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Information Governance Team

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Our Ref: FOI 244

Request

We received your request on 15 December 2023 for the following information:

1.   *how many staff work for NIHE?*
2.   *how many staff are on extended leave for example due to sickness?*
3.   *how many staff are responsible for frontline service and casework in Belfast - housing officers*
4.   *how many applications for housing in Belfast are currently being handled by how many housing officers in Belfast*
5.   *the average case load for an individual housing officer in Belfast per year.*
6.   *the maximum caseload currently being handled by housing officers in Belfast.*
7.   *the average time spent on a case by housing officers in Belfast - from when an application is made until a permanent home is found*
8.   *any research/analysis/reports NIHE has developed regarding caseload management - for example 'time and motion' surveys*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

1.   **how many staff work for NIHE?**

     2994 (excluding agency workers) as at 30th September 2023

2.   **how many staff are on extended leave for example due to sickness?**

     78 on long term sick from August 2023

3.   **how many staff are responsible for frontline service and casework in Belfast – housing officers**

     109 (excluding agency workers) - 55 Housing Advisors, 10 Front End Housing Advisors and 44 Patch Managers as at 30th September 2023

4. **how many applications for housing in Belfast are currently being handled by how many housing officers in Belfast?**

    The number of applications for housing in Belfast currently being handled and the number of staff are fluid figures. Therefore, we can only provide the number of Homeless presenters for Belfast in 2022/23 as an indicator of a key area of team activity levels. We can advise that there were 5269 applicants presenting for assessment in Belfast Region. This represented a 2.7% decrease on the same period in the previous year.

5. **the average case load for an individual housing officer in Belfast per year.**

    The Housing Executive do not calculate average caseloads per Housing Advisor.

6. **the maximum caseload currently being handled by housing officers in Belfast.**

    There is no 'maximum' caseload identified due to the responsive and dynamic nature of housing and homelessness services. However, arrangements are in place for managers to actively oversee workloads and manage these on a day-to-day basis in line with available resources.

7. **the average time spent on a case by housing officers in Belfast - from when an application is made until a permanent home is found**

    The Housing Executive do not record time spent on cases by Housing Advisors. This is for the following reasons. The officer time spent varies greatly from case to case in line with a household's individual circumstances and the level of support they might need to help them find a solution to their housing issue. Furthermore, the time from an application being made until a permanent home is found is influenced by multiple factors and so there is no single meaningful estimate available. These factors include, for example, an applicants' identified areas of choice, their award of points, the turnover and demand for the areas that they have identified as their preferences for housing.
    We would refer you to the waiting list and other relevant information in the Belfast and Lisburn & Castlereagh City Housing Investment Plans which may be of assistance.
    [Lisburn and Castlereagh Housing Investment Plan 2023-26 (nihe.gov.uk)](#)
    [Belfast Housing Investment Plan 2023-26 (nihe.gov.uk)](#)

8. **any research/analysis/reports NIHE has developed regarding caseload management - for example 'time and motion' surveys**

    There are no research/analysis/reports that the Housing Executive has developed regarding caseload management. We refer you to the answers to points three and four above.

This concludes our response.