



Belfast

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# HOUSING INVESTMENT PLAN 2023-26

**Housing**  
Executive

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This document is available in alternative formats.

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# Executive Summary

Across Northern Ireland in 2022/23 we:



**83,500**

Managed over 83,500 social homes



**5,800**

Allocated almost 5,800 homes

**822**

Approved 822 Disabled facilities grants



**£95.05m**

Invested £95.05m in Planned Maintenance and Stock Improvement

**1,956**



Started 1,956 new social homes



**£470m**

Paid out £470m in Housing Benefit

**£371m**

Invested £371m in new build social homes



**19,000**

Provided over 19,000 housing support places to the most vulnerable through the Supporting People Programme and invested £75.23m



**554**

Sold 554 homes



**£55.1m**

Approximately £55.1m was invested in our Rural Communities



The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £694.66m for Northern Ireland.

## Northern Ireland 2022/23 Public Sector Housing Spend (£m)

**£16.94m**

Affordable Warmth and Boiler Replacement\*\*\*

**£24.71m**

ERDF Retrofit Programme

**£95.05m**

Planned Maintenance incl Stock Improvements\*

**£14.25m**

Adaptations for Persons with a Disability

**£9.71m**

Grounds Maintenance

**£74.57m**

Response Maintenance

**£11.90m**

Private Sector Grants

**£75.23m**

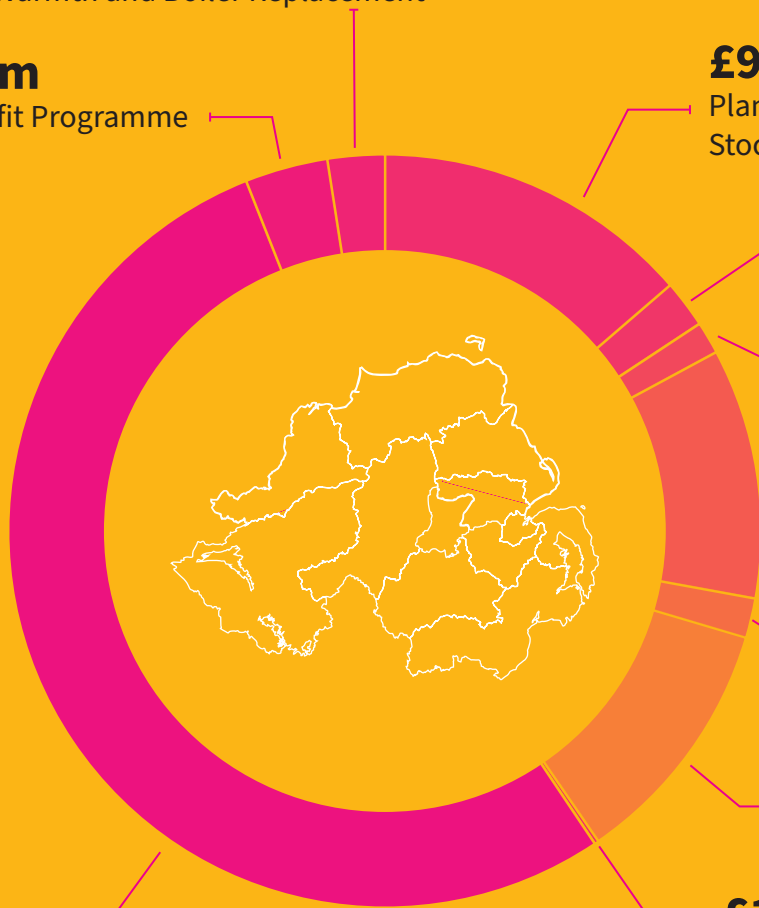
Supporting People

**£371m**

Investment New Build\*\*

**£1.30m**

Community Development



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £75.58m and Stock Improvement Spend was £19.47m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

\*\*\*Affordable Warmth spend was £16.33m and Boiler Replacement spend was £0.61m.

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

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2022/23 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend totalling £319.02m for Northern Ireland.

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

**£14.15m**

Affordable Warmth and Boiler Replacement\*\*

**£8.50m**

ERDF Retrofit Programme

**£94.42m**

Planned Maintenance incl Stock Improvements\*

**£71.86m**

Supporting People

**£18.24m**

Private Sector Grants

**£16.95m**

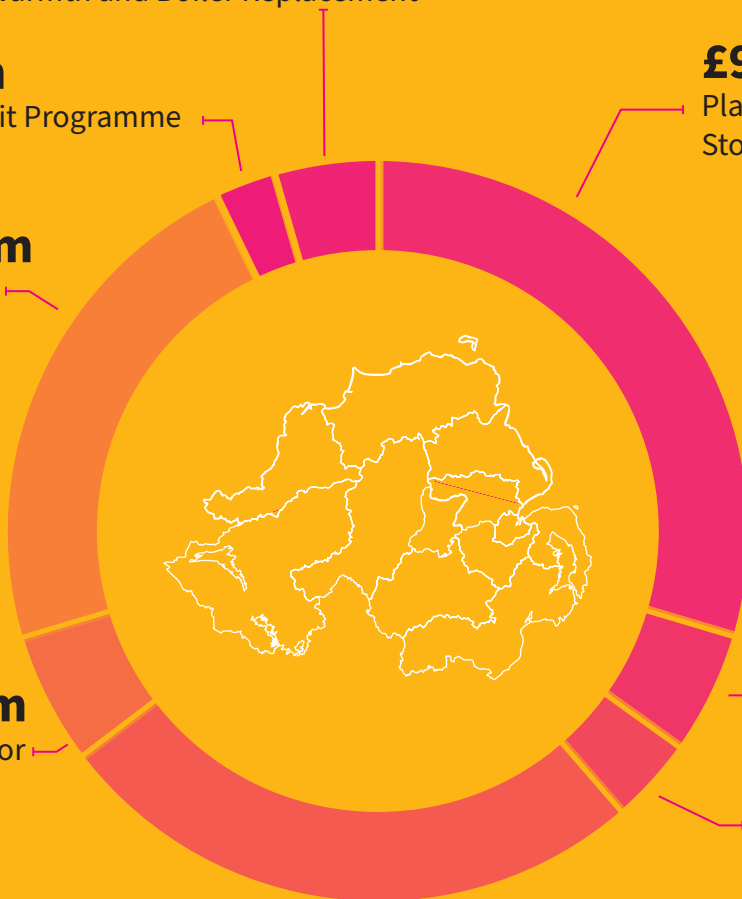
Adaptations for Persons with a Disability

**£11.82m**

Grounds Maintenance

**£83.08m**

Response Maintenance



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £79.77m and Stock Improvement Spend is £14.65m.

\*\*Affordable Warmth projected spend is £14m and Boiler Replacement projected spend is £0.15m.

Investment in new build and Community Development projected spend is not available.

