



Lisburn and Castlereagh

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# HOUSING INVESTMENT PLAN

## 2024 UPDATE

**Housing**  
Executive

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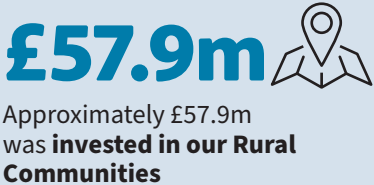
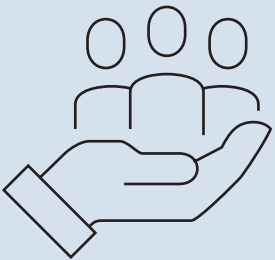
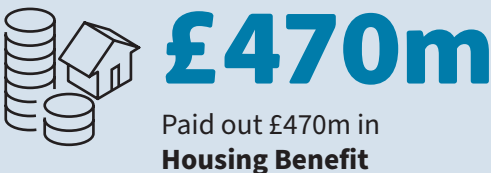
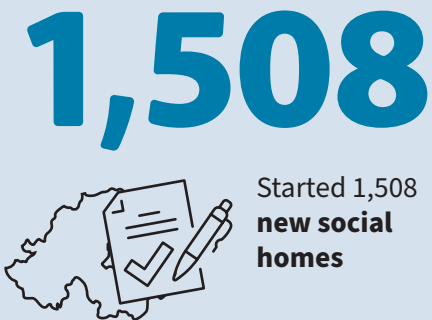
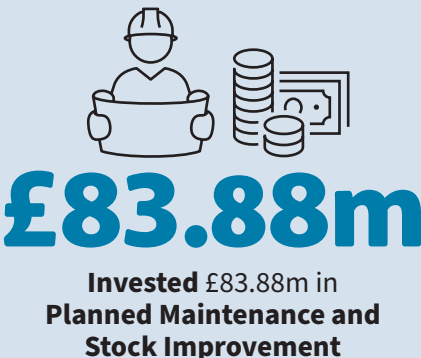
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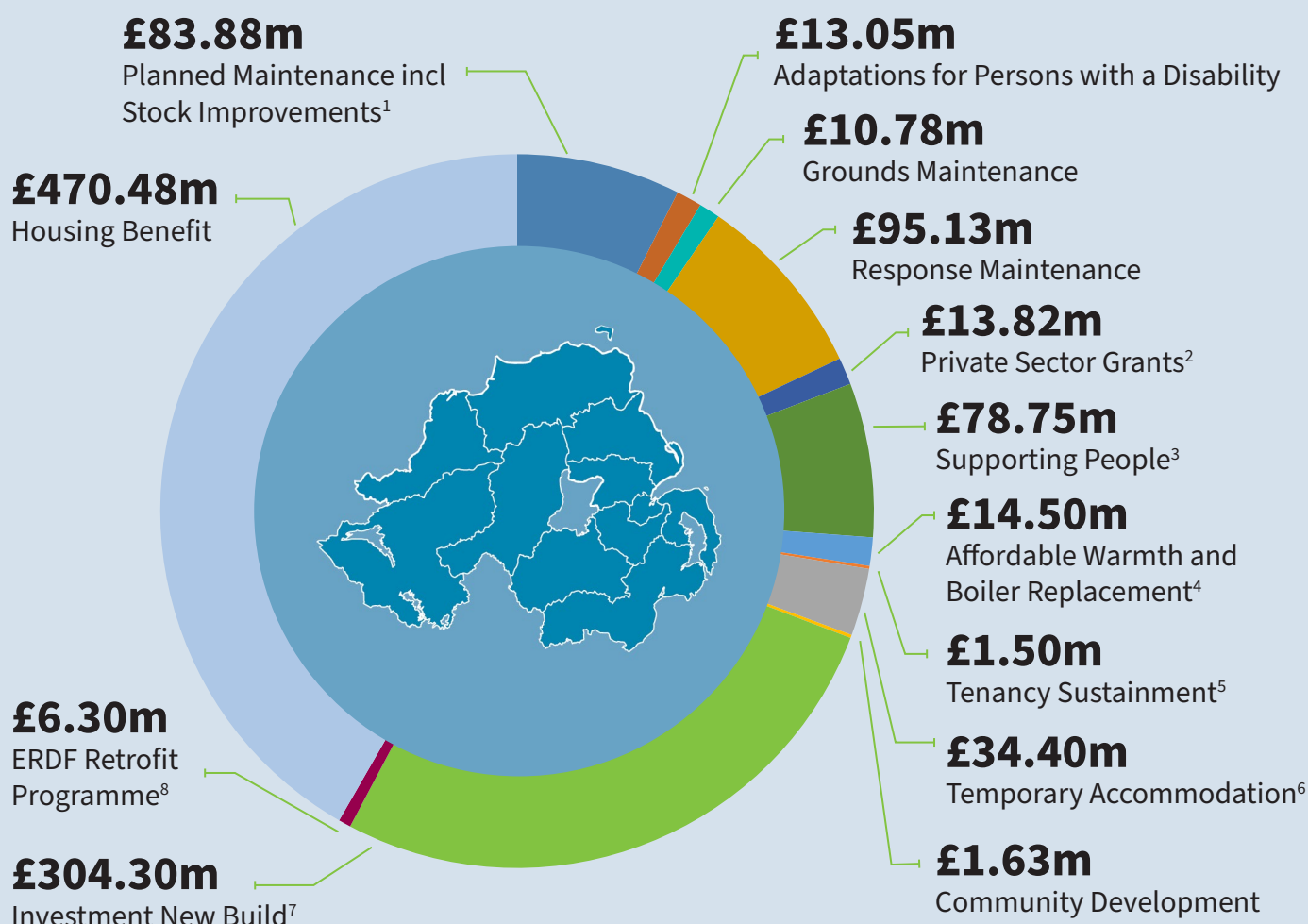
# Executive Summary

Across Northern Ireland in 2023/24 we:



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. Please note figure includes year end accrual adjustments.

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

4. Affordable Warmth spend was £14.36m and Boiler Replacement spend was £0.14m. Please note figures include year end accrual adjustments.

5. 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.

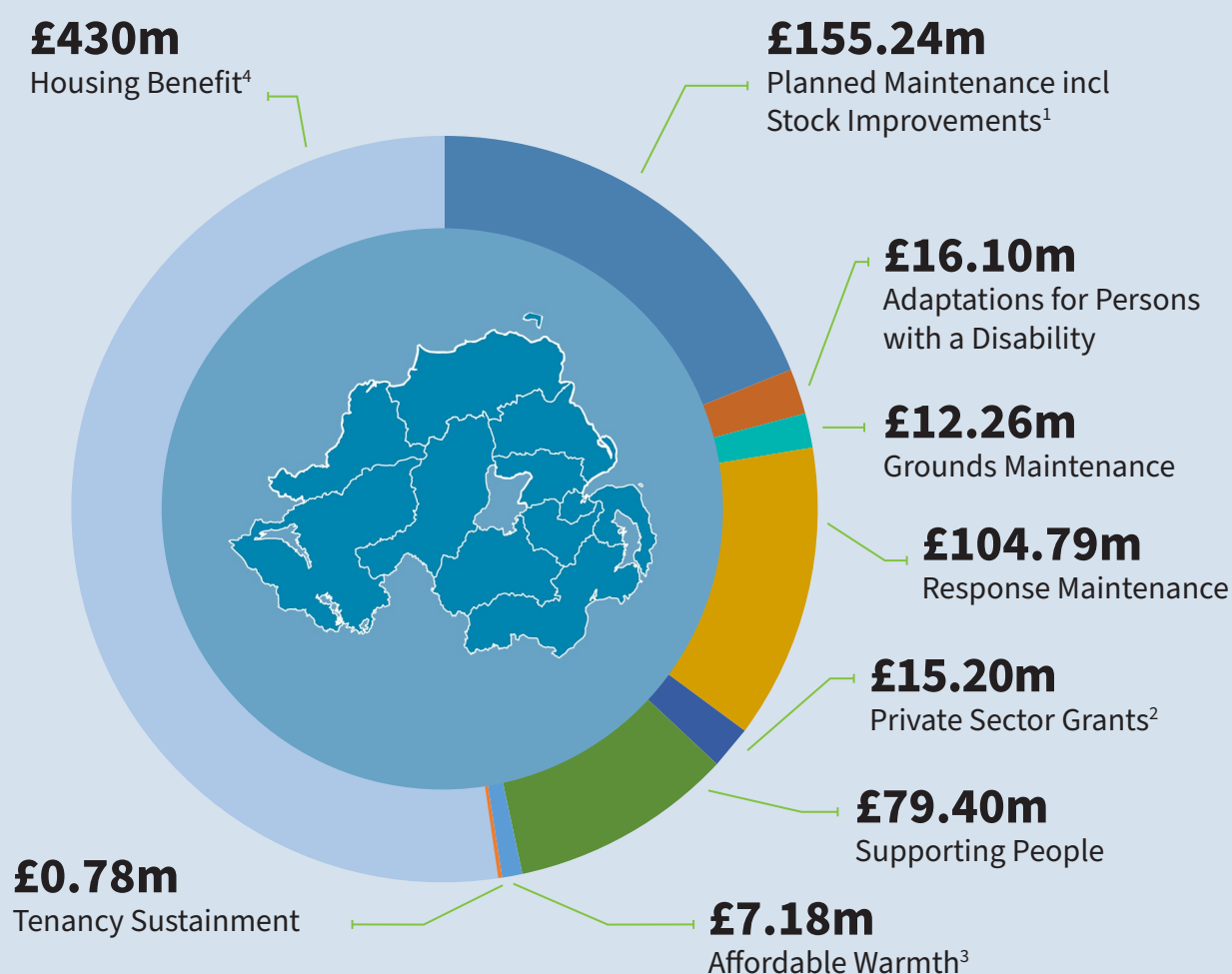
6. The Temporary Accommodation figure includes centralised costs, which are currently under review and other spend (including block booked single lets) which cannot be broken down by Council area, totalling £14.46m.

7. 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.

