

Ending Homelessness Together

Homelessness Strategy **2022-27**



HOMELESSNESS STRATEGY 2022-2027 YEAR 4 ACTION PLAN



**Housing
Executive**

Year 4 Action Plan

The Housing Executive published the Homelessness Strategy 2022-27 on 23rd March 2022 alongside its Year 1 Action Plan. To date we have subsequently published a Year 2 and Year 3 Action Plan. The Year 3 Action Plan details planned actions from April 2024 to March 2025. During the third year of the Homelessness Strategy some of our key achievements have been;

- We progressed engagement with the Education Sector, by co-ordinating youth networking events and successfully delivered our first homelessness awareness pilot in Erne Integrated College, Enniskillen. The Housing Executive have also been engaging with the Department of Education in raising awareness of the new RAISE Programme and promoting further engagement with local agencies.
- During the year we published the Housing Executive's first Domestic Abuse Action Plan and Youth Homelessness Action Plan.
- We delivered a number of successful awareness raising campaigns. This included a range of events and activities that took place during Homelessness Awareness Week 2024, which were organised by the Homelessness Local Area Groups and Local Area Teams. The Housing Executive also took part in Ormeau Park Run, during No More Week to raise awareness of domestic abuse.
- We worked together with key partners to listen to those with lived experience of homelessness to assist in the development of a Lived Experience Programme in Northern Ireland.
- We have continued to work closely with the Centre for Homelessness Impact in improving our homelessness data with the continued development of the 'Ending Homelessness Framework for Northern Ireland' and improving our understanding of temporary accommodation costs, with the report regarding Value for Money in relation to temporary accommodation.

We have worked together with our partners across the sector through the various structures including the Central Homelessness Forum and our Homelessness Local Area Groups throughout the third year of the Homelessness Strategy with our vision of 'Ending Homelessness Together' at the forefront of all of our efforts.

The development of the Year 4 Action Plan continues to be guided by our partners and in line with the significant work undertaken in the first three years of the Strategy. It is important to reflect that several actions will be carried forward to our Year 4 Action plan as the work is still ongoing and the action has now either directly carried forward or evolved slightly and has been reworded accordingly to ensure the action builds on progress delivered during the first three years.

The Housing Executive recognises the importance of listening to those who have lived experience of homelessness, and as part of the Housing Executives commitment, a set of Lived Experience Groups were organised by Homeless Connect to understand individual's views on the development of a Lived Experience Programme and help to inform the future development of a programme in Northern Ireland. The views of those individuals have supported the planning and development of a Lived Experience Programme. The Housing

Executive has continued to work with key partners in seeking funding in order to begin implementation of a programme during 2025/26.

In consideration of the work carried out to date, it has therefore led to the continuation of the following actions in the Year 4 Action Plan;

- Action 17 - *'We will continue work on the further development of our Lived Experience Programme, building on the work carried out within our Year 1, 2 and 3 Action Plans. We will begin implementation of the Lived Experience Programme during 2025/26.'*
- Action 18 - *'As part of shaping the development of a Lived Experience Programme we will continue to host Lived Experience Group meetings over the course of 2025/26 and the format of these groups will be considered as the Lived Experience Programme evolves.'*

In addition, the Housing Executive will continue engagement with the Education Sector. The specific actions outlined in the Year 2 and Year 3 Action Plans were informed by those with lived experience of homelessness, who highlighted the importance of further education and awareness of homelessness from an early age, investment in young people in terms of early intervention, including efforts to improve education and awareness of homelessness especially in primary and secondary school education. The work to date has led to the evolution and continuation of the following action;

- Action 33 - *'We will continue to roll out the Homelessness Awareness Sessions within schools across Northern Ireland. While the primary focus will be homelessness awareness, we will involve a range of partners to highlight the availability of support services and careers within the housing and homelessness sector.'*

The Homelessness Strategy 2022-27 continues to be guided by the development of annual action plans that will support the Housing Executive and our partners in achieving our vision, aims and objectives.



Vision and Aim

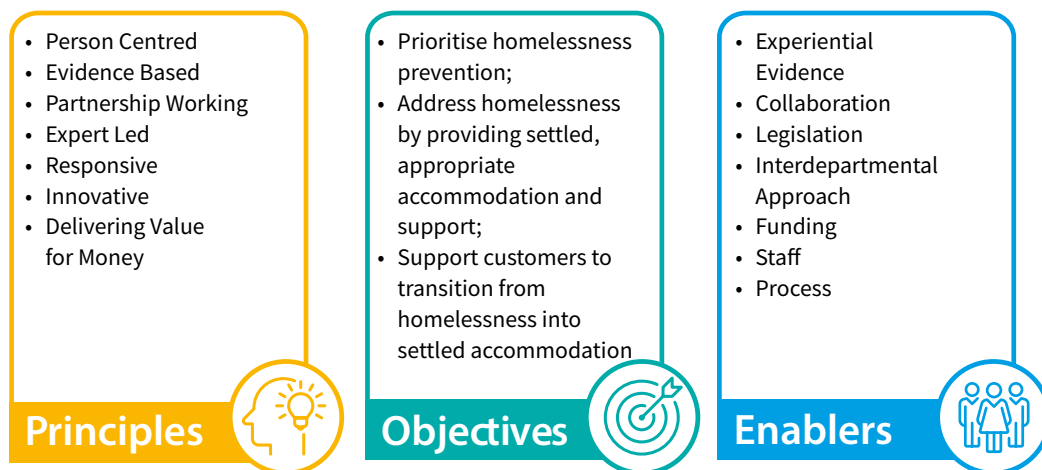
The vision of 'Ending Homelessness Together' and aim of 'Wherever possible homelessness should be prevented, if homelessness cannot be prevented it should be rare, brief and non-recurring' is supported by three key objectives, each with priority actions that will be reviewed on an annual basis.

