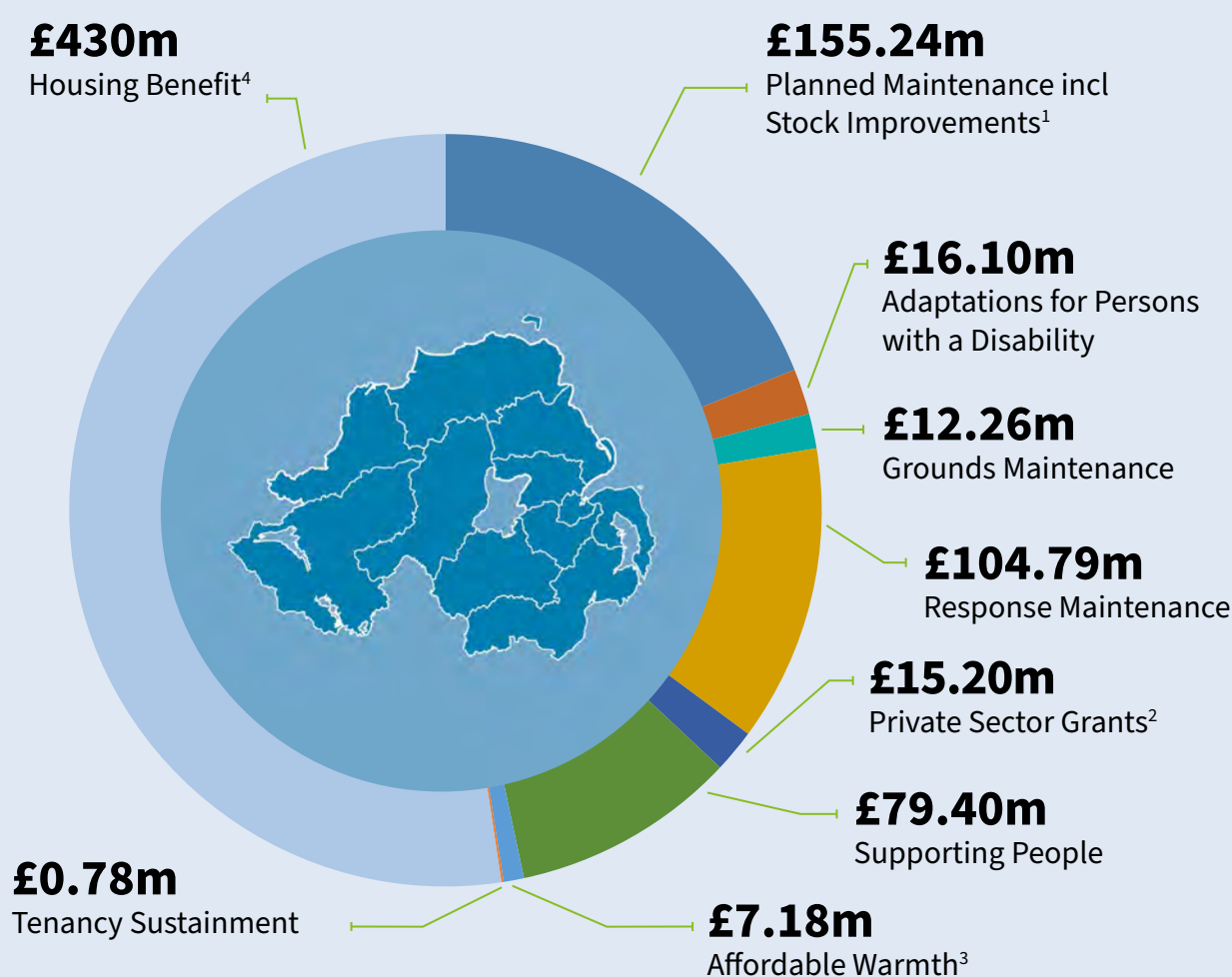
7. ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in The Housing Executive Stock.

Note: 2023/24 expenditure figures in the chart above are with NIAO for auditing at present. The audit is expected to complete early July, however, should there be any delays this date may extend to September/October

8. Please note figure includes year end accrual adjustments..

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2024/25 public sector housing spend totalling £820.95m for Northern Ireland.

## Northern Ireland 2024/25 Projected Public Sector Housing Spend (£m)



Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £101.48 and Stock Improvement Spend is £53.76.

2. Private sector Grants are demand led, so actual spend may differ from projections.

3. Please note this figure reflects initial 2024/25 budget allocations from DfC and could be subject to change following future monitoring round processes. The Boiler replacement scheme was closed to new applicants from 21st September 2023 following instruction from DfC and for this reason received no funding in 2024/25. Affordable Warmth schemes are demand led, so actual spend may differ from projections.

4. Housing Benefit investment figure is an estimate and is dependent on the pace of the Move to Universal Credit programme which is led by DfC.

The 2024/25 budget remains indicative, but no material changes are anticipated.

It is not possible to provide projections for 2024/25 community development budget at NI level - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.

Investment in new build projected spend is not available.

It is expected that Temporary Accommodation spend will continue to increase in 2024/25 as a result of increasing demand.

The ERDF programme concluded in December 2023 and therefore no further requirement is included for 2024/25.

## In Armagh City, Banbridge and Craigavon Borough Council in 2023/24, the Housing Executive:



**Managed  
7,265**  
social homes



**Allocated  
481**  
homes



**Started  
159**  
new social  
homes



**Completed  
63**  
Disabled facilities  
grants



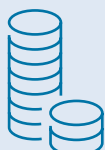
**Provided  
1,316**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out  
over  
£39m**  
in Housing  
Benefit



**Completed  
93-99%**  
of repairs  
to customer's  
satisfaction



**Community  
Grants  
£30k**  
funding awarded



**Community  
Cohesion  
£124k**  
funding awarded



**Community  
Safety  
£97k**  
funding awarded



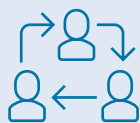
**Energy  
Efficiency  
£2.80m**  
spend



**Affordable  
Warmth  
425**  
installations



**Affordable  
Warmth Spend  
£1.15m**  
spend



**Supporting  
People  
£4.87m**  
spend



**Disabled Facilities  
Grants (DFGs)  
£1.77m**  
approval value



**Adaptations  
£1.73m**  
spend



**New Build  
£29.47m**  
spend



**New Build  
Completed  
94**  
homes



**Under Construction  
164**  
homes



**New Build Planned  
180**  
(2024/27)



**Waiting List  
March 2024  
3,916**  
applicants, 2,470 in  
Housing Stress (63%)

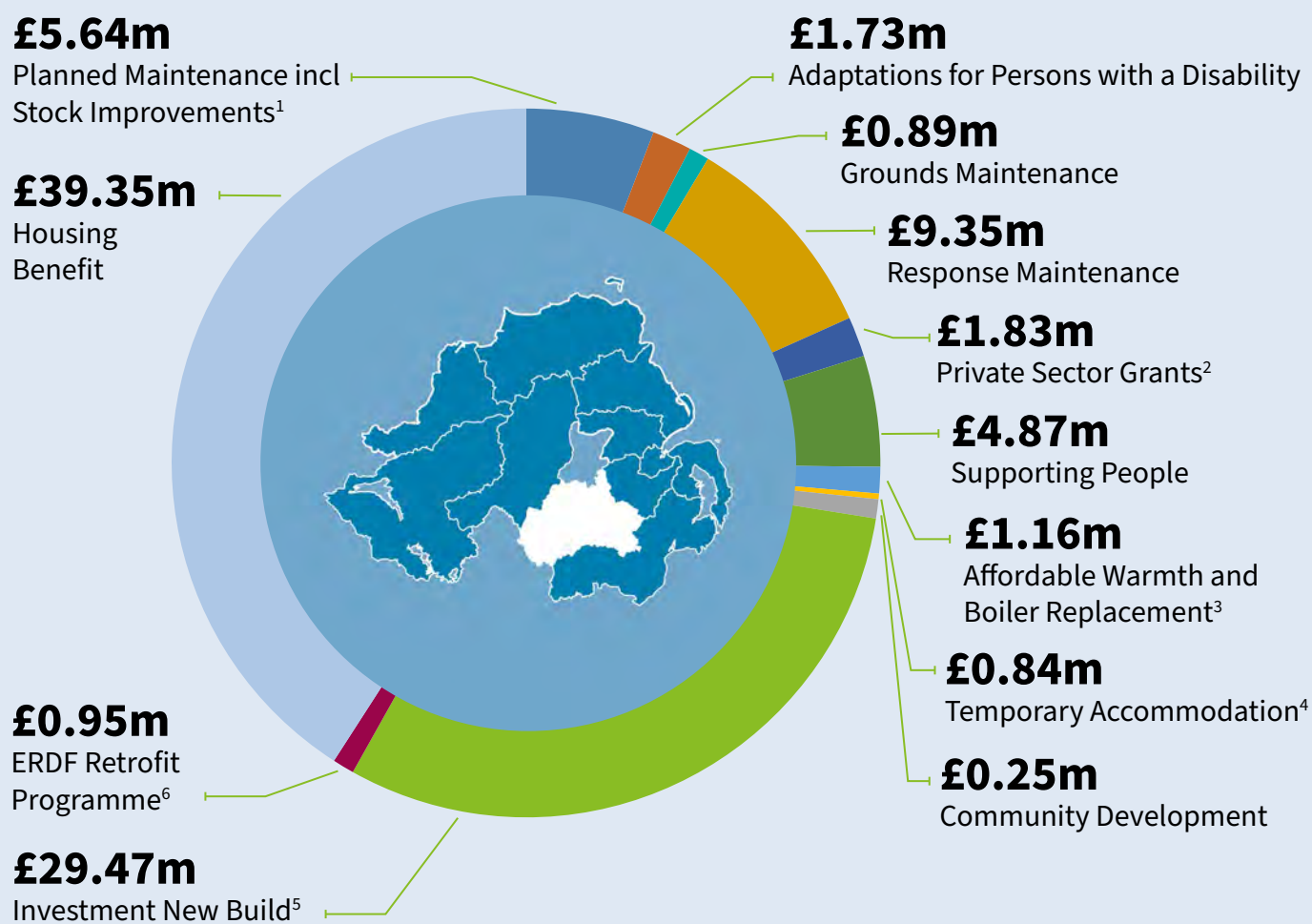


**NIHE House Sales  
42**  
average selling price  
£53k



The past year has delivered significant housing investment for a wide range of services, and the 2023/24 public sector housing investment totalled £96.33m for Armagh City, Banbridge and Craigavon Borough Council.

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



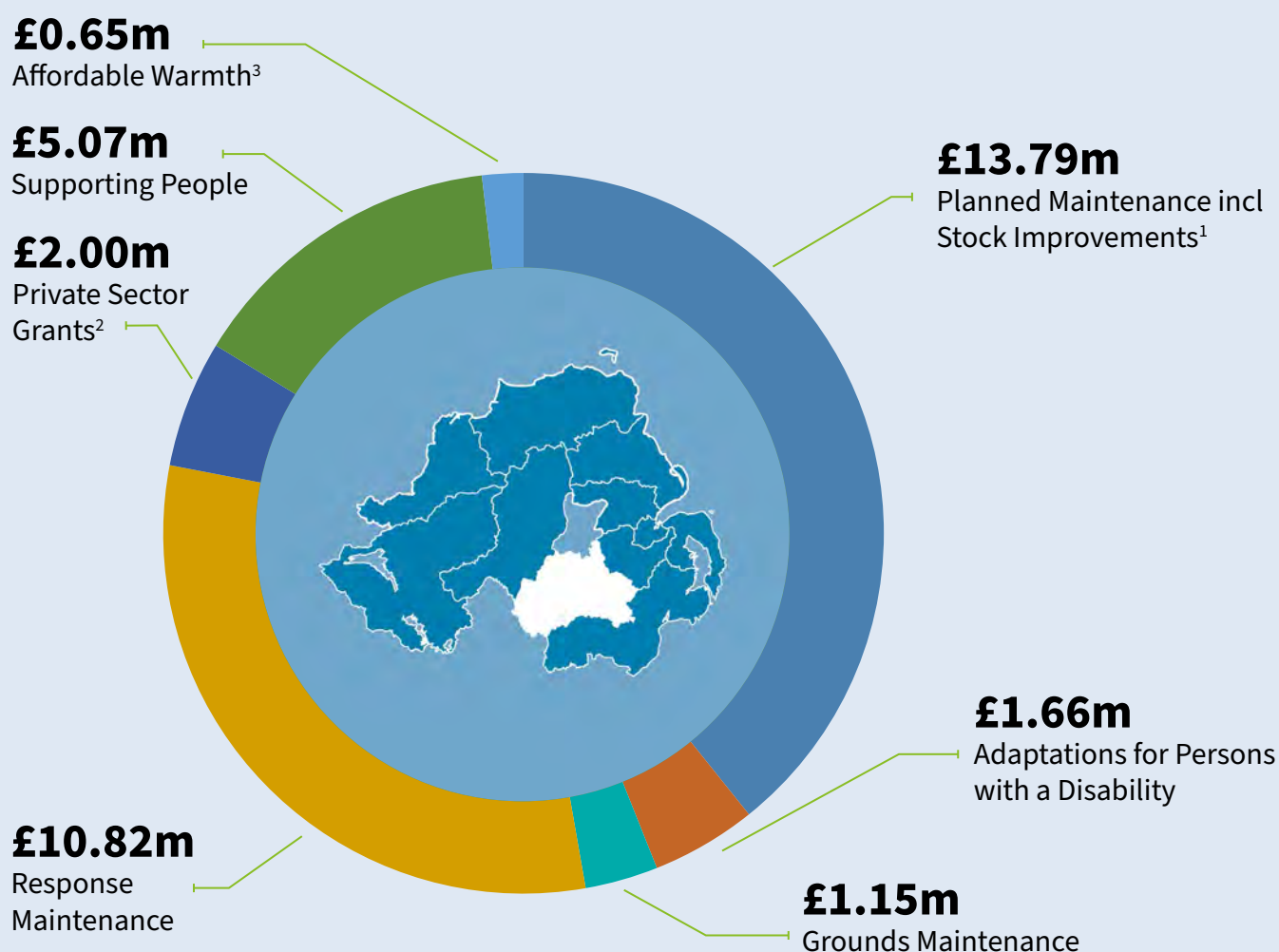
Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £4.85m and Stock Improvement Spend was £0.79m.
2. Please note figure includes year end accrual adjustments.
3. Affordable Warmth spend was £1.15m and Boiler Replacement spend was £14k.
4. Temporary accommodation costs refer to the Local Council from which the applicant presented (originating Council area) rather than the Local Council area to which the placement was made.
5. 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.
6. ERDF – European Regional Development Fund – funding to ‘improve thermal efficiency’ in NIHE Stock. The ERDF programme concluded in December 2023.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2024/25 public sector housing spend in Armagh City, Banbridge and Craigavon Borough Council totalling £35.14m.

## Armagh City, Banbridge and Craigavon Borough Council 2024/25 Projected Public Sector Housing Spend (£m)



Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.10m and Stock Improvement Spend is £5.69m.

2. Private Sector Grants are demand led, so actual spend may differ from projections

3. Affordable Warmth schemes are demand led, so actual spend may differ from projections.

It is not possible to provide projections for 2024/25 community development budget by Council area - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.

Investment in new build projected spend is not available.

The ERDF programme concluded in December 2023 and therefore no further requirement is included for 2024/25.

Due to the impacts of the move to Universal Credit, it is not possible to accurately predict housing benefit spend at LGD level for 2024/25.

Tenancy Sustainment awards to successful applicants will be made from December 2024 onwards - therefore projected 2024/25 spend by Council Area is not possible.



# 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 2024/25.

The plan covers the wide range of responsibilities across our Strategic Housing Authority role and as a public landlord. Through the plan you will see the impact of our work and the breadth of housing programmes and services that we provide in each council area. With an annual budget of approximately £1.2bn, our economic impact is hugely significant.

I am pleased to say that we will continue to increase investment in our own housing stock, with a £288m planned to be spent in improving over 25,000 homes in 2024/25 - a significant increase on last year, where we spent £209m, demonstrating our commitment to investing in our tenants' homes.

We will also progress our innovative approach of making our properties more sustainable, to reduce emissions and tenants' heating costs. Over 10,000 of our homes will have energy efficiency work undertaken this year. As part of this we will further roll out our Low Carbon Retrofit Programme of 300 properties, which sees important collaboration with the construction industry in insulating our tenants' homes but also in piloting smarter heating systems.

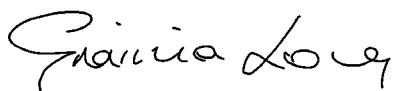
While we are pleased to be able to invest in improving our own housing stock, the current budgetary environment in which we operate will severely curtail our ability to deliver Strategic Housing Authority programmes and services. We are very much aware of the public finance challenges for Northern Ireland, and particularly the financial constraints facing the Department for Communities. You will see clearly in this plan the adverse impact the proposed budget will have on housing output in 2024/25 – most starkly in the reduction in the number of new build social homes we are able to commission across all council areas.



During 2024/25 over  
**10,000**  
of our homes will have  
**energy efficiency**  
work undertaken

We are especially concerned that we are not able to fully fund many of the programmes needed by so many of our customers; such as homelessness prevention and Affordable Warmth. As a community planning partner, we take a strategic approach to investment, basing it on housing need and aligning it to the ambitions of each council. Despite budgetary pressures we are committed to play our part in delivering the social, economic and environmental benefits in each council area.

The Housing Executive takes great pride in the partnerships that we have built with councils, and I 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 first of two annual updates of the '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 (2023/24) and proposals for the current business year (2024/25). As with the parent plan, this update is aligned to the 3 year Corporate Strategy (2022/23 -2024/25) and its associated set of strategic priorities.

The HIP 2023/26 and this annual update are 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.

This annual update should be read in conjunction with the parent plan [Armagh City, Banbridge and Craigavon Borough Council Housing Investment Plan 2023-2026](#).

Part 1 below is the Strategic Context, focusing specifically on achievements during the 2023/24 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. Please refer to last year's parent Plan for further background and 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 over the last year against Council's Community Planning objectives.

# Overview

Across Northern Ireland in 2023/24, the Housing Executive achieved a significant amount as summarised below.

## Across Northern Ireland in 2023/24 we:



# Part 1 - Strategic Context

This annual update should be read in conjunction with the parent Housing Investment Plan 2023/2026, which set out the range of interrelated strategies and programmes which impact on the daily lives of the Housing Executive's customers and tenants and underpin much of the work that the Housing Executive do.

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. This 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. The programme has been examining options that limit change and which ensure that the Housing Executive remains dedicated to the essential public service of social housing and that its role as the Strategic Housing Authority is strengthened.

Work on Revitalisation is continuing between DfC and the Housing Executive and the Minister for Communities Gordon Lyons MLA has been briefed on work to date. He has outlined his commitment to the programme, speaking in the NI Assembly he said: "there are not many real game changers in this place, but one that we can have for Northern Ireland is the transformation of the Housing Executive's borrowing powers. That would be good for two reasons. The first is that it would be able to build more social homes. The second is that it would be able to renovate or refurbish social homes as well. At this point, we are in real danger of allowing some of our existing stock to simply become uninhabitable. I absolutely want to see that change."

## Housing for All

This year saw management of the 'Housing for All' Shared Housing Programme transfer to the Housing Executive from DFC with plans to further develop this successful partnership for the Good Relations programme in the coming years.

The 'Housing for All' Shared Housing Programme has its origins in the Northern Ireland Executive Together: Building a United Community Strategy which reflects the Executive's commitment to improving community relations and continuing the journey towards a more united and shared society.