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

# In Belfast in 2022/23, the Housing Executive:



**Managed**  
**25,152**  
social homes



**Allocated**  
**1,582**  
homes



**Started**  
**302**  
new social homes



**Delivered**  
**62**  
Disabled facilities grants



**Provided**  
**5,336**  
housing support places to the most vulnerable through the Supporting People Programme



**Paid out**  
**£141.6m**  
in Housing Benefit



**Completed**  
**98%**  
of repairs within target



**Community Grants**  
**£57k**  
funding awarded



**Community Cohesion**  
**£167k**  
funding awarded  
+ Areas at Risk **£33k**



**Community Safety**  
**£194k**  
funding awarded



**Energy Efficiency**  
**£6m**  
spend



**Affordable Warmth**  
**554**  
installations



**Affordable Warmth Spend**  
**£1.64m**  
spend



**Supporting People**  
**£22.5m**  
spend



**Disabled Facilities Grants (DFGs)**  
**£840k**  
approval value



**Adaptations**  
**£2.6m**  
spend



**New Build**  
**£64.6m**  
spend



**New Build Completed**  
**405**  
homes



**Under Construction**  
**1,680**



**New Build Planned**  
**1,985**  
(2023/24 – 2025/26)



**Waiting List March 2023**  
**12,175**  
applicants, **9,531** in Housing Stress (78.3%)



**NIHE House Sales**  
**114**  
average selling price **£63k**

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £158.5m for Belfast.

## Belfast City Council 2022/23 Public Sector Housing Spend (£m)

**£1.80m**

Affordable Warmth and Boiler Replacement\*\*\*

**£64.58m**

Investment New Build\*\*

**£26.01m**

Planned Maintenance incl Stock Improvements\*

**£15.92m**

ERDF Retrofit Programme

**£2.63m**

Adaptations for Persons with a Disability

**£1.79m**

Grounds Maintenance

**£22.07m**

Response Maintenance

**£0.42m**

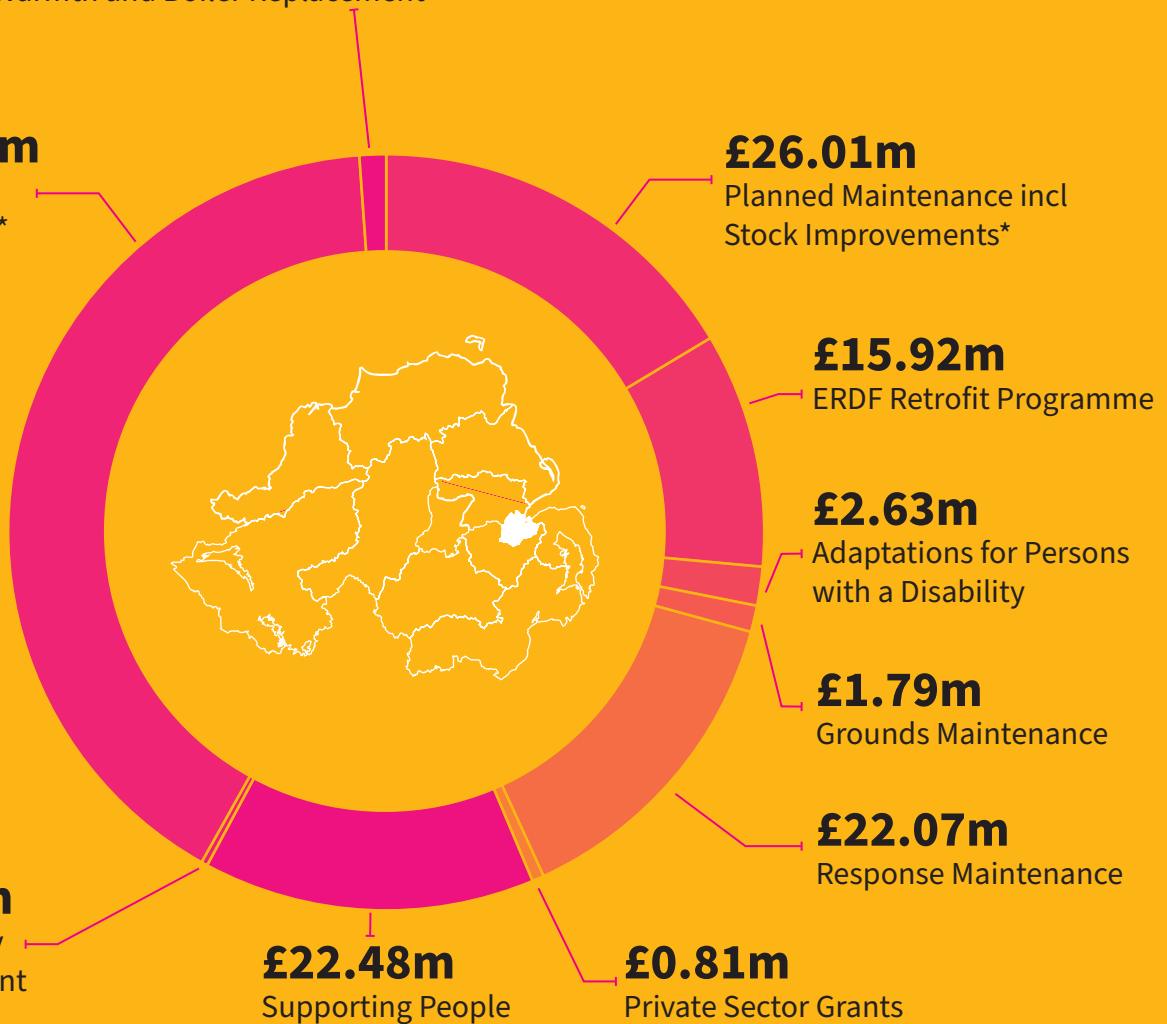
Community Development

**£22.48m**

Supporting People

**£0.81m**

Private Sector Grants



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £23.60m and Stock Improvement Spend was £2.41m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

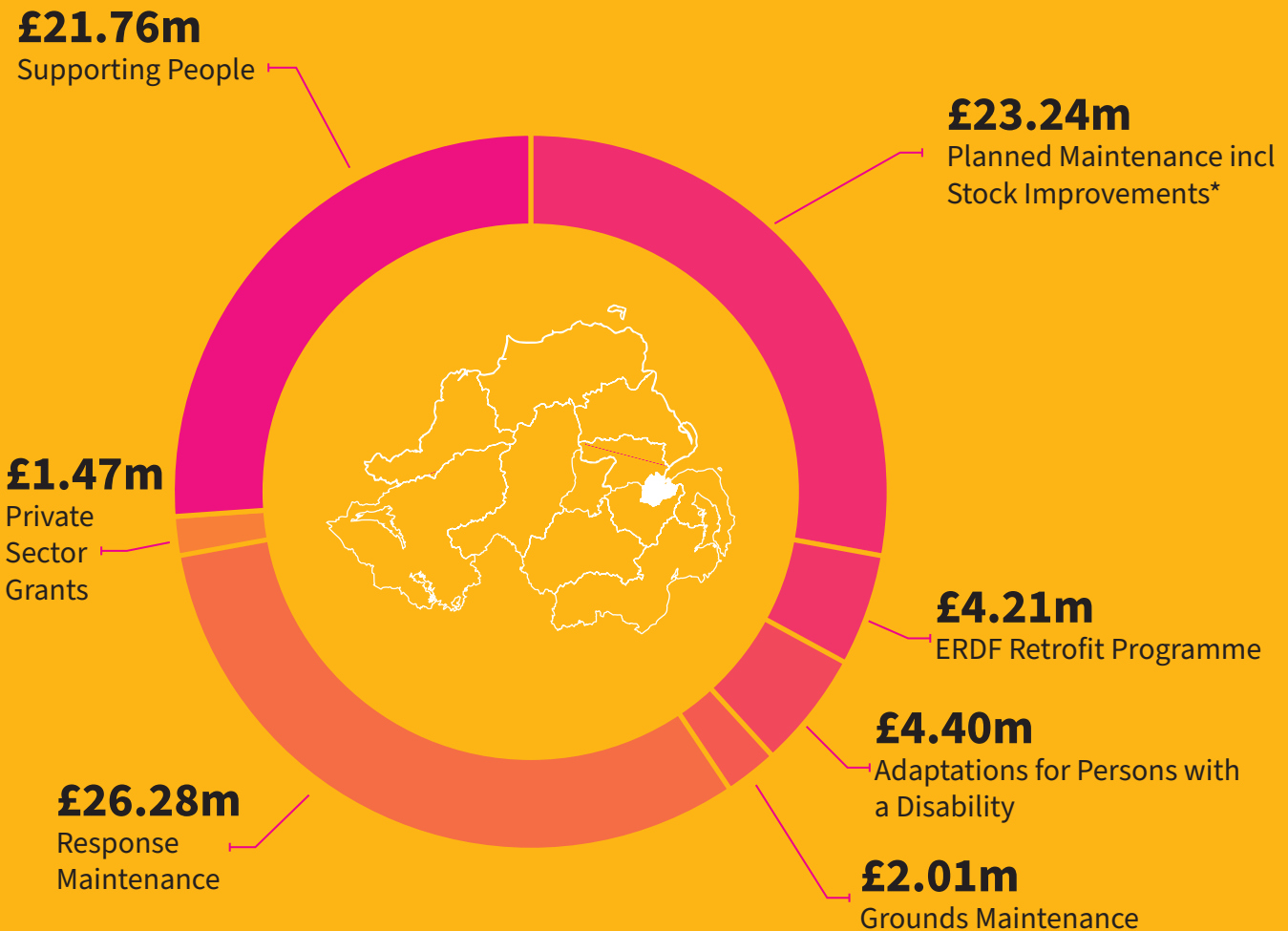
\*\*\*Affordable Warmth spend was £1.64m and Boiler Replacement spend was £0.16.