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

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 Lisburn and Castlereagh City Council area in 2023/24, the Housing Executive:



Managed  
**5,284**  
social homes



Allocated  
more than  
**300**  
homes



Started  
**150**  
new social  
homes



Completed  
**25**  
Disabled facilities  
grants



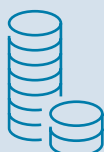
Provided  
**1,482**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



Paid out  
almost  
**£25.2m**  
in Housing  
Benefit



Completed  
**95%**  
of repairs  
to customer's  
satisfaction



Community  
Grants  
**£23k**  
funding awarded



Community  
Cohesion  
**£51k**  
funding awarded



Community  
Safety  
**£13k**  
funding awarded



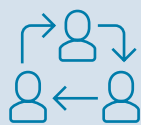
Energy  
Efficiency  
**£1.2m**  
spend



Affordable  
Warmth  
**385**  
installations



Affordable  
Warmth Spend  
**£984k**  
spend



Supporting  
People  
**£5.21m**  
spend



Disabled Facilities  
Grants (DFGs)  
**£558k**  
approval value



Adaptations  
**£0.55m**  
spend



New Build  
**£32.98m**  
spend



New Build  
Completed  
**41**  
homes



Under Construction  
**429**  
homes



New Build Planned  
**326**  
(2024/27)



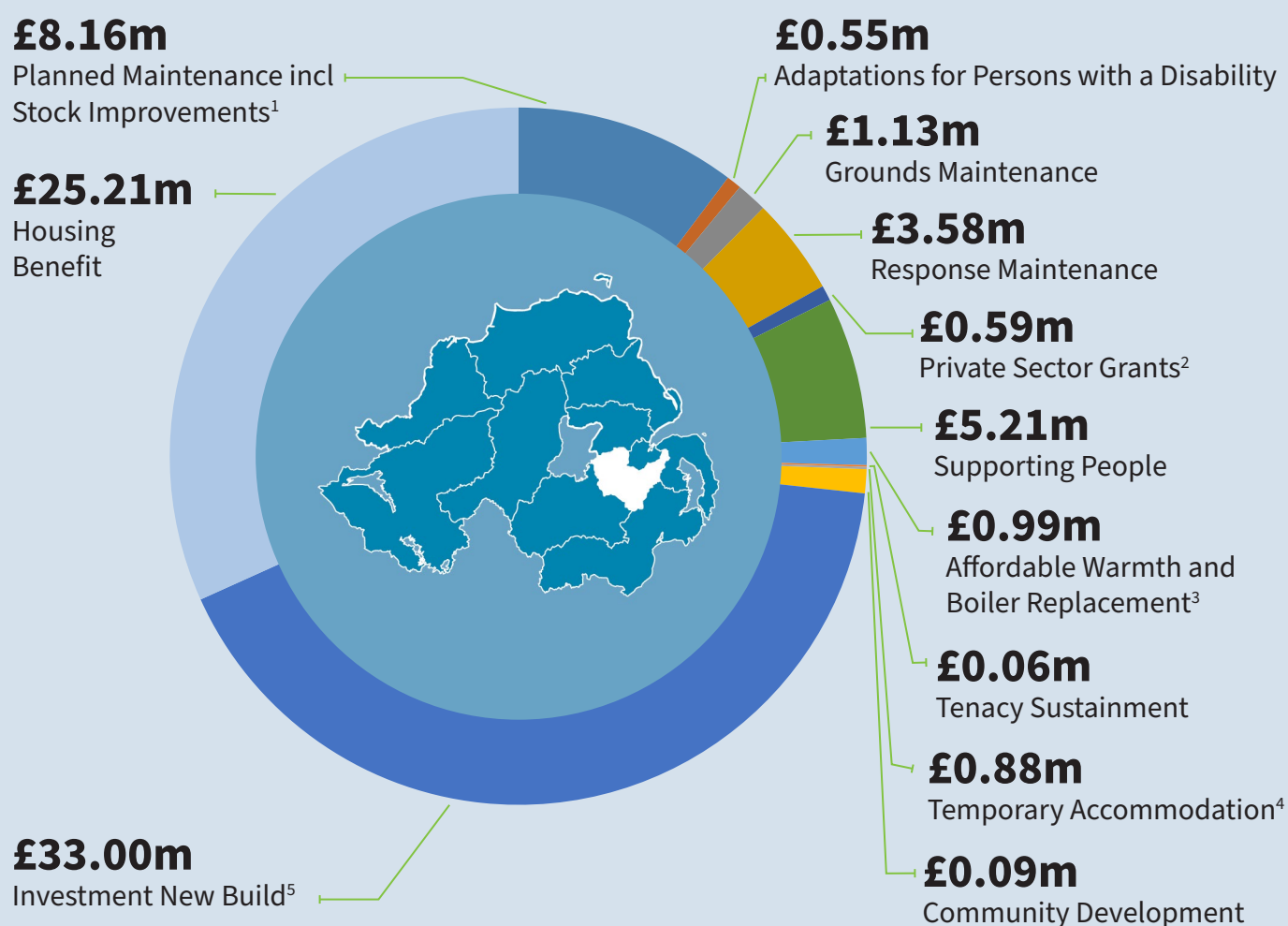
Waiting List  
March 2024  
**2,516**  
applicants, **1,975** in  
Housing Stress (78%)



NIHE House Sales  
**11**  
average selling price  
£68k

The past year has delivered significant housing investment for a wide range of services, and the 2023/24 public sector housing investment totalled £79.45m for Lisburn and Castlereagh City Council Area.

## Lisburn and Castlereagh City Council area 2023/24 Public Sector Housing Spend (£m)



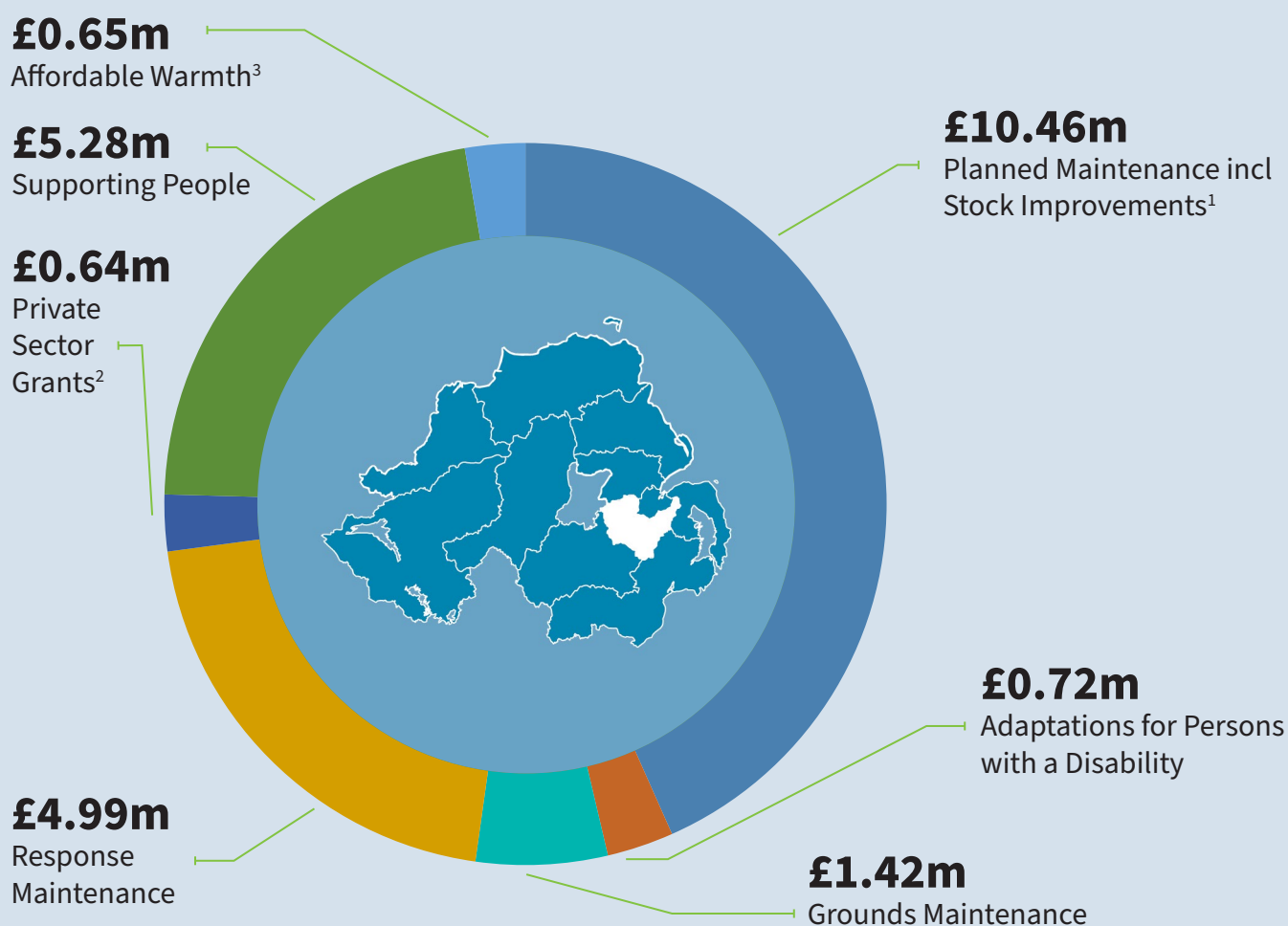
Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.68m and Stock Improvement Spend was £2.48m.
2. Please note figure includes year end accrual adjustments.
3. Affordable Warmth spend was £0.98m and Boiler Replacement spend was £10k. 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.

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 Lisburn and Castlereagh City Council area totalling £24.81m.

## Lisburn and Castlereagh City Council area 2024/25 Projected Public Sector Housing Spend (£m)



Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.71m and Stock Improvement Spend is £1.75m.

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.

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.

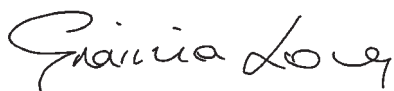
While we are pleased to be able to invest in improving our own housing stock, the current budgetary environment in which we operate will severely curtail our ability to deliver Strategic Housing Authority programmes and services. We are very much aware of the public finance challenges for Northern Ireland, 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 [Lisburn and Castlereagh Housing Investment Plan 2023-2026](#).

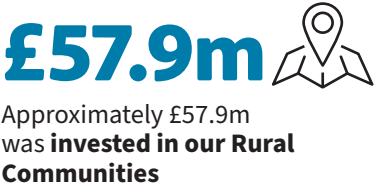
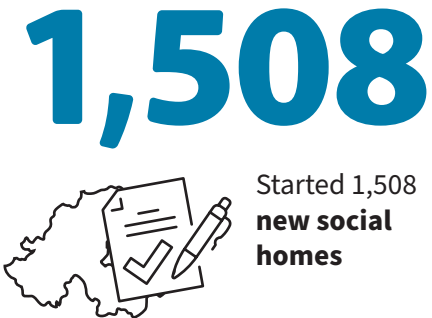
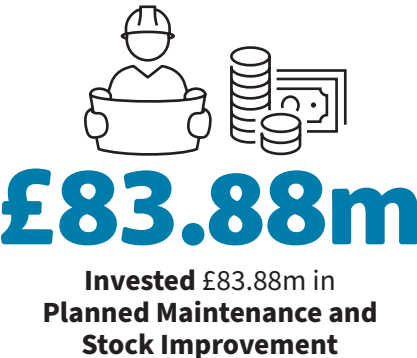
Part 1 below is the Strategic Context, focusing specifically on achievements during the 2023/24 business year in respect of the Housing Executive's suite of Strategies, Programmes and Action Plans as the Strategic Housing Authority for Northern Ireland and a landlord at scale. Please refer to last year's 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 reported 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> <ul style="list-style-type: none"> <li>a) Improved energy efficiency measures;</li> <li>b) Low carbon heating systems focused on electrification;</li> <li>c) Tariff change, initially focused on time of use and dynamic tariffs.</li> </ul> <p>The following was installed or introduced in homes in Omagh:</p> <ul style="list-style-type: none"> <li>a) <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) <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>c) <b>Tariff change:</b> initially focused on time of use and dynamic tariffs.</li> </ul> <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
Social Enterprise Strategy	<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>
Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25	<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/ Financial 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 Lisburn and Castlereagh City 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.