The Programme now supports 12 Housing Associations working across 77 developments with a total of 2,490 units. 44 developments have completed and are now celebrated as Shared, with another 33 under development or programmed to start.

The benefits of shared housing however extend far beyond those 2,490 units as the Housing Associations work with 32 Local Advisory Groups across the shared housing communities. The Advisory Groups support the development and delivery of Good Relations Plans which benefit many communities and individuals who live within a five mile radius of the new development.

The coming year will see development of a business plan, initially focused on raising awareness of the programme and strengthening links with our Community Planning partners, Advisory Groups and others across the shared housing communities and beyond, to deliver investment and innovation which supports safe, confident, shared communities.

## 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 2023, the Housing Executive commenced work on six new build homes, the first in more than 24 years, using Modern Methods of Construction and ultra-low energy building techniques to Passive House standards. It is anticipated that these homes will be completed by August 2024. Once again, in 2023, the Housing Executive achieved Platinum award status in the annual Business in the Community NI (BITC) Environmental Benchmarking Survey.



# Emerging issues Impacting on Housing

## Supply

As measured by building control inspections, there were 5,995 new dwelling starts in 2023/24, a marginal decrease (-0.9%) by comparison with 2022/23, but some way off the 2018-19 high of 8,400. The majority of all dwelling starts (5,289; 88%) were in the private sector, with the remainder (706) being in the social sector. While the number of starts remained relatively static, the total number of new dwelling completions fell by 15.5%, from 6,412 in 2022-23 to 5,418 in 2023/24: the lowest overall number of completions since 2015/16. Again, the total is also substantially lower than the number of new dwellings completed in 2018/19 (7,800). Almost nine in every ten dwelling completions (4,818; 88.9%) were in the private sector, with the remainder (600; 11.1%) in the social sector.

## Rents

The latest Rent Index Report (H2 2023) indicates unprecedented average rents and ongoing challenges related to rental inventory, affordability and tenure and alternative accommodation options. Average rents across Northern Ireland saw an annual increase of 9.1% to £849 per month. The average monthly rent across the Belfast City Council Area (BCCA) increased by 8.4% in annual terms to £949 per month and outside of Belfast, the average LGD rent stood at £784 per month - an annual increase of 10.6%. The number of rental transactions (c5,800) is around half of the number of rental transactions (c11,500) being reporting at the start of the of the Rent Index (H1 2015). This is indicative of the longer term downward trend in the number of rental transactions and shows that supply constraints continue to impact the rental sector, with considerable implications for tenants and tenure choice.

## Cost of living

Northern Ireland has the UK's 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. Recent research conducted by YouGov on behalf of the Trussell Trust, revealed that 14,000 (9%) people claiming Universal Credit in Northern Ireland used a food bank during the period December 2023-January 2024.

## Construction industry & Labour market

Some pressures are still apparent within the construction industry. The Construction Employers Federation Northern Ireland survey found that 60% said that their profit margins had either stayed the same or worsened since 2022. Problems with materials shortages are now largely resolved, however, some inflationary issues still remain. Going forward, the key challenges identified included: political uncertainty/no functioning Executive (which has been since superseded by the restoration of an Executive), lack of pipeline in Northern Ireland, access to skilled labour and inflation.

The 2023 employment rate in Northern Ireland was estimated at 73.6%, an increase of 1.7 percentage points from the previous year (71.9%). The unemployment rate remained unchanged from 2022 to 2023 at 2.2%, although this has decreased significantly by 5.1 percentage points over the decade.

## House prices

The housing market across 2023 showed remarkable price resilience against the waning economic climate and uncertainty within the mortgage market. The average price of a dwelling in Q1 2024 was £206,754 (2.4% annual increase). House prices in Northern Ireland continue to demonstrate the relatively stable pricing structure that has been evident for the last three years. Alongside this, the latest House Price Index (Q1 2024) reported that there has been an increase in buyer enquiries over the quarter and signs of increasing consumer confidence.

## Inflation & Interest rates

UK inflation peaked at 11.1% in October 2022 and remained high until April 2023 where a downward trend commenced (8.7% April 2023). With further easing of inflation to 3.2% in March 2024, and the Bank of England base rate remaining stable at 5.25% for three consecutive quarters, some commentators predict that interest rates will decrease during the second half of 2024.

## Temporary Accommodation

The Housing Executive continues to face a sustained increase in demand for temporary accommodation with the 11,368 placements provided in 2023-24 representing a 151% increase in demand from the 4,527 placements in 2019/20. This increase in demand has resulted in significant additional funding pressures with a spend of £34.4m required to meet our statutory duties for temporary accommodation in 2023/24.

In recognition of the challenges presented by the above statistics, the Housing Executive is committed to a range of actions that seek to address the challenges of increased demand and budgetary challenges. In addressing specific challenges on use of non-standard usage, the Housing Executive has initiated a Housing Solutions Task and Finish Group which is making progress in exploring options for alternative and more financially sustainable options for temporary accommodation. In addressing longer term goals on temporary accommodation, the Housing Executive develops annual action plans to support the delivery of our Homelessness Strategy 2022/27 and Strategic Action Plan for Temporary Accommodation with these action plans containing 42 and 25 actions respectively for 2023/24. The Year 3 action plans, guiding delivery of our strategic objectives in 2024/25, have been developed with engagement from sectoral partners on our Central Homelessness Forum.

## 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   | 2023/24 Update on progress  |
|--|---|
| <b>Affordable Housing/ Social Housing Market Analysis (SHMA)</b> | <p>The Housing Executive continues to work with Department for Communities (DfC) to progress Intermediate Rent housing. A key part of our work is to provide an Intermediate Rent housing need assessment. A draft Intermediate Rent need assessment has been prepared and gained corporate approval in May 2024.</p> <p>Although no intermediate rent units have been developed to date, DfC launched a competition from May 2024 to August 2024 to award funding to support the development of a new supply of Intermediate Rent homes.</p>   |
| <b>Asset Management Strategy</b>                                 | <p>The temporary strategic investment approach agreed with the Department remains in place, which is aimed at maximising our stock available for letting in the face of high and rising housing need. Work continues via the Housing Executive Revitalisation Programme on developing a sustainable funding solution to meet our stock investment requirements.</p> <p>One of the issues that the Housing Executive will increasingly face in the coming years will be the refurbishment of flat blocks, many of which include high numbers of leasehold properties. Experience with recent schemes indicates that many leaseholders could face difficulties in meeting their contribution to the cost of the works that would be required by the provisions of our flat lease. Consequently, the Housing Executive has introduced a number of options to assist in the delivery of high value planned schemes of works. These options include the voluntary sale of the property back to the Housing Executive and Deferred Payment Agreements, the terms of which are dependent on leaseholder circumstances.</p> |
| <b>Housing Supply Strategy</b>                                   | <p>The Land Acquisition Business Case was approved by the Housing Executive Board in January 2023 and by DfC in October 2023. Project recommendation was also approved by Regional Services Board in March 2024.</p> <p>Construction has commenced on a Pilot Programme of New Build Housing using Methods of Modern Construction (MMC).</p>  |
| <b>Land Asset Management Strategy (LAM)</b>                      | <p>Year 1 of the LAM Strategy Action Plan included 22 high-level priorities with 30 associated actions for implementation during 2023/2024. Work was completed or is ongoing in respect of 19 high-level priorities and 26 associated actions. Work on three high-level priorities and four associated actions has yet to commence and will be carried forward into Year 2 of the Strategy.</p>   |

*Table continues*

| Workstream   | 2023/24 Update on progress   |
|--|--|
| <b>Local Development Plans (LDP)</b>               | <p>The Public Hearing sessions as part of the Derry and Strabane LDP Plan Strategy were carried out in September and October 2023. The Housing Executive attended sessions on the Plan Strategy and Housing topics, including affordable housing.</p> <p>Four Local Development Plan Strategies have now been adopted for Belfast, Fermanagh and Omagh, Lisburn and Castlereagh City Council and Mid and East Antrim. We continue to work with these Councils on the production of Supplementary Planning Guidance, implementation of the Plan Strategies and in the preparation of the Local Policies Plans. Antrim &amp; Newtownabbey and Derry &amp; Strabane Draft Plan Strategies were subject to Independent Examination by the PAC in June 2022 and September/October 2023 respectively. The Housing Executive attended Public Hearing sessions on the Plan Strategies and housing topics, including affordable housing. The PAC Independent Examination reports for Antrim &amp; Newtownabbey and Derry &amp; Strabane's Draft Plan Strategies have been forwarded to the Department for Infrastructure for review. We continue to assist Ards and North Down, Newry, Mourne and Down, Causeway Coast and Glens and Armagh, Banbridge and Craigavon on the preparation of their draft Plan Strategies and await the Independent Examination of Mid Ulster's Draft Plan Strategy.</p> |
| <b>Social Housing Development Programme (SHDP)</b> | <p>The key SHDP targets for 2023/2024 year were to deliver a minimum of 1,500 Social Housing Starts and 1,400 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 12.8% of all New Social Housing Starts to be in Rural locations.</p> <p>At the end of March 2024, the SHDP out-turn position was confirmed as follows:</p> <ul style="list-style-type: none"> <li>• 1,508 New Social Housing Starts;</li> <li>• 1,403 New Social Housing Completions;</li> <li>• 113 New Social Housing Wheelchair Starts (8% of General Needs New Build Starts);</li> <li>• 117 New Rural Social Housing Starts (8% of total Starts).</li> </ul>   |

## 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  | 2023/24 Update on progress  |
|---|---|
| <b>Sustainable Development Strategy</b>                         | <p>The Action Plan for period 2022/2027 is underway across all five pillars.</p> <p>Some highlights of progress against the plan include:</p> <ul style="list-style-type: none"> <li>• <b>Education &amp; Empowerment:</b> over 1,800 staff have undertaken Carbon Literacy Training to the end of March 2024 (this is a mixture of facilitated sessions and e-learning package);</li> <li>• <b>Education &amp; Empowerment:</b> the new Energy Savings interactive tool was launched in collaboration with the Energy Savings trust and will help householders lower their energy bills and make their home more comfortable;</li> <li>• <b>Health &amp; Wellbeing:</b> Over 10,000 trees planted in the 2023/24 planting season against a target of 5,500;</li> <li>• <b>Sustainable Transport:</b> From May 2023, Direct Labour Organisation have introduced 10 electric vans into their fleet through an investment of over £400,000;</li> <li>• <b>Sustainable Transport:</b> Collaboration with local Councils continues on a pilot Electric Vehicle charging point scheme;</li> <li>• <b>Built Environment:</b> The Rural-Led Energy Transition (RULET) Pilot Project is complete on 10 homes;</li> <li>• <b>Built Environment:</b> 300 Low Carbon Programme commenced onsite in January 2024 with homes in Strabane, Dunmurry, Sion Mills, Dungannon and Antrim areas receiving upgrades;</li> <li>• <b>Built Environment:</b> Construction of six new low carbon homes commenced onsite in 2023;</li> <li>• <b>Sustainable Communities:</b> £200k budget allocated for social enterprise grants in 2023/2024;</li> <li>• <b>Sustainable Communities:</b> From April 2023 to March 2024, the Oil Savings Network facilitated a total of 15,012 tentative orders, amounting to over 4,067,050 litres of oil. Average savings per 200ls is £20.;</li> <li>• <b>Governance:</b> Organisation Climate Adaptation Plan is underway and is due to complete by the end of 2024.</li> </ul> |
| <b>Modern Methods of Construction / Low Energy Pilot</b>        | Housing Executive's innovative scheme for six Passive House homes at Ballysillan started on site in November 2023 and is anticipated to be completed in summer 2024.  |
| <b>Cavity Wall Insulation (CWI)</b>                             | Following the launch of our CWI Action Plan in March 2022, the Housing Executive has developed a new extraction/refill process and has replaced CWI in a small number of their homes through a range of schemes. The Housing Executive has also prepared an initial CWI replacement programme that will see such work undertaken to some 9,000 homes in the next three years.   |
| <b>NI Energy Advice Service and Oil Savings Network Service</b> | From April 2023 to March 2024, the Oil Savings Network facilitated a total of 15,012 tentative orders, amounting to over 4,067,050 litres of oil.   |

Table continues

| Workstream                                 | 2023/24 Update on progress   |
|--|--|
| <b>Rural-Led Energy Transition (RULET)</b> | <p>The RULET is an innovative retrofit whole house approach pilot with ten similar social houses, led by the Housing Executive and Ulster University.</p> <p>The pilot commenced in spring 2022 to test the deployment of:</p> <ol style="list-style-type: none"> <li>Improved energy efficiency measures;</li> <li>Low carbon heating systems focused on electrification;</li> <li>Tariff change, initially focused on time of use and dynamic tariffs.</li> </ol> <p>The following was installed or introduced in homes in Omagh:</p> <ol style="list-style-type: none"> <li><b>Improved energy efficiency measures:</b> a fundamental aspect of the retrofit focused on improving the insulation of both walls and windows within the dwellings. By enhancing the thermal performance of these structural elements, the initiative aimed to minimise heat loss and bolster overall energy efficiency.</li> <li><b>Low carbon heating systems:</b> An Air Source Heat Pump (ASHP) and thermal battery were installed in four houses and the remaining six houses had a hybrid boiler, being either a Hydrogenated Vegetable Oil (HVO) and ASHP boiler or a gas and ASHP boiler.</li> <li><b>Tariff change:</b> initially focused on time of use and dynamic tariffs.</li> </ol> <p>300 Low Carbon Retrofit Programme:</p> <p>In February 2024 the Housing Executive announced the commencement of their 300 Low Carbon Retrofit Programme: Within the Housing Executive's Sustainable Development Strategy Action there is a work-stream to 'Deliver 300-unit low carbon retrofit programme to test energy efficiency, low carbon heating, tariff and behaviour change. The objectives of the 300-unit low carbon retrofit programme are:</p> <ul style="list-style-type: none"> <li>Provide a clear evidence base and key learning points to ensure the Housing Executive will provide decarbonised retrofitted solutions via its Landlord and Private Sector Investment business areas. This will align with the Climate Change Act (Northern Ireland) 2022 and is anticipated to be part of the first Residential Climate Action Plan for the period 2023/2027. It will help address fuel poverty by reducing household energy bills and provide healthier homes.</li> <li>Through an evidence based pilot over two years, to inform the proposed Landlord Decarbonised Heating Policy by 2026 in order to commence delivery of decarbonised retrofit at scale by 2026/27 in line with the Sustainable Development Strategy and Action Plan.</li> </ul> <p>300 Low Carbon Retrofit Programme follows a 'whole house approach' to achieve the desired outcome of reducing carbon emissions, reducing householder bills and providing healthier homes through a combination of the following interventions:</p> <ul style="list-style-type: none"> <li>Improved energy efficiency measures through retrofitting;</li> <li>Low carbon heating options, principally air source heat pumps (ASHP), with options for biomethane and hybrid;</li> <li>Improved 'time of use' electricity tariff options;</li> <li>Improved householder education to effect behaviour change;</li> <li>Renewable energy for power generation and electric storage.</li> </ul> |

Table continues



| Workstream                                | 2023/24 Update on progress  |
|---|---|
| European Regional Development Fund (ERDF) | 1,406 dwellings were completed by December 2023 as agreed with DfC, achieving over the agreed minimum acceptable target of 1,367. |

# Strategic Priority 3

**As NI’s largest landlord, we will invest around £1,700m (2022/23-2024/25) 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   | 2023/24 Update on progress   |
|--|--|
| <b>Social Enterprise Strategy</b>  | <p>The Social Enterprise Plus Programme invested just under £200,000 (£198,457) during 2023/2024 into 26 social enterprises within our communities. Awards were up to a maximum of £10,000.</p> <p>Awards opened in April 2023, with awards being made in September. The focus of the awards was based on the three main strategy objectives:</p> <ul style="list-style-type: none"><li>1) Strengthen our communities;</li><li>2) Improve our customers economic wellbeing; and</li><li>3) Work in partnership with others.</li></ul> <p>For the remaining year of the strategy (2024/2025) it is envisaged there will be an investment of £150,000. The funding programme launched in April 2024. Preparations are underway for the development of a new Social Enterprise Strategy for 2025 onwards.</p>   |
| <b>Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25</b> | <p>This is the second year of the Supporting People Three Year Strategic Plan and Covid 19 Recovery Plan 2022-2025. In 2023/24, the Supporting People distributed £78.75m as grant funding to service providers towards expenditure incurred by them in the provision of housing related support services.</p> <p>While there has been progress towards meeting the four main objectives, this has been curtailed by a lack of additional budget. Instead, there has been a focus on reconfiguration and reorganisation of existing schemes rather than the creation of new schemes.</p> <p>The Supporting People Team will continue in the third and final year of the strategy to seek innovative ways to meet the strategic objectives. Supporting People continue to utilise a progress and monitoring framework to internally track progress against each of the actions.</p> |

Table continues

| Workstream   | 2023/24 Update on progress   |
|--|--|
| <b>Welfare Reform/<br/>Financial<br/>Inclusion</b> | <p>Since April 2023, the Housing Executive has:</p> <ul style="list-style-type: none"> <li>• Worked closely with DfC in preparation for Move to Universal Credit.</li> <li>• Established a detailed internal plan to provide help and support for circa 10,000 the Housing Executive households who will be invited to move from Housing Benefit to Universal Credit throughout the 2024/25 financial year. As a result, the Welfare Benefits Unit have established a dedicated Move to Universal Credit team to provide critical support for frontline staff.</li> <li>• Continued to communicate with staff and customers regarding relevant welfare changes via social media, publications such as Quid's In and Streets Ahead, letter, text messaging, and via our Housing Community Network links.</li> <li>• Verified Universal Credit housing costs for nearly 6,000 Housing Executive tenants. Over 24k tenants are now receiving help with their housing costs from Universal Credit.</li> <li>• Offered Making Your Money Work services to over 9,000 tenants in need of advice and assistance at key points in their tenancy journey in order to improve financial wellbeing. As a result, 59% of tenants are better off due to receiving more help with their housing costs.</li> <li>• Launched a new five-year Financial Inclusion Strategy and an associated yearly action plan. The action plan will be reported against yearly to the Housing Executive board, and to the Housing Community Network.</li> <li>• Expanded the work undertaken by the Financial Inclusion team to include proactive contact with vulnerable tenants. Over 580 tenants over the state pension age have had their benefits maximised during 2023/24.</li> <li>• Maximised the income of over 4,200 tenants through our Financial Inclusion Managers who have established over £2.2 million in extra benefit entitlement.</li> </ul> <p>Link to the Financial Inclusion Strategy: <a href="#">The Housing Executive - Financial Inclusion Strategy</a> (nihe.gov.uk)</p> |
| <b>Tower Blocks</b>                                | <p>The demolition of Monkscoole House in Rathcoole was completed in 2023. Clearance has progressed well in the other blocks for which the Housing Executive has Departmental approval for demolition. Latharna and Kilbroney have been fully cleared, while Rathmoyne, Coolmoyne and Clarawood are almost cleared bar a small number of remaining residents, and the Housing Executive is currently preparing demolition schemes for all of these blocks. Clearance continues in Belvoir, Breda, Ross and Mount Vernon. The Housing Executive is reviewing the improvement proposals for the Long Term blocks.</p>   |