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

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Belfast totalling £83.37m.

## Belfast City Council 2023/24 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £21.34m and Stock Improvement Spend is £1.90m. Investment in new build and Community Development projected spend is not available. Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated. ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.



# Foreword

**Welcome to the Northern Ireland Housing Executive's Housing Investment Plan, which reports on progress made over the past twelve months and sets out our ambitions for the coming year.**

- While the external environment in which we operate remains challenging, the majority of last year's targets have been met, or exceeded. NIHE has invested more in our tenants' homes, over the past 12 months, than in any of the previous 15 years. This demonstrates our commitment to improving the health and well-being of our tenants by keeping their homes safe, warm and dry.
- In partnership with housing associations, through the Social Housing Development Programme, we facilitated 1,956 new build social housing starts across Northern Ireland.
- We expanded our Financial Inclusion Service to ensure as many tenants as possible had access to the right kind of financial advice.
- We made significant progress in implementing our Sustainable Development Strategy; growing the number of homes benefitting from retrofitting, and expanding our tree planting programme to improve climate adaptation across Northern Ireland.

This Housing Investment Plan demonstrates how we are working as a partner to deliver Community Plans. We continue to engage with Community Planning partners to deliver housing outcomes. The plans also reflect the objectives set out in our own Corporate Strategy:

- A significant shift towards sustainable development – locking us on a path to decarbonising our homes and protecting our assets and our tenants;
- Putting us in a position where we can borrow to build and to invest – and building our capacity to do so;
- Extracting social value from our spending power – delivering local inclusive economic development, by investing in skills and supply chains;

- Much greater involvement of customers in decisions and services that affect their lives and a strategic focus on alleviating the impact of the rising cost of living;
- A strategic shift towards prevention of homelessness and urgent re-housing for those experiencing homelessness; and
- Being a delivery partner for all of government – towards the reduction of economic inactivity, delivery of green growth and early intervention to improve lives.

NIHE takes its responsibilities as a Community Planning Partner very seriously. Delivery of our housing objectives is key to the social, economic and environmental benefits of each council area. I am grateful for the partnerships which we have built with councils across Northern Ireland, and look forward to working together as we deliver against our shared goal of providing better places to live for the people and communities we serve.



**Grainia Long**  
CHIEF EXECUTIVE



# Introduction

Welcome to the new 'Housing Investment Plan 2023-2026'. The Housing Executive is statutorily required under the 1981 Housing Order to report to Councils on its past year's performance (2022/23) and next year's proposals (2023/24). The Housing Investment Plan 2023-2026 however will look ahead to the next 3 years and is aligned to the [3 year Corporate Strategy](#) (2022/23 -2024/25) and its associated set of strategic priorities, which commit the Housing Executive to:

- Working with our partners to increase social housing supply to help meet identified need and building our capacity to borrow, invest in our stock and add to new supply
- Helping NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations
- Investing an estimated £1,700m (over the next 3 years) into our local economy, through our housing services, construction activity, employment opportunities and through our support for the health, voluntary and community sectors, while also processing circa £1,148m in Housing Benefit payments across public and private housing tenures over the same period
- Working with our partners to deliver innovative housing solutions for our customers and to help reduce poverty and improve Health & Wellbeing
- Involving our customers to ensure that they are at the heart of service improvements and our business delivery mode
- Being an employer of choice and delivering high quality services for all in Northern Ireland's increasingly diverse community

The Housing Investment Plan is also aligned to the outcomes of each Council's Community Plan to show how our work supports the delivery of the plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

Part 1 below is the Strategic Context, focusing on achievements during the 2022/23 business year in respect of the Housing Executive's suite of Strategies, Programmes and Action Plans as the Strategic Housing Authority for Northern Ireland and a landlord at scale. The Strategic Context will also include links to relevant documents and related additional reference material. Part 2 sets out the local context and outcomes tables of locally specific Housing Executive performance against Council's Community Planning objectives.

# Overview

When writing the HIP, we have taken account of the wider strategic context, including:



The Communities Minister’s November 2020 statement on housing reform and plans to revitalise the Housing Executive