[Lisburn and Castlereagh Housing Investment Plan 2023-2026.](#)



## Over the past year



New HAPPI scheme at Baronsgrange, Carryduff being developed for Alpha Housing Association

## Baronsgrange, Carryduff

**Strategic Priority 1 action to oversee development of Strategic Guidelines Target for Lisburn City and Castlereagh Council area social homes.**

Baronsgrange is a contemporary social housing development providing 12 new homes for the local community of Carryduff and is part of a mixed tenure scheme, developed by Fraser Homes for Alpha Housing Association, due for completion in April 2025. The homes are provided via Affordable Housing Policy HOU10 which ensures 20% affordable housing within developments. The 12 apartments are designed around the 'HAPPI principles' that aim to promote the social inclusion and

empowerment of older people to live an independent and socially active life at the heart of their community. The scheme is a much welcome addition to the area which has high demand for quality housing.

The homes are carefully arranged internally to provide high quality living spaces that are bright, spacious, and capable of responding to the demands of everyday life. Residents will be provided with homes that are environmentally sustainable, universally accessible, safe, spacious, inspiring, and enjoyable to live in.



(L-R) Amie McCormack and Kelsey McKibben, service users, Des Marley, Housing Executive, and Anna Kissick, Nikki McTaggart and Pauline McMullan, all YMCA

## Sustaining Young Adult Tenancy Initiative, YMCA Lisburn

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

Young people in the greater Lisburn area are receiving much-needed support thanks to a total grant of almost £110,000 from the Housing Executive via the Sustaining Tenancies Grant Funding Programme which provides Lisburn YMCA with two staff members to help vulnerable young tenants.

Up to 60 tenants, aged 18 to 30, will be supported on issues such as mental health, isolation and loneliness, practical skills, financial debt, rent arrears and difficult relationships.

The staff work hard to tailor their support for people's individual needs. That can mean anything from a crisis food bank referral or

ensuring they are registered at a GP to helping with CVs, filling in benefit forms or engaging successfully with the Housing Executive or with the jobs and benefits office.

The Sustaining Tenancies Grant Funding programme was first introduced in 2021 to help ensure Housing Executive tenants are supported to create more resilient, sustainable tenancies in the short, medium, and long term and in particular to help vulnerable customers at greater risk of tenancy breakdown.

To date £1.5 million investment has supported 36 projects across Northern Ireland.

The Sustaining Grant Funding Programme 2023/25 will provide a further investment of £3 million in the voluntary, community and charitable sector over the next three years.

## In Lisburn and Castlereagh City Council area during 2023/24, the Housing Executive:



Managed  
**5,284**  
social homes



Allocated  
more than  
**300**  
homes



Started  
**150**  
new social  
homes



Completed  
**25**  
Disabled facilities  
grants



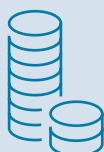
Provided  
**1,482**  
housing support  
places to the most  
vulnerable through  
the Supporting People  
Programme



Paid out  
almost  
**£25.2m**  
in Housing  
Benefit



Completed  
**95%**  
of repairs  
to customer's  
satisfaction



Community  
Grants  
**£23k**  
funding awarded



Community  
Cohesion  
**£51k**  
funding awarded



Community  
Safety  
**£13k**  
funding awarded



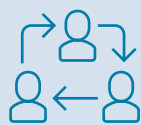
Energy  
Efficiency  
**£1.2m**  
spend



Affordable  
Warmth  
**385**  
installations



Affordable  
Warmth Spend  
**£984k**  
spend



Supporting  
People  
**£5.21m**  
spend



Disabled Facilities  
Grants (DFGs)  
**£558k**  
approval value



Adaptations  
**£0.55m**  
spend



New Build  
**£32.98m**  
spend



New Build  
Completed  
**41**  
homes



Under Construction  
**429**  
homes



New Build Planned  
**326**  
(2024/27)



Waiting List  
March 2024  
**2,516**  
applicants, **1,975** in  
Housing Stress (78%)

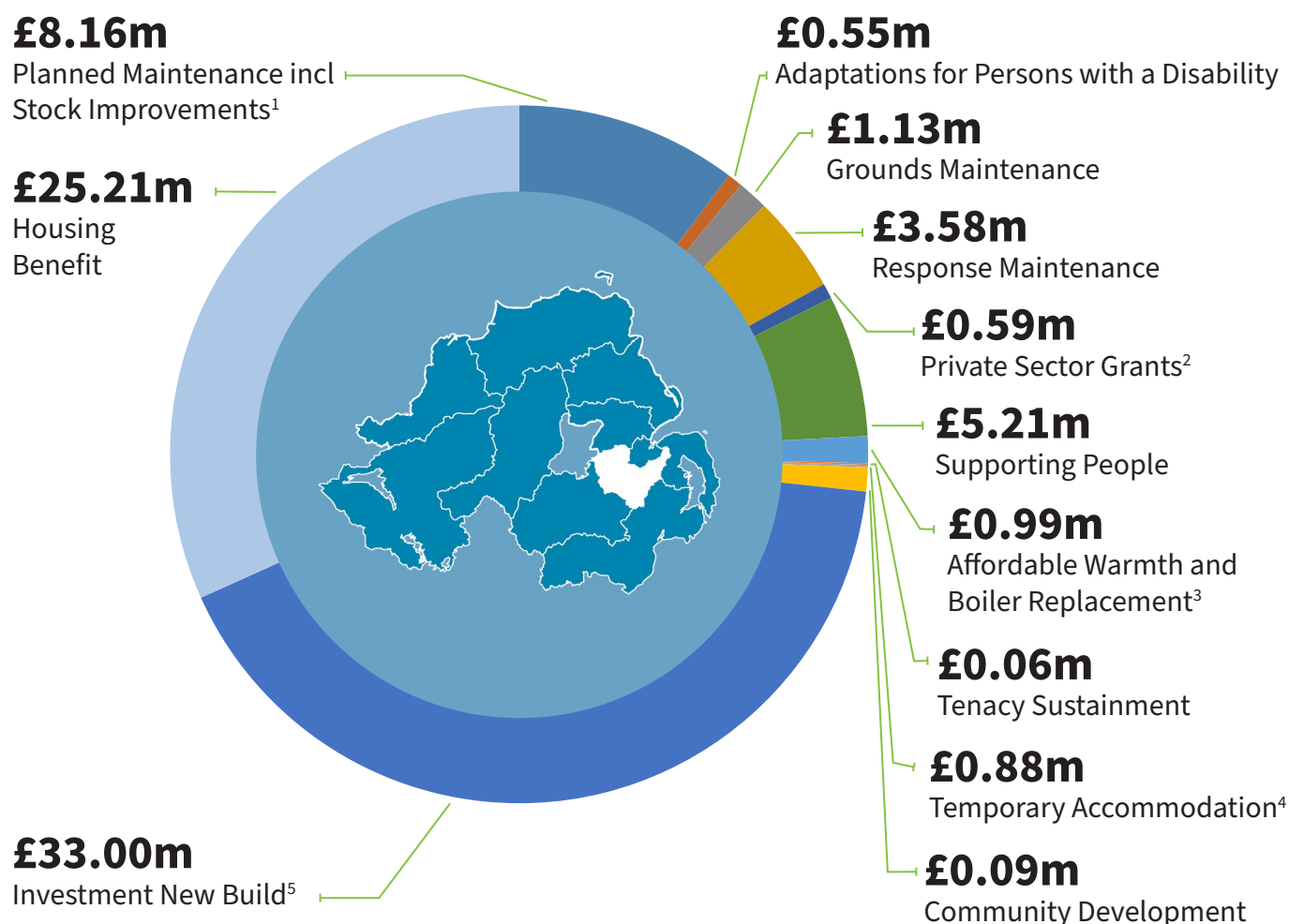


NIHE House Sales  
**11**  
average selling price  
£68k

## 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 £79.42m for Lisburn and Castlereagh City Council area.

### Lisburn and Castlereagh City Council area 2023/24 Public Sector Housing Spend (£m)



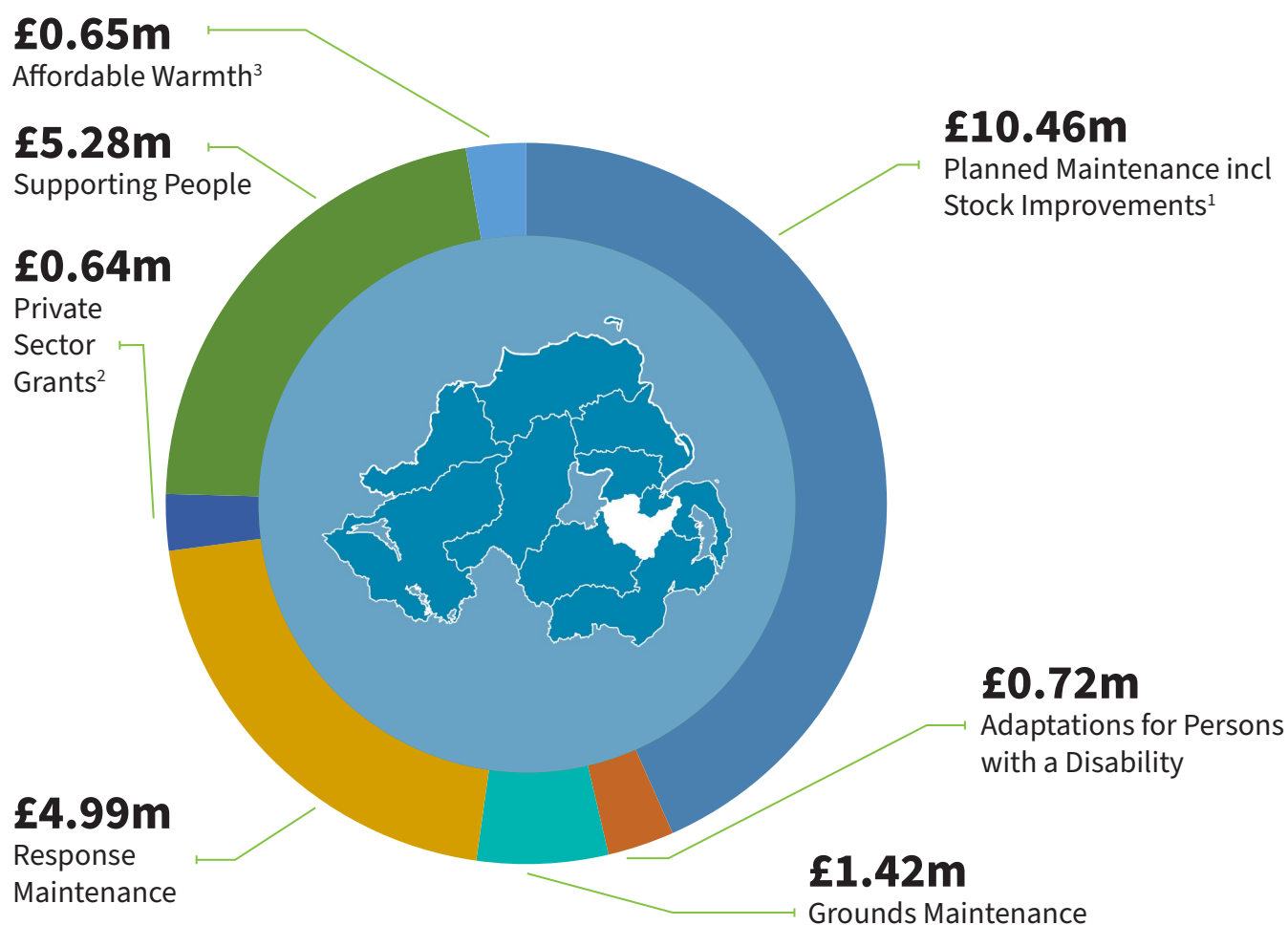
Source: NIHE

#### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.68m and Stock Improvement Spend was £2.48m.
2. Please note figure includes year end accrual adjustments.
3. Affordable Warmth spend was £0.98m and Boiler Replacement spend was £10k. 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.