# 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                  | 2023/24 Update on progress  |
|-----------------------------|---|
| Community Cohesion Strategy | <p>The Housing Executive has set up a working group, made up from representatives from the Central Housing Forum and staff from the Community Involvement and Cohesion Team. We co-designed a pre-consultation process and members of the working group facilitated workshops with members of the Housing Community Network across several locations in Northern Ireland. This helped the working group design the new strategy, which seen the amalgamation of both the Community Involvement Strategy and the Community Cohesion Strategy into one composite document.</p> <p>This was followed by a 12-week public consultation process, where again members of the working group co-designed what the consultation process would look like. They in turn facilitated over several community consultations and a staff consultation. The closing date for the public consultation process was 5th July 2024 and the new Community Involvement &amp; Cohesion Strategy will be launched at the Community Conference on the 23rd of October 2024 in the Tullyglass Hotel in Ballymena.</p> <p>Terms of Reference have been signed off by Central Housing Forum and the Chief Executive and has been implemented. It has also been adopted by the Housing Community Network and all Housing Community Networks have agreed and signed off their Terms of Reference.</p> |
| Community Safety Strategy   | <p>The Housing Executive’s Community Safety Strategy 2020/2023 ‘Working Together for Safer Communities’ aims to make our communities safe and welcoming by addressing community safety issues and anti-social behaviour.</p> <p>Following Tenant and Customer Services Board Committee (T&amp;CSC) approval, the Community Safety Strategy “Working Together for Safer Communities 2020/2023” and the associated Action Plan has been extended until the end of 2024. This was to allow the Housing Executive to take account of a review of Anti-Social Behaviour legislation, a review of Hate Crime legislation (led by Department of Justice), and potential subsequent legislative changes. Work on the new Strategy has commenced including pre-consultation. It is anticipated the new Strategy will be in place at the end of 2024.</p> <p>We continue to work with other agencies, groups, and tenants to deal with anti-social behaviour.</p>   |

Table continues

| Workstream   | 2023/24 Update on progress  |
|--|---|
| <b>Homelessness Strategy &amp; Homelessness Services</b> | <p>The Homelessness Strategy 2022/27 <a href="#">Year-1-Annual-Progress-Report-2022-2023</a> has been published. The Report outlines the actions delivered during the first year of the Homelessness Strategy, highlighting key achievements including Homelessness Awareness Week 2022, working together with those with lived experience of homelessness, collaborative work carried out together with our Homelessness Local Area Groups and with various organisations such as the Centre for Homelessness Impact.</p> <p>The Homelessness Strategy Year 2 Action Plan contains 42 actions which focuses on the enablers and three key objectives of the strategy. Several of the actions have evolved from the first year of the Strategy and continue to be delivered as part of the Year 2 Action Plan. The Year 2 Action Plan is published on the Housing Executive website <a href="#">Homelessness-Strategy-2022-27-Year-2-Action-Plan</a>.</p> <p>Several key projects which were carried out during the second year of the Homelessness Strategy included a Street Needs Audit in Belfast, Derry/Londonderry and Newry to identify the levels of street activity and rough sleeping in the three cities across Northern Ireland.</p> <p>As part of the prioritisation of the Homelessness Strategy 2022/27, to ensure that those with lived experience of homelessness can contribute to the development and delivery of services, there have been significant efforts to develop an outline of a Lived Experience Programme, with further developments to take place alongside our partners during Year 3 of the Strategy.</p> <p>The Housing Executive has also been working closely with the Centre for Homelessness Impact to deliver an Ending Homelessness Data Framework for Northern Ireland and a Value for Money report in respect of temporary accommodation.</p> <p>In addition, the Year 3 Action has been developed alongside our partners who are represented on the Central Homelessness Forum and the action plan is anticipated to be published in July 2024.</p> |
| <b>Fundamental Review of Allocations (FRA)</b>           | <p>Following the successful delivery of Stage 1 and implementation of the first group of changes to the Housing Selection Scheme and allocations process in Northern Ireland in January 2023, the Fundamental Review of Allocations Implementation Project has progressed Stage 2 delivery throughout 2023/24.</p> <p>Implementation of the second group of proposals was planned for the end of 2023 and work has been completed, however, this Stage has been extended into Q1 of 2024/25 pending the necessary approvals. These proposals are as follows:</p> <ul style="list-style-type: none"> <li>• Proposal 6 - Greater use of mutual exchange service;</li> <li>• Proposals 12 and 14 - Social landlords should be able to make multiple offers directly and to as many applicants as they think necessary;</li> <li>• Proposals 17 and 18 - Withhold consent for policy assignments/ successions to general needs and adapted accommodation.</li> </ul>  |

Table continues

| Workstream   | 2023/24 Update on progress   |
|--|--|
|  | <p>The Project continues to progress longer term proposals including the investigation of the future provision for victims of violence and those at risk/under threat of intimidation / violence, including victims of domestic abuse, within the Selection Scheme (Proposal 7). The Project commissioned independent research which was undertaken during 2023/24 and the draft research report was received by the end of March 2024. This report will provide an evidential basis to inform an options appraisal and proposed way forward which the Project Team are undertaking for the Minister's consideration.</p> <p>The implementation of the FRA changes requires new IT solutions. Stage 2 of the Project involved the development and delivery of a reassessment tool and data store solution during 2023/24 which will facilitate the reassessment of all households on the waiting list which is planned for Stage 3 of the Project. The Project Team are continuing to progress the configuration and development of a new Housing Allocations module which will deliver the FRA changes to the housing needs assessment, waiting list management, matching, offers and allocations processes. New IT solutions will also provide an online customer Portal and digital application form.</p> <p>A Communication and Stakeholder Engagement Strategy is in place and the Project is working closely with a Stakeholder Advisory Group and Housing Associations to achieve the best possible outcomes for customers and social housing landlords.</p> <p>The Project is subject to annual budget rounds and has been required to 'work at risk' throughout 2023-24. The ability to deliver subsequent Stages of the Project is dependent on funding being made available.</p> <p>More information on the FRA Implementation Project can be found on the Housing Executive's website at:</p> <p><a href="https://www.nihe.gov.uk">The Housing Executive - Fundamental Review of Allocations</a> (nihe.gov.uk)</p> |
| <b>Strategic Action Plan for Temporary Accommodation</b> | <p>Demand for temporary accommodation continued to grow significantly in 2023/24. Accordingly, increasing the supply of temporary accommodation has been a key priority.</p> <p>Temporary accommodation supply has increased via additional single lets, the repurposing of void Housing Executive stock and the use of void Housing Association properties. The Housing Executive has also sought to maximise the capacity of the temporary accommodation portfolio by routine monitoring of occupancy and void information.</p> <p>Work has progressed on the development of a long-term leasing model for temporary accommodation.</p>  |
| <b>Accessible Housing Register (AHR)</b>                 | <p>Work is ongoing to collate the Housing Executive accessible data and to date a total of 18,398 properties have been surveyed and assigned an AHR classification code. A total of 16,961 Housing Association properties have been assigned an AHR classification. A further 14,200 Housing Association property records have been cleansed and arrangement will be put in place to classify same. Work continues to build the pool of AHR data.</p> <p>Private Sector Interface: Disability Action carried out a scoping exercise in conjunction with Property Pal and disabled service users to identify key accessible property attributes. An initial report was completed as part of the Onsite Project.</p>   |

Table continues



| Workstream                     | 2023/24 Update on progress   |
|--------------------------------|--|
| <b>Building Safety</b>         | <p>In 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 in collaboration with University of Ulster/FireSERT has undertaken a critical review of the facades of the Housing Executive High Risk Residential Buildings. All blocks have been surveyed externally to identify materials and construction forms and laboratory tests have been completed to determine the reaction of façade system in selected buildings to fire/flame and analyses and comparison against Fire Safety and Legislation.</p> <p>All fire tests are completed and the final part of the research project which involves real fire tests was completed in July 2024 and the final report is due in September 2024.</p> <p>In conjunction with this critical review of the facades, 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 four Housing Executive High Risk Residential Buildings with cladding systems. The aim of this is to assess the risk to occupants from fire spread and to determine whether remediation or other mitigating measures to address the risk is required. A FRAEW has been completed to Carnet House and several observations are being addressed via the contractor who installed the system. The Appraisal of the cladding system on other three blocks is due to commence in September 2024.</p> <p>The Business Case for the retrofit installation of sprinklers in 23 of the Housing Executive's High Risk Residential Buildings has been approved by the DfC. The procurement for the installation of sprinklers to the five cladded blocks has been completed with one tenderer submitting a price list offer on 8th February 2024. A review of the price submission indicates that costs are significantly higher than the initial estimates. A review of the cost submission is currently being undertaken and cost comparisons made with new available frameworks to determine value for money of the submission.</p> <p>The building Safety Team has developed a Resident Engagement Strategy which has been approved by the Executive Team. The Strategy aims to complement existing means of resident engagement and sets out new and enhanced ways of partnership working not only to meet the safety needs of residents but to involve residents more effectively in the delivery of services to ensure the safety of both residents and buildings.</p> <p>The Building Safety Team have commenced resident consultation in Carnet House, Divis Tower and the New Lodge Tower Blocks with the aim of establishing Building Safety Forums. This is a means of embedding engagement within all building safety in ways that suit the individual and deliver meaningful and outcome-focused resident involvement where they can influence and shape our current and future services.</p> |
| <b>Traveller Accommodation</b> | <p>The Irish Travellers Accommodation Needs Assessment research has now completed. The Irish Travellers Policy Unit (ITPU) are in the process of developing a new system to record Applications for Irish Travellers wishing to apply for Serviced sites. This data will be required for the proposed new Irish Travellers Accommodation Needs Assessment.</p> <p>The Housing Executive continue to work with The Irish Government Housing Agency to research transitory living across the whole of Ireland. There are no new updates on the review of internal Housing Executive policies to improve services delivered to Irish Travellers in Northern Ireland. Work continues with the redevelopment of two existing Irish Traveller Sites.</p>   |

Table continues

| Workstream                              | 2023/24 Update on progress  |
|---|---|
| <b>Rural Strategy &amp; Action Plan</b> | <p>A Year 2 Annual Progress Report for the Housing Executive's Rural Strategy and Action Plan 2021/25 'Reaching Rural' was published in March 2024 and is available at: <a href="https://nihe.gov.uk/reaching-rural-rural-strategy-action-plan-annual-progress-report-2022-2023">Reaching Rural - Rural strategy &amp; Action Plan Annual Progress Report 2022-2023</a> (nihe.gov.uk)</p> <p>Year 3 of 'Reaching Rural' was completed during 2023-24, with progress made against all the actions in the Action Plan.</p> <p>We delivered a range of positive outcomes for our rural customers during Year 3, including:</p> <ul style="list-style-type: none"> <li>• 75 new social housing units were started in rural areas, supporting the sustainability of these communities. This represented 5.0% of the overall SHDP out-turn of 1,508 starts, against the strategic rural target of 12.8%. The continued shortfall emphasises the ongoing challenges of delivering new housing in rural communities.</li> <li>• A Rural Housing Steering Group, including representatives from Department for Communities, Department of Agriculture, Environment and Rural Affairs, the Housing Executive, and Land &amp; Property Services continued to explore the barriers to rural housing development. Rural public land that may be suitable for social housing was reviewed, and research was commissioned during 2023/24 to consider the barriers and opportunities to rural development.</li> <li>• We completed nine Housing Need Tests during 2023/24 to uncover hidden housing need in rural areas, engaging with key stakeholders including community groups and representatives, Community Planning partnerships, local elected representatives, and Housing Associations. Tests were delivered at the following locations: Ardboe, Ballinderry, Burnfoot, Gulladuff, Lislagan, Moneyglass, Moortown, Spa and Tamnaherin.</li> <li>• At an awards networking event in Coleraine, prizes were presented to the winning community groups and individuals of the 2023 Rural Community Awards, to recognise their achievements and contribution to rural communities. The winners were from Ballintoy, Drumnakilly, Dungiven, Millisle, Newtownstewart and Rouskey.</li> </ul> |

# 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                      | 2023/24 Update on progress  |
|---------------------------------|---|
| Customer Charter                | <p>The Housing Executive aims 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"><li>• in the office;</li><li>• by telephone;</li><li>• when they request information from us;</li><li>• when they make a complaint.</li></ul> <p>We publish our results each year.</p>   |
| Older People’s Housing Strategy | <p>Our Older People’s Housing Strategy 2021/22 - 2025/26 considers 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"><li>• Planning for the future;</li><li>• Promoting and maintaining dignity;</li><li>• Providing housing advice for older people; and</li><li>• Promoting participation.</li></ul> <p>We are in Year four 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> |

Table continues

| Workstream   | 2023/24 Update on progress   |
|--|--|
| <b>Fundamental Review of the Private Rented Sector (PRS)</b> | <p>The Department has taken account of the views of stakeholders and is in the process of developing a robust Equality Impact Assessment to inform the drafting of regulations on exceptions. Subject to Minister's approval, we hope to be in the position to begin consultation on the draft regulations and associated impact assessment mid-summer.</p> <p>A report was laid in the Assembly by 27th October (the deadline set out in the Private Tenancies Act).</p> <p>Formal consultation on the draft alarms and electrical safety regulations and guidance took place between 13th September 2023 and 6th December 2023. There was broad agreement on the content of regulations and guidance, with later amendments focused on ensuring the implementation of the legislation works in the context of council enforcement powers.</p> <p>It is hoped that the smoke, heat, and carbon monoxide alarm regulations will come into force mid-2024, with electrical safety regulations later on in the year. Initial scoping suggests this work may take up to three or four years to complete, as it involves complex considerations which cut across the remits of several Departments. This includes issues, such as, financial assistance that may be required to help bring properties up to set standards. It will also have to be taken forward in the context of wider work around fitness standards.</p> <p>The Department has commissioned research to inform potential regulation of letting agent practices and fees. The Department has also commenced work to transfer the operation of Landlord Registration to councils.</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                | 2023/24 Update on progress  |
|---------------------------|---|
| Annual Research Programme | <p>While the scope to commission new research was limited by revenue funding restrictions, work continued on committed and statutory projects, particularly the House Condition Survey. Fieldwork commenced in late spring 2023 and ended in the autumn. Work on data validation and quality assurance will progress in 2024, with the aim of publishing.</p> <p>A preliminary report on Northern Ireland’s dwelling stock and tenure by the end of 2024/25.</p> <p>Work also continued on house prices and rents research in association with Ulster University, various strands of tenant/customer research, and strategy evaluations, with several reports published during the year (see further reading).</p> <p>Subject to the availability of funding, the research programme for 2024/25 comprises projects to meet a range of needs in relation to issues including homelessness, Supporting People, and Irish Traveller housing need.</p>   |
| Hate Harassment Toolkit   | <p>Hate Crime Awareness week was 14th - 21st October 2023.</p> <p>During that week the Housing Executive encouraged key partners and communities affected by hate crime to work together to tackle hate crime. Via a weeklong social media campaign, we:</p> <ul style="list-style-type: none"><li>• Promoted our Hate Harassment Toolkit, which was developed in partnership with other organisations to provide customers, staff, community groups, professionals, and the public with a wide range of information and advice about Hate Harassment;</li><li>• Shared content from other agencies on our social media feeds; and</li><li>• Encouraged anyone who witnesses or is a victim of hate crime to report it.</li></ul> <p>Hate harassment can be loosely defined as harassment, intimidation, or abuse on the grounds of actual or perceive ethnicity, sexual orientation, gender identity, religion, political opinion, and disability.</p> <p>Examples of hate harassment, intimidation or abuse may include but are not limited to:</p> <ul style="list-style-type: none"><li>• Assault;</li><li>• Verbal abuse such as offensive remarks and insulting comments;</li><li>• Abusive or insulting graffiti;</li><li>• Attacks on people or property.</li></ul> |

# Part 2 - Local Context

This local update is focused on the Housing Executive's achievements and performance during 2023/24 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 of this update report and the parent plan 2023/26 HIP.

[Armagh City, Banbridge and Craigavon Housing Investment Plan 2023-2026.](#)



## Over the past year



(L-R) Volunteer fixer Jim Bell with Helen Mateer from Lawrencetown, Lenaderg & Tullylish Community Association (LLTCA), the Housing Executive's Good Relations Officer Michelle Hazlett and Sustaining Tenancies Funding Programme Assistant Manager Emma Geddis.

## 'Handy' repair schemes in Lawrencetown

### **Strategic Priority 6 to develop and implement a new Customer Support & Tenancy Sustainment Strategy.**

A Handyman service, Repair Café and Tool Library scheme, funded by the Housing Executive, is providing a helping hand to residents of Lawrencetown in County Down. Funding of £34,300, provided through the Housing Executive's Sustaining Tenancies fund for the services, offers help to tenants with small household repairs and the opportunity to learn new skills in home maintenance.

Michelle Hazlett, Good Relations Officer at the Housing Executive, said: "We are thrilled to fund these important projects - run by LLTCA - which offer so much help to the local community."

"As always, our maintenance staff are the first point of contact for repairs for Housing Executive tenants."

The Service is open to anyone living within

five miles of the community centre in Lawrencetown. A team of fifteen volunteers helps deliver the Handyman scheme and concentrates on small, non-electrical jobs.

This includes, but is not limited to cutting hedges, fixing small household items or moving small items of furniture.

A Tool Library also provides locals with the opportunity to hire tools at a low cost, saving the need to buy expensive equipment. The Service also facilitates a quarterly Repair Café allowing items like bikes, sewing machines, laptops and clothing to be fixed.

The Repair Café also encourages people to sit with their 'Fixer' to learn new skills that may help them repair items themselves in the future.

The service has been very well received by all members of the community, providing peace of mind to the residents, many of whom are elderly, and helps keep repair costs down.



Restoration of Properties at 14-20 Upper English Street, Armagh City.

## Heritage in Housing funding helping transform derelict buildings in Armagh City Centre

### **Strategic Priority 2 to deliver the Heritage in Housing (HIH) Programme.**

Heritage in Housing (HIH) is a Housing Executive programme of match funding developed to support the Heritage Lottery Fund Townscape Heritage Initiative by reinstating empty landmark buildings within conservation areas for private rent. The Housing Executive HIH programme offers match funding up to a value of £25k, for projects that deliver one home, and up to £30k for multiple homes.

This is an important source of funding that delivers housing opportunities in properties that would otherwise lie vacant and derelict, contributing to the vibrancy and vitality of

our towns, and improving the historic built environment of conservation areas.

The 2023/24 HIH match funding programme contributed £116,500 to enable the restoration of six empty properties at Upper English Street, Armagh, which will provide nine homes for private rent once all works have completed. This funding is in addition to the £62,500 that the Housing Executive contributed to the Armagh City Townscape Heritage scheme during previous years.

The projects funded are helping to increase housing supply in an area where there is existing social housing need and demand for intermediate housing.