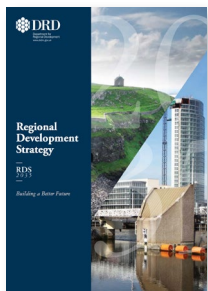
New Decade New Approach



The consultation on the Programme for Government Draft Outcomes Framework 2021



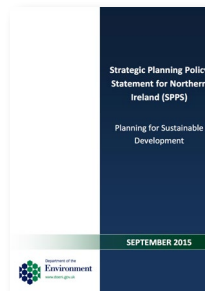
The Sustainable Development Strategy



The Regional Development Strategy



The Housing Supply Strategy



Strategic Planning Policy Statement

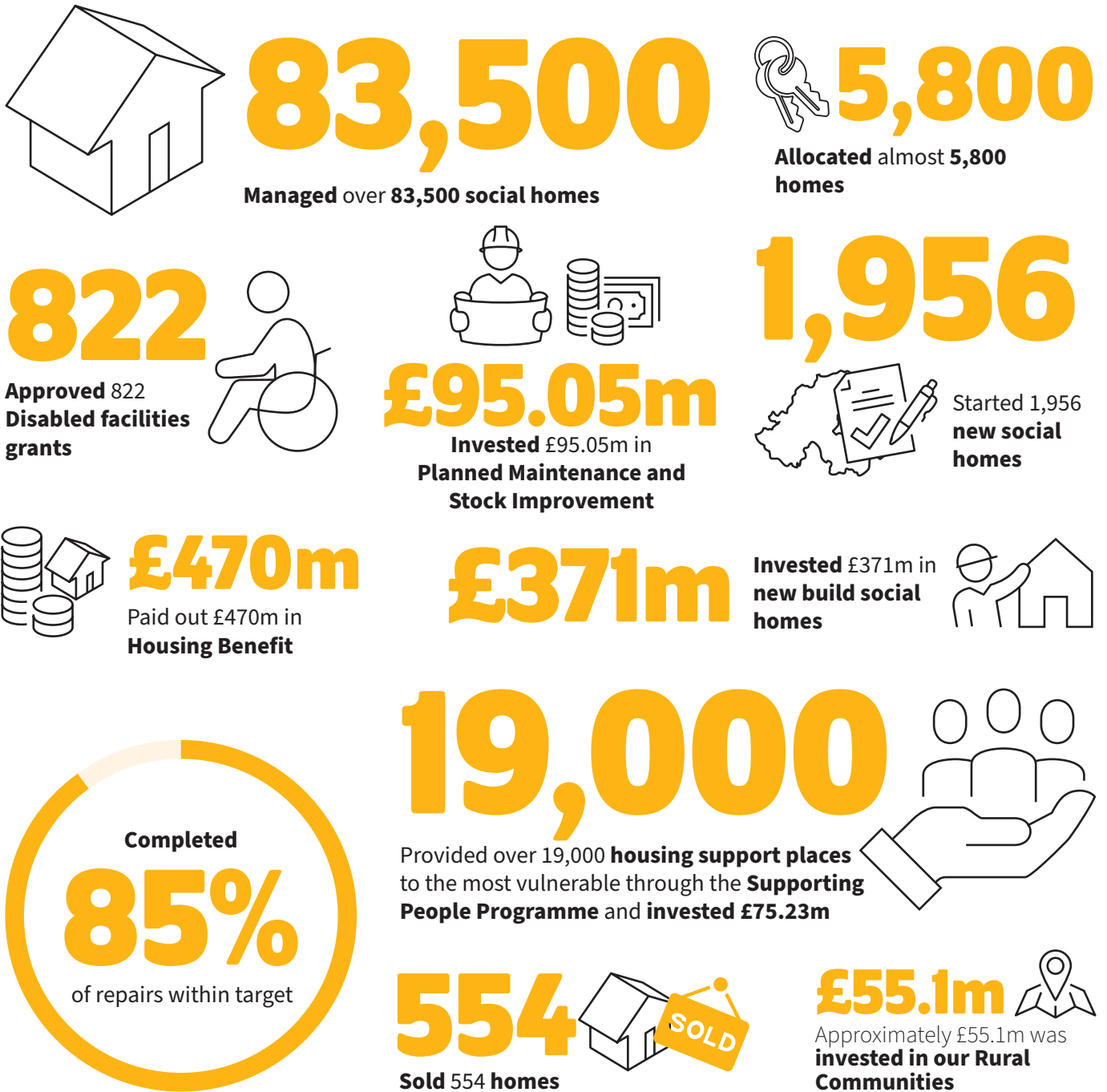


The emerging suite of new Local Development Plans

In addition, the broader context of post-Covid recovery, environmental and climate risks, Economic challenges associated with market uncertainty and increased household costs are all important factors for planning for the future.

In this context, we have set out our plans to ensure that we address the challenges and maximise the opportunities open to us over the coming years. In the sections below, we have highlighted some of these key themes and their implications for the Housing Executive.

Across **Northern Ireland in 2022/23**, the Housing Executive achieved a significant amount as summarised below.



# Part 1 - Strategic Context

The Housing Investment Plan 2023-2026 has not been developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes which impact on the daily lives of the Housing Executive's customers and tenants. Underpinning much of the work that the Housing Executive do are the key themes of Revitalisation and Sustainable Development, as well as all the measures and interventions at a local level that are firmly focused on the needs of our customers and providing high quality public services, in achieving positive housing outcomes across Northern Ireland. Also in this section, aligning with the Corporate and Business Plan, we present our strategies and key programmes of work that have been progressed over the last year under the six strategic priorities. This work has impacted across the community and the environment and continues to inform the work of the Community Planning Partnerships.

## Housing Executive Revitalisation

Following commitments in New Decade New Approach and in the Minister for Communities statement in November 2020, the Housing Executive continues to work with the Department for Communities (DfC) in progressing the Revitalisation Programme, which will consider and assess options to meet the investment challenge through a revitalised strategic housing authority and a sustainable social landlord that can maintain and provide good quality and affordable social homes for current tenants and future generations.

An informal board briefing presentation on Revitalisation took place on 14th December 2022 outlining the case for change and the key elements of the Outline Business Case. Further presentations will be made as work is progressed.

The current situation is that the Minister provided a written update on

progress with the Outline Business Case on the 21st October providing the following detail:

- A commitment that the Housing Executive will not be privatised;
- An assurance that consideration will be given only to options that limit change and which ensure that the Housing Executive remains dedicated to the essential public service of social housing as it has done so successfully for the past 50 years; and
- The ideal option as always is one in which the Housing Executive strengthens its role as the Strategic Housing Authority and, as a public housing landlord, has access to borrowing.

Discussions are ongoing between DfC and the Housing Executive on next steps.

## Sustainable Development

The work of the Housing Executive has long been associated with sustainable practices and continues to endeavour to make a difference to help to sustain the environment for future generations. The key focus is on improving the lives of the people in our communities and making the planet a better place, which aligns with our Strategic Vision of Making a Difference. Our work ranges from providing land for community allotments and gardens, planting of open spaces, to energy efficiency interventions for Housing Executive stock and reporting on home energy conservation across the residential sector.

During 2022, the Housing Executive achieved Platinum in the Business in the Community NI (BITC) Environmental Benchmarking Survey. In conjunction with BITC, the Housing Executive have signed up to the Climate Action Pledge, by signing this Pledge we have committed to reduce our absolute scope 1 and scope 2 Greenhouse Gas (GHG) emissions by either 30% by 2030; and to work towards measuring and reporting our scope 3 GHG emissions.



# Emerging issues Impacting on Housing

## Supply

After two years of decline, the number of new dwellings started in 2021-22 stood at 7,400, which is still some way off the 2018-19 high of 8,400. A similar pattern emerges in completions: in 2021-22, 7,300 dwellings were completed, and although higher than the previous year, still lower than the number of new dwellings completed in 2018-19 (7,800). In 2022/23, there were just over 6,400 completions.

## Rents

Taking a longer term view on rental levels, rents have increased by almost 50% from 2015 to date, and the number of properties available to rent has decreased by around 50% over the same period. The rent charged for new properties to let continues to increase – the average monthly rent across the Belfast City Council Area (BCCA) increased by 12.7% annually to £875, whilst outside of Belfast, the average Local Government District rent was up by 7.2% over the year period to £708 per month.

Undoubtedly the wider economic environment has impacted on affordability issues for households in Northern Ireland. In turn, these affordability issues coupled with the economic conditions impacts on housing supply.

## Cost of living

Northern Ireland has the UK's highest proportion of low paid jobs (almost one in five), the lowest discretionary disposable income, and local households spend disproportionately higher amounts of their income on energy, food and fuel relative to the rest of the country, so the country is particularly impacted by the cost of living crisis. Useful link: [Cost of Living | nidirect](#)

## Construction industry & Labour market

Pressures are apparent within the construction industry. The CEFNI survey found that 50% experienced a worsening in profit margins since 2021, and looking forward into 2023, the 4 main challenges were reported to be:

increased cost of materials, Inflation, access to skilled labour and political uncertainty / no functioning Executive.