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 Lisburn and Castlereagh City Council area totalling £24.81m.

## Lisburn and Castlereagh City Council area 2024/25 Projected Public Sector Housing Spend (£m)



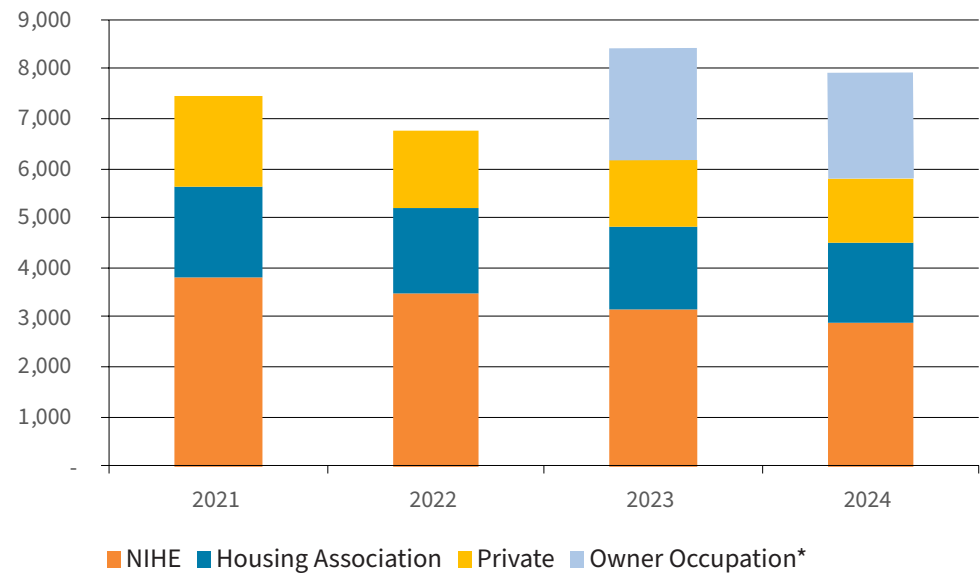
Source: NIHE

### Notes:

1. Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £8.71m and Stock Improvement Spend is £1.75m.
  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.
- 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.

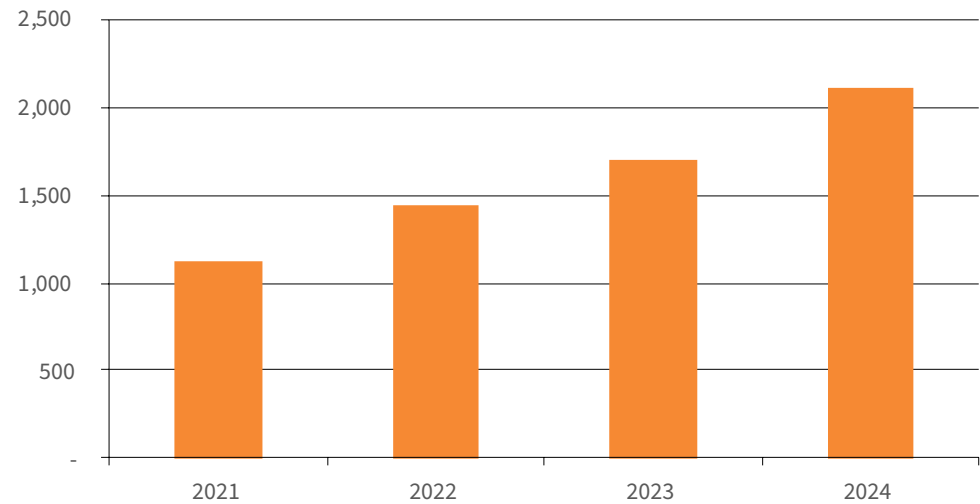


Housing Benefit



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 £470m spend across Northern Ireland during 2023/24, £25m in housing benefit was administered by the Housing Executive for Lisburn and Castlereagh City Council area (5% of total spend).

There were **2,101 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Lisburn and Castlereagh City Council area 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 Lisburn and Castlereagh City Council area in 2023 was £229,855 which represents an increase of 3.67% on 2022 figures

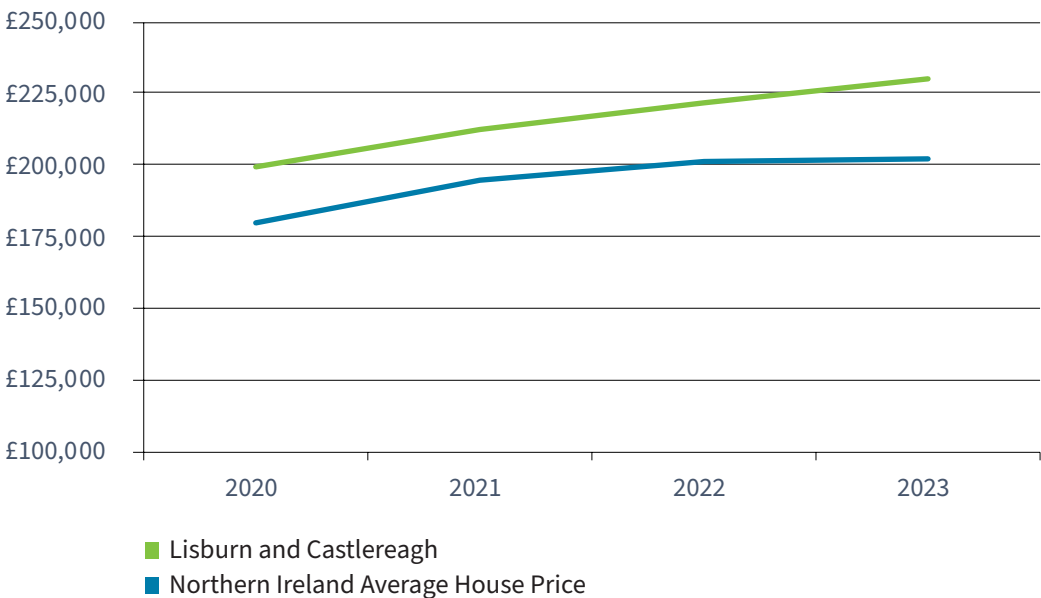


**£229,855**



**3.67%**

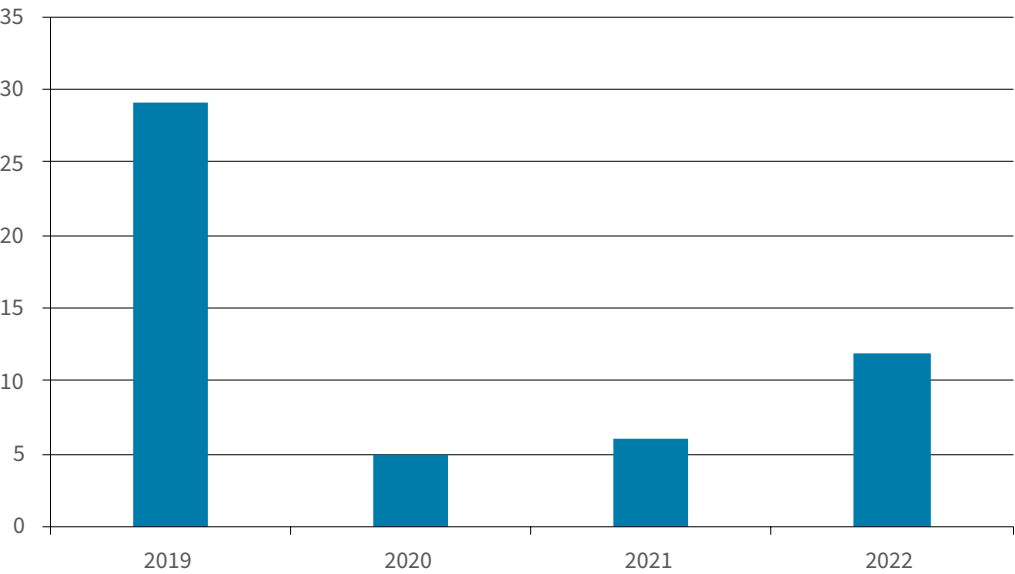
### Average Annual House Prices



Source: Ulster University

During 2022, there were 12 repossessions in Lisburn and Castlereagh City Council area. This represents a 59% decrease since 2019.

Repossessions



Source: Northern Ireland Courts and Tribunals Service

**Demand for intermediate housing** aimed at low-income households in Lisburn and Castlereagh City Council area is estimated at 2,050 units between 2020 and 2035 (140 units per annum)



**2,050**  
**UNITS**

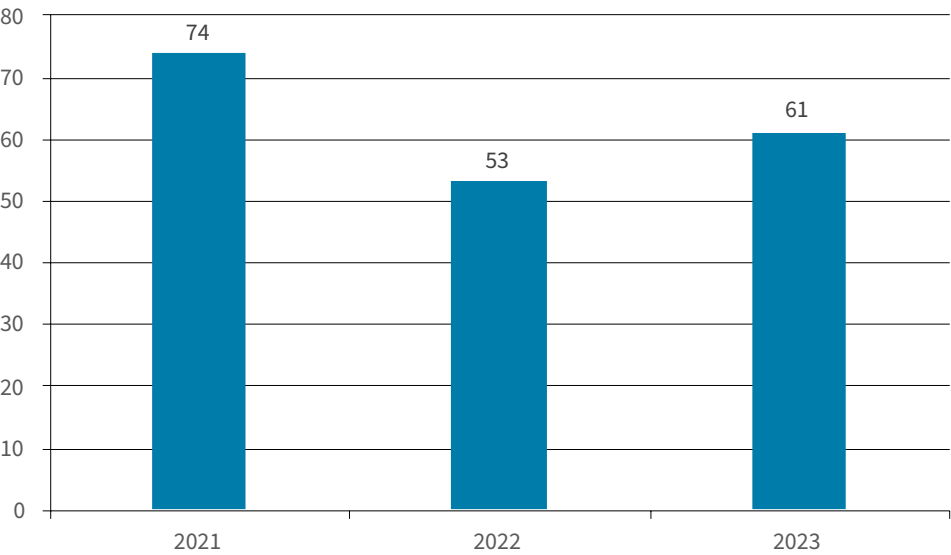


**Co-Ownership** Housing Association had an active stock of 1,115 dwellings at March 2024, **61 of which were purchased** during 2023/24



**61**  
PURCHASES

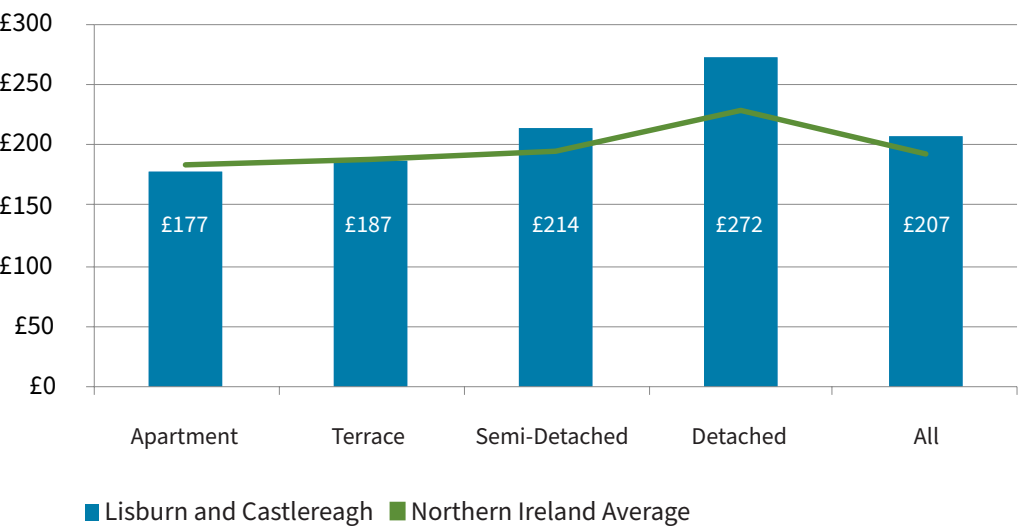
**New Co-Ownership Purchases**



Source: Co-Ownership Housing Association

# Private Rented Sector (PRS)

Average Weekly Private Sector Rent by Dwelling Type

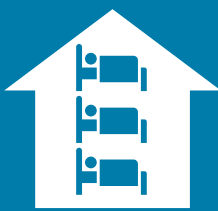


Source: Ulster University

The majority of Lisburn and Castlereagh City Council area falls within the South East Broad Rental Market Area (BRMA).



The Local Housing Allowance, for 2023/24 for **2 BEDROOM DWELLINGS** within the South East BRMA is **£144.23** per week



The Local Housing Allowance, for 2023/24 for **3 BEDROOM DWELLINGS** within the South East BRMA is **£162.48** per week

Parts of Lisburn and Castlereagh City Council area fall within other BRMAs such as Belfast BRMA and Lower Lough Neagh BRMA. For more information on local housing allowance for specific areas refer to [The Housing Executive - LHA rent levels](#).

DfC’s **Landlord Registration scheme** identified 4,059 properties registered by 3,650 landlords in Lisburn and Castlereagh City Council area at March 2024

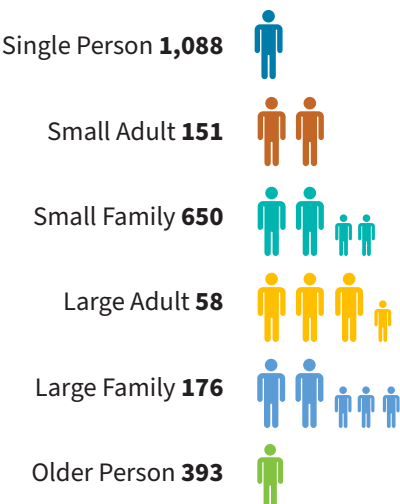
**4,059**   
PROPERTIES REGISTERED

# Social Housing Sector

11 Housing Executive properties were sold in the year to March 2024. Average selling price was £68k after discount.

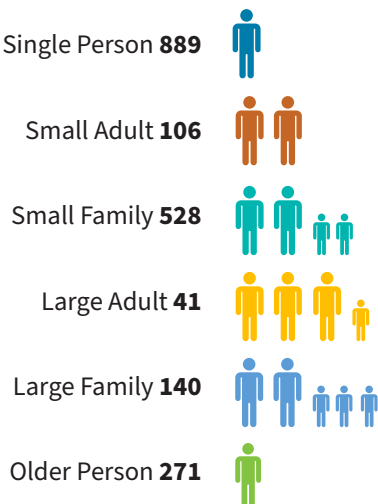
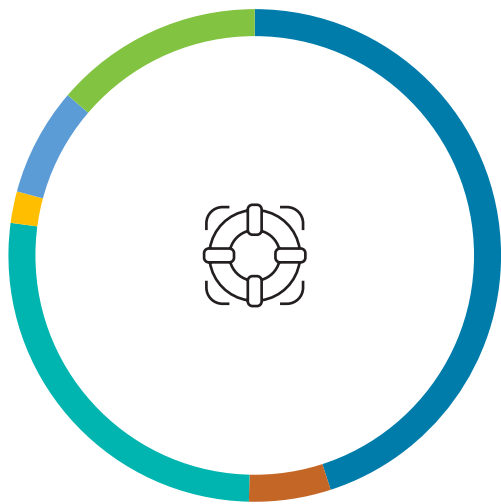
At March 2024, there were 2,516 applicants on the waiting list for Lisburn and Castlereagh City Council area with 1,975 in housing stress. There were more than 300 allocations over the year. See Appendix 7 for area breakdown.

## Waiting List Applicants



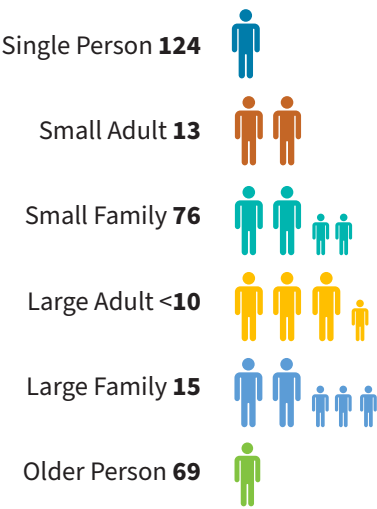
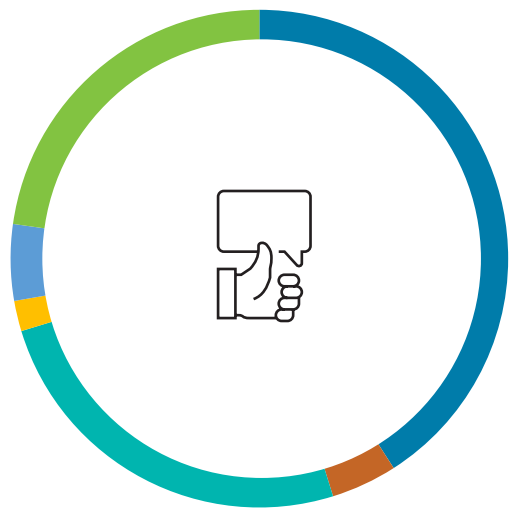
Source: NIHE, March 2024

## Applicants in Housing Stress



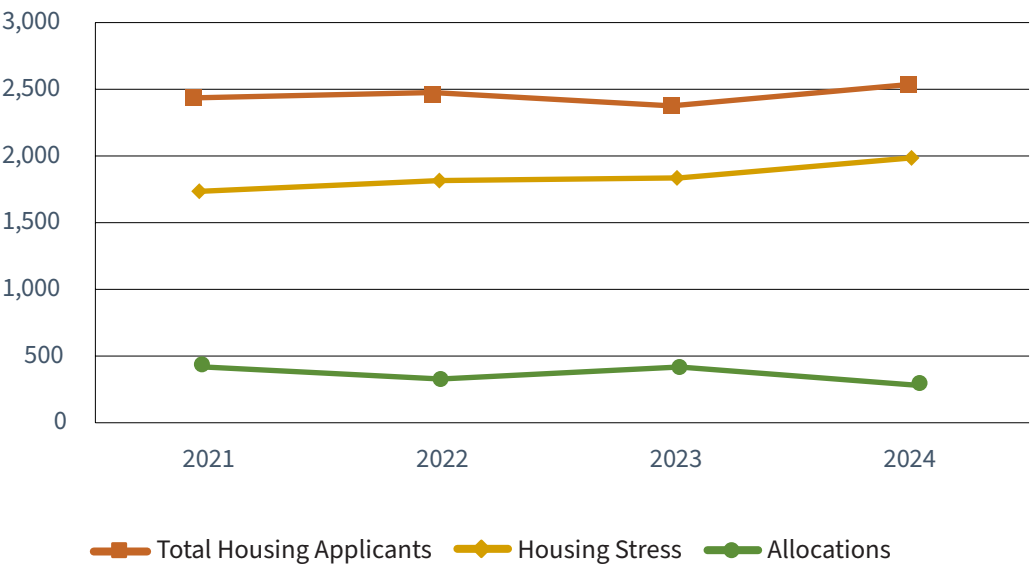
Source: NIHE, March 2024

Allocations to Applicants



Source: NIHE, March 2024


Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Lisburn and Castlereagh City Council area has decreased between 2023 and 2024.

The **five-year assessment** for 2023-28 shows a need for 1,636 units in Lisburn and Castlereagh City Council area. Appendix 2 shows that the projected housing need is concentrated in the Lisburn urban area.

  
**1,636**  
projected housing need

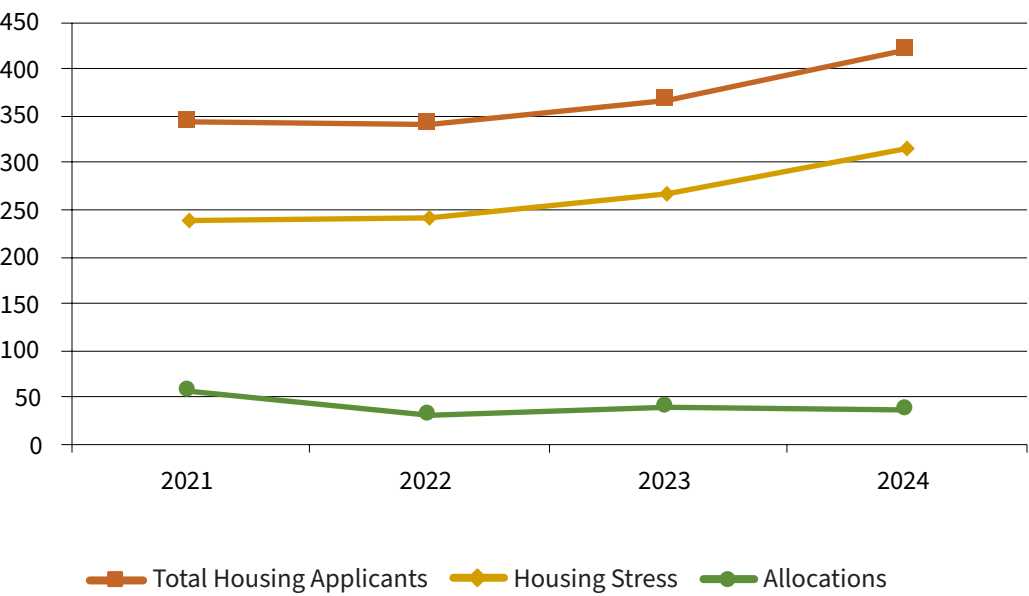
To address social need, the Housing Executive’s three-year Social Housing Development Programme (SHDP) has 326 housing units planned for 2024/25 to 2026/27.

During 2023/24, 41 homes were completed across Lisburn and Castlereagh City Council Area and 429 units were under construction at end of March 2024. See Appendix 3 for details of the programme, completions, and on-site schemes.

# Rural Areas

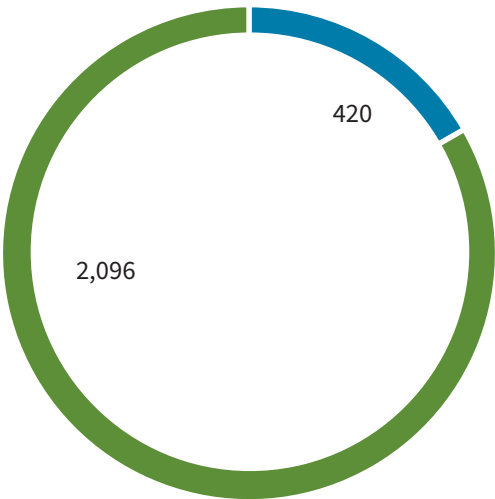
The Housing Executive will continue to work with rural communities to identify hidden or ‘latent’ housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community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

## Rural Housing Waiting List Trends

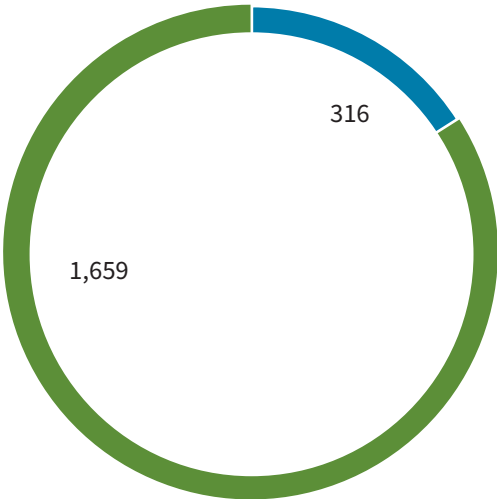


Source: NIHE

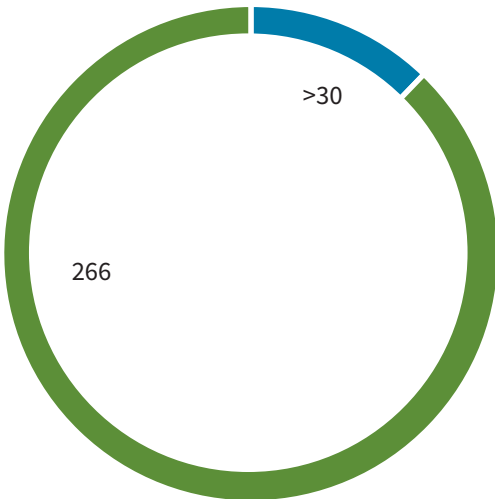
Waiting List Applicants 2024



Applicants in Housing Stress 2024



Allocations to Applicants 2024



- Lisburn and Castlereagh Urban
- Lisburn and Castlereagh Rural

Source: NIHE, March 2024

# Housing for All

There is currently one shared housing developments in the Lisburn and Castlereagh City Council area. This development is 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 Lisburn and Castlereagh Community Plan Outcome: **'We live in empowered, harmonious, safe and welcoming communities'**.

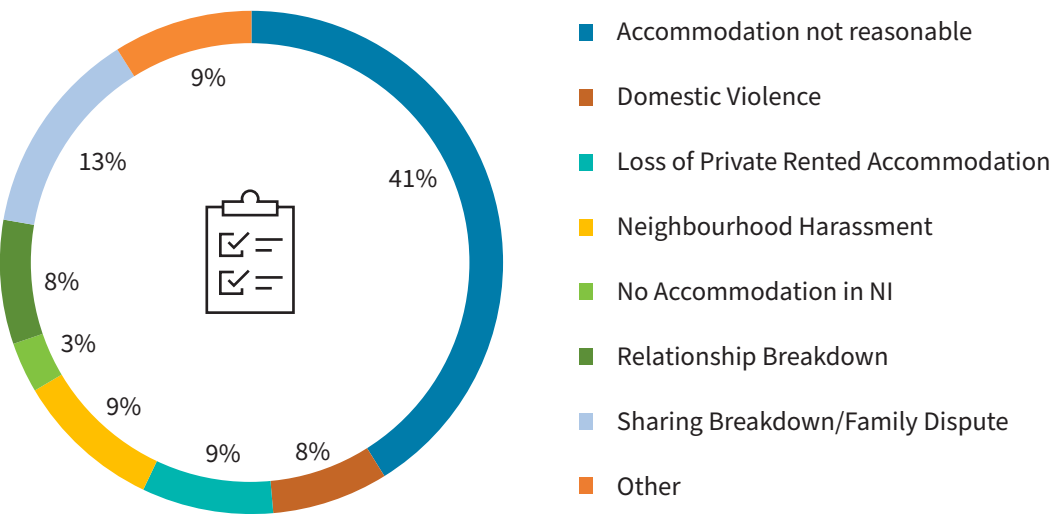
In Lisburn and Castlereagh City Council Area, one Housing for All development has been completed and celebrated as shared, with four potential schemes at pre allocation stage.

# Homelessness

The number of households presenting as homeless in Lisburn and Castlereagh City Council area increased slightly between March 2023 and March 2024 with 926 presenters by the end of March 2024. Numbers of those accepted as Full Duty Applicants has also increased to 615, see Appendix 5.

There are a range of temporary accommodation options available in Lisburn and Castlereagh City Council area. During 2023/24, the Housing Executive made 508 placements, which included 85 placements into voluntary sector hostels, 167 placements to Hotels/Bed and Breakfast, 133 placements to Dispersed Intensively Managed Emergency accommodation, 16 to leased properties and 91 placements in single-let properties.

## Reasons for Homelessness



Source: NIHE



Temporary accommodation spend within Lisburn and Castlereagh City Council area during 2023/24 was £0.88m.

## Specialised Housing and Housing Support Services

### Accessible Housing

Within Lisburn and Castlereagh City Council area, there is an **identified social housing need** at March 2023 for **46 wheelchair units**



### Adaptations

During 2023/24, the Housing Executive spent **£0.55m on adaptations** to their properties in Lisburn and Castlereagh City Council area, see Appendix 4



### Disabled Facilities Grants

During 2023/24, the Housing Executive approved **31 Disabled Facilities Grants** for private sector dwellings and completed 25. The approval value in Lisburn and Castlereagh City Council area in 2023/24 was £0.56m, see Appendix 4



### Supporting People

The Housing Executive, through the Supporting People Grant, funds 69 Housing Support Services across Lisburn and Castlereagh City Council area at a cost of £5.21m, providing housing support to 1,482 clients per year.

## Community Planning

Lisburn and Castlereagh Community Plan 2017/2032 identifies five themes and associated outcomes which reflect the needs and aspirations of all citizens. See Appendix 1.

The Lisburn and Castlereagh Community Planning Partnership continues to meet regularly and work collectively to deliver agreed actions. The Community Action Plan has been developed by the partners who engaged in and committed to the process. The partners are currently working on an updated Action Plan.

Part of this joined up approach included Housing Executive involvement in the Anahilt Village Plan. Housing Executive carried out a Site Identification Study, with the aim of supporting a social housing scheme within the village. Arbour Housing Association is currently using the Study to inform follow up feasibility on a number of identified sites. Housing Executive was also involved in Drumbo Village Plan in late 2023; whilst there was no social housing need identified, a range of environmental actions and upgrades were identified, in particular relating to the Titterington estate. These actions continue to be progressed in partnership with Lisburn and Castlereagh City Council and Department for Infrastructure.

Housing Executive has also been seeking to engage in a meaningful way with other Community Planning Stakeholders to provide housing advice for the Age Friendly Alliance and play an active role in the Housing Liaison Forum.

## Local Development Plan

The Lisburn and Castlereagh City Council Local Development Plan 2032 Plan Strategy was adopted in September 2023. The Housing Executive is a statutory consultee and comments on HOU10 Affordable Housing Policy which relates to all residential development on sites of more than 0.5 hectares or comprising five residential units or more whereby provision is made for a minimum of 20% of all units to be affordable.

The Plan Strategy will increase the potential to provide additional social and other forms of affordable housing. We will continue to engage with the Council in the development of Supplementary Planning Guidance and the Local Policies Plan.

# **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 Lisburn and Castlereagh City Council social homes</b>		
2024/25 - 156 Strategic Guidelines target. 2025/26 - 168 Strategic Guidelines target. 2026/27 - 180 Strategic Guidelines target. (urban and rural).	150 units started in Lisburn and Castlereagh City Council area  41 units completed in Lisburn and Castlereagh City Council Area  429 units on site.	4b 4c
<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.	8 Wheelchair units started in Lisburn and Castlereagh City Council Area  0 Wheelchair units completed.  24 Wheelchair units on site.	4b 4c
<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 Lisburn and Castlereagh to project need over the periods 2023/28, 2024/29 and 2025/30.	HNA completed for Lisburn and Castlereagh City Council area – projected need of 1,636 units for 2023/28.	4c

Table continues

Plans 2023-26	2023/2024 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Monitor Intermediate housing demand (Strategic Housing Market Analysis)</b>		
Continue to monitor Belfast Metropolitan and South Eastern Area SHMA reports and instigate review if necessary.	No further updates.	4c
Intermediate demand is assessed as 2,050 units 2020-2035.	Intermediate demand for Lisburn and Castlereagh City Council area is 140 units annually.	
<b>Deliver Co-Ownership</b>		
The current allocation of funding is £145m for the period 2020/21 to 2023/24 to deliver 4,000 Co-Ownership homes across NI.	In 2023/24, there were 61 properties purchased through Co-Ownership in Lisburn and Castlereagh City Council area, out of a total 807 across NI.	4c
Future funding arrangements will be agreed between the DfC and Co-Ownership.		
<b>Carry out Site Identification Studies</b>		
Further Site Identification Studies (SIS) will be completed as identified.	Within Lisburn and Castlereagh City Council area no SIS were completed in 2023/24.	4b 4c

## 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 1,000 units at an estimated cost of £6.00m in Lisburn and Castlereagh City Council area.	The Housing Executive's 2023/24 Energy Efficiency Programme provided 223 heating installations in Lisburn and Castlereagh City Council Area at a cost of £1.2m.	3h 4c
<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 Lisburn and Castlereagh City Council area 385 measures were carried out to 190 private properties under the Affordable Warmth Scheme in 2023/24, at a cost of £0.98m.	3h 4c
<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 Lisburn and Castlereagh City Council area 30 properties had boilers replaced at cost of £9.6k.	3h 4c

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>Over 15,000 orders in the 12 months up to March 2024, with 4 million litres of home heating oil delivered across NI.</p> <p>71,300 litres of home heating oil delivered in Lisburn and Castlereagh City Council area through the membership.</p>	<p>3h</p> <p>4c</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>There were no projects in Lisburn and Castlereagh City Council area.</p>	<p>4a</p> <p>4b</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>		
£4.72m has been approved to deliver the Supporting People Programme for 2023/24.	<p>£5.21m was spent delivering the Supporting People Programme for 2023/24.</p> <p>59 accommodation-based services for 1,049 service users.</p> <p>10 floating support schemes for 433 service users.</p>	3g
<b>Deliver planned investment and maintenance to Housing Executive stock</b>		
<p>Funding for Housing Executive planned maintenance schemes for the Lisburn and Castlereagh City Council area in 2023/24 is estimated at £4.94m. (details in Appendix 4).</p> <p>Funding for Housing Executive stock improvement work for Lisburn and Castlereagh City Council area in 2023/24 is estimated at £1.84m. (details in Appendix 4)</p>	<p>In 2023/24, the Housing Executive spent £5.68m on planned maintenance schemes in Lisburn and Castlereagh City Council area, see Appendix 4.</p> <p>In 2023/24, the Housing Executive spent £2.48m on stock improvement work. (details in Appendix 4)</p>	<p>3g</p> <p>4a</p> <p>4c</p>

Table continues



Plans 2023-26	2023/2024 Progress	Community Plan Reference & Action Plan update (where relevant)
<b>Deliver elemental / response improvements to Housing Executive stock</b>		
<p>Funding for Housing Executive response maintenance work for Lisburn and Castlereagh City Council area in 2023/24 is estimated at £1.84m.</p> <p>The Housing Executive will complete response maintenance repairs within the required target time.</p> <p>The Housing Executive will carry out response maintenance repairs to customers' satisfaction.</p>	<p>In 2023/24, the Housing Executive spent £3.58m on response maintenance work.</p> <p>85.2% of Housing Executive response maintenance repairs in NI were completed within the required target time.</p> <p>95% of Housing Executive response maintenance repairs were carried out to customers' satisfaction across Lisburn and Castlereagh City Council area.</p>	<p>3g</p> <p>4a</p> <p>4c</p>
<b>Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding</b>		
<p>DfC hopes to continue to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2023/24.</p>	<p>£30k Areas at Risk funding was received by groups in Lisburn and Castlereagh City Council area during 2023/24.</p> <p>As part of a DfC Cost of living exercise, further Areas at Risk funding of £1.5k was received for Fuel and Energy Costs.</p>	<p>3h</p> <p>5d</p> <p>5e</p>

Table continues

Plans 2023-26	2023/2024 Progress	Community Plan Reference & Action Plan update (where relevant)
<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 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 Lisburn and Castlereagh council area during 2023/24 the following social enterprises received awards:</p> <ul style="list-style-type: none"> <li>• Ballymacash Sports Academy (£10,000).</li> <li>• Live Life Social Enterprises (£10,000).</li> <li>• The Advantage Foundation (£8,225).</li> </ul>	<p>2b</p> <p>2c</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

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

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

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>		
<p>Review the Housing Solutions and Support approach/model.</p> <p>Explore the potential of accreditation of staff in the respect of the delivery of the delivery of housing options/solutions.</p> <p>Contribute to scoping and specification of IT system to support delivery of housing solutions service.</p>	<p>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.</p> <p>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.</p> <p>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.</p>	
<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>		
<p>We will continue to implement our Community Safety Strategy 'Working Together for Safer Communities' supported by our annual action plan.</p> <p>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.</p> <p>The Housing Executive will continue to partner on the ASB Forum. Housing Executive Area Managers will continue to attend their respective PCSP meetings.</p> <p>The Housing Executive will continue to implement the Hate Incident Practical Action scheme (HIPA).</p>	<p>Our strategy supports working together with a range of partners across statutory, voluntary and community sectors.</p> <p>During 2023/24, £13k was awarded in Lisburn and Castlereagh City Council area for three projects.</p> <p>During 2023/24, the Housing Executive dealt with 88 cases of ASB within Lisburn and Castlereagh City Council Area. Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department of Justice to address ASB issues.</p> <p>During 2023/24, there were no HIPA incidents actioned in Lisburn and Castlereagh City Council area.</p>	<p>3g 5d 5e 5f</p>

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.	5d 5e 5f
<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.	Community Cohesion funding of £771.5K was spent on 184 projects across NI. In Lisburn & Castlereagh, £50k was spent on 22 projects in 2023/24.	5d 5e 5f
We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.	Housing Executive staff continued to work with strategic partners to train and support community groups and members of the Housing Community Network.	5d 5e 5f
<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>	A total of £274,382 was spent on Community Grants in 2023/24. In Lisburn & Castlereagh, a total of £23k was spent on Community Grants in 2023/24.	3h 5b 5c 5d

Table continues

Plans 2023-26	2023/2024 Progress	Community Plan Reference & Action Plan update (where relevant)
<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>Digital inclusion is promoted as part of our Community Involvement funding and following feedback, a new Cost of Living / Poverty stream has been added for 2024/25.</p> <p>This will help to alleviate the costs of living crisis and poverty in our communities locally.</p>	<p>2b 5b 5c</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>In Lisburn and Castlereagh City Council area during 2023/24, no Rural Needs tests were carried out.</p>	<p>4b 4c</p>
<b>Rural Community Awards</b>		
<p>Develop and deliver Housing Executive Rural Community Awards Competition annually.</p>	<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 groups were from Lisburn and Castlereagh City Council area.</p>	<p>5b 5c</p>

## 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.	4b 4c
<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.	3g 3h 4c
<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 31 DFGs for private sector dwellings and completed 25 in Lisburn and Castlereagh City Council area.</p> <p>The approval value in Lisburn and Castlereagh City Council area in 2023/24 was £558k.</p>	3g 4c

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 £0k (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>	3g 4c
<b>Approval of Repair Grants</b>		
Funding of repair grants will continue over the period 2023/26.	There were no Repair Grants approved in 2023/24, Appendix 4.	3g 4c



## 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>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.</p> <p>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.</p> <p>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 3 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>3f 4c 5d</p>

*Table continues*

Plans 2023-26	2023/2024 Progress	Community Plan Reference & Action Plan update (where relevant)
<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>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>Within Lisburn and Castlereagh City Council area, £60k was awarded to YMCA for tenancy sustainment initiative.</p> <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 2025/26 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>3f</p> <p>4c</p> <p>5d</p>
<b>Continuous Tenant Omnibus Survey</b>		
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey.	The 2023 survey found that 79.5% of tenants were satisfied with the overall service provided by Housing Executive.	<p>4c</p> <p>4d</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 Lisburn and Castlereagh City Council Area Housing Executive collected 99.6% of rent at March 2024.</p> <p>Arrears increased by £46k during 2023/24.</p> <p>Statistics reported quarterly to DfC.</p>	<p>3h 4c</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>3h 4c</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 and 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 0.02% of total stock in Lisburn and Castlereagh City Council area.</p>	<p>4c</p>

# Appendices

# Appendix 1

## Community Plan themes and outcomes

The Lisburn and Castlereagh Community Plan is available for download on the council website by following the link below:

[Lisburn and Castlereagh Community Plan 2017/2032](#)

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

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

# Appendix 2

## Social Housing Need by Settlement 2023-28

Settlement	Social Housing Need 2023-28
Lisburn/Dunmurry Urban	1,042
Castlereagh Urban	281
Aghalee	6
Anahilt	0
Ballynadolly	0
Boardmills	2
Carryduff	77
Culcavey	5
Dromara	10
Drumbo	0
Dundrod	0
Glenavy	23
Hillsborough	43
Lambeg	78
Lisburn Rural	0
Lower and Upper Ballinderry	2
Maze	2
Megaherry	3
Milltown	10
Moira	45
Moneyrea	4
Purdysburn	0
Ravarnette	1
Stoneyford	2
<b>Total Social Newbuild Requirement LCCC</b>	<b>1,636</b>

Source NIHE

# Appendix 3

## Social Housing Development Programme

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

**Schemes completed April 2023 - March 2024**

Scheme Name	Units	Client Group	Housing Association	Theme
149-151 Warren Gardens	20	Active Elderly	Ark	Urban
Oakridge (Mountview, Phase 3)	21	General Needs	Clanmil	Urban
Total	41			

Source: NIHE

**Schemes on-site at March 2024**

Scheme Name	Units	Client Group	Housing Association	Theme
Baronsgrange	12	Active Elderly	Alpha	Urban
Ballinderry Road	98	General Needs	Apex Housing	Urban
Ballinderry Road	7	Active Elderly	Apex Housing	Urban
Ballinderry Road	8	Wheelchair Standard	Apex Housing	Urban
58 Hillsborough Road	11	Active Elderly	Ark	Urban
5 Manor Drive	9	Active Elderly	Choice	Urban
49-51 Hillsborough Old Road	80	General Needs	Choice	Urban
49-51 Hillsborough Old Road	2	Active Elderly	Choice	Urban
49-51 Hillsborough Old Road	8	Wheelchair Standard	Choice	Urban
28-34 Ballynahinch Road	18	General Needs	Choice	Urban
160 Moira Road	36	General Needs	Choice	Urban
160 Moira Road	9	Active Elderly	Choice	Urban
160 Moira Road	2	Wheelchair Standard	Choice	Urban
14 Cedarhurst Road	32	Active Elderly	Connswater	Urban
14 Cedarhurst Road	4	Wheelchair Standard	Connswater	Urban
48-50 Bridge Street	9	General Needs	NB HA	Urban
Gobrana Road	20	General Needs	NB HA	Rural

Table continues



**Schemes on-site at March 2024**

Scheme Name	Units	Client Group	Housing Association	Theme
Leamington Place	10	Active Elderly	NB HA	Urban
Leamington Place	2	Wheelchair Standard	NB HA	Urban
283-285 Kingsway	14	General Needs	NB HA	Urban
196 Belsize Road	5	General Needs	NB HA	Urban
Plantation View, Saintfield Road	27	General Needs	Radius	Urban
Grand Street	6	General Needs	Triangle	Urban
<b>Total</b>	<b>429</b>			

Source: NIHE

**Schemes programmed 2024/27**

Scheme Name	Units	Client Group	Housing Association	Onsite Year	Theme
16-18 Baronsgrange, Comber Road	15	General Needs	Alpha	2024/25	Urban
3-19 Moira Road	25	Active Elderly	Alpha	2024/25	Urban
933 Upper Newtownards Road	14	General Needs	Clanmil	2024/25	Urban
Moybrick Road	13	General Needs	Clanmil	2024/25	Rural
Belfast Road, Glenavy	9	General Needs	NB HA	2024/25	Rural
Smithfield Square	27	Active Elderly	Alpha	2025/26	Urban
83-87 Gregg Street	8	General Needs	NB HA	2025/26	Urban
Coolmoyne and Rathmoyne House *(T)	120	General Needs	TBC	2025/26	Urban
Morven Park *(T)	20	General Needs	TBC	2025/26	Urban
Quarterlands Road	3	General Needs	Woven	2025/26	Rural
793-793A Upper Newtownards Road	18	Active Elderly	Woven	2025/26	Urban
Sloan Street	14	Active Elderly	Choice	2026/27	Urban
Dunmurry High School Phase 2 **(S)	40	General Needs	Connswater	2026/27	Urban
<b>Total</b>	<b>326</b>				

Source: NIHE

\*(T) Transfer Scheme built on Housing Executive land \*\*(S) Schemes built on Surplus Public Sector Land

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2023 - March 2024

Work Category	Scheme	Units
External Cyclical Maintenance	Hillhall	206
	Old Warren	204
	Ballybeen Phase 2	42
	Milltown	48
Fence Painting	Lisburn Antrim Street	298
Double Glazing	Hillhall/ Greenwood Phase 1	149
	Hillhall/ Greenwood Phase 2	193
	Hilden	96
	Ballybeen Phase 1	18
Bathroom Kitchen Rewire	Lisburn Mop up Phase 2	61
	Knockmore/ Ballinderry	91
	Ballybeen & Rural Phase 1	63
	Knockmore/ Old Warren Phase 2	10
	Ballybeen & Rural Phase 2	44
Bathrooms	Moira/ Hillsborough	62
	Lambeg/ Glenmore	55
Heating Installation	Lisburn Solid Fuel	3
	Lisburn Voids	30
	Lisburn Phase 1	3
	Lisburn Phase 2	5
	Lisburn Refusals Phase 1	46
	Lisburn Refusals Phase 2	26
	Lisburn/ Castlereagh Emergency	7
	Lisburn Emergency 23/24	35
	Lisburn Heating 2008	2
	Lisburn Heating 2009	46
	Lisburn Castlereagh Emergency	20
<b>Total</b>		<b>1,863</b>

Source: NIHE

Note: Some schemes may start and complete in year.