New Build on-site at Commercial Road, Banbridge (l-r) Gordon Lyons (Minister for Communities), Grainne Mullan (Housing for All, Housing Executive) and Kieran Matthews (Arbour Housing Association)



New Build on-site at Ballyoran Manor, Portadown (Arbour Housing Association)

## In Armagh City, Banbridge and Craigavon Borough Council in 2023/24, the Housing Executive:



**Managed**  
**7,265**  
social homes



**Allocated**  
**481**  
homes



**Started**  
**159**  
new social  
homes



**Completed**  
**63**  
Disabled facilities  
grants



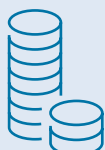
**Provided**  
**1,316**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



**Paid out**  
**over**  
**£39m**  
in Housing  
Benefit



**Completed**  
**93-99%**  
of repairs  
to customer's  
satisfaction



**Community**  
**Grants**  
**£30k**  
funding awarded



**Community**  
**Cohesion**  
**£124k**  
funding awarded



**Community**  
**Safety**  
**£97k**  
funding awarded



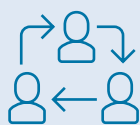
**Energy**  
**Efficiency**  
**£2.80m**  
spend



**Affordable**  
**Warmth**  
**425**  
installations



**Affordable**  
**Warmth Spend**  
**£1.15m**  
spend



**Supporting**  
**People**  
**£4.87m**  
spend



**Disabled Facilities**  
**Grants (DFGs)**  
**£1.77m**  
approval value



**Adaptations**  
**£1.73m**  
spend



**New Build**  
**£29.47m**  
spend



**New Build**  
**Completed**  
**94**  
homes



**Under Construction**  
**164**  
homes



**New Build Planned**  
**180**  
(2024/27)



**Waiting List**  
**March 2024**  
**3,916**  
applicants, **2,470** in  
Housing Stress (63%)



**NIHE House Sales**  
**42**  
average selling price  
£53k



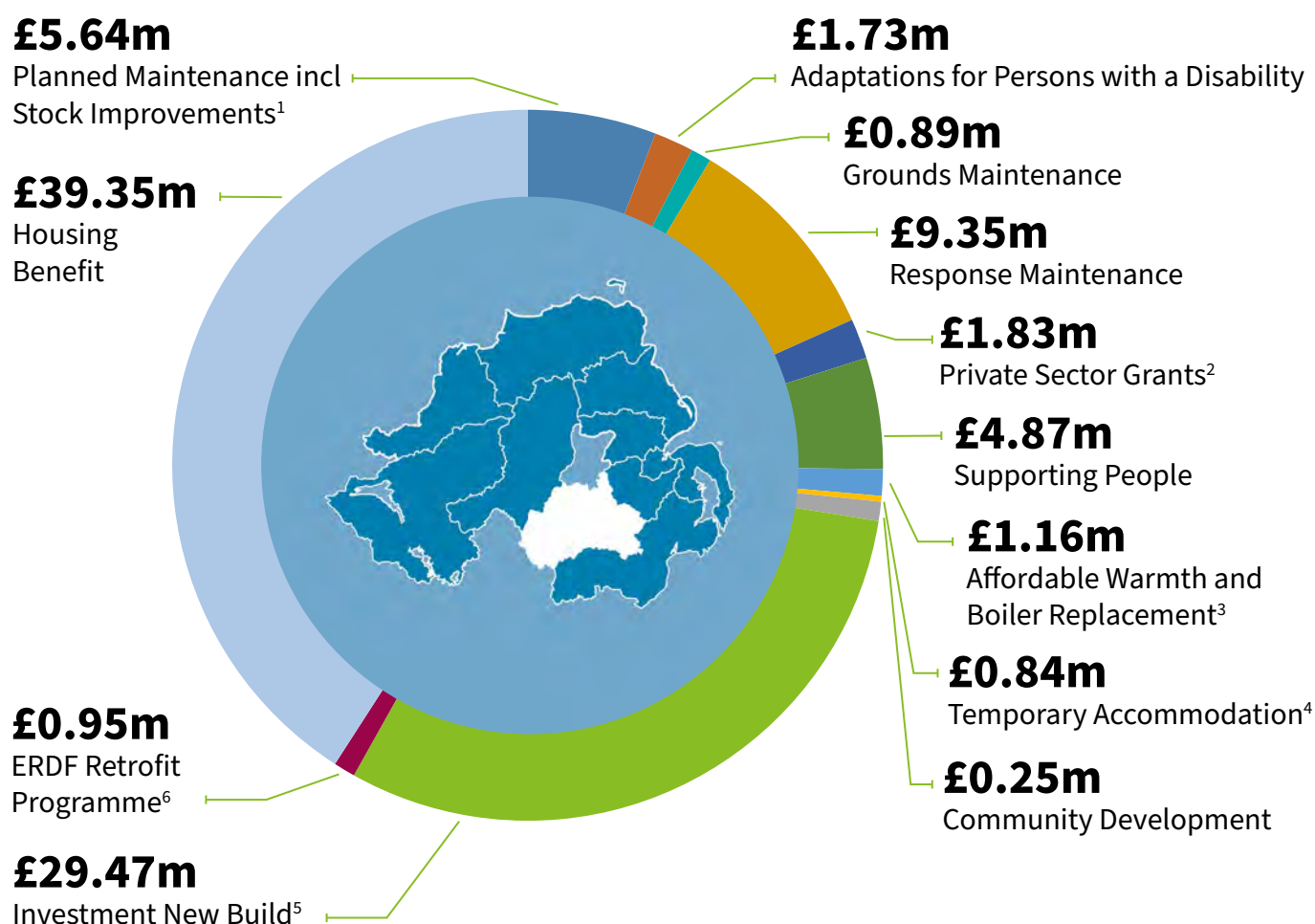
New Build on-site at Parknasilla Way, Aghagallon (Arbour Housing Association)



## Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2023/24 public sector housing investment totalled £96.33m for Armagh City, Banbridge and Craigavon Borough Council.

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



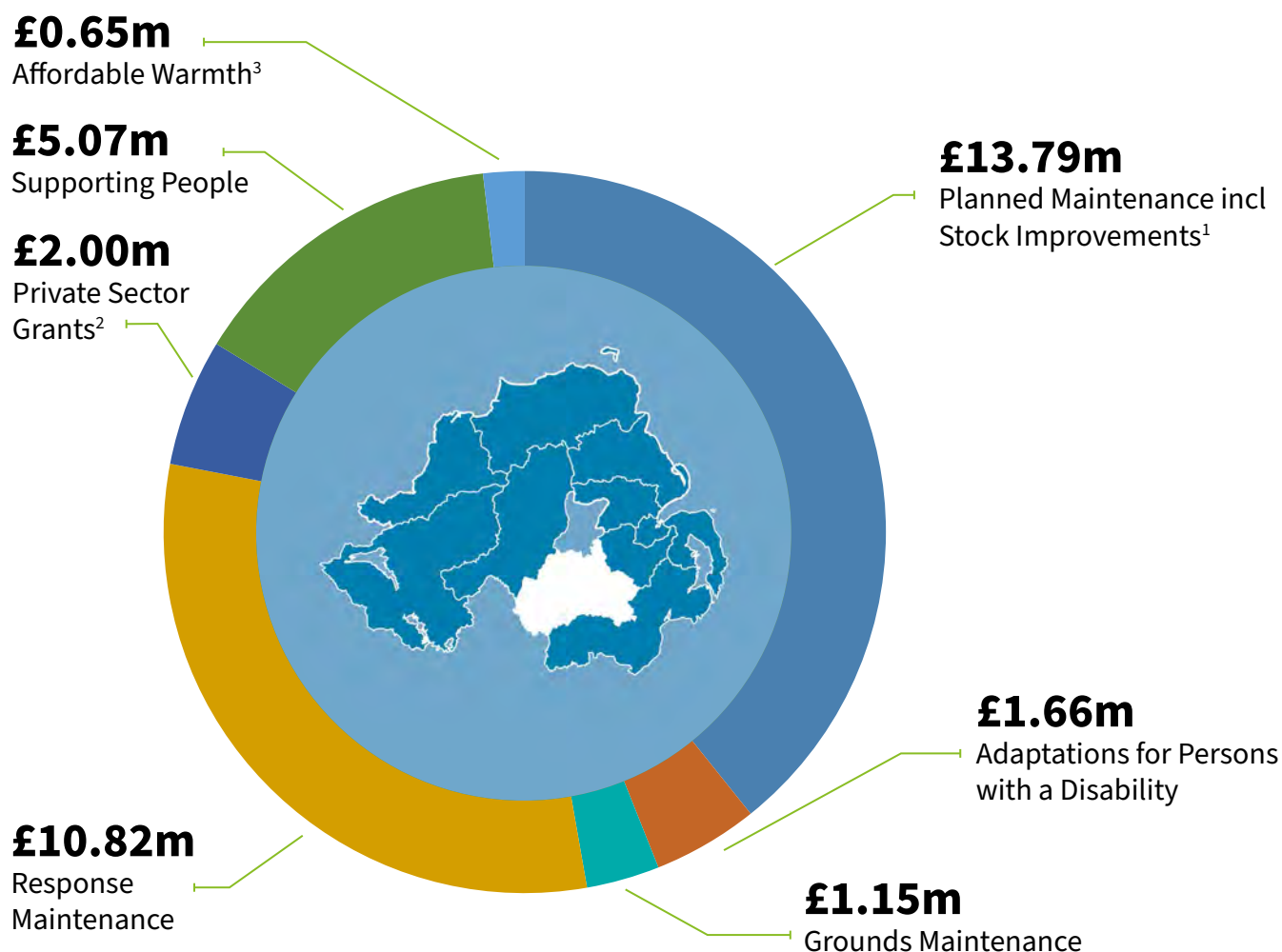
Source: NIHE

#### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.14m and Stock Improvement Spend was £2.12m.
2. Please note figure includes year end accrual adjustments
3. Affordable Warmth spend was £1.17m and Boiler Replacement spend was £15k. Please note figures include year end accrual adjustments.
4. Temporary accommodation costs refer to the Local Council from which the applicant presented (originating Council area) rather than the Local Council area to which the placement was made.
5. 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.
6. ERDF – European Regional Development Fund – funding to ‘improve thermal efficiency’ in Housing Executive Stock. The ERDF programme concluded in December 2023.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2024/25 public sector housing spend in Armagh City, Banbridge and Craigavon Borough Council totalling £35.14m.

## Armagh City, Banbridge and Craigavon Borough Council 2024/25 Projected Public Sector Housing Spend (£m)



Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.10m and Stock Improvement Spend is £5.69m.

2. Private Sector Grants are demand led, so actual spend may differ from projections

3. Affordable Warmth schemes are demand led, so actual spend may differ from projections.

It is not possible to provide projections for 2024/25 community development budget by Council area - community development is made up of three funding streams: community grants, community safety and community cohesion, which are demand led. These funding streams vary across each Council area and there are a number of applications pending, or yet to be received.

Investment in new build projected spend is not available.

The ERDF programme concluded in December 2023 and therefore no further requirement is included for 2024/25.

Due to the impacts of the move to Universal Credit, it is not possible to accurately predict housing benefit spend at LGD level for 2024/25.

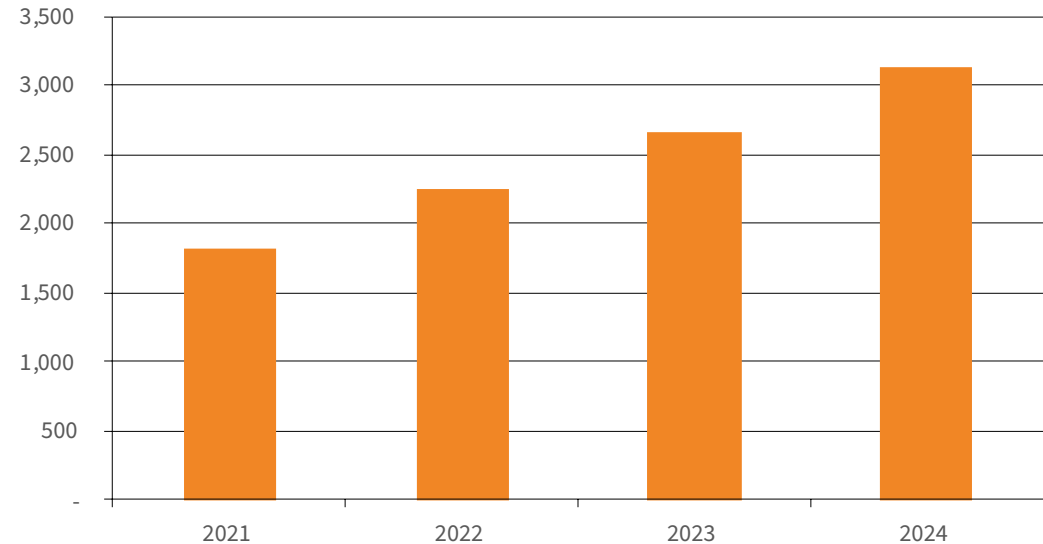
Tenancy Sustainment awards to successful applicants will be made from December 2024 onwards – therefore projected 2024/25 spend by Council Area is not possible.

Housing Benefit



Source: NIHE & DfC  
\* Data for owner occupiers is unavailable for the 2020/21 and 2021/22 business years.

Universal Credit\*



Source: NIHE & DfC  
\* Universal Credit refers to Housing Executive tenants receiving the Housing Cost element of Universal Credit.

Out of a total of £470m spend across Northern Ireland during 2023/24, £39m in housing benefit was administered by the Housing Executive for Armagh City, Banbridge and Craigavon Borough Council (8% of total spend).



There were **3,125 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Armagh City, Banbridge and Craigavon Borough Council at the end of March 2024



The following sections will provide an update on owner occupied, private rented and social rented sectors.

## Owner Occupied Sector

Ulster University state that the **average house price** in Armagh City, Banbridge and Craigavon Borough Council in 2023 was £180,614 which represents a decrease of less than 1% on 2022 figures

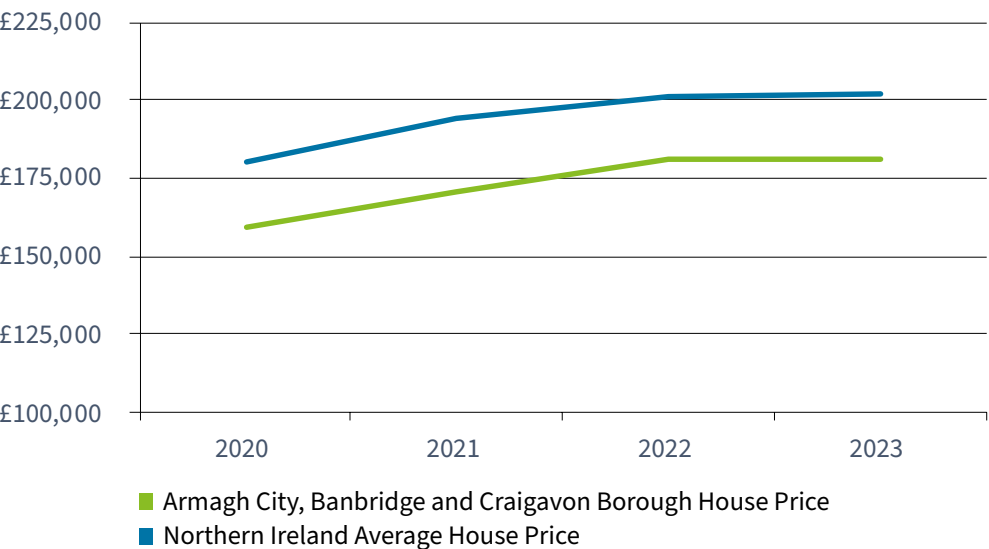


**£180,614**



**<1%**

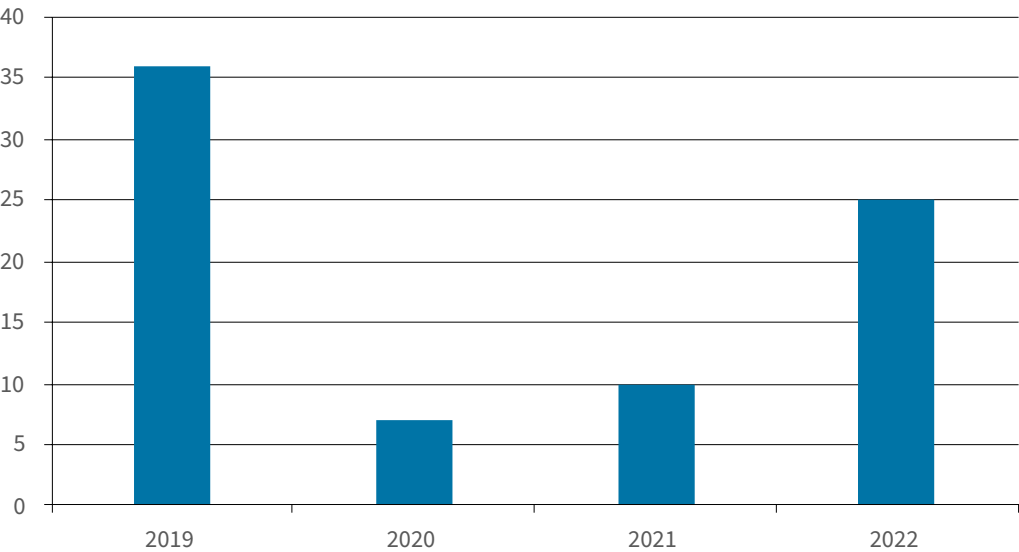
### Average Annual House Prices



Source: Ulster University

During 2022, there were 25 repossessions in Armagh City, Banbridge and Craigavon Borough, an increase from ten the previous year, but an overall decrease of 31% since 2019.

Repossessions



Source: Northern Ireland Courts and Tribunals Service

**Demand for intermediate housing** aimed at low-income households in Armagh City, Banbridge and Craigavon Borough Council is estimated at 2,680 units between 2020 and 2035 (180 units per annum)



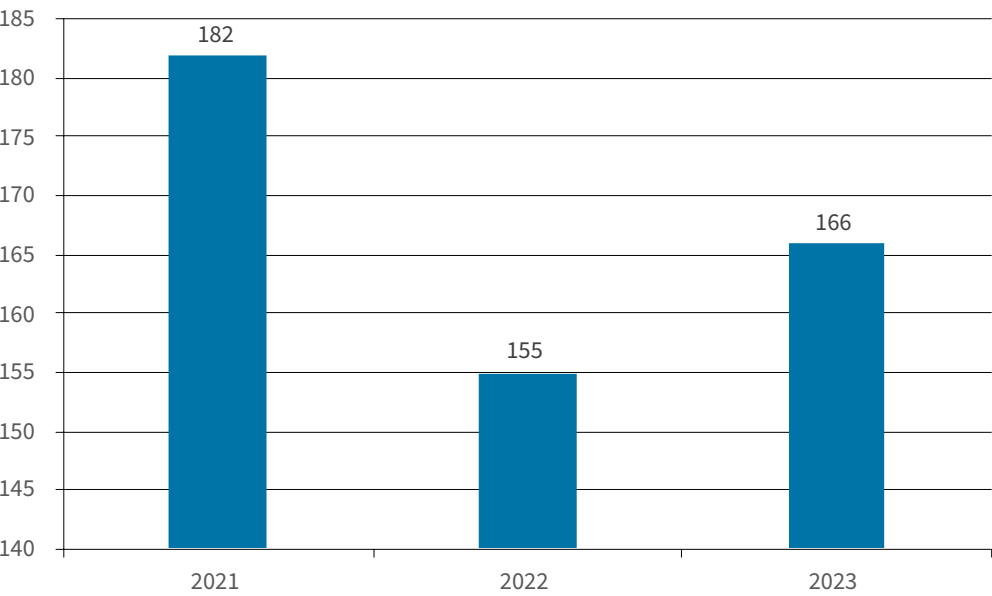
**2,680**  
**UNITS**

**Co-Ownership** Housing Association had an active stock of 1,705 dwellings at March 2024, **166 of which were purchased** during 2023/24, the highest of all council areas



**166**  
PURCHASES

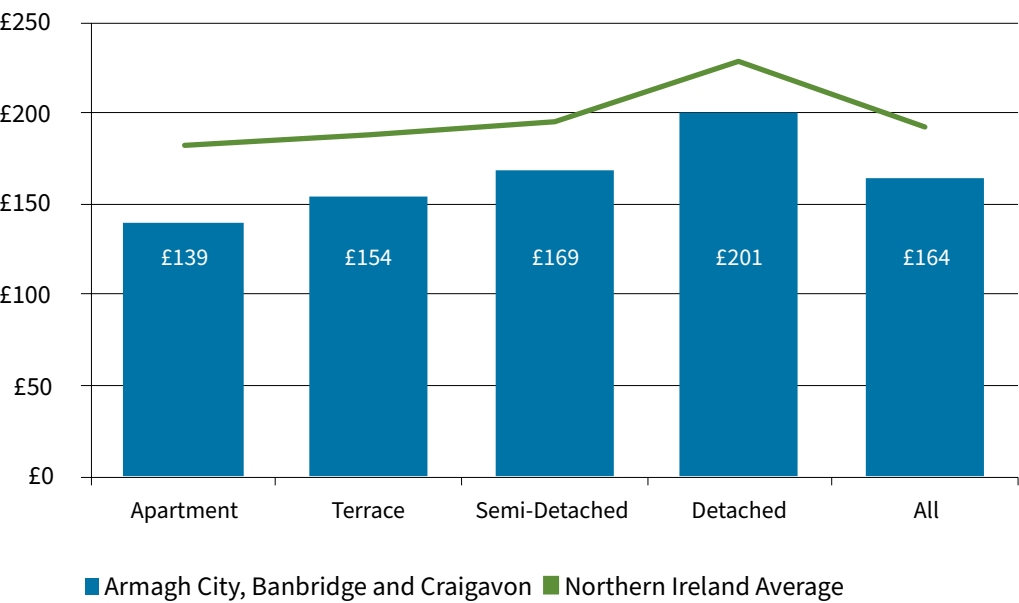
**New Co-Ownership Purchases**



Source: Co-Ownership Housing Association

# Private Rented Sector (PRS)

Average Weekly Private Sector Rent by Dwelling Type

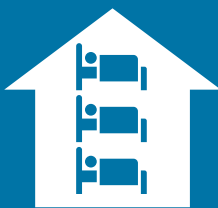


Source: Ulster University

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



The Local Housing Allowance, for 2023/24 for **2 BEDROOM DWELLINGS** within the Lough Neagh Lower BRMA is **£121.15** per week within the South BRMA is **£124.61** per week



The Local Housing Allowance, for 2023/24 for **3 BEDROOM DWELLINGS** within the Lough Neagh Lower BRMA is **£137.31** per week within the South BRMA is **£138.46** per week

For more information on local housing allowance for specific areas refer to [The Housing Executive - LHA rent levels](#).