The labour market in Northern Ireland recovered relatively quickly from the pandemic and 2022 saw the lowest unemployment rate in the Labour Force Series to date. Further analysis shows however that there has been a slump in self-employment, down one quarter on where it was pre-pandemic, and conversely that there has been an increase in employees. The number of weekly hours that an average full-time worker works is still less than those pre-pandemic. Vacancies remain stubbornly high, with double the jobs being advertised than pre-pandemic.

## **House prices**

Over the past year, the housing market has showed strong resilience in terms of pricing levels, however, the first quarter of 2023 recorded the first marginal quarter-on-quarter decline in pricing levels in just over 2 years. This was accompanied by reduced transactional activity. The average price of a dwelling in Northern Ireland in Q1 2023 was £203,326, an annual increase 2.2% from Q1 2022, but a 0.7% decline from Q4 2022. Continuing desire for home ownership will be tempered by ongoing economic conditions.

## **Inflation & Interest rates**

The surge in inflation resulted in a 41 year high figure of 11.1% in October 2022. By March 2023 the Consumer Prices Index (CPI) decreased slightly to 10.1%, but despite this drop, CPI inflation remains stubbornly high, particularly for necessities such as food and non-alcoholic beverages. After an extended period of abnormally low interest rates between 2009 and early 2022, the Bank of England base rate has risen steadily over the last year. By March 2023, the interest rate stood at 4.25% and some commentators expect that gradual increases will continue during 2023 in an effort to control inflation.

## **Relationship with our Customers**

The Housing Executive is a trusted organisation, with strong relationships with our customers, at the most local level. Delivering our vision will require continued strengthening of these relationships, particularly following a period of remote service delivery due to restrictions imposed due to COVID-19. Over this plan period we look forward to more face to face

contact with customers, and making our services as seamless and easy to access as possible. We are constantly seeking to build new, and further develop existing relationships with organisations who advocate, champion or support customers.

For our tenants the Housing Community Network (HCN) is fundamental structure through which the Housing Executive maintains positive engagement and involvement with tenants and community representatives through approximately 300 community groups at a community-based level, in both rural and urban locations across Northern Ireland. The Central Housing Forum sits at the top of the HCN pyramid structure and has a recognised and meaningful role in the monitoring and decision-making process of the Housing Executive and influences decisions affecting tenants and communities all over Northern Ireland. Supporting Communities organises this network and acts as a secretariat to the various forums. However we intend to go further and create a more central role for tenants and customers in NIHE governance. It will result in an approach to service design and delivery based on partnership or co-production, whereby we design our systems and services with rather than onto our customers.

Useful links: [Corporate Customer Charter \(nihe.gov.uk\)](https://www.nihe.gov.uk/corporate-customer-charter)  
[Customer Excellence Strategy](#)

## Strategic Priority 1

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

Workstream	Summary / Current Status	Further reading
<b>Affordable Housing / SHMA</b>	The Housing Executive has continued to work closely with DFC on the provision of new affordable housing products. This includes the development of Intermediate Rent housing. Intermediate Rent aims to increase housing supply and provide a housing choice, which is of high quality, is more affordable and more secure for households. DFC published an Intermediate Rent Policy in March 2023 and we are now working on the delivery of Intermediate Rent units to those whose needs cannot be met in the housing market.	<a href="https://communities-ni.gov.uk/affordable-housing">Definition of affordable housing   Department for Communities (communities-ni.gov.uk)</a>  <a href="https://nihe.gov.uk/northern-ireland-summary-report">Northern-Ireland-Summary-Report-(PDF-1-4MB).pdf (nihe.gov.uk)</a>  <a href="https://nihe.gov.uk/news">The Housing Executive - News (nihe.gov.uk)</a>
<b>Asset Management Strategy</b>	The Asset Management Strategy that was approved by the Board and the Department in 2015/16 was ‘parked’ in late 2017 on funding grounds. A temporary strategic investment approach was agreed with the Department and has been in place since, which is aimed at maximising our stock available for letting in the face of high and rising housing need. Work is continuing via the Housing Executive Revitalisation Programme on developing a sustainable funding solution to meet our stock investment requirements.	<a href="https://nihe.gov.uk/asset-management-strategy">An Asset Management Strategy for the Northern Ireland Housing Executive (nihe.gov.uk)</a>
<b>Housing Supply Strategy</b>	The NIHE have prepared an action plan on the expansion of the Social Housing Development Programme and this has been agreed with DFC. Actions are progressing including the preparation of a Housing Executive Land Acquisition Business Case which is with DFC for approval.	<a href="https://communities-ni.gov.uk/housing-supply-strategy">A new housing supply strategy   Department for Communities (communities-ni.gov.uk)</a>
<b>Land Asset Management Strategy</b>	As the Strategic Housing Authority of Northern Ireland and the largest landlord, the Housing Executive has been, and continues to be, in a unique position as custodian of significant public assets to ensure our land and property assets are effectively utilised to provide new housing and to enable and facilitate safe and sustainable communities.	

Table continues

Workstream	Summary / Current Status	Further reading
	<p>The Land Asset Management Strategy and Action Plan 2023-2026 is part of the NIHE’s overall Corporate Asset Management Strategy and has been developed in the context of persistently increasing numbers of people living in housing stress and the growing waiting list.</p> <p>The Strategy sets out how the Housing Executive proposes to utilise its land assets over the next three years to support its vision, and that of our partners, to deliver positive and meaningful outcomes for our tenants and citizens across Northern Ireland.</p>	
<p><b>Local Development Plans (LDP)</b></p>	<p>As a statutory consultee in the development plan process we have been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enabling positive place making and ambitious developments that will shape local areas over a long term 15-year period. LDPs are a valuable way to provide affordable, accessible and sustainable housing for those in need and can support the development of balanced and cohesive communities.</p> <p>This partnership working with different agencies will be important to help more people access suitable housing to meet their needs, and to improve wellbeing and quality of life. Our role is to help ensure everyone has access to good-quality, affordable housing and to promote an integrated, shared society.</p> <p>Seven Councils have published their draft Plan Strategies and five of these have completed Independent Examination (IE) stage. Derry and Strabane’s public hearing element of the IE is scheduled to start in September 2024. Belfast City Council’s Plan Strategy and Fermanagh &amp; Omagh Plan Strategy document have now been adopted, and three additional development plans are likely to progress to adoption during 2023/24, (Lisburn &amp; Castlereagh City Council, Antrim &amp; Newtownabbey and Mid &amp; East Antrim).</p>	<p><a href="https://infrastructure-ni.gov.uk">NI Planning System   Department for Infrastructure (infrastructure-ni.gov.uk)</a></p>

Table continues

Workstream	Summary / Current Status	Further reading
<p><b>Social Housing Development Programme (SHDP)</b></p>	<p>The key SHDP targets for the 22/23 year were to deliver a minimum of 1,950 social housing Starts and 1,400 social housing Completions. There was also a target for 10% of General Needs New Build social housing Starts to be designed in line with Wheelchair Design Standards; and for 12.9% of all new social housing Starts to be in Rural locations.</p> <p>At the end of March 2023, the SHDP out-turn position was confirmed as follows:</p> <ul style="list-style-type: none"> <li>• 1,956 new social housing Starts;</li> <li>• 1,449 new social housing Completions;</li> <li>• 150 new social housing Wheelchair Starts (9% of General Needs New Build Starts);</li> </ul> <p>71 new Rural social housing Starts (4% of total Starts).</p>	<p><a href="#">Social Housing Development Programme</a></p> <p><a href="#">Housing Association Guide   Department for Communities (communities-ni.gov.uk)</a></p> <p><a href="#">Development Guide   Department for Communities (communities-ni.gov.uk)</a></p>