Principles, Objectives and Enablers

At the core of this strategy, there are a number of guiding principles that will underpin our approach to both the development and delivery of homelessness services throughout its lifespan. These principles, which are outlined below, have been co-produced with the wider homelessness sector and will be incorporated across each theme to achieve our vision of 'Ending Homelessness Together'.

This strategy has been developed around three key objectives:

- Prioritise homelessness prevention;
- Address homelessness by providing settled, appropriate accommodation and support;
- Support customers to transition from homelessness into settled accommodation



The Homelessness Strategy will continue to evolve based on experiential evidence, emerging pressures and priorities and it is our intention to work towards the defined success criteria outlined in this document by developing the 'enablers' and pulling all levers available to us. These enablers are as critical to the success of the strategy as the delivery of the objectives themselves.

Year 4 Action Plan

With the enablers being critical to the success of the strategy, the Year 3 actions have once again been developed around the enablers and the three objectives. The table below outlines actions that the Housing Executive and our partners will seek to deliver over the course of 2024/25.

As part of the consultation on the draft Homelessness Strategy 2022-27 a number of stakeholders noted the need for an easy read version of the Homelessness Strategy 2022-27 and this action plan seeks to provide a concise summary of what we and our partners will do to address homelessness in Northern Ireland.

The Housing Executive recognises the funding challenges associated with delivering some of the actions outlined in the action plan below, and therefore to help our partners and those with lived experience of homelessness to understand the challenges that the Housing Executive has in delivering some of these actions it is important that we highlight the actions that can be and will be delivered, but also the actions that we would like to deliver but are subject to funding. To reflect this each of the actions under the enablers and objectives have been broken into the two following sections.

- **Actions that will be delivered as part of the Year 4 Action Plan** - This section includes actions that can be completed without the need for additional funding and/or resources. It is therefore anticipated that delivery of these actions have minimal associated risks.
- **Actions subject to securing funding** - This section includes actions that we would like to deliver during 2025/26 however, they are reliant on securing funding and therefore there are associated delivery risks.

Evolution of Actions

In addition to the above categorisation of actions, each of the 44 actions in the Year 4 Action Plan detail whether the action is:

- **Carry Over Action** - This reflects an action which is directly carried over from the Year 3 Action Plan
- **Amended Action** - This reflects an action which builds on progress delivered in the Year 3 Action Plan and has therefore been amended to reflect an updated aspiration in terms of delivery.
- **New Action** - This reflects a new action that has not been part of the Year 3 Action Plan.

This categorisation is listed in italics below each action number.

Outcomes and Milestones

While the objectives of the Homelessness Strategy will continue to be guided by a range of outcomes and associated indicators, the Year 4 Action Plan highlights a desired outcome aligned to each specific action. The inclusion of an outcome specific to each action seeks to consider findings from the Northern Ireland Audit Office (NIAO) Report on Homelessness which noted a need to consider how actions have contributed to measurable homelessness outcomes for service users.

In addition, milestones have also been included to each of the 44 actions which will act as key markers of progress to ensure we are achieving the overall outcome.

Year 4 Action Plan

Action	Enablers	
Experiential Evidence		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 1 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive/Queen's University Belfast (QUB)</i> <i>Key Partners:</i> <i>Project Steering Group includes, Housing Executive/ Queen's University, Belfast/ Department for Communities/ Department of Health/ Public Health Agency/ Homeless Connect/ Simon Community Northern Ireland</i>	<p>We will establish a Project Steering Group to support our continued work with the Centre for Public Health (QUB) and Business Services Organisation as part of the ongoing investigation, 'Using administrative data to better understand the antecedents, needs and outcomes of people who are homeless in Northern Ireland'. The establishment of a Project Steering Group will build on work carried out to date that has involved data matching of 205,330 homelessness applications, with over 1.9million health records.</p> <p>In the longer term, we will explore potential options to carry out similar investigations for different client groups who may be adversely affected by homelessness.</p>	<p>Milestones</p> <ul style="list-style-type: none">• The Project Steering Group will be established by 30th June 2025.• The Project Steering Group will have met in each subsequent quarter up to 31st March 2026.• Further milestones will be added to reflect the development of a draft report and publication of a final report - this will be subject to engagement with the research team. <p>Outcome</p> <p>Improved understanding of the health needs of the homelessness client group.</p>

Action	Enablers	
Experiential Evidence		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 2 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive/Centre for Homelessness Impact</i> <i>Key Partners:</i> <i>Department for Communities/Homeless Connect/Housing Rights/Welcome Organisation/Women's Aid/Simon Community N.I/First Housing Aid & Support Services/Northern Ireland Youth Forum/Royal Foundation/Extern</i>	We will continue to work with the Centre for Homelessness Impact (CHI) in the ongoing development of the 'The Ending Homelessness Framework for Northern Ireland'. We will make available Phase 1 Indicators on the Housing Executive website, in line with the quarterly publication of Department for Communities data, with further phases to be developed which will allow us to further compare our data with other UK jurisdictions. Phase 2 for example, will include consideration of rough sleeping data.	Milestones <ul style="list-style-type: none">• The Project Group will meet on a quarterly basis.• Phase 1 Indicators will be published on the Housing Executive website by 30th June 2025.• The remaining phase of indicators will be published by 31st March 2026. These indicators include:<ul style="list-style-type: none">- The number of households who were prevented from homelessness.- The number of tenancies lost to eviction or abandonments.- The number of people sleeping rough.- The number of placements in temporary accommodation being moved to settled accommodation.- The number of people experiencing long-term rough sleeping. Outcome Improved benchmarking of homelessness data with neighbouring jurisdictions.
Action 3 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive/Centre for Homelessness Impact</i>	We will bring forward a programme of work to address the recommendations outlined in the Centre for Homelessness Impact (CHI) Value for Money Report in respect of temporary accommodation which was developed as part of the Year 3 Action Plan.	Milestones <ul style="list-style-type: none">• Build on a programme of work to address the recommendations outlined in the CHI Value for Money Report by 31st August 2025.• Provide an update to the Central Homelessness Forum on work delivered during 2025/26 by 31st March 2026. Outcome Improved understanding of temporary accommodation costs and delivery of a number of actions that will seek to improve value for money.

Action	Enablers	
Experiential Evidence		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 4 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will update on progress as to the ongoing review of Housing Executive policies, procedures, staff training and guidance relevant to homelessness.	Milestones <ul style="list-style-type: none">There are no milestones applicable to the delivery of this action as the development of such policies, procedures, staff training and guidance is often aligned to amendment of primary legislation such as eligibility and/or case law. In such circumstances the milestone will be to provide a quarterly update that details work to deliver this action. Where appropriate milestones will be added throughout the course of the year. Outcome Improved understanding of the development and delivery of policies and training for front line staff who directly support those who are homeless or threatened with homelessness.
Action 5 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will work with key partners to implement the actions of the Domestic Abuse Action Plan, ensuring the Housing Executive strengthens its response to domestic abuse in Northern Ireland.	Milestones <ul style="list-style-type: none">The Homelessness Strategy 2022-27 Year 3 Annual Progress Report will contain a specific chapter on the progress of actions within Year 1 of the Domestic Abuse Action Plan. As per Action 43 this will be published by 31st August 2025.All Year 2 Actions outlined in the Domestic Abuse Action Plan will be completed by 31st March 2026.The Domestic Abuse Action Plan is subject to specific milestones, and these will be available on the Housing Executive website. Outcome Improved services to those experiencing domestic abuse.

Action	Enablers	
Experiential Evidence		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 6 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will work with key partners to implement the actions of the Youth Homelessness Action Plan.	Milestones <ul style="list-style-type: none">• The Homelessness Strategy 2022-27 Year 3 Annual Progress Report will contain a specific chapter on the progress of actions within Year 1 of the Youth Homelessness Action Plan. As per Action 43 this will be published by 31st August 2025.• All Year 2 Actions outlined in the Youth Homelessness Action Plan will be completed by 31st March 2026.• The Youth Homelessness Action Plan is subject to specific milestones, and these will be available on the Housing Executive website. Outcome Improved services to young people who are homeless or threatened with homelessness.
Action 7 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Welcome Organisation,</i> <i>First Housing Aid & Support</i> <i>Services, Depaul & others</i> <i>to be confirmed</i>	We will continue to work collaboratively with key partners to explore ways in which we can address the themes outlined in the Street Needs Audit Report published as part of the Year 3 Action Plan.	Milestones <ul style="list-style-type: none">• By 31st July 2025, we will have linked in with Homelessness Local Area Groups in each respective area to develop a Terms of Reference that will address the themes outlined in the Street Needs Audit.• By 30th September 2025, we will have developed a time bound set of actions. Outcome Improved understanding of challenges faced by those experiencing chronic homelessness and delivery of actions that will increase collaboration and support for those individuals.