DfC’s **Landlord Registration scheme** identified 7,849 properties registered by 3,942 landlords in Armagh City, Banbridge and Craigavon Borough Council at March 2024

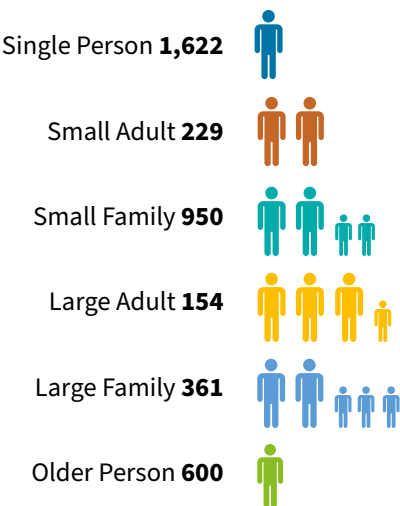
**7,849**   
PROPERTIES REGISTERED

# Social Housing Sector

42 Housing Executive properties were sold in the year to March 2024. Average selling price was £52,665 after discount.

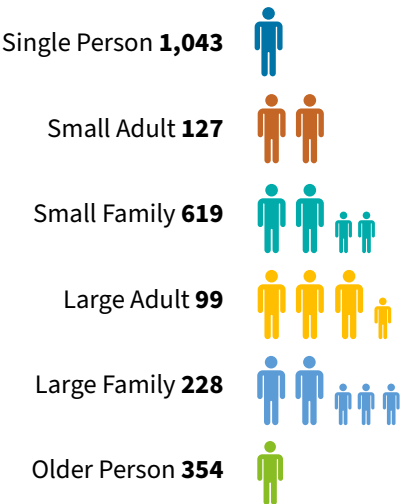
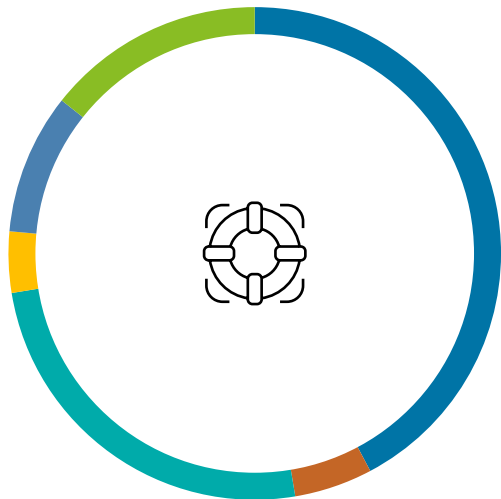
At March 2024, there were 3,916 applicants on the waiting list for Armagh City, Banbridge and Craigavon Borough Council with 2,470 in housing stress. There were 481 allocations over the year. See Appendix 7 for area breakdown.

## Waiting List Applicants



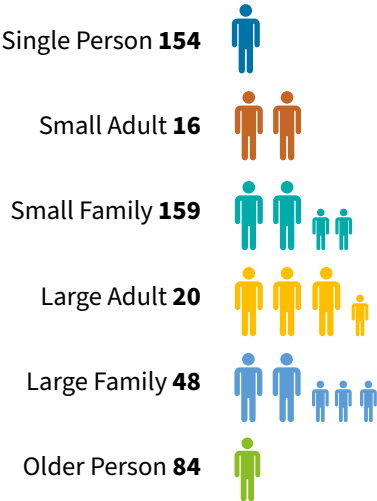
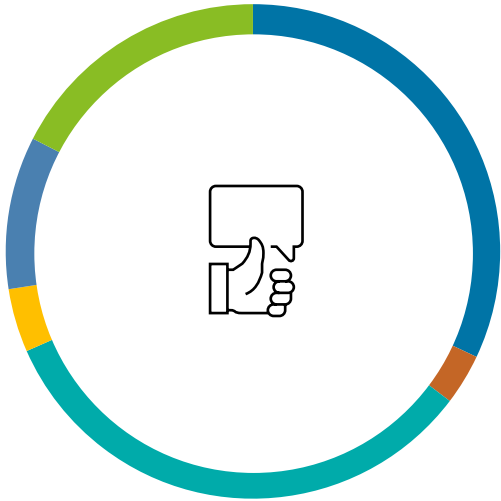
Source: NIHE, March 2024

## Applicants in Housing Stress



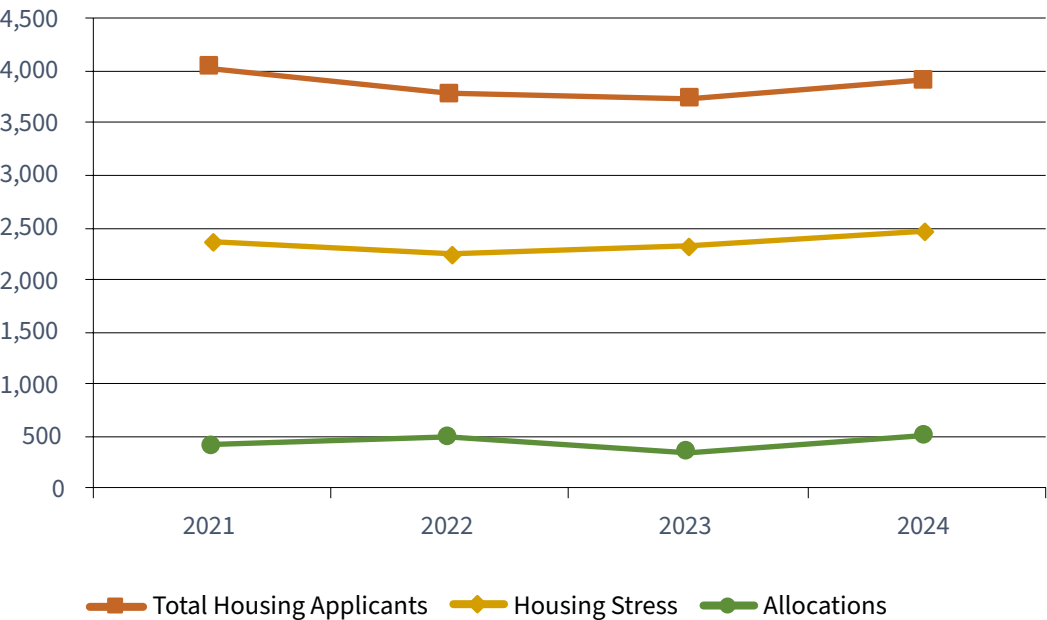
Source: NIHE, March 2024

Allocations to Applicants



Source: NIHE, March 2024

Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Armagh City, Banbridge and Craigavon Borough Council increased between 2023 and 2024.

The **five-year assessment** for 2023-28 shows a need for 1,498 units in Armagh City, Banbridge and Craigavon Borough Council. Appendix 2 shows that the projected housing need is concentrated chiefly in the main towns throughout the borough

  
**1,498**  
projected housing need

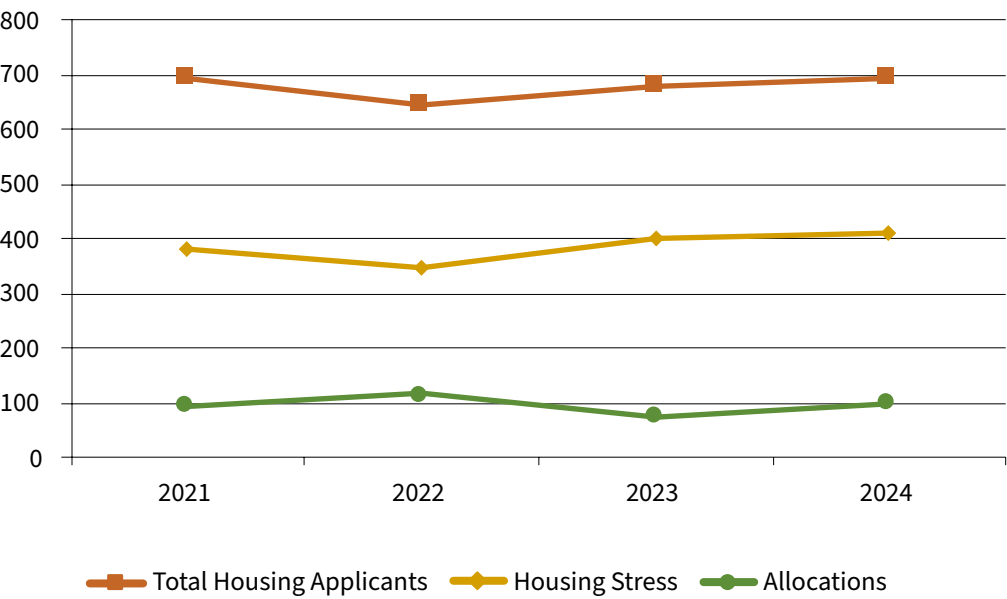
To address social need, the Housing Executive’s three-year Social Housing Development Programme (SHDP) has 180 housing units planned for 2024/25 to 2026/27.

During 2023/24, 94 homes were completed across Armagh City, Banbridge and Craigavon Borough Council and 164 units were under construction at the end of March 2024. See Appendix 3 for details of the programme, completions and on-site schemes.

# Rural Areas

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

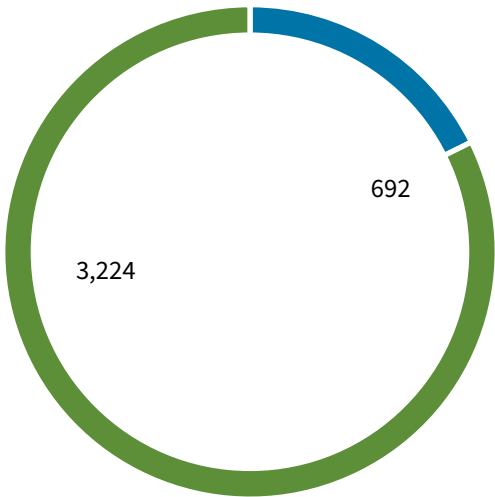
## Rural Housing Waiting List Trends



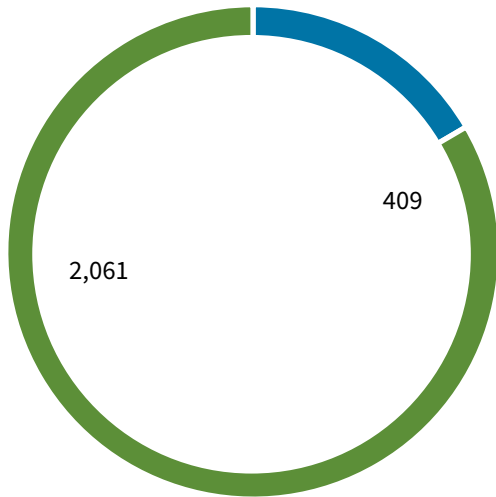
Source: NIHE



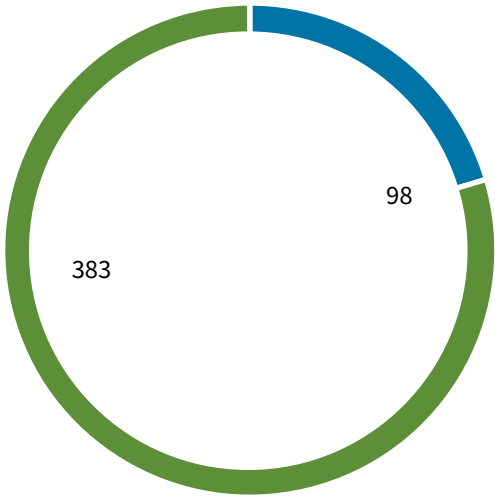
Waiting List Applicants 2024



Applicants in Housing Stress 2024



Allocations to Applicants 2024



- Armagh City, Banbridge and Craigavon Borough Urban
- Armagh City, Banbridge and Craigavon Borough Rural

Source: NIHE, March 2024

# Housing for All

In Armagh City, Banbridge and Craigavon Borough Council, two Housing for All developments have been completed and celebrated, with two potential schemes at pre allocation stage.

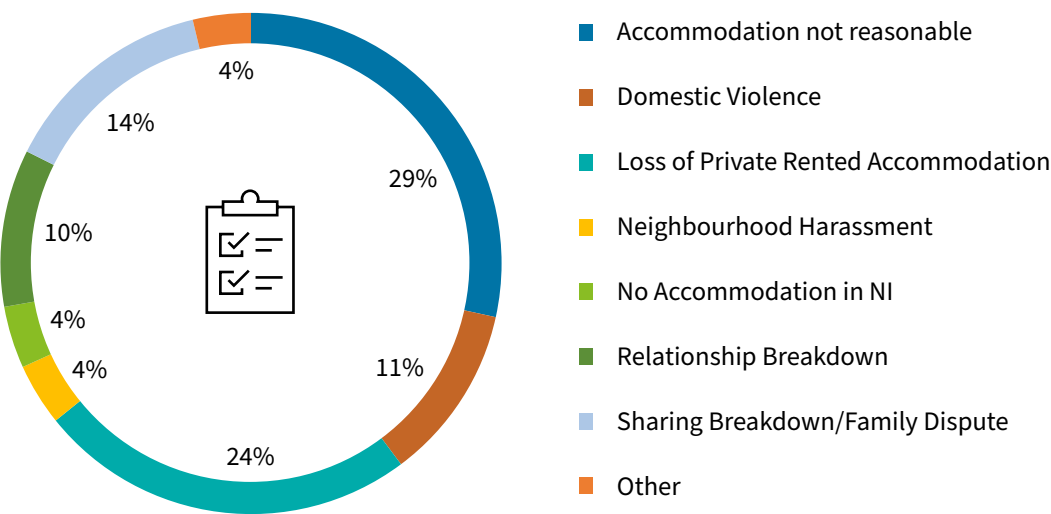
These developments are supported through an Advisory Group which draws membership from local political representatives, local Council and Housing Executive Good Relations Officers, Third Sector and local sporting organisations. The Advisory Group supports the development and delivery of Good Relations Plans which benefit many communities and individuals throughout the borough. The Shared Housing Programme presents an opportunity to strengthen partnership working, particularly in the delivery of the Armagh City, Banbridge and Craigavon Borough Council Community Plan Outcome: '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'.

# Homelessness

The number of households presenting as homeless in Armagh City, Banbridge and Craigavon Borough Council increased between March 2023 and March 2024 with 1,273 presenters by the end of March 2024. The numbers of those accepted as Full Duty Applicants also increased, to 749 over the same period, see Appendix 5.

There are a range of temporary accommodation options available in Armagh City, Banbridge and Craigavon Borough. During 2023/24, the Housing Executive made 458 placements, which included 173 placements to non-standard type accommodation, 156 placements to single-let properties, 70 placements to Dispersed Intensively Managed Emergency accommodation and 53 placements to voluntary sector hostels.

## Reasons for Homelessness



Source: NIHE

Within Armagh City, Banbridge and Craigavon Borough Council £840k was spent on Temporary Accommodation during 2023/24.

## Specialised Housing and Housing Support Services

### Accessible Housing

Within Armagh City, Banbridge and Craigavon Borough Council, there is an **identified social housing need** at March 2023 for **85 wheelchair units**



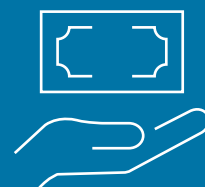
### Adaptations

During 2023/24, the Housing Executive spent **£1.73m on adaptations** to their properties in Armagh City, Banbridge and Craigavon Borough Council, see Appendix 4



### Disabled Facilities Grants

During 2023/24, the Housing Executive approved **110 Disabled Facilities Grants** for private sector dwellings and completed 63. The approval value in Armagh City, Banbridge and Craigavon Borough Council in 2023/24 was £1.77m, see Appendix 4



### 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 £4.87m, providing housing support to 1,316 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', contributing to the Place Board and leading on housing actions within Place Plans for both Armagh and Banbridge. During 2023/24, the Community Planning team commenced consultation on the third locality plan for the borough and the Housing Executive has been actively engaged in this process.

The Housing Executive also has 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

Along with Community Planning Partners, in 2023 the Housing Executive contributed to the Tak£500+ Participatory Budgeting Programme which is managed by the Participatory Budgeting Working Group.

Following three promotional events where community based groups had the opportunity to showcase their projects to the public, a total of 107 projects were successful in achieving a share of the £105,753 funding contribution. 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 third Statement of Progress was published during 2023/24 and the Housing Executive contributed to this report and associated promotional activities.

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 borough 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 borough for 15 years. It is therefore appropriate that the Community Plan and Housing Investment Plan (HIP) are considered in the preparation of the LDP.

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

# Local outcomes against Strategic Priorities and Community Planning objectives

## Strategic Priority 1

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

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

| Plans 2023-26   | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|---|--|--|
| <b>Oversee development of Strategic Guidelines Target for Armagh City, Banbridge and Craigavon Borough Council social homes</b>                           |  |  |
| 2024/25 - 87 Strategic Guidelines target.<br>2025/26 - 93 Strategic Guidelines target.<br>2026/27 - 99 Strategic Guidelines target.<br>(urban and rural). | 164 units on-site of which 159 units started in Armagh City, Banbridge and Craigavon Borough Council (ACBCBC) during 2023/24.<br><br>94 units completed in ACBCBC. | 1a<br>3b<br>3c   |
| <b>Wheelchair Standard Accommodation target of 10% for general needs new build</b>  |  |  |
| Ensure the 10% Wheelchair target is met for all general needs new build.  | 12 Wheelchair units started in ACBCBC.<br><br>Nine Wheelchair units completed.   | 1a<br>1b<br>1c<br>3b<br>3c                                     |
| <b>The Housing Executive will carry out an annual five year projected social housing need assessment for the Council area</b>                             |  |  |
| Annual Housing Needs Assessment (HNA) will be carried out for ACBCBC to project need over the periods 2023-28, 2024-29 and 2025-30                        | HNA completed for ACBCBC – projected need of 1,498 units for 2023-28.  | 3b<br>3c   |
| <b>Monitor Intermediate housing demand (Strategic Housing Market Analysis)</b>  |  |  |
| Continue to monitor South Eastern Area SHMA reports and instigate review if necessary.<br><br>Intermediate demand is assessed as 2,680 units 2020-2035.   | No further updates.<br><br>Intermediate demand for ACBCBC is 180 units annually.   | 3b<br>3c   |

Table continues

| Plans 2023-26  | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|--|---|--|
| <b>Deliver Co-Ownership</b>  |   |  |
| <p>The current allocation of funding is £145m for the period 2020/21 to 2023/24 to deliver 4,000 Co-Ownership homes across NI.</p> <p>Future funding arrangements will be agreed between the DfC and Co-Ownership.</p> | In 2023/24, there were 166 properties purchased through Co-Ownership in ACBCBC, out of a total 807 across NI. | <p>1a</p> <p>3b</p> <p>3c</p>                                  |
| <b>Carry out Site Identification Studies</b>   |   |  |
| Further Site Identification Studies (SIS) will be completed as identified.   | Within ACBCBC a SIS was completed in North Lurgan in 2023/24.   | <p>3b</p> <p>3c</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**

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

| Plans 2023-26   | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|---|---|--|
| <b>Implement the Energy Efficiency Programme</b>  |   |  |
| 2024/27 Planned 1,123 units at an estimated cost of £6.70m in ACBCBC.   | The Housing Executive's 2023/24 Energy Efficiency Programme provided 498 heating installations in ACBCBC at a cost of £2.80m.       | 1b<br>3b<br>3c   |
| <b>Implement the Affordable Warmth Scheme</b>   |   |  |
| The Housing Executive 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). | In ACBCBC 425 measures were installed to 230 private properties under the Affordable Warmth Scheme in 2023/24, at a cost of £1.15m. | 1b<br>3b<br>3c   |
| <b>Implement Boiler Replacement Scheme</b>  |   |  |
| The Housing Executive 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).     | In ACBCBC 21 properties had boilers replaced at cost of nearly £14k.  | 1b<br>3b<br>3c   |

Table continues

| Plans 2023-26   | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|---|--|--|
| <b>Increase membership of Oil Savings Network</b>       |  |  |
| Continue to increase membership of Oil Savings Network. | <p>Six oil buying clubs operate throughout ACBCBC. The clubs are located in Armagh, Craigavon, Banbridge, Dromore, Lurgan and Portadown.</p> <p>Over 15,000 orders in the 12 months up to March 2024, with over four million litres of home heating oil delivered (across NI).</p> <p>310k litres of home heating oil delivered in ACBCBC through the membership.</p>  | <p>1b<br/>3b<br/>3c</p>  |
| <b>Deliver Heritage in Housing (HIH) Programme</b>      |  |  |
| No projects planned at current time.                    | <p>In 2023/24, the HIH match funding programme contributed £175,500 towards the restoration of nine empty properties in the Townscape Heritage Initiative areas of Armagh, Carrickfergus and Lurgan, providing accommodation for private rent within these centres.</p> <p>The properties are:</p> <p><b>Carrickfergus</b><br/>2 West Street</p> <p><b>Lurgan</b><br/>3-5 Market Street</p> <p><b>Armagh</b><br/>Apartments 1 &amp; 2, 14-16 Upper English Street<br/>Apartment A, 14-16 Upper English Street<br/>Apartment B, 14-16 Upper English Street<br/>Apartment C, 14-16 Upper English Street<br/>28-30 Upper English Street<br/>18 Upper English Street<br/>20 Upper English Street</p> <p>For 2024/25, subject to budget availability, there are plans to invest in Armagh and Lurgan Townscape Heritage Initiative areas.</p> | <p>3b<br/>3c</p>   |

## Strategic Priority 3

**As NI's largest landlord, we will invest around £1,700m (2022/23-2024/25) 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 ■

| Plans 2023-26   | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|---|---|--|
| <b>Deliver the Supporting People Programme</b>  |   |  |
| £4.70m has been approved to deliver the Supporting People Programme for 2023/24.  | £4.87m was spent delivering the Supporting People Programme for 2023/24.<br><br>58 accommodation based services for 1,027 service users.<br><br>Eight floating support schemes for 288 service users. | 1a<br>1b<br>1c<br>3b   |
| <b>Deliver planned investment and maintenance to Housing Executive stock</b>  |   |  |
| Funding for Housing Executive planned maintenance schemes for ACBCBC in 2023/24 is estimated at £4.90m (details in Appendix 4). | In 2023/24, the Housing Executive spent £4.85m on planned maintenance schemes in ACBCBC (Appendix 4).   | 3b<br>3c   |
| Funding for Housing Executive stock improvement work for ACBCBC in 2023/24 is estimated at £1.33m (details in Appendix 4).      | In 2023/24, the Housing Executive spent £0.79m on stock improvement work (Appendix 4).  |  |
| <b>Deliver elemental / response improvements to Housing Executive stock</b>   |   |  |
| Funding for Housing Executive response maintenance for the Council area in 2023/24 is estimated at £8.98m.                      | In 2023/24 the Housing Executive spent £9.35m on response maintenance work.   | 1c<br>3b   |
| The Housing Executive will complete response maintenance repairs within the required target time.                               | 85.18% of Housing Executive response maintenance repairs in NI were completed within the required target time.  |  |
| The Housing Executive will carry out response maintenance repairs to customers' satisfaction.                                   | Customer satisfaction for Housing Executive response maintenance repairs ranged between 93.33% and 99.39% across ACBCBC.  |  |

Table continues

| Plans 2023-26   | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|---|---|--|
| <b>Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding</b>   |   |  |
| DfC hopes to continue to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2023/24.  | <p>Almost £22k Areas at Risk and £1.11m Neighbourhood Renewal funding was received by groups in ACBCBC during 2023/24.</p> <p>As part of a DfC Cost of living exercise, further Areas at Risk funding of £1,500 and Neighbourhood Renewal funding of £7,500 was received for Fuel and Energy Costs.</p>   | 3b<br>3c   |
| <b>Implement Social Enterprise Plus Strategy</b>  |   |  |
| <p>As part of a midterm review, a further round of funding is planned totalling up to £200,000 for 2023/24 financial year.</p> <p>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 2023/24 budget of £150,000.</p> <p>This review included the 4 elements below of being of particular interest:</p> <ul style="list-style-type: none"> <li>• Cost of living crisis</li> <li>• Climate change</li> <li>• The Introduction of Social Value in Public Sector Procurement</li> <li>• Post COVID-19 Recovery</li> </ul> <p>The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.</p> | <p>For the 2023/24 year the Housing Executive invested in 26 social enterprises.</p> <p>Awards were up to a maximum of £10,000 per award. In total, just under £200,000 was awarded (£198,457) during 2023/24.</p> <p>In ACBCBC area, during 2023/ 2024, Portadown Wellness Centre received £10,000 to support the growth of an Empower Garden and Educational Centre to support community mental health.</p> <p>The Centre provides group work sessions in arts/crafts, cooking/ baking, woodwork, pottery/ ceramics, sewing and fashion. Mindfulness therapy is also offered, as well as talks by motivational speakers, meditation, professional counselling, hypnotherapy, reflexology/ massage, children's psychotherapeutic counselling and yoga.</p> | 1a<br>2a<br>2b<br>3a<br>3b<br>3c                               |

## 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 ■

| Plans 2023-26   | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|---|---|--|
| <b>Transform model of homelessness provision towards prevention</b>   |   |  |
| Homelessness Strategy 2022/27 - Year 2 Action Plan being developed and will guide delivery of the Homelessness Strategy during 2023/24.   | Year 1 Annual Progress Report published in summer of 2023/24, providing an overview of the work and actions delivered during 2022/23. | 1a<br>1b<br>1c<br>3b<br>3c                                     |
| Additionally, the Year 2 Action Plan will be available on the Housing Executive website.  |   |  |
| <b>Monitor impact of Fundamental Review of Allocations on discharge of homelessness duty</b>  |   |  |
| It remains vital that the Housing Executive 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).  | 1c<br>3b   |
| Tenure neutral discharge (Proposal 4) is a longer term proposal with a planned implementation early to mid-2025.  |   |  |

*Table continues*

| Plans 2023-26   | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|---|--|--|
| <b>Develop the Housing Solutions and Support approach and conduct peer review</b>   |  |  |
| Review the Housing Solutions and Support approach/model.  | The Housing Solutions approach is utilised for all customers who contact the Housing Executive with a housing issue and work is ongoing in reviewing the approach / model.   | 1a<br>1b<br>1c   |
| Explore the potential of accreditation of staff in the respect of the delivery of the delivery of housing options/solutions.  | Work is ongoing with key partners to explore the implementation of a Housing Advice Quality Standard for frontline staff offering housing advice in Northern Ireland.  | 3b<br>3c   |
| Contribute to scoping and specification of IT system to support delivery of housing solutions service.  | Work has been ongoing with internal stakeholders and the IT provider to develop a system solution for improved case management and housing options delivery, including the recording of homeless prevention activities.  |  |
| <b>Facilitate Community Safety projects through funding and continue to partner on Anti-Social Behaviour (ASB) Forum &amp; Policing and Community Safety Partnership (PCSPs)</b>                  |  |  |
| 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.   | 1a<br>1b<br>1c   |
| The Housing Executive will continue to assess funding applications and fund appropriate initiatives that address community safety issues in Housing Executive estates, where budget is available. | During 2023/24 £97k was awarded in ACBCBC for six projects. <ul style="list-style-type: none"> <li>NIA MACS Pilot (Portadown) - £17k</li> <li>Y Zone - £9k</li> <li>Edgarstown Community Association - £43k</li> <li>Bannside Community Group - £12k</li> <li>Drumgor Detached Youth Work - £7k</li> <li>ABC Warden - £9k</li> </ul> | 3b   |
| The Housing Executive will continue to partner on the ASB Forum. Housing Executive Area Managers will continue to attend their respective PCSP meetings.  | During 2023/24, the Housing Executive dealt with 159 cases of ASB within ACBCBC. Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department of Justice to address ASB issues.   |  |
| The Housing Executive will continue to implement the Hate Incident Practical Action scheme (HIPA).  | During 2023/24, there were no HIPA incidents actioned in ACBCBC.   |  |

Table continues

| Plans 2023-26   | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|---|---|--|
| <b>Raise awareness and promote diversity and integration through Community Cohesion Strategy</b>  |   |  |
| Community Cohesion Strategy under review with S3 Solutions and going out for consultation.  | Draft Community Cohesion Strategy completed and a total of five public consultations held. Feedback from these to be scrutinised.   | 1a<br>1b<br>1c<br>3b   |
| <b>Promote good relations and continue to fund Supporting Communities Northern Ireland (SCNI)</b>   |   |  |
| We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/ Integration, Interfaces, Race Relations, and Positive Expressions of Culture. | <p>Community Cohesion funding of £771.5K was spent on 184 projects.</p> <p>Community Cohesion funding of just over £124k was spent on 20 projects in ACBCBC, including:</p> <ul style="list-style-type: none"> <li>• Portadown Wellness Centre - Cultural Engagement Programme</li> <li>• Community Intercultural Programme - Interlink (Advocacy and Advice project)</li> <li>• Edgarstown Residents Association -Intergenerational Community Engagement Project</li> <li>• The Y Zone - After-schools Youth Drop-in (Corcrair / Redmanville)</li> <li>• Drumgor Detached Youth Work Project -North Lurgan Community Event</li> <li>• St. Ronan's College - Pupil/Family support Project</li> <li>• Mourneview and Grey Estates Community Association - Nature inspired arts and crafts</li> <li>• Drumcree Community Trust - Youth Engagement Programme</li> <li>• Connecting Minds Project - Schools based support project</li> <li>• Portadown Football and Athletic Co Ltd - Shared Facilities Project.</li> </ul> | 1a<br>1b<br>1c<br>3b   |

Table continues

| Plans 2023-26  | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|--|---|--|
| <p>We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.</p> | <p>Housing Executive staff continued to work with strategic partners to train and support community groups and members of the Housing Community Network (HCN).</p> <p>A range of training and funding support was provided to HCN members in South Area, including Good Governance, Managing Charity Finances, Completing Funding Applications, and training on the new HCN Members Forum.</p> <p>Support was provided through online sessions, face to face presentations and one to one group support sessions.</p> <p>31 HCN and Inter-Agency meetings took place in South Area over the past year, including a Good Practice Visit to Moneydarragh and Newry Street Unite in June 2023.</p> <p>2023/24 witnessed the creation of a new Inter Agency forum for Lurgan and Brownlow, which has been well received by community reps and statutory agencies.</p> <p>The Housing Executive and Supporting Communities also plan to set up two new Inter-Agency forums for the Armagh area (one for community groups within the city and one for rural community groups).</p> <p>As part of the Inter-Agencies, Supporting Communities facilitated a total of 34 Estate Inspections across South Area (Armagh, Banbridge, Craigavon, Lurgan and Portadown). Estate inspections are held annually and consist of an estate walkabout with key agencies in partnership with community reps to identify issues within the area.</p> |  |

Table continues



| Plans 2023-26  | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|--|---|--|
| <b>Administer community grants and Housing Community Network funding (HCN)</b>   |   |  |
| <p>The Community Grants 2024/25 budget agreed as £20k per Area Office. Funding of £2,154 per area for HCN is also available.</p> <p>We will review the effectiveness of the existing Community Grants Programme and ensure resources are targeted to most effective activities.</p> <p>We will seek potential new funding streams.</p> | <p>A total of £274,382 was spent on Community Grants in 2023/24.</p> <p>In ACBCBC funding of £30k was spent on Community Grants during 2023/24:</p> <ul style="list-style-type: none"> <li>• <b>Lawrencetown, Lenaderg &amp; Tullylish Community Association (LLTCA)</b> - Community Garden and Allotment scheme</li> <li>• <b>Longstone Residents Association</b> - Outdoor sports equipment/Storage Container</li> <li>• <b>Lurgan Elim Ministries</b> -Equipment and training for new playgroup</li> <li>• <b>Drumcree Community Trust</b> - Cabin Club Summer Scheme</li> <li>• <b>Edgarstown Residents Association</b> -Floor polisher</li> <li>• <b>Killicomaine Residents Group</b> -Summer scheme</li> <li>• <b>The Y Zone</b> - Youth Hut Initiative.</li> </ul> | <p>1a</p> <p>1b</p> <p>1c</p> <p>3b</p>                        |
| <b>Continue to monitor implementation of Community Involvement Strategy Action Plan</b>  |   |  |
| <p>Action plan will incorporate new ways of supporting and engaging our communities.</p> <p>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.</p>  | <p>Digital capacity continues to be a theme in our community grants programme.</p> <p>Community grants also supported digital inclusion initiatives. The Y Zone received funding towards a laptop that will provide increased access and use of online working.</p>   | <p>1a</p> <p>1b</p> <p>1c</p> <p>3b</p>                        |
| <b>Identify hidden rural housing need</b>  |   |  |
| <p>A Rural Needs test has been added to the programme for Clonmore.</p> <p>The Housing Executive will continue to work with rural communities to identify hidden rural housing need.</p>   | <p>No Rural Needs tests were carried out in ACBCBC during 2023/24.</p>  | <p>1a</p> <p>3c</p>  |

Table continues

| Plans 2023-26  | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|--|--|--|
| Rural Community Awards   |  |  |
| Develop and deliver Housing Executive Rural Community Awards Competition annually. | <p>The 2023 Rural Community Awards were presented in March 2024 at an awards networking event in Coleraine.</p> <p>Prizes were presented to the winning community groups and individuals, to recognise their achievements and contribution to rural communities.</p> <p>None of the winning community groups were from ACBCBC.</p> | 1a<br>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 ■

| Plans 2023-26   | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|---|--|--|
| <b>Through Community Planning, promote housing-led regeneration</b>   |  |  |
| Promote housing led regeneration through master planning proposals in urban and village centres.  | The Housing Executive is working with Community planning partners on Village Plans.  | 3b<br>3c   |
| <b>Development of Private Rented Sector Access Scheme (PRSAS)</b>   |  |  |
| <p>No confirmed homeless budget for 2023/24 and early indications from the DfC 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.</p> <p>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 the Housing Executive.</p> | No meaningful progress has been achieved due to funding difficulties in commissioning the development of large scale PRSAS.  | 1c<br>3b   |
| <b>Administer Disabled Facilities Grants (DFGs) and Adaptations</b>   |  |  |
| <p>The Housing Executive has funding of approximately £13.71m for DFGs for the private sector in 2023/24.</p> <p>The funding is demand led. DFG's are made available to fulfil an Occupational Therapist recommendation, to ensure a person's home is safe and accessible.</p>  | <p>The Housing Executive approved 110 DFGs for private sector dwellings and completed 63 in ACBCBC.</p> <p>The approval value in ACBCBC in 2023/24 was £1.77m.</p> | 1a<br>1b<br>1c<br>3b<br>3c                                     |

Table continues

| Plans 2023-26  | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|--|--|--|
| <b>Approval of Discretionary Grants</b>                                |  |  |
| Funding of discretionary grants will continue over the period 2023/26. | <p>Discretionary Grant Approval in 2023/24 was £10k (Appendix 4).</p> <p>The Housing Executive administers grant aid on behalf of the Department for Communities and the programme is wholly reliant on the availability of Government funding. In recent years the Housing Executive has only received an allocation for mandatory Disabled Facilities and Repair Grants together with Ministerial priorities to support those in fuel poverty, including the Affordable Warmth Scheme.</p> <p>There has been a small allocation for discretionary grant aid - Home Repair Assistance, Renovation / Replacement - which has only allowed the Housing Executive to cover previously committed spend and new enquiries linked to a Disabled Facilities Grant.</p> | 3b<br>3c   |
| <b>Approval of Repair Grants</b>                                       |  |  |
| Funding of repair grants will continue over the period 2023/26.        | Repair Grant approval in 2023/24 was £53K (Appendix 4).  | 3b<br>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 ■

| Plans 2023-26  | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|--|---|--|
| <b>Develop and implement a new Customer Support &amp; Tenancy Sustainment Strategy</b>   |   |  |
| <p>Implement Action Plan 2019/24 through a combination of internal projects and grant awards.</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 a 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 Sustaining Tenancies Funding Programme (STFP) 2021-24.</p> <p>Target 2025/26 - Award circa £780K to VCSE sector.</p> <p>Prepare case for new programme of funding.</p> | <p>In addition to the STFP, the Tenancy Sustainment Team contributes to funding for a number of Housing Rights projects which provide advice and support to Housing Executive tenants. Funding is also provided towards the provision of Tenancy Starter Packs and the organisation's JAM card subscription.</p> <p>Other ongoing priority areas of work include; development and delivery of a comprehensive and tailored Mental Health Awareness training programme for all frontline Housing Services staff, procurement and delivery of a Hoarding Support Service and complementary staff guidance, a longer-term solution to the provision of Tenancy Starter Packs, and development of a protocol for case handover between Housing Advisors and Patch Managers for new tenants with high tenancy sustainment risk. Work has also commenced on development of the new strategy and action plan – due to launch from October 2024.</p> <p>Implementation of the Action Plan has been delayed as posts in the dedicated team were appointed later than was initially hoped.</p> <p>The three key priorities are:</p> <ul style="list-style-type: none"> <li>• Mental Health Training (due to commence roll out from October 2024);</li> <li>• Hoarding Support Service (commencement in Contract Lot 1 beginning September/October 2024); and</li> <li>• Housing Executive's new Tenancy Starter Pack provision (commencing August/September 2024).</li> </ul> | <p>4b</p> <p>4c</p>  |