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

<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
<b>External Cyclical Maintenance</b>	Hillhall	53
	Old Warren	2
	Ballybeen Phase 2	240
	Milltown	90
	Birch /Maple/ Hillhall	139
	Ballybeen Phase 3	127
	Gregg Street	121
	Rushmore/ Knockburn	48
	Hilden Low Road	195
	Manor/ Bests Hill	35
<b>Double Glazing</b>	Hillhall/ Greenwood Phase 1	40
	Hillhall/ Greenwood Phase 2	27
	Hilden	91
	Ballybeen Phase 1	263
	Ballybeen Phase 2	183
	Warren/ Old Warren	178
<b>Bathroom Kitchen Rewire</b>	Lisburn Castlereagh South	45
	Ballybeen & Rural Phase 1	6
	Ballybeen & Rural Phase 2	12
	Knockmore/ Old Warren Phase 2	53
	Lisburn/Castlereagh East Phase 1	52
	Lisburn/Castlereagh East Phase 2	78
	Knockmore/ Old Warren	10
<b>Bathrooms</b>	Ballybeen	108
	Greenwood/ Moira	21
	Milltown	100
	Moira/ Hillsborough	1

Table continues

Schemes activity and expected completions up to 31 March 2025

Work Category	Scheme	Units
Heating Installation	Lisburn Emergency Solid Fuel	20
	Lisburn Voids	10
	Lisburn Refusals Phase 1	15
	Lisburn Refusals Phase 2	30
	Lisburn Emergency 2023/24	9
	Lisburn/ Antrim Street	60
	Ballybeen	30
	Lisburn/ South & East Emergency Phase 1 24/25	30
	Lisburn Heating 2008	80
	Lisburn Heating 2009	40
	Lisburn Castlereagh Emergency	6
Doors	Hillhall	90
Total		2,738

Source: NIHE

Definition of Work Categories	
BKR	Bathroom Kitchen Rewiring.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Heating Installation	Replacement of solid fuel or electric heating.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Capital Scheme	Improvement works.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

**Grants Performance 2023/24**

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	31	558	25
Repairs Grant	0	0	0
<b>Discretionary Grants*</b>			
Replacement Grant	0	0	0
Renovation Grant	0	0	0
Home Repair Assistance Grant	0	0	<10
<b>Total</b>	<b>31</b>	<b>558</b>	<b>-</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	0.23
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	<10	0.04
Showers**	69	0.24
Minor APD repairs***	152	0.04
<b>Total</b>	<b>230</b>	<b>0.55</b>

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

**Disabled Facilities Grants (DFG's)**

Year	2019/20	2020/21	2021/22	2022/23	2023/24
Approved	80	79	19	25	31
Funding (£k)	928	1,342	333	687	558

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	<10	<10	48	226	229
	Homeless	<10	<10	213	607	616
	Older People	<10	<10	100	228	231
	Young People	<10	<10	72	258	261
	Sub Total**	<10	10	433	1,319	1,337
Non Floating Support Services	Disability	<10	27	223	2,331	2,347
	Homeless	<10	<10	60	998	1,011
	Older People	<10	27	753	354	354
	Young People	<10	<10	13	205	233
	Sub Total**	19	59	1,049	3,888	3,945
Grand Total*		-	69	1,482	5,207	5,282

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*
2018/19	1,283	892	174
2019/20	1,214	847	164
2020/21	1,265	792	497
2021/22	894	569	500
2022/23	875	568	581
2023/24	926	615	508

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 *
Aghalee	8	1	0	2	0	11	0
Ballinderry	8	11	0	8	0	27	1
Ballybeen	171	0	293	327	106	897	16
Ballycrune	5	0	0	11	0	16	0
Ballymacoss	202	0	105	260	0	567	9
Ballynadolly	0	0	0	3	0	3	0
Bests Hill	6	0	6	6	0	18	0
Brooklands	7	0	15	40	0	62	2
Carryduff	43	0	8	25	0	76	0
Castlereagh Rural	1	9	0	1	0	11	1
Coronation Park	19	0	2	28	0	49	1
Culcavey	24	0	0	11	0	35	1
Dromara	7	0	0	7	0	14	0
Drumbo	8	0	17	4	0	29	0
Dundrod	0	0	0	3	0	3	0
Dunmurry Rural Cottages	14	6	0	0	0	20	1
Feumore	0	1	0	0	0	1	0
Glenavy	12	1	0	13	0	26	0
Greenwood	57	0	75	75	0	207	5
Hilden	57	0	124	112	15	308	6
Hill Street	14	0	16	59	0	89	3
Hillhall	43	0	0	186	0	229	4
Hillsborough	39	6	11	15	0	71	1
Knockmore	14	0	46	73	37	170	1
Lambeg	21	0	29	31	0	81	3
Lisburn Rural Cottages	0	1	0	1	0	2	1

Table continues

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Long Kesh/Eglantine	5	0	0	17	0	22	0
Magheragall	0	5	0	0	0	5	0
Mawhinney Park	0	0	0	6	0	6	0
Maze	0	2	7	30	0	39	1
Megaberry	10	2	0	5	0	17	0
Milltown Derriaghy	14	0	0	111	0	125	2
Moatview Park	0	0	12	13	0	25	1
Moira	30	3	11	23	0	67	1
Moneyrea	31	0	5	11	0	47	1
Newtownbreda	2	0	15	34	0	51	1
Old Warren	79	0	138	399	7	623	7
Porters Row	10	0	0	0	0	10	0
Purdysburn	15	0	0	1	0	16	0
Ravarnette	9	2	0	30	0	41	0
Rockview	0	0	0	2	0	2	0
Ryan Park	0	0	0	14	0	14	1
Seymour Hill and Conway	104	0	430	172	20	726	13
Stoneyford	4	1	0	2	0	7	0
Tonagh/Manor/Causeway End	59	0	67	184	16	326	4
Warren	17	0	58	18	0	93	1
<b>Lisburn and Castlereagh Total</b>	<b>1169</b>	<b>51</b>	<b>1490</b>	<b>2373</b>	<b>201</b>	<b>5284</b>	<b>89</b>

Source: NIHE

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



# Appendix 7

## Applicants and Allocations at March 2024

	Applicants (Total)	Applicants (HS)	Allocations
Dundonald Small Estates	22	16	<10
Dundonald Urban	269	186	47
Newtownbreda	93	65	<10
<b>Castlereagh Urban Total</b>	<b>384</b>	<b>267</b>	<b>59</b>
Dunmurry	157	128	26
Greenwood	154	116	24
Hill Hall	32	21	<10
Lisburn City Centre	664	553	58
Lisburn North	303	243	45
Old Warren	149	122	25
<b>Lisburn/Dunmurry Urban Total</b>	<b>1,459</b>	<b>1,183</b>	<b>-</b>
Aghalee	<10	<10	<10
Annahilt	<10	<10	0
Boardmills	<10	<10	0
Carryduff	115	94	<10
Culcavey	15	11	<10
Dromara	23	15	<10
Drumbo	10	<10	<10
Dundrod	<10	<10	0
Glenavy	79	69	<10
Hillhall	<10	<10	<10
Hillsborough	77	51	<10
Lambeg	138	114	14
Lisburn Rural	<10	<10	0

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Lower & Upper Ballinderry	16	13	0
Maze	11	10	<10
Meghaberry	<10	<10	0
Milltown	28	21	<10
Moirá	101	73	10
Moneyrea	<10	<10	<10
Ravarnette	<10	<10	<10
Stoneyford	<10	<10	0
<b>Lisburn / Castlereagh Total</b>	<b>2,516</b>	<b>1,975</b>	<b>-</b>

Source: NIHE

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

# Appendix 8

## Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
<b>Belfast Regional Manager</b> 2 Adelaide Street Belfast BT2 8PB	<b>Liam Gunn</b>	<a href="mailto:liam.gunn@nihe.gov.uk">liam.gunn@nihe.gov.uk</a>
<b>Lisburn Antrim St Office</b> 29 Antrim Street Lisburn BT28 1AU		<a href="mailto:lisburndistrict@nihe.gov.uk">lisburndistrict@nihe.gov.uk</a>
<b>Castlereagh Office</b> 30 Church Rd Dundonald BT16 2LN		<a href="mailto:castlereagh@nihe.gov.uk">castlereagh@nihe.gov.uk</a>
<b>Lisburn and Castlereagh Area Manager</b>	<b>Desmond Marley</b>	<a href="mailto:des.marley@nihe.gov.uk">des.marley@nihe.gov.uk</a>
<b>Housing Services Manager</b>	<b>Ciaran Stitt</b>	<a href="mailto:ciaran.stitt@nihe.gov.uk">ciaran.stitt@nihe.gov.uk</a>
<b>Maintenance Manager</b>	<b>Michael Kelly</b>	<a href="mailto:michael.kelly3@nihe.gov.uk">michael.kelly3@nihe.gov.uk</a>

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
<b>Land and Regeneration Services</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Ailbhe Hickey</b> Assistant Director	<a href="mailto:ailbhe.hickey@nihe.gov.uk">ailbhe.hickey@nihe.gov.uk</a>
<b>Central Grants</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Emma Stubbs</b> Assistant Director Sustainable Homes	<a href="mailto:emma1.stubbs@nihe.gov.uk">emma1.stubbs@nihe.gov.uk</a>
<b>Belfast Place Shaping</b> 2 Adelaide Street Belfast, BT2 8PB	<b>Fiona McGrath</b> Head of Place Shaping	<a href="mailto:fiona.mcgrath@nihe.gov.uk">fiona.mcgrath@nihe.gov.uk</a>
<b>Development Programme Group</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Lynsay Magill</b> Head of Development Programme Group	<a href="mailto:lynsay2.magill@nihe.gov.uk">lynsay2.magill@nihe.gov.uk</a>
<b>Supporting People</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Alistair Mawhinney</b> Assistant Director	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

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

<b>Fuel Poverty</b>	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
<b>Full Duty Applicant (FDA)</b>	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
<b>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.
<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.

<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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