Action	Enablers	
Experiential Evidence		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 8 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will continue to develop Chronic Homelessness data collection and further develop training to guide improved understanding and collection of this data.	Milestones <ul style="list-style-type: none">By 31st December 2025, we will have reviewed Chronic Homelessness data gathered up to 30th September 2025. This review of quantitative data will be supported by a number of qualitative methods such as engagement with front line staff.By 31st March 2026, we will bring a report to the Central Homelessness Forum to discuss and agree next steps in regard to Chronic Homelessness Indicators. Outcome Improved data collection on chronic homelessness, which in turn, will improve understanding of challenges faced by those individuals.

Action	Enablers	
Experiential Evidence		
Actions subject to securing funding		
Action 9 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will commission independent research that seeks to provide a comparison of homelessness funding between Northern Ireland and neighbouring jurisdictions.	Milestones <ul style="list-style-type: none">• Subject to funding, we will have commissioned a researcher to carry out this project by 30th September 2025.• By 31st March 2026, we will have completed the research project.• Report will be published within 3 months of project completion. Outcome Improved understanding of homelessness funding and service delivery between Great Britain and Northern Ireland.
Action 10 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will commission independent research on local efforts to address chronic homelessness.	Milestones <ul style="list-style-type: none">• Subject to funding we will have commissioned a researcher to carry out this project by 30th September 2025.• By 31st March 2026, we will have completed the research project.• Report will be published within 3 months of project completion. Outcome Improved understanding of the most effective service delivery models for those on-street services supporting those experiencing chronic homelessness.

Action	Enablers	
Collaboration		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 11 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Belfast City Council/</i> <i>Housing Executive</i> <i>Key Partners: Police Service of</i> <i>Northern Ireland/Probation</i> <i>Board of Northern Ireland/</i> <i>Belfast Health & Social</i> <i>Care Trust/Extern/Simon</i> <i>Community NI/Depaul/</i> <i>Welcome Organisation</i>	We will continue to work on the development of the Complex Lives Protocol and other Data Sharing Agreements with partner agencies across the statutory, voluntary and community sectors. The Complex Lives Protocol will facilitate the development of interagency working and further embed the multidisciplinary approach to addressing the needs of those experiencing chronic homelessness.	Milestones <ul style="list-style-type: none">• We will participate in the Belfast City Council led awareness session on Data Sharing under the Lawful Basis of Public Task in Quarter 2 of 2025/26.• The Complex Lives Partnership will commence operations under the lawful basis of Public Task in by 30th September 2025.• We will continue to review our own practices and share knowledge with other projects and teams in order to further embed and increase the scope of interagency working within the sector. Outcome Improved collaboration and data sharing to better inform partner agencies on the needs of those experiencing chronic homelessness.
Action 12 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will routinely communicate performance, budgetary and trend information to stakeholders in user friendly formats.	Milestones <ul style="list-style-type: none">• By 31st March 2026, we will have provided quarterly updates to a range of key stakeholders via mechanisms included but not limited to, Central Homelessness Forum, Homelessness Local Area Groups.• Additional milestones will be included as and when opportunities arise. For example, engagement with various Forums outside of homelessness structures e.g. Equality Groups. Outcome Improved understanding of homelessness trends which in turn, has the potential to inform service development and delivery.

Action	Enablers	
Collaboration		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 13 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>The Homelessness Local Area Groups rely on the support and contribution from a wide range of partners from across the statutory and voluntary sectors</i>	We will continue to deliver Homelessness Local Area Groups across Northern Ireland and implement the Homelessness Local Area action plans to promote collaborative engagement.	Milestones <ul style="list-style-type: none">By 30th September 2025, we will have reviewed all Homelessness Local Area Action Plans.By 31st December 2025, each Homelessness Local Area Group will have held an event to support the delivery of Action 31.By 31st March 2026 each Homelessness Local Area Group will have met on a quarterly basis with meetings focused on supporting the delivery of the three key objectives of the Homelessness Strategy 2022-27. Outcome <p>Improved collaboration and information sharing that ensures the delivery of the strategic objectives of the homelessness strategy at a local level.</p>
Action 14 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Housing Rights</i>	We will build on work carried out as part of the Year 3 Action Plan and continue working with key partners to develop our programme for a Housing Advice Quality Standard for frontline staff offering housing advice in Northern Ireland.	Milestones <ul style="list-style-type: none">By 30th August 2025, the Housing Executive and Housing Rights will have developed and approved an Options Paper to support delivery of this action.By 31st October 2025, the Housing Executive and Housing Rights will have considered and agreed a number of further milestones of the preferred option. Outcome <p>Improved consistency in housing and homelessness advice for those who are homeless or threatened with homelessness.</p>

Action	Enablers	
Collaboration		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 15 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will continue to showcase collaborative work in the sector, within relevant Housing Executive departments and Homelessness Local Area Groups. With the support of our internal Communications Department, we will raise awareness of homelessness and the available support for households using a variety of media and channels, with a specific focus on homelessness prevention.	Milestones <ul style="list-style-type: none">By 31st May 2025, we will have sought ratification from the Central Homelessness Forum on the Communications Action Plan.By 30th June 2025, we will have updated our Homelessness related web pages on the Housing Executive website to ensure the most up to date advice and information is available in an accessible and easy to read format.By 31st March 2026, we will have produced a report on the delivery of the Communications Action Plan throughout 2025/26. Outcome <p>Improved promotion and information sharing on homelessness services which in turn, will improve access to such services for those who are homeless or threatened with homelessness.</p>
Action 16 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>The Royal Foundation</i>	We will support the delivery of the Royal Foundation’s Action Plan focusing on prevention of homelessness for young people leaving care and women vulnerable to chronic homelessness.	Milestones <ul style="list-style-type: none">The Homewards Local Action Plan, which provides details on planned work and actions.The Housing Executive will provide an update to the Central Homelessness Forum on progress achieved during 2025/26 by 31st March 2026. Outcome <p>Improved prevention of homelessness for young people leaving care and women vulnerable to chronic homelessness.</p>

Action	Enablers	
Collaboration		
Actions subject to securing funding		
Action 17 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Housing Rights/</i> <i>Homeless Connect</i>	We will continue work on the further development of our Lived Experience Programme, building on the work carried out within our Year 1, 2 and 3 Action Plans. We will begin implementation of the Lived Experience Programme during 2025/26.	Milestones <ul style="list-style-type: none">• We will submit a bid to the next tranche of Homewards funding by 31st May 2025.• Subject to securing funding, we will begin implementation of a Lived Experience Programme in June 2025.• Subject to funding, by 31st March 2026, we will have hosted an agreed number of sessions, subject to agreement with Housing Rights and Homeless Connect. Outcome <p>Increased influence on policy and services for those who have lived experience of homelessness.</p>
Action 18 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Homeless Connect</i>	As part of shaping the development of a Lived Experience Programme we will continue to host Lived Experience Group meetings over the course of 2025/26 and the format of these groups will be considered as the Lived Experience Programme evolves.	Milestones <ul style="list-style-type: none">• By 31st December 2025, we will have hosted two meetings of Lived Experience Groups.• Based on engagement with the groups, we will have agreed an approach with Homeless Connect for what future delivery model is most appropriate for the groups with consideration of any delivery of a wider Lived Experience Programme. Outcome <p>Increased influence on policy and services for those who have lived experience of homelessness.</p>

Action		Enablers
Legislation		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 19 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Department for Communities/</i> <i>Housing Executive</i>	We will continue to liaise with the Department for Communities in identifying and advocating for potential legislative amendments, including considering the benefits of additional duties such as co-operation and prevention.	Milestones <ul style="list-style-type: none"> By 31st July 2025, we will have responded to the ongoing consultation on a Private Members Bill regarding homelessness prevention. There are currently no further milestones applicable to the delivery of this action. In such circumstances the milestone will be to provide a quarterly update that details work to deliver this action. Where appropriate, milestones will be added throughout the course of the year. Outcome A legislative programme that considers ongoing challenges faced by those who are homeless or threatened with homelessness.
Action 20 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will continue to support the implementation of the Fundamental Review of Allocations, particularly any actions relevant to homelessness. Recommendations of note in respect of Homelessness include Proposals 2, 3, 4, 7, 8 and Proposal 9.	Milestones <ul style="list-style-type: none"> Implementation of Proposal 7 and the subsequent removal of Rule 23 and associated Intimidation Points from the Housing Selection Scheme from 1st April 2025. Ongoing work with the Department for Communities and the Housing Executive in respect of Proposals 2, 3 and 9. Scoping work to be carried out in relation to Proposal 4 during 2025/26. Ongoing engagement with internal stakeholders around options for implementation for Proposal 8 and further updates will be provided to the Fundamental Review of Allocations Project Board. Outcome Support the delivery of improvements in how social homes are allocated in Northern Ireland.

Action	Enablers	
Interdepartmental Approach		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 21 <i>Amended Action</i> <i>Lead Partners:</i> <i>Department for Communities/</i> <i>Housing Executive</i>	We will continue to liaise with and support the Department for Communities in the development and delivery of the Inter-Departmental Homelessness Action Plan, specifically around the Housing Advisor Custodial Project.	<p>The Inter-Departmental Homelessness Action Plan, which provides details on further actions and milestones. In addition to the overall milestones, a specific outcome in respect of the Custodial Housing Advisor Project is noted below.</p> <p>Milestones</p> <ul style="list-style-type: none">By 30th September 2025, approval will be sought for both the outcome of the current test and learn pilot and any wider development in other prison settings as a result of the evaluation.By 31st December 2025, the Housing Executive will present the evaluation to stakeholders, such as the Central Homelessness Forum and the Homelessness Strategy Steering Group. <p>Outcome</p> <p>Improved collaboration across Government Departments to meet the non-accommodation based needs of those who are homeless or threatened with homelessness.</p>
Action 22 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive/</i> <i>Department for Justice/</i> <i>Housing Rights</i>	We will continue to work alongside Housing Rights and the Department of Justice to deliver: ‘A protocol for the management of the accommodation and related support needs of people in custody in Northern Ireland (Prisons Protocol).’ This will include continued engagement with the Operation Group and Strategic Advisory Group to ensure appropriate delivery of the protocol.	<p>Milestones</p> <ul style="list-style-type: none">By 31st December 2025, we will draft a report which details work carried out as part of the first two years of the current iteration of the Prisons Protocol. <p>Outcome</p> <p>Access to housing and homelessness assistance for those within the criminal justice system.</p>

Action	Enablers	
Funding		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 23 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive/ Community Foundation Northern Ireland/Centre for Homelessness Impact (CHI)</i>	We will support others in accessing funding opportunities. This will involve supporting and publicising those schemes currently delivered by the Community Foundation Northern Ireland, along with relevant schemes such as the Centre for Homelessness Impact (CHI) Personal Grants Project and others that the homelessness sector may be able to access.	Milestones <ul style="list-style-type: none">Personal Grants Project to be launched during 2025/26. The date is to be confirmed with the Centre for Homelessness Impact.Additional milestones to be added pending further information from the Centre for Homelessness Impact. Outcome <p>Access to funding opportunities to increase service provision for those who are homeless or threatened with homelessness.</p>
Action 24 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will support effective commissioning of services to prioritise funding via structures such as the Homelessness Scheme Assessment Committee, and the Regional Thematic Group.	Milestones <ul style="list-style-type: none">These groups will meet on a quarterly basis over the course of 2025/26 and any key updates will be reported to the appropriate reporting mechanisms, including but not limited to, the Central Homelessness Forum and the Homelessness Strategy Steering Group. Outcome <p>Commissioning structures that ensure appropriate governance is applied to the commissioning of new services, that will support those who are homeless or threatened with homelessness.</p>

Action		Enablers
Staff		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 25 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i>	We will continue to develop upon actions completed throughout our Year 3 Action Plan and will continue to provide opportunities for staff to input into homelessness research and any other relevant homelessness practices and procedures.	Milestones <ul style="list-style-type: none"> Subject to securing funding, staff will have the opportunity to input to the research projects outlined in Actions 9 & 10. Additional milestones may be added as and when appropriate over the course of 2025/26. Outcome Recognition of the vital role professionals in the sector have in ensuring that the development and delivery of policies and services is expert led.
Action 26 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will continue to work with relevant internal departments to support the development and delivery of a range of actions for internal staff to equip staff to deliver trauma and psychologically informed responses.	Milestones <ul style="list-style-type: none"> The Housing Executive will have submitted an Executive Team Paper by 30th September 2025 to ensure trauma informed principles align with the strategic vision of the Housing Executive and to approve in principle an implementation plan for trauma informed approaches within the Housing Executive. Outcome Development and delivery of policies and services that are trauma and psychologically informed.
<i>Actions subject to securing funding</i>		
Action 27 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Belfast City Council/Housing Executive</i> <i>Key Partners:</i> <i>Police Service of Northern Ireland/</i> <i>Probation Board of Northern Ireland/</i> <i>Extern/ Simon Community NI/DePaul/</i> <i>Welcome Organisation</i>	Build upon the collaborative co-location of services and case management approach developed through various local initiatives and projects including the Belfast Complex Lives Project.	Milestones <ul style="list-style-type: none"> We will continue to work with partners in the Belfast Complex Lives Project to consider options for co-location, with the aim of being co-located by 31st March 2026. Stakeholders will work together to enhance the person-centred support offered to woman vulnerable to chronic homelessness by 31st March 2026. Outcome Improved collaboration which in turn will increase access to services.

Action	Enablers	
Process		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 28 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>MRI</i>	We will continue to develop specification for digital solutions to support implementation of the Common Assessment Framework, provision of bed availability information, producing meaningful measures and data analysis.	Milestones <ul style="list-style-type: none">The specification for Phase 5 of the Housing Executive’s new Housing Options and Homeless IT System (encompassing a Central Access Point to show live availability and facilitate referrals to temporary accommodation) will be completed by 31st January 2026, subject to funding availability and agreement with suppliers. Outcomes Improved data and trend information in relation to temporary accommodation referrals and the availability of temporary accommodation units.

Action	Objectives	
Objective 1 - Prioritise Homelessness Prevention		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 29 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will seek to continue the Homelessness Prevention Fund. This will support the Northern Ireland Programme for Government which commits to a focus on preventing homelessness, making it brief, rare and non-recurrent by working collaboratively. This will involve targeting homelessness prevention initiatives to those at most risk, and prioritisation of funding to projects most strategically aligned.	Milestones <ul style="list-style-type: none">The Homelessness Prevention Fund to be advertised by 30th September 2025. Outcome Delivery of homelessness prevention funding to support a range of projects across Northern Ireland.
Primary Prevention:		
Action 30 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will target homelessness prevention via provision of awareness sessions to the statutory and community sector. We will continue to engage with the community sector to improve homelessness awareness and support services available. We will work alongside Supporting Communities to promote engagement and a cohesive working approach.	Milestones <ul style="list-style-type: none">By 30th June 2025, we will have delivered to Homelessness Awareness Sessions to 6 Housing Community Network meetings.By 30th September 2025, we will have delivered a number of sessions to the Jobs & Benefits Offices.We will deliver further sessions over the course of 2025/26 as and when any other opportunities arise. Outcome Increased awareness of homelessness and support services available amongst the statutory and community sector.
Action 31 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i>	We will seek to deliver a public awareness campaign to shift mind-sets towards and raise awareness of Homelessness Prevention. This will include support and promotion of Northern Ireland’s Homelessness Awareness Week.	Milestones <ul style="list-style-type: none">Over the course of 2025/26, the Housing Executive will share any relevant homelessness information and support on their website and social media platforms.By 31st December 2025, each Homelessness Local Area Group will have held an event to support Homelessness Awareness Week 2025. Outcome Increased awareness of homelessness and support services available amongst the general public in Northern Ireland.

Action	Objectives	
Objective 1 - Prioritise Homelessness Prevention		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Action 32 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will utilise a team of Financial Inclusion Managers to assist with homelessness prevention.	Milestones <ul style="list-style-type: none">• Maintain current level of service and explore opportunities to increase capacity through increasing staff resources and establish potential for this by 30th September 2025.• Implement any opportunities to increase resources that do arise by 31st December 2025 and otherwise continue to maintain at current level. Outcome Continue to assist customers with financial advice and information to maximise their income and prevent homelessness.
Action 33 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Department of Education/ Education Authority</i>	We will continue to roll out the Homelessness Awareness Sessions within schools across Northern Ireland. While the primary focus will be homelessness awareness, we will involve a range of partners to highlight the availability of support services and careers within the housing and homelessness sector.	Milestones <ul style="list-style-type: none">• By 31st March 2026, we will produce an outcomes report detailing the scale of this work and any challenges encountered in the delivery of this action. Outcome Increased awareness within the education sector, of homelessness and support services available, including careers within the housing and homelessness sector.
Secondary Prevention:		
Action 34 <i>New Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will support secondary prevention through the funding of a range of outside agencies. This will include continued support for existing projects that provide, for example, advice and mediation services.	Milestones <ul style="list-style-type: none">• By 31st August 2025, we will have provided our Executive Team with an outcomes report on Outside Agencies Funding during 2024/25.• By 31st March 2026, we will have continued to fund a range of Outside Agencies. Outcome Access to homelessness prevention services.

Action	Objectives	
Objective 1 - Prioritise Homelessness Prevention		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Tertiary Prevention:		
Action 35 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will continue to support the delivery of the Sustaining Tenancies Grant Funding Programme. As part of wider tenancy sustainment work, we will continue to support the development and delivery of the Tenancy Sustainment Team’s ‘Warm Handover Protocol’ for Housing Advisors to identify clients in need of a managed case handover to their Patch Manager and possibly to the Patch Financial Inclusion Manager. In addition, we will support the delivery of the Tenancy Sustainment Team’s Hoarding Support Service.	Milestones <ul style="list-style-type: none">• Tenancy Support and Sustainment Strategy 2025-2030 - Tenancies that Thrive to be published by 30th June 2025.• By 31st December 2025, the Warm Handover Protocol will be piloted by an operational Team.• By 31st March 2026, the Warm Handover Protocol will be in operation across all front-line Housing Solutions & Support Teams and Patch Manager Teams.• By 31st March 2026, the Hoarding Support Service will have rolled out across all Housing Executive areas that fall within the South Eastern, Southern and Western Trust Areas. Outcome Prevention of repeat homelessness.
Action 36 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Voluntary Sector Providers</i>	Develop options for measurement and benchmarking in respect of homelessness prevention.	Milestones <ul style="list-style-type: none">• As part of the development of a new Outcomes Framework to capture the range of preventative work being achieved during a user’s engagement with a service, the scope of a test group for an outcomes capture pilot will be agreed and the services will be selected from a range of current homeless services. Participating service providers will be provided with the proposed framework and associated guidance, and the pilot will be initiated by 30th September 2025.• Interim findings and feedback from providers on the outcomes capture pilot will be reviewed by 31st January 2026 and learning from this will be used to inform the remainder of the pilot. Outcome Improved understanding of the most effective forms of homelessness prevention.

Action	Objectives	
Objective 2 – Address homelessness by providing settled, appropriate accommodation and support		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Understanding Customer’s Needs:		
Action 37 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Voluntary Sector Providers/</i> <i>Homeless Connect</i>	We will continue to embed the Common Assessment Framework as the main tool to assess and record needs on an ongoing basis and work with the homelessness sector to further refine understanding and terminology in relation to customer support needs.	Milestones <ul style="list-style-type: none">• A revised version of the Common Assessment Framework (CAF) referral form will be issued for use by 30th September 2025.• A guide on terminology in relation to customer support needs (for the purpose of matching customers to appropriate temporary accommodation) will be co-produced with the homelessness sector by 31st March 2026. A scoping exercise will also be completed by this date to determine what training is required across the sector to accurately assess customer support needs. Outcomes <ul style="list-style-type: none">• Improved understanding of customer support needs.• Reduced mismatch between customer support needs and current accommodation/ support.
Improving Access and Inclusion & Flexible and Responsive:		
Action 38 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Home Office/Mears</i>	We will work with all relevant statutory and voluntary agencies in meeting the accommodation and support needs of refugee households, or those offered humanitarian protection having been displaced from their home countries for reasons such as war.	Milestones <ul style="list-style-type: none">• Over the course of 2025/26, we will provide quarterly updates outlining key actions and volumes of households supported. Outcome <p>Continued support for refugee households and those offered humanitarian protection through the asylum process.</p>

Action	Objectives	
Objective 2 – Address homelessness by providing settled, appropriate accommodation and support		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Implementing Strategic Action Plan for Temporary Accommodation:		
Action 39 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will implement the Year 4 actions in the Strategic Action Plan for Temporary Accommodation.	Milestones <ul style="list-style-type: none">• All Year 4 Actions outlined in the Strategic Action Plan for Temporary Accommodation will be completed by 31st March 2026.• The Strategic Action Plan for Temporary Accommodation is subject to specific milestones, and these will be available on the Housing Executive website. Outcome Improved service delivery to those households experiencing homelessness and who require temporary accommodation.

Action	Objectives	
Objective 3 – Support customers to transition from homelessness into settled accommodation		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Housing Supply:		
Action 40 <i>Amended Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Department for Communities</i>	Through consideration of the outcomes from the Housing First Task and Finish Group and the findings of the independent research on the feasibility of Housing First in Northern Ireland, we will continue to explore and develop options to expand Housing First provision.	Milestones <ul style="list-style-type: none">Housing First research will be published by 31st July 2025.Housing Executive to liaise with key partners and further milestones to be added by 30th September 2025. Outcome Expansion of Housing First provision across Northern Ireland.
Support:		
Action 41 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Belfast City Council/Housing Executive</i> <i>Key Partners:</i> <i>Police Service Northern Ireland/ Probation Board of Northern Ireland/Belfast Health & Social Care Trust/Extern/ Simon Community NI/Depaul/Welcome Organisation</i>	We will aim to further develop the Complex Lives’ Model and closely align it to the scaling up of the Housing First model, so as to ensure there are effective pathways to suitable accommodation solutions and also with the right wrap around support tailored to individual needs.	Milestones <ul style="list-style-type: none">The partnership will continue to consider its fidelity to the model in terms of both operations and practice and seek opportunities to improve upon this.The Complex Lives team continues to explore and support the development of accommodation options and planned pathways for people experiencing chronic homelessness.Subject to funding being made available to support the scaling up of the Housing First model The Complex Lives team will work closely with to support and align operations to develop a referral pathway. Outcome Improved collaboration which in turn will increase access to services including access to Housing First services.

Action	Objectives	
Objective 3 – Support customers to transition from homelessness into settled accommodation		
Actions that will be delivered as part of the Year 4 Action Plan		Milestone/Outcome
Community Integration:		
Action 42 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i> <i>Key Partners:</i> <i>Housing Community Network</i>	We will work with the Housing Community Network, Race Relations Officer, and other key partners to promote community integration.	Milestones <ul style="list-style-type: none">By 30th June 2025, we will have delivered homelessness awareness sessions to 6 Housing Community Network meetings.By 30th September 2025, the Housing Executive will have engaged with the Race Relations Officer to identify further opportunities to promote community integration.By 31st March 2026, we will produce an outcomes report detailing the scale of this work and any challenges encountered in the delivery of this action. Outcome Improved promotion and information sharing with the Housing Community Network, Race Relations Officer, and other key partners which in turn, will improve access to such services for those who are homeless or threatened with homelessness.
Annual Progress Report:		
Action 43 <i>Carry Over Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will publish an Annual Progress Report, which outlines actions in delivering Year 3 of the Homelessness Strategy 2022-27.	Milestones <ul style="list-style-type: none">By 30th June 2025, the Homelessness Strategy 2022-27 Year 3 Annual Progress Report will be developed, finalised and submitted to the Tenant & Customer Services Committee on 3rd July 2025 for approval and publication.The Homelessness Strategy 2022-27 Year 3 Annual Progress Report will be published and available on the Housing Executive website by 31st August 2025. Outcome N/A - this action is not guided by an outcome.
Action 44 <i>New Action</i> <i>Lead Partners:</i> <i>Housing Executive</i>	We will begin developing the Homelessness Strategy 2027-2032.	Milestones <ul style="list-style-type: none">By 30th September 2025, the Housing Executive will begin development of the Homelessness Strategy 2027-2032.Further timescales will be developed alongside the Central Homelessness Forum. Outcome N/A - this action is not guided by an outcome.

To discuss or comment on this document,
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