*Table continues*

| Plans 2023-26  | 2023/2024 Progress   | Community Plan Reference & Action Plan update (where relevant) |
|--|--|--|
|  | <p>Awards made in January 2024 for projects lasting up to 36 months totalling circa £1.5 million, of which there are projects with the specific aim to help alleviate the impacts of the cost-of-living crisis on Housing Executive tenants.</p> <p>ACBCBC shared in spend totalling £299k as part of the following multiple Council areas tenancy sustainment projects:</p> <ul style="list-style-type: none"> <li>• Links Counselling Service Tenants Support (Links Counselling);</li> <li>• Staying Well at Home (Inspire Wellbeing);</li> <li>• MIND -Mentoring, Interventions, Nurturing Development (NI Alternatives).</li> </ul> <p>Tranche 2 of the funding programme anticipated to open in July 2024 to award circa £780k to VCSE sector.</p> <p>The evaluation will be completed once all projects funded through the STFP 21-24 have finished (31 March 2025).</p> <p>Anticipated to open in spring/summer 2025 to award circa £780k to VCSE sector.</p> <p>Preparation of a business case for a new programme of funding will commence once the 2025/2026 awards have been made and the current fund has been exhausted.</p> |  |
| <b>Tenancy Sustainment</b>   |  |  |
|  |  |  |
| 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). | <p>The sustainment rate of tenancies beyond 12 months continues to exceed the baseline rate.</p> <p>In the 12 month period preceding 31st December 2023, the sustainment rate of tenancies beyond one year was 89%.</p>  | <p>4b</p> <p>4c</p>  |
| <b>Continuous Tenant Omnibus Survey</b>  |  |  |
|  |  |  |
| Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey.  | The 2023 survey found that 85.5% of tenants across ACBCBC were satisfied with the overall service provided by the Housing Executive.   | <p>4b</p> <p>4c</p>  |

Table continues

| Plans 2023-26  | 2023/2024 Progress  | Community Plan Reference & Action Plan update (where relevant) |
|--|---|--|
| <b>Rent collection, arrears and reporting of fraud</b>   |   |  |
| <p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC.</p> <p>Monitor and reduce tenancy fraud.</p>   | <p>In ACBCBC the Housing Executive collected 99.65% of rent at March 2024.</p> <p>Arrears increased by £11k during 2023/24.</p> <p>Statistics reported quarterly to DfC.</p>  | <p>3b</p> <p>3c</p>  |
| <b>Continue to work with DfC on the move to Universal Credit (UC) and working to mitigate the impacts of Welfare Reform</b>  |   |  |
| <p>The Housing Executive will:</p> <ul style="list-style-type: none"> <li>communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>assist DfC and Department for Works and Pensions (DWP) deliver the processes necessary to implement welfare reform and associated mitigations;</li> <li>continue to work with DfC as a trusted partner for the move to UC; and</li> <li>continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform.</li> </ul> | <p>The Housing Executive has:</p> <ul style="list-style-type: none"> <li>communicated with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>continued to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>assisted DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations;</li> <li>continued to work with DfC as a trusted partner for the Move to UC; and</li> <li>continued to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform.</li> </ul> | <p>3b</p> <p>3c</p>  |
| <b>Finalise and implement Voids Reset Plan</b>   |   |  |
| <p>Voids reset plan to be developed and approved in Q1 of 2023/24.</p>   | <p>Based on the completion of a satisfactory audit of voids undertaken in Q1 &amp; Q2 of 2023/24, the Voids Reset Plan has been rescheduled to Q1/Q2 of 2024/25.</p> <p>Housing Executive actionable voids at March 2024 were 0.43% of total stock in ACBCBC.</p>   | <p>3b</p>  |

# Appendices



# Appendix 1

## Community Plan themes and outcomes

The Armagh City, Banbridge and Craigavon Borough Council Community Plan is available for download on the council website by following the link below:

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

| Theme   | Indicators   | Reference |
|---|--|-----------|
| <b>Community-<br/>We live in a caring and safe borough, where people lead healthy, fulfilling lives and take pride in shaping, nurturing and enriching community life.</b>  | <b>Confident Community</b><br>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        |
|   | <b>Healthy Community</b><br>People are making positive lifestyle choices. They are more resilient and better equipped to cope with life's challenges.                                | 1b        |
|   | <b>Welcoming Community</b><br>Our borough is a safe, respectful and peaceful environment.  | 1c        |
| <b>Economy –<br/>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.</b> | <b>Enterprising Economy</b><br>Our borough is a centre of excellence for entrepreneurship, innovation and investment.  | 2a        |
|   | <b>Skilled Economy</b><br>People are better equipped to take full advantage of the opportunities provided by our dynamic economy.  | 2b        |
|   | <b>Tourism Economy</b><br>Our borough is the destination of choice for international visitors.   | 2c        |
| <b>Place -<br/>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.</b>   | <b>Creative Place</b><br>Our borough is an inspirational and creative place offering quality, inclusive arts and cultural experiences.   | 3a        |
|   | <b>Enhanced Place</b><br>Our rich and varied built heritage and natural assets are protected, enhanced and expanded for current and future generations to enjoy.                     | 3b        |
|   | <b>Revitalised Place</b><br>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 2023-28

| Settlement   | Social Housing Need<br>2023-28 |
|--|--------------------------------|
| Armagh 1   | 135                            |
| Armagh 2   | 49                             |
| Banbridge Town   | 197                            |
| Central Craigavon  | 124                            |
| North Lurgan   | 316                            |
| South Lurgan   | 90                             |
| Portadown 1  | 100                            |
| Portadown 2  | 229                            |
| Aghagallon / Derrymore                                     | 12                             |
| Annaclone  | 3                              |
| Bleary   | 2                              |
| Charlemont / Blackwatertown / Carrickaness / Donnelly Hill | 2                              |
| Clady / Corran / Ballymacnab                               | 3                              |
| Derrymacash / Derrytrasna / Kinnego                        | 20                             |
| Dollingstown   | 2                              |
| Donacloney   | 8                              |
| Dromore  | 57                             |
| Gilford  | 13                             |
| Keady  | 17                             |
| Lawrencetown   | 8                              |
| Loughbrickland   | 10                             |
| Loughgall  | 2                              |
| Madden / Milford / Ballyards                               | 2                              |
| Magheralin   | 8                              |
| Markethill   | 9                              |
| Middletown   | 10                             |
| Portadown Rural  | 11                             |

Table continues

| Settlement  | Social Housing Need<br>2023-28 |
|-------------|--------------------------------|
| Poyntzpass  | 2                              |
| Rathfriland | 28                             |
| Richhill    | 14                             |
| Tandragee   | 5                              |
| Tullylish   | 1                              |
| Waringstown | 9                              |
| Total       | 1,498                          |

Source NIHE

Housing need has currently been met in: Annaghmore / Eglish, Annahugh, Ashfield / Tullyhenan, Ballela, Banbridge Rural Cottages, Carn, Closkelt, Corbet, Dromore Rural Cottages, Drumhillery / Darkley / Derrynoose, Drumnacanvy, Glenanne / Mountnorris / Loughgilly, Hamiltonsbawn / Edenaveys, Katesbridge, Kinallen, Lenaderg, Lisnagade / 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 2023 - March 2024**

| Scheme Name                   | Units | Client Group  | Housing Association | Theme |
|-------------------------------|-------|---------------|---------------------|-------|
| William Street, Lurgan**      | 1     | General Needs | Arbour              | Urban |
| Peggy’s Loaning, Banbridge    | 37    | General Needs | Arbour              | Urban |
| 18-52 Ogle Street, Armagh     | 42    | General Needs | Ark                 | Urban |
| Derrytrasna Road, Derrytrasna | 14    | General Needs | Ark                 | Rural |
| Total                         | 94    |               |                     |       |

Source: NIHE  
\*\*ESP - Existing Satisfactory Purchase

**Schemes on-site at March 2024**

| Scheme Name                     | Units | Client Group  | Housing Association | Theme |
|---------------------------------|-------|---------------|---------------------|-------|
| North Street, Lurgan            | 42    | General Needs | Arbour              | Urban |
| Victoria Street Phase 1, Lurgan | 16    | General Needs | Choice              | Urban |
| Commercial Road, Banbridge      | 59    | General Needs | Arbour              | Urban |
| Ballyoran Manor, Portadown      | 21    | General Needs | Arbour              | Urban |
| Parknasilla, Aghagallon         | 5     | General Needs | Arbour              | Rural |
| Granemore Road, Keady           | 13    | General Needs | Ark                 | Rural |
| The Slopes, Rathfriland***      | 8     | General Needs | Alpha               | Rural |
| Total                           | 164   |               |                     |       |

Source: NIHE  
\*\*\*OTS - Off the Shelf

Schemes programmed 2024/27

| Scheme Name                     | Units | Client Group  | Housing Association | Onsite Year | Theme |
|---------------------------------|-------|---------------|---------------------|-------------|-------|
| Lurgan Rehabs Phase 1**         | 5     | General Needs | Arbour              | 2024/25     | Urban |
| Lurgan Rehabs Phase 2**         | 5     | General Needs | Arbour              | 2025/26     | Urban |
| Victoria Street Phase 2, Lurgan | 10    | General Needs | Choice              | 2024/25     | Urban |
| The Coach, Banbridge            | 40    | General Needs | Clanmil             | 2025/26     | Urban |
| Rushmere Glen, Craigavon        | 38    | General Needs | Choice              | 2024/25     | Urban |
| Westacres, Craigavon            | 29    | General Needs | Arbour              | 2025/26     | Urban |
| Church Street, Portadown        | 14    | General Needs | Choice              | 2025/26     | Urban |
| Ballyoran Hill, Portadown       | 39    | General Needs | Clanmil             | 2025/26     | Urban |
| Total                           | 180   |               |                     |             |       |

Source: NIHE  
\*\*ESP - Existing Satisfactory Purchase

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2023 - March 2024

| Work Category                 | Scheme  | Units |
|-------------------------------|---|-------|
| External Cyclical Maintenance | Markethill  | 3     |
| Fence Painting                | Banbridge Fence Painting  | 807   |
| Roofs                         | South Area Roofs - Kinallen, Dromore  | 55    |
| Doors                         | Hospital Estate, Lurgan   | 40    |
| Heating Installation          | Lurgan Mop Up   | 10    |
|                               | Portadown Estates   | 6     |
|                               | Callan Bridge, Armagh   | 10    |
|                               | Lurgan 15-year  | 81    |
|                               | Brownstown Estate, Portadown  | 63    |
|                               | Banbridge   | 52    |
|                               | Central Craigavon / Rural   | 51    |
|                               | Central Armagh  | 52    |
| Special Scheme                | Retrofit Programme Lurgantarry Estate, Lurgan - External Wall Insulation    | 16    |
|                               | Retrofit Programme Redmanville Estate, Portadown - External Wall Insulation | 36    |
|                               | Retrofit Programme Brownstown Estate, Portadown - External Wall Insulation  | 3     |
| Total                         |   | 1,285 |

Source: NIHE  
Note: Some schemes may start and complete in year.

**Schemes activity and expected completions up to 31 March 2025**

| Work Category                        | Scheme  | Units |
|--------------------------------------|---|-------|
| <b>External Cyclical Maintenance</b> | Hospital Estate, Avenue Road Lurgan, Bleary & Waringstown | 241   |
|                                      | Portadown   | 214   |
|                                      | Armagh Town/ Charlemont/ Poyntzpass/ Tandragee            | 160   |
| <b>Double Glazing</b>                | Keady/ Darkley  | 97    |
|                                      | Banbridge Town  | 103   |
|                                      | Banbridge Timber Window Replacement                       | 119   |
| <b>Roofs</b>                         | Barban Heights, Dromore Roofs                             | 26    |
| <b>Doors</b>                         | Portadown   | 59    |
|                                      | Hospital Estate, Lurgan                                   | 45    |
|                                      | Banbridge Town  | 186   |
|                                      | Armagh City   | 109   |
|                                      | Bridge House, Armagh External Fire Door Replacement       | 5     |
| <b>Heating Installation</b>          | Central Armagh  | 9     |
|                                      | Dromore/ Rathfriland                                      | 71    |
|                                      | Lurgan Estates  | 78    |
|                                      | Gilford/ Seapatrick/ Lawrencetown                         | 56    |
|                                      | Armagh  | 17    |
|                                      | Emergency One Off   | 78    |
| <b>Bathroom Kitchen Rewire</b>       | Cusher Green/ Neills Villas, Armagh                       | 28    |
|                                      | Seagoe Park, Portadown                                    | 65    |
|                                      | Banbridge Town  | 119   |
|                                      | Donacloney/ Dollingstown/ Magheralin                      | 39    |
|                                      | Taghnevan/ Gilpinstown/ Kilwilkie, Lurgan                 | 37    |
|                                      | Annaghmore/ Eglisk/ Keady                                 | 27    |
|                                      | Mullacreevie Estate, Armagh Phase 1                       | 21    |
| <b>Bathrooms</b>                     | Clarendon /Cambrai/ Donard                                | 32    |
|                                      | Fitzroy/ Ulsterville/ Rural, Portadown                    | 8     |

Table continues

**Schemes activity and expected completions up to 31 March 2025**

| Work Category         | Scheme   | Units        |
|-----------------------|--|--------------|
| <b>Kitchen</b>        | South Area Revenue   | 11           |
| <b>Capital Scheme</b> | Aldervale, Craigavon (Incremental Improvements)                          | 23           |
|                       | Parkside Flats, Portadown  | 4            |
| <b>Demolition</b>     | Chestnut Place, Banbridge  | 20           |
| <b>Special Scheme</b> | Ardowen Estate, Craigavon – External Wall Insulation                     | 3            |
|                       | Retrofit Programme Lurgantarry Estate, Lurgan – External Wall Insulation | 15           |
| <b>Total</b>          |  | <b>2,125</b> |

Source: NIHE

| Definition of Work Categories        |   |
|--------------------------------------|---|
| <b>BKR</b>                           | Bathroom Kitchen Rewiring.  |
| <b>External Cyclical Maintenance</b> | Work to the external fabric of a dwelling and its immediate surrounding area.                               |
| <b>Heating Installation</b>          | Replacement of solid fuel or electric heating.  |
| <b>Revenue Repair/Replacement</b>    | Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.                  |
| <b>Fence Painting</b>                | Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme. |
| <b>Roofs</b>                         | Improvement works to existing roof structure.   |
| <b>Doors</b>                         | Replacement of external doors.  |
| <b>Demolition</b>                    | Demolition of social housing stock no longer fit for purpose  |
| <b>Capital Scheme</b>                | Improvement works.  |
| <b>Special Scheme</b>                | Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.                    |



**Grants Performance 2023/24**

| Grant Type                   | Approved | Approval Value £k | Completed |
|------------------------------|----------|-------------------|-----------|
| <b>Mandatory Grants</b>      |          |                   |           |
| Disabled Facilities Grant    | 110      | 1,767             | 63        |
| Repairs Grant                | 24       | 53                | 24        |
| <b>Discretionary Grants*</b> |          |                   |           |
| Replacement Grant            | 0        | 0                 | 0         |
| Renovation Grant             | <10      | 10                | <10       |
| Home Repair Assistance Grant | 0        | 0                 | <10       |
| <b>Total</b>                 | <b>-</b> | <b>1,830</b>      | <b>94</b> |

Source: NIHE

There may be a discrepancy in calculation due to rounding.

\* The Housing Executive administers grant aid on behalf of the Department for Communities and the programme is wholly reliant on the availability of Government funding. In recent years the Housing Executive has only received an allocation for mandatory Disabled Facilities and Repair Grants together with Ministerial priorities to support those in fuel poverty, including the Affordable Warmth Scheme. There has been a small allocation for discretionary grant aid - Home Repair Assistance, Renovation / Replacement - which has only allowed the Housing Executive to cover previously committed spend and new enquiries linked to a Disabled Facilities Grant.

**Adaptations to Housing Executive stock in 2023/24**

| Type of Adaptation   | Adaptations 2023/24 | Actual spend 2023/24 £m |
|--|---------------------|-------------------------|
| Adaptations for Persons with a Disability (APD's) Starts*      | <10                 | 0.48                    |
| Adaptations for Persons with a Disability (APD's) Completions* | <10                 |                         |
| Lifts**  | <10                 | 0.07                    |
| Showers**  | 100                 | 0.73                    |
| Minor APD repairs***   | 371                 | 0.45                    |
| <b>Total</b>   | <b>486</b>          | <b>1.73</b>             |

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

**Disabled Facilities Grants (DFGs)**

| Year         | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|--------------|---------|---------|---------|---------|---------|
| Approved     | 80      | 66      | 80      | 73      | 110     |
| Funding (£k) | 817     | 889     | 1,233   | 988     | 1,767   |

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 2023/24 (£k) | ***Budget 2024/25 (£k) |
|-------------------------------|--------------|------------------|----------------|---------------------------|------------------------------|------------------------|
| Floating Support Services     | Disability   | 3                | 3              | 70                        | 211                          | 214                    |
|                               | Homeless     | 4                | 4              | 188                       | 419                          | 426                    |
|                               | Older People | 0                | 0              | 0                         | 0                            | 0                      |
|                               | Young People | 1                | 1              | 30                        | 73                           | 74                     |
|                               | Sub Total**  | **               | 8              | 288                       | 703                          | 714                    |
| Non Floating Support Services | Disability   | 9                | 28             | 309                       | 2,837                        | 3,011                  |
|                               | Homeless     | 1                | 3              | 54                        | 888                          | 900                    |
|                               | Older People | 4                | 26             | 659                       | 437                          | 447                    |
|                               | Young People | 2                | 1              | 5                         | 2                            | 0                      |
|                               | Sub Total**  | **               | 58             | 1,027                     | 4,164                        | 4,358                  |
| Grand Total*                  |              | **               | 66             | 1,316                     | 4,867                        | 5,072                  |

Source: NIHE  
\* There may be a discrepancy in calculation due to rounding.  
\*\* Some providers supply both accommodation based and floating support services. Where a service straddles more than one council area, the scheme was recorded for each area but apportioned in terms of units, spend and budget.  
\*\*\* Special Needs Management Allowance Budget and expenditure has been excluded.

Homelessness

| Year    | No. of Homeless Presenters | No. of Homeless Acceptances | Households Placed in Temporary Accommodation* |
|---------|----------------------------|-----------------------------|---|
| 2019/20 | 1,099                      | 694                         | 162   |
| 2020/21 | 1,144                      | 608                         | 381   |
| 2021/22 | 1,127                      | 606                         | 379   |
| 2022/23 | 1,217                      | 641                         | 415   |
| 2023/24 | 1,273                      | 749                         | 458   |

Source: NIHE  
\* Applicants may have multiple placements over the period.

# Appendix 6

## Housing Executive Local Stock at March 2024

| Common Landlord Area                                      | Bung (i) | Cottage | Flat | House | Mais (ii) | Total | Void * |
|---|----------|---------|------|-------|-----------|-------|--------|
| Armagh 1  | 193      | 0       | 134  | 305   | 20        | 652   | 8      |
| Armagh 2  | 113      | 0       | 57   | 87    | 0         | 257   | 4      |
| Keady   | 101      | 0       | 21   | 49    | 0         | 171   | 1      |
| Markethill  | 62       | 1       | 24   | 34    | 0         | 121   | 2      |
| Tandragee   | 79       | 3       | 34   | 70    | 0         | 186   | 2      |
| Charlemont /Blackwatertown / Carrickaness / Donnelly Hill | 26       | 3       | 0    | 8     | 0         | 37    | 0      |
| Drumhillery / Darkley / Derrynoose                        | 9        | 0       | 0    | 17    | 0         | 26    | 0      |
| Glenanne / Mountnorris / Loughgilly                       | 20       | 1       | 0    | 64    | 0         | 85    | 0      |
| Hamiltonsbawn / Edenaveys                                 | 22       | 1       | 0    | 7     | 0         | 30    | 0      |
| Loughgall   | 15       | 0       | 0    | 5     | 0         | 20    | 0      |
| Madden/Milford/ Ballyards                                 | 6        | 0       | 0    | 2     | 0         | 8     | 0      |
| Middletown  | 13       | 0       | 0    | 0     | 0         | 13    | 0      |
| Poyntzpass  | 9        | 0       | 0    | 4     | 0         | 13    | 0      |
| Richhill  | 46       | 3       | 5    | 39    | 0         | 93    | 1      |
| Tynan / Killylea  | 19       | 0       | 0    | 4     | 0         | 23    | 0      |
| Annaghmore / Eglish                                       | 13       | 0       | 0    | 14    | 0         | 27    | 0      |
| Annahugh  | 0        | 1       | 0    | 9     | 0         | 10    | 0      |
| Clady / Corran / Ballymacnab                              | 7        | 0       | 0    | 8     | 0         | 15    | 0      |
| Banbridge Town  | 245      | 0       | 165  | 321   | 28        | 759   | 7      |
| Dromore   | 86       | 1       | 43   | 123   | 0         | 253   | 6      |
| Gilford   | 59       | 0       | 16   | 69    | 8         | 152   | 2      |
| Rathfriland   | 97       | 0       | 0    | 81    | 0         | 178   | 3      |
| Kinallen  | 16       | 0       | 0    | 14    | 0         | 30    | 0      |
| Lawrencetown  | 24       | 0       | 0    | 24    | 0         | 48    | 0      |
| Scarva  | 5        | 0       | 0    | 16    | 0         | 21    | 0      |

Table continues

| Common Landlord Area                                      | Bung (i)     | Cottage   | Flat         | House        | Mais (ii)  | Total        | Void *    |
|---|--------------|-----------|--------------|--------------|------------|--------------|-----------|
| Annaclone   | 6            | 0         | 0            | 4            | 0          | 10           | 0         |
| Ashfield / Tullyhenan                                     | 4            | 0         | 0            | 1            | 0          | 5            | 0         |
| Banbridge Rural Cottages                                  | 9            | 11        | 0            | 0            | 0          | 20           | 1         |
| Closkelt  | 2            | 1         | 0            | 0            | 0          | 3            | 0         |
| Corbet / Millbank View                                    | 1            | 0         | 0            | 7            | 0          | 8            | 0         |
| Dromore Rural Cottages                                    | 0            | 21        | 0            | 2            | 0          | 23           | 0         |
| Katesbridge   | 3            | 0         | 0            | 16           | 0          | 19           | 0         |
| Lenaderg  | 9            | 0         | 0            | 12           | 0          | 21           | 0         |
| Lisnagade / Ballyvarley                                   | 0            | 0         | 0            | 0            | 0          | 0            | 0         |
| Seapatrick  | 10           | 0         | 0            | 40           | 0          | 50           | 1         |
| Tullylish   | 13           | 0         | 0            | 0            | 0          | 13           | 0         |
| Central Craigavon   | 84           | 0         | 75           | 546          | 20         | 725          | 20        |
| North Lurgan  | 216          | 0         | 162          | 302          | 0          | 680          | 2         |
| South Lurgan  | 151          | 0         | 158          | 302          | 3          | 614          | 2         |
| Portadown 1   | 160          | 0         | 12           | 291          | 8          | 471          | 3         |
| Portadown 2   | 273          | 0         | 248          | 439          | 27         | 987          | 2         |
| Aghagallon  | 17           | 4         | 0            | 27           | 0          | 48           | 0         |
| Bleary  | 17           | 5         | 0            | 14           | 0          | 36           | 1         |
| Dollingstown  | 43           | 0         | 6            | 8            | 0          | 57           | 0         |
| Donacloney  | 33           | 1         | 0            | 28           | 0          | 62           | 0         |
| Magheralin  | 15           | 0         | 0            | 27           | 0          | 42           | 1         |
| Waringstown   | 33           | 1         | 0            | 20           | 0          | 54           | 0         |
| Carn  | 1            | 0         | 0            | 3            | 0          | 4            | 0         |
| Derrytrasna / Derrymacash / Kinnego                       | 1            | 1         | 0            | 10           | 0          | 12           | 0         |
| Drumnacanny   | 0            | 0         | 0            | 1            | 0          | 1            | 0         |
| Portadown Rural Area                                      | 2            | 3         | 0            | 32           | 0          | 37           | 0         |
| <b>Armagh City, Banbridge and Craigavon Borough Total</b> | <b>2,401</b> | <b>62</b> | <b>1,160</b> | <b>3,528</b> | <b>114</b> | <b>7,265</b> | <b>69</b> |

Source: NIHE

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

(i) Bungalow (ii) Maisonette.

# Appendix 7

## Applicants and Allocations at March 2024

|  | Applicants (Total) | Applicants (HS) | Allocations* |
|--|--------------------|-----------------|--------------|
| Armagh 1   | 351                | 216             | 60           |
| Armagh 2   | 132                | 83              | 11           |
| Keady  | 59                 | 36              | 12           |
| Markethill   | 46                 | 23              | <10          |
| Tandragee  | 62                 | 25              | <10          |
| Charlemont / Blackwatertown / Carrickaness / Donnelly's Hill | <10                | <10             | <10          |
| Drumhillery / Darkley / Derrynoose                           | <10                | 0               | <10          |
| Glenanne / Mountnorris / Loughgilly                          | 10                 | <10             | <10          |
| Hamiltonsbawn / Edenaveys                                    | <10                | <10             | <10          |
| Loughgall  | <10                | <10             | <10          |
| Madden / Milford / Ballyards                                 | <10                | 0               | 0            |
| Middletown   | 11                 | <10             | <10          |
| Poyntzpass   | 10                 | <10             | <10          |
| Richhill   | 52                 | 26              | <10          |
| Tynan / Killylea   | <10                | <10             | <10          |
| Annaghmore / Eglish  | <10                | <10             | 0            |
| Annahugh   | 0                  | 0               | 0            |
| Clady / Corran / Ballymacnab                                 | <10                | <10             | <10          |
| Banbridge Town   | 488                | 324             | 73           |
| Dromore Town Area  | 102                | 66              | 11           |
| Gilford  | 51                 | 36              | <10          |
| Rathfriland  | 70                 | 48              | <10          |
| Kinallen   | <10                | <10             | 0            |
| Lawrencetown   | 18                 | 14              | 0            |
| Loughbrickland   | 21                 | 12              | <10          |

Table continues

|   | Applicants (Total) | Applicants (HS) | Allocations* |
|---|--------------------|-----------------|--------------|
| Scarva  | <10                | <10             | <10          |
| Annaclone   | <10                | <10             | <10          |
| Ashfield / Tullyhenan   | <10                | <10             | 0            |
| Ballela   | 0                  | 0               | 0            |
| Ballyroney  | 0                  | 0               | 0            |
| Banbridge Rural Cottages  | <10                | <10             | 0            |
| Closkelt  | 0                  | 0               | 0            |
| Corbet  | <10                | 0               | 0            |
| Dromore Rural Cottages  | 0                  | 0               | 0            |
| Katesbridge   | <10                | <10             | 0            |
| Lenaderg  | <10                | <10             | 0            |
| Lisnagade / Ballyvarley   | 0                  | 0               | 0            |
| Seapatrick  | <10                | <10             | <10          |
| Tullylish   | <10                | <10             | 0            |
|   |                    |                 |              |
| North Lurgan  | 627                | 433             | 47           |
| South Lurgan  | 280                | 161             | 54           |
| Central Craigavon   | 360                | 233             | 26           |
| Aghagallon  | 27                 | 20              | 0            |
| Bleary  | 11                 | <10             | <10          |
| Carn / Elizabeth Terrace  | <10                | 0               | <10          |
| Derrytrasna / Derrymacash / Kinnego                             | 52                 | 32              | 14           |
| Dollingstown  | 11                 | <10             | <10          |
| Donacloney  | 15                 | 11              | <10          |
| Magheralin  | 35                 | 19              | <10          |
| Schomberg / Drumnacanvy   | <10                | <10             | 0            |
| Waringstown   | 28                 | 17              | <10          |
|   |                    |                 |              |
| Portadown 1   | 271                | 159             | 21           |
| Portadown 2   | 605                | 381             | 75           |
| Portadown Rural   | 23                 | 14              | <10          |
| <b>Armagh City, Banbridge &amp; Craigavon<br/>Borough Total</b> | <b>3,916</b>       | <b>2,470</b>    | <b>481</b>   |

Source: NIHE

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

\*Urban and Rural allocation figures have been amalgamated due to GDPR 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  |
| <b>Armagh Office</b><br>48 Dobbin Street<br>Armagh<br>BT61 7QQ          |  | <a href="mailto:armagh.mailbox@nihe.gov.uk">armagh.mailbox@nihe.gov.uk</a>   |
| <b>Banbridge Office</b><br>56 Bridge Street<br>Banbridge<br>BT32 3JL    |  | <a href="mailto:banbridge@nihe.gov.uk">banbridge@nihe.gov.uk</a>   |
| <b>Lurgan Office</b><br>122 Hill Street<br>Lurgan<br>BT66 6BH           |  | <a href="mailto:lurganbrownlow@nihe.gov.uk">lurganbrownlow@nihe.gov.uk</a>   |
| <b>Portadown Office</b><br>41 Thomas Street<br>Portadown<br>BT62 3AF    |  | <a href="mailto:portadown@nihe.gov.uk">portadown@nihe.gov.uk</a>   |
| <b>South Region Manager</b>   | <b>John McCartan</b>   | <a href="mailto:john.mccartan@nihe.gov.uk">john.mccartan@nihe.gov.uk</a>   |
| <b>South Area Manager</b>   | <b>Mark Ingham</b>   | <a href="mailto:mark.ingham@nihe.gov.uk">mark.ingham@nihe.gov.uk</a>   |
| <b>Assistant Area Manager</b>   | <b>Pauline Beattie</b>   | <a href="mailto:pauline.beattie2@nihe.gov.uk">pauline.beattie2@nihe.gov.uk</a>   |
| <b>Patch Management Team Leaders</b>                                    | <b>Luke Kavanagh</b> Armagh<br><b>Kim Quinn</b> Lurgan/Portadown<br><b>Fiona McNally</b> Banbridge | <a href="mailto:luke.kavanagh@nihe.gov.uk">luke.kavanagh@nihe.gov.uk</a><br><a href="mailto:kim.quinn@nihe.gov.uk">kim.quinn@nihe.gov.uk</a><br><a href="mailto:fiona.mcnally@nihe.gov.uk">fiona.mcnally@nihe.gov.uk</a> |
| <b>Housing Solutions Team Leader</b>                                    | <b>Gerald Mallon</b>   | <a href="mailto:gerald.mallon@nihe.gov.uk">gerald.mallon@nihe.gov.uk</a>   |
| <b>Homelessness and Temporary Accommodation Team Leader</b>             | <b>Duncan Malcolm</b>  | <a href="mailto:duncan.malcolm@nihe.gov.uk">duncan.malcolm@nihe.gov.uk</a>   |
| <b>Lettings Manager</b>   | <b>Gerard Donnelly</b>   | <a href="mailto:gerard.donnelly@nihe.gov.uk">gerard.donnelly@nihe.gov.uk</a>   |
| <b>Accounts Team Leader</b>   | <b>Donna Ingham</b>  | <a href="mailto:donna.ingham@nihe.gov.uk">donna.ingham@nihe.gov.uk</a>   |
| <b>Maintenance Managers</b>   | <b>Neil Curran</b> Armagh/Banbridge<br><b>Conor McCaffrey</b> Portadown/Lurgan                     | <a href="mailto:neil.curran2@nihe.gov.uk">neil.curran2@nihe.gov.uk</a><br><a href="mailto:conor.mccaffrey2@nihe.gov.uk">conor.mccaffrey2@nihe.gov.uk</a>   |

| Regional Services  |  |  |
|--|--|--|
| All enquiries 03448 920 900  |  |  |
| Office   | Contact  | Contact Information  |
| <b>Land and Regeneration Services</b><br>2 Adelaide Street,<br>Belfast, BT2 8PB        | <b>Ailbhe Hickey</b><br>Assistant Director                     | <a href="mailto:ailbhe.hickey@nihe.gov.uk">ailbhe.hickey@nihe.gov.uk</a>           |
| <b>Central Grants</b><br>2 Adelaide Street,<br>Belfast, BT2 8PB                        | <b>Emma Stubbs</b><br>Assistant Director<br>Sustainable Homes  | <a href="mailto:emma1.stubbs@nihe.gov.uk">emma1.stubbs@nihe.gov.uk</a>             |
| <b>South Place Shaping</b><br>Marlborough House,<br>Central Way<br>Craigavon, BT64 1AJ | <b>Sinead Collins</b><br>Head of Place Shaping                 | <a href="mailto:sinead.collins@nihe.gov.uk">sinead.collins@nihe.gov.uk</a>         |
| <b>Development Programme Group</b><br>2 Adelaide Street,<br>Belfast, BT2 8PB           | <b>Lynsay Magill</b><br>Head of Development Programme<br>Group | <a href="mailto:lynsey2.magill@nihe.gov.uk">lynsey2.magill@nihe.gov.uk</a>         |
| <b>Supporting People</b><br>2 Adelaide Street,<br>Belfast, BT2 8PB                     | <b>Alistair Mawhinney</b><br>Assistant Director                | <a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a> |



# Appendix 9

## Glossary

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| <b>Affordable Housing</b>                      | Affordable housing is:<br>a) Social rented housing; or<br>b) Intermediate housing for sale; or<br>c) Intermediate housing for rent,<br><br>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. |
| <b>Affordable Housing Fund</b>                 | Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.  |
| <b>Areas at Risk</b>                           | This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.  |
| <b>Building Successful Communities (BSC)</b>   | Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.  |
| <b>Community Asset Transfer (CAT)</b>          | CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.  |
| <b>Community Cohesion</b>                      | Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.   |
| <b>Continuous Tenant Omnibus Survey (CTOS)</b> | CTOS is an assessment of the attitudes of Housing Executive tenants.   |
| <b>Department for Communities (DfC)</b>        | A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).  |
| <b>Disabled Facilities Grant (DFG)</b>         | A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.   |
| <b>Discretionary Grants</b>                    | Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.  |
| <b>Equity Sharing</b>                          | Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.  |
| <b>Floating Support</b>                        | This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.  |

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| <b>Fuel Poverty</b>                                     | A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.   |
| <b>Full Duty Applicant (FDA)</b>                        | A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.   |
| <b>The Hate Incident Practical Action Scheme (HIPA)</b> | The Housing Executive is responsible for the administration of the Hate Incident Practical Action (HIPA) Scheme. This is available across Northern Ireland to support victims of hate incidents in their home and can provide personal and home protection measures if the home has been damaged.  |
| <b>Home Energy Conservation Authority (HECA)</b>        | The Housing Executive is the HECA for Northern Ireland.  |
| <b>House in Multiple Occupation (HMO)</b>               | HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.   |
| <b>House Sales Scheme</b>                               | The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.  |
| <b>Household Types</b>                                  | <ul style="list-style-type: none"> <li>• <b>Single person</b> - 1 person 16-59 years old</li> <li>• <b>Older person</b> - 1 or 2 persons aged 16 or over, at least 1 over 60</li> <li>• <b>Small adult</b> - 2 persons 16-59 years old</li> <li>• <b>Small family</b> - 1 or 2 persons aged 16 or over, with 1 or 2 children</li> <li>• <b>Large family</b> - 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</li> <li>• <b>Large adult</b> - 3 or more persons aged 16 or over with or without 1 child aged 0-15</li> </ul> |
| <b>Housing for All</b>                                  | Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.   |
| <b>Housing Growth Indicators (HGI)</b>                  | Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.  |
| <b>Housing Market Area</b>                              | A housing market area is the geographic area within which the majority of households move, work and live.  |
| <b>Housing Market Assessment (HMA)</b>                  | This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.  |

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| <b>Housing Needs Assessment (HNA)</b>                 | This is an assessment of local housing needs, primarily in relation to general needs social housing and wheelchair accessible accommodation.  |
| <b>Housing Stress</b>                                 | Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.  |
| <b>Intermediate Housing</b>                           | Intermediate Housing currently consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent. |
| <b>Landlord Registration scheme</b>                   | Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.   |
| <b>Rural Housing Needs Test</b>                       | Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.   |
| <b>Mandatory Grants</b>                               | Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.  |
| <b>Neighbourhood Renewal</b>                          | Government departments and agencies working in partnership to tackle disadvantage and deprivation.  |
| <b>NIFHA</b>  | Northern Ireland Federation of Housing Associations.  |
| <b>NISRA</b>  | Northern Ireland Statistics and Research Agency.  |
| <b>Oil Savings Network Scheme</b>                     | Oil Savings Network is designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.  |
| <b>PCSPs</b>  | Policing and Community Safety Partnerships.   |
| <b>PPS</b>  | Planning Policy Statement.  |
| <b>PRSAS</b>  | 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.  |
| <b>Repossession</b>                                   | Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.  |
| <b>Supporting Communities Northern Ireland (SCNI)</b> | Supporting Communities Northern Ireland provides training and funding for community groups.   |
| <b>Shared Housing</b>                                 | These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.  |

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| <b>Site Identification Study (SIS)</b>             | A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.   |
| <b>Social Housing Development Programme (SHDP)</b> | The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.  |
| <b>Social Enterprise</b>                           | Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.  |
| <b>Social Rented Housing</b>                       | Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation. |
| <b>Small Pockets of Deprivation (SPOD)</b>         | SPOD is a delivery vehicle for neighbourhood renewal.  |
| <b>Supported Housing</b>                           | A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.  |
| <b>Supporting People Programme</b>                 | The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.   |
| <b>Temporary Accommodation</b>                     | The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (Dispersed Intensively Managed Emergency accommodation - DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.   |
| <b>Tenancy Deposit Scheme</b>                      | When a tenant rents a property from a private landlord, they will usually pay a deposit. The private landlord must protect the deposit under the Tenancy Deposit Scheme. This scheme makes sure a tenant gets their deposit back when they move out if they have looked after the property and paid their rent.  |
| <b>Universal Credit</b>                            | Universal Credit is a payment for people over 18, but under State Pension age that are on a low income or out of work. It includes support for the cost of housing (rent), children and childcare, as well as financial support for people with disabilities, carers and people too ill to work.   |
| <b>Welfare Reform</b>                              | The term Welfare Reform is used to cover a wide range of changes to the social security (benefits) system. The main reforms that the Housing Executive have been involved with have included changes to Local Housing Allowance for Housing Benefit claimants living in the private rented sector, Universal Credit, Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.  |

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