## Strategic Priority 2

**As NI’s largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

Workstream	Summary / Current Status	Further reading
<p><b>Sustainable Development Strategy</b></p>	<p>The Housing Executive launched our Corporate Sustainable Development Strategy and Action Plan which outlines our commitment to sustaining our environment for future generations and providing quality, affordable housing, while reducing net zero carbon emissions by 2050.</p> <p>Over the next five years, as the strategic housing authority for Northern Ireland, we have committed to improving our social and environmental impact while addressing the cost of living crisis.</p> <p>Strategic sustainable development targets include:</p> <ul style="list-style-type: none"> <li>• a 6% reduction in carbon emissions by 2026;</li> <li>• as a landlord, retrofit housing to increase energy efficiency by 2030, plus a 23% reduction in carbon emissions up to 2030/31; and</li> <li>• a corporate 25% reduction in carbon emissions by 2030/31.</li> </ul> <p>Key strategic actions include improving the organisation’s built environment, supporting biodiversity, assisting sustainable communities and promoting sustainable transport.</p> <p>Educational empowerment leading to behaviour change is essential, and improved health and wellbeing outcomes through more sustainable living is also a key focus for change.</p>	<p><a href="#">Housing Executive zeros in to eliminate carbon</a></p> <p><a href="#">Corporate Sustainable Development Strategy and Action Plan (2022-2027)</a></p>
<p><b>Modern Methods of Construction / Low Energy Pilot</b></p>	<p>We have developed a pilot new build scheme of 6 homes for a site in Ballysillan utilising Modern Methods of Construction and Low Energy technology. Due to rising costs in the construction sector it is necessary to re-tender the scheme, and we hope to start on site later this year.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
<p><b>Cavity Wall Insulation (CWI)</b></p>	<p>Following a research report on cavity wall insulation in our stock, our CWI Action Plan was launched in March 2022. The Action Plan is aimed at addressing the findings and recommendations made in the report. A number of actions are set out in the plan relating to, for example, a new CWI extraction/refill process and a small remedial programme. Work is ongoing.</p>	<p>The Cavity Wall Insulation Action Plan is available at <a href="https://www.nihe.gov.uk/cavity-wall-insulation-action-plan-2022">Cavity Wall insulation action plan 2022 (nihe.gov.uk)</a></p>
<p><b>NI Energy Advice Service and Oil Savings Network Service</b></p>	<p>As the Home Energy Conservation Authority for Northern Ireland, part of the Housing Executives strategy to deliver its statutory responsibilities is to promote energy efficiency and advice to all households. Since April 2020, the refreshed Northern Ireland Energy Advice Service, delivered in house by the Housing Executive, has received over 14,000 queries up to 31st December 2022.</p> <p>The NI Energy Advice Service (NIEAS) is NI's only one-stop-shop for information on energy efficiency, grant availability, cost savings and renewables. This advice offers vital help via energy cost saving information to vulnerable householders, older people and those on low incomes and answers over 5,000 queries annually. The NIEAS team annually signpost nearly 4,000 customers to available energy grants such as the Housing Executive Boiler Replacement Scheme; a Council-led targeted Affordable Warmth Scheme, aimed at those in fuel poverty and those more vulnerable within our society, and the Utility Regulator's Northern Ireland Sustainable Energy Programme (NISEP).</p> <p>The Oil Savings Network service is actively growing its membership across all Northern Ireland householders (9,000 active members), with the key objective of tackling fuel poverty. The delivery of this service is now an integrated part of the NI Energy Advice Service and its aim is to help householders across Northern Ireland continue to save on their home heating oil.</p>	<p><a href="#">Energy Advice Service</a> <a href="#">Oil Buying Club Service</a></p>
<p><b>Rural-Led Energy Transition (RULET)</b></p>	<p>The Report on the outcomes of the RULET project is due for release early 2023. This scheme tested the deployment of various energy efficiency measures including smart energy technology in Housing Executive homes.</p> <p>2023-2025 will see the roll out of a low carbon programme of 300+ dwellings to provide evidence for a future of decarbonised heating policy.</p>	<p>GIRONA <a href="http://www.gironaenergy.com">www.gironaenergy.com</a></p>



Workstream	Summary / Current Status	Further reading
<p><b>European Regional Development Fund (ERDF)</b></p>	<p>This six-year €45 million programme is expected to be completed by September 2023. There are currently 20 schemes on site. However, due to delays during COVID-19 and contractor issues, the target of home completions has been reduced to 1,597 properties by September 2023. This scheme also won a National Inside Housing Development Award as 'Climate Change Retrofit Project of the Year 2022'.</p>	

## Strategic Priority 3

**As NI’s largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures**

Workstream	Summary / Current Status	Further reading
<b>Social Enterprise Strategy</b>	<p>Since the introduction of the Social Enterprise Plus Strategy 2020 – 2024 we awarded £372,660 with an actual spend of £366,360 to date.</p> <p>During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy. A further round of funding is planned totalling up to £200,000 for 2023/24 financial year.</p> <p>This review included the 4 elements below of being of particular interest;</p> <ul style="list-style-type: none"> <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><a href="#">Social Enterprise Plus Strategy 2020-2024</a></p>
<b>Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25</b>	<p>The Supporting People Strategic Plan and COVID-19 Recovery Plan 2022-25 was approved by the Housing Executive Board on 6th July 2022. Since then, Supporting People have been actively engaged in delivery of the Strategic Actions detailed under the four Strategic Priorities, which are:</p>	<p><a href="#">Supporting People Three Year Strategic Plan and Covid-19 Recovery Plan (nihe.gov.uk)</a></p>

Table continues

Workstream	Summary / Current Status	Further reading
	<ol style="list-style-type: none"> <li>1. Drive the recovery and re-build beyond COVID-19.</li> <li>2. Work towards closing the 14% gap between need for services and supply.</li> <li>3. Collaborate with providers, to invest in service innovation to achieve greater outcomes.</li> <li>4. Strengthen relationships across health, criminal justice with the aim of generating greater value from public funds.</li> </ol> <p>Accordingly, Supporting People have developed a Draft Strategic Action Plan and a Progress and Monitoring Framework and Report, and have established an internal Project Board to ensure effective governance, delivery and reporting of our strategic commitments.</p>	
<p><b>Welfare Reform</b></p>	<p>NIHE has:</p> <ul style="list-style-type: none"> <li>• continued to communicate with staff and customers regarding relevant welfare changes via social media, publications and via housing community networks and community based events;</li> <li>• ‘Making Your Money Work’ has delivered training to front line staff, ensuring tenants are offered appropriate advice and support at key points in their tenancy journey to improve their financial wellbeing;</li> <li>• expanded the Financial Inclusion Team, increasing the number of staff delivering direct benefits and money advice to tenants housing customers and applicants from 5 to 10;</li> <li>• completed and published Universal Credit (UC) customer journey research. Some recommendations of the research have already been delivered through the enhancement of communications with tenants regarding UC, others have been incorporated into the draft Financial Inclusion Strategy 2023-2028 action plan;</li> <li>• continued to work with DfC in the preparation for the commencement of Move to UC;</li> <li>• completed a review of the Discretionary Housing Payment scheme in partnership with DfC and the advice sector. A number of policy changes have now been implemented which ensures we are maximising spend and helping more people than ever before to sustain their tenancy. As a result, we are also helping to prevent and alleviate homelessness.</li> </ul>	<p><a href="#">The Housing Executive - Welfare reform</a></p> <p><a href="#">Universal Credit Customer Journey Research report</a></p> <p><a href="#">DHP Policy Document</a></p>

Workstream	Summary / Current Status	Further reading
<p><b>Tower Blocks</b></p>	<p>Our Tower Blocks Action Plan was approved by the Board and the Department in 2019. The Action Plan comprises a mixture of demolition, redevelopment and refurbishment. Demolition works have commenced at Monkscoole House in Rathcoole. Nine other blocks have been approved for demolition/redevelopment and rehousing/clearance activities are ongoing. We are also working on developing improvement proposals for a number of blocks.</p>	<p><a href="#">Tower-block-strategy</a>  <a href="#">Tower Blocks Action Plan (nihe.gov.uk)</a>  <a href="#">Tower Blocks Update - Autumn 2022 (nihe.gov.uk)</a></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	Summary / Current Status	Further reading
<b>Community Cohesion Strategy</b>	The Community Involvement Strategy 2018-2022 and Community Cohesion Strategy 2015-2020 are currently under review. We will continue to support communities through the Cohesion and Involvement funding streams. We continue to work in partnership and Service Level Agreements have been established with Supporting Communities Northern Ireland (SCNI), Northern Ireland Youth Forum, Disability Action and Rural Community Network. A Terms of Reference was established for the Central Housing Forum.	<a href="#">Community Cohesion Strategy</a> <a href="#">Community Involvement Strategy</a>
<b>Community Safety Strategy</b>	The Housing Executive has a dedicated Community Safety Team based in Belfast. This team works with locally based staff to provide a range of services to deal with community safety issues and anti-social behaviour.  The Housing Executive’s Community Safety Strategy 2020-23 aims to make our communities safe and to tackle anti-social behaviour. We will do this by building on our three key aims: <ul style="list-style-type: none"> <li>• building community confidence;</li> <li>• ensuring local solutions; and</li> <li>• working together.</li> </ul> We work with other agencies, groups and tenants to deal with anti-social behaviour. Our new Community Safety Strategy builds on this work with our partners. It highlights the actions that we have taken in recent years to build better communities and ensure they are a welcoming place to live and visit.	<a href="#">Community Safety Strategy</a> <a href="#">Community Safety Strategy launched</a>
<b>Good Neighbour Campaign</b>	As part of the Housing Executive’s 50th anniversary, our Communications Team, in collaboration with the Community Safety Team ran a multi-channel campaign over the summer / autumn that highlighted to the media, the public and to our customers that our communities are attractive and safe places to live in.	

Workstream	Summary / Current Status	Further reading
	<p><b>The objectives of the campaign were to:</b></p> <ul style="list-style-type: none"> <li>• Show that our estates are attractive and safe places to live;</li> <li>• Celebrate those living in our homes who make a difference in their community;</li> <li>• Challenge stereotypes associated with social housing;</li> <li>• Raise awareness of how we can support tenants to tackle low level anti-social behaviour;</li> <li>• Encourage tenants to take small steps to reduce low level anti-social behaviour.</li> </ul> <p>The campaign shared Good Neighbour tips, promoted the range of ways that we tackle anti-social behaviour, and posted success stories from our Community Safety Strategy on our social media channels. The Facebook posts reached nearly 240,000 people, the videos nearly 70,000 and promoting the Community Safety Strategy had 6,500 impressions.</p>	
<p><b>Homelessness Strategy &amp; Homelessness Services</b></p>	<p>The Homelessness Strategy 2022-27 was published on the 23rd March 2022 and over the course of 2022/23 the Housing Executive has worked on delivering the Year 1 Action Plan. The Homelessness Strategy is based on the following three objectives;</p> <ol style="list-style-type: none"> <li>1. Prioritise homelessness prevention;</li> <li>2. Address homelessness by providing settled, appropriate accommodation and support;</li> <li>3. Support customers to transition from homelessness into settled accommodation.</li> </ol> <p>The Year 1 Action Plan contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24.</p> <p>It is anticipated the Year 1 Annual Progress Report will be published in Q2 of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.</p>	<p><a href="#">Homelessness Strategy 2022-27</a>  <a href="#">Homelessness Strategy 2022-27 Year 1 Action Plan.</a>  <a href="#">Ending Homelessness Together Homelessness Strategy 2022-27 (nihe.gov.uk)</a></p>

Table continues

Workstream	Summary / Current Status	Further reading
<p><b>Fundamental Review of Allocations (FRA)</b></p>	<p>The Housing Executive has set up a Project to implement changes to the Housing Selection Scheme and social housing allocation process in Northern Ireland. The Project involves the implementation of 18 Proposals for Change which were agreed following the Department for Communities’ Fundamental Review of Allocations. The Project will also carry out further work to bring forward alternative approaches for the remaining two:</p> <ul style="list-style-type: none"> <li>• Proposal 7 - the removal of Intimidation Points from the Housing Selection Scheme; and</li> <li>• Proposal 9 - the removal of Interim Accommodation Points.</li> </ul> <p>Subject to funding the changes are being be delivered over a three year period in four key stages set out in the indicative timeline below. The implementation of these changes aims to ensure that our highly valued allocations scheme is modernised and continues to provide a robust framework for the assessment and allocations of social housing in Northern Ireland, building on the strengths of the existing Scheme to enable it to work better at responding to objective housing need.</p> <p>Some changes will have a visible impact on customers while others will be less customer facing, e.g. Proposals 12-14 relate to social landlords’ discretion in terms of difficult-to-let properties which will allow landlords to make best use of their stock. Several proposals involve changes to existing systems, new IT solutions and delivery of a Customer Applicant Portal.</p> <p>The Project stages and delivery of the proposals have been grouped based on a number of key factors:</p> <ul style="list-style-type: none"> <li>- Linked to customer/Waiting List impacts;</li> <li>- Due to systems or procedural changes required;</li> <li>- Or for good project management purposes in terms of the most effective delivery method.</li> </ul> <p>A number of proposals are interdependent and must be implemented together e.g. proposals 5 and 15 related to areas of choice and offers which have been delivered in the first stage of implementation.</p> <p><b>Stage One</b></p> <p>The first group of changes were delivered in Stage One of the Project with the new rules coming into effect on 30th January 2023.</p>	<p><a href="#">FRA report</a></p> <p>More information on the Fundamental Review of Allocations Implementation Project can be found on the Housing Executive’s website at: <a href="https://www.nihe.gov.uk/the-housing-executive-apply-for-a-home">The Housing Executive - Apply for a home (nihe.gov.uk)</a></p>

Workstream	Summary / Current Status	Further reading
	<p>Proposal 1: Communication of the Housing Executive’s Housing Solutions and Support Service, providing independent, tenure-neutral housing advice.</p> <p>Proposal 5: The Introduction of a greater choice of areas for applicants in where they would like to be rehoused. All applicants now have the ability to choose as many or as few areas of choice as they wish and the automatic imposition of a greater housing area on statutory homeless applicants has ended.</p> <p>Proposal 15: An Applicant may receive two reasonable offers of accommodation. The number of Reasonable Offers which an Applicant can receive has reduced from three reasonable offers to two reasonable offers.</p> <p>Proposal 16: Social landlords may withdraw an offer of accommodation in specified circumstances.</p> <p>The other proposals for change will be implemented via a further three delivery stages. More information can be found on Housing Executive’s <a href="#">website</a>.</p> <p>Areas of the Project which will have a visible impact on customers include a reassessment of all applicants on the Waiting List to ensure their housing needs points reflect their current housing circumstances under Proposal 8 and the alignment of the age criteria for children sharing with DWP criteria for help with housing Costs (Proposal 11). This exercise is planned during Stage 3 of the Project in 2024. The changes identified during reassessment will be implemented in the final phase of the project in Stage 4, alongside the introduction of a banding system. Applicants will be placed into bands based on their current point’s levels alongside others with similar levels of need. Applicants in each band will then be ranked based on their time on the Waiting List using their date of application. The introduction of banding, under proposal 10, is linked to high level Outcome 4 - Those in greatest housing need receive priority, with recognition of their time in need.</p>	

Table continues



Workstream	Summary / Current Status	Further reading
	<p>Stage 4 will be implemented mid-2025 and the Project will close at the end of the summer 2025. Benefits will be measured throughout the Project, however many are longer term beyond the life of the Project.</p> <p>A Communications and Stakeholder engagement plan is in place and the Housing Executive wrote to all households on the Waiting List, public representatives and key stakeholders to explain the changes. Transitional measures were introduced in the implementation approach to ensure that customers who had selected the wider general housing area and customers who had already received two reasonable offers would not be adversely impacted.</p> <p>The Project is working closely with Housing Associations in the implementation of the changes and has also introduced a Stakeholder Advisory Group to inform and advise the Housing Executive on the implementation of the changes to ensure the successful implementation of the proposals for change in a way which will achieve the best possible outcomes for customers and social landlords.</p>	
<p><b>Strategic Action Plan for Temporary Accommodation</b></p>	<p>The Strategic Action Plan for Temporary Accommodation 2022-27, including Year 1 actions, has been published. The Strategic Review of Temporary Accommodation project has formally ended and the focus has shifted to an implementation phase that seeks to deliver on the key priorities and actions from the Strategic Action Plan.</p> <p>Progress has been made on Year 1 actions, despite funding challenges and the diversion of project resources to support the Ukrainian Resettlement Scheme whilst dedicated staffing resources for the scheme were put in place.</p> <p>The actions for subsequent years will be developed through an iterative approach that takes account of progress of previous years' actions and changing priorities over the life of the Action Plan.</p>	<p><a href="#">Strategic Review of Temporary Accommodation 2020</a>  <a href="#">Homeless To Home: Strategic Action Plan for Temporary Accommodation 2022-27</a></p>
<p><b>Accessible Housing Register</b></p>	<p>The priority going forward is to build the pool of accessible stock information and to date 8,362 Housing Executive properties &amp; 16,961 Housing Association properties have been assigned an AHR classification.</p> <p>Status: Work continues to build to collect AHR data.</p> <p>Disability Action are currently exploring a Private Sector model with Property Pal.</p>	

Workstream	Summary / Current Status	Further reading
<p><b>Building Safety</b></p>	<p>The Building Safety Department covers all aspects of statutory compliance and building safety and focuses on the management of risks in properties owned and managed by the Housing Executive’s with particular emphasis on high-risk residential buildings over 18 meters.</p> <p>The department, through active compliance management and continual assessment of risks around fire and structural safety, asbestos, Legionella, lifting equipment, electrical installations, gas safety checks and resident engagement identify and mitigate any risks to ensure the safety of residents who occupy our properties.</p> <p>As part of the preparation for the introduction of new Legislation following the introduction of the Building Safety Act in England, and as per the IRG Report Recommendation the Building Safety Team has undertaken to review the external facades against the new regulatory standards and in June 2022, commenced a critical review of the facades of the NIHE’s High Risk Residential Buildings. This is being facilitated via a research project with University of Ulster/FireSERT with the objective to determine the structural stability of the spandrel panels and their potential for external fire spread. The results of these assessment will inform the NIHE what action is to be taken with regards to the external wall systems.</p> <p>In conjunction with this the Building Safety Team has commissioned a specialist resource to complete a Fire Risk Appraisal of External Walls (FRAEW) in accordance with PAS 9980:2022 of the 4 Housing Executive High Risk Residential Buildings with cladding to assess the risk to occupants from fire spread and to determine whether remediation or other mitigating measures to address the risk are considered necessary.</p> <p>A programme of sprinkler has been developed for 23 of the NIHE’s High Risk Residential Buildings and a Business Case has been prepared and submitted to the Department for Communities for approval and it is hoped to commence on site in March 2024.</p>	

Table continues

Workstream	Summary / Current Status	Further reading
<p><b>Traveller Accommodation</b></p>	<p>During the past year the Housing Executive’s Irish Traveller Policy Unit (ITPU) has driven and overseen the implementation of a number of key actions throughout year one of the Strategy. A review has been completed for all Housing Executive owned sites. Progress has been made in the redevelopment of two sites. Research projects have been initiated to develop an accommodation needs assessment model, review rent and review of transitory living across the whole of Ireland. The ITPU has also sought to develop and review internal Housing Executive policies in order to improve services delivered to Irish Travellers in Northern Ireland.</p>	<p><a href="#">Irish Travellers Accommodation Strategy 2021-2026</a></p>
<p><b>Rural Strategy &amp; Action Plan</b></p>	<p>A Year 1 Annual Progress Report for the Housing Executive’s Rural Strategy and Action Plan 2021-25 ‘Reaching Rural’ was published in January 2023. Year 2 of ‘Reaching Rural’ was completed during 2022/23, with progress made against all actions in the Action Plan. We delivered a range of positive outcomes for our rural customers during Year 2, including: Work commenced on 71 new build social homes in rural areas helping to address social housing need and regenerate communities. We helped rural communities in 11 locations across Northern Ireland to examine the need for new social and affordable housing in their areas. Six prizes were awarded through our Rural Community Awards, recognising and showcasing the invaluable contribution volunteers are making in rural areas.</p>	<p><a href="#">Reaching Rural - Rural Strategy 2021-2025</a>  <a href="#">Rural Strategy &amp; Action Plan Annual Progress Report 2021-2022</a></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**

Workstream	Summary / Current Status	Further reading
<p><b>Customer Charter</b></p>	<p>We aim to provide excellent services for all our customers. Customer needs are at the centre of everything that we do, and our goal is to meet those needs to a high standard of quality and performance.</p> <p>Our Customer Charter and Service Standards help us to understand our customers’ experiences and improve our services.</p> <p>Our Customer Charter sets out how we aim to treat our customers when they interact with us</p> <ul style="list-style-type: none"> <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>	<p><a href="https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/customer-charter">https://www.nihe.gov.uk/my-housing-executive/advice-for-housing-executive-tenants/customer-charter</a></p>
<p><b>Older People’s Housing Strategy</b></p>	<p>Our Older People’s Housing Strategy 2021/22 – 2025/26 takes into account the changing demography of Northern Ireland, including our own tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> <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 3 of the plan and will provide regular updates against our objectives over the duration of the Strategy.</p> <p>We are confident that through our own expertise, and, working with a range of partners and stakeholders, we will achieve our objectives and improve housing related services for older people across Northern Ireland.</p>	<p><a href="#">Older People’s Housing Strategy Older People</a></p>

Workstream	Summary / Current Status	Further reading
<p><b>Fundamental Review of the Private Rented Sector (PRS)</b></p>	<p>Sections 1-6 of the Private Tenancies Act commenced on 1 April 2023.</p> <p>A research report completed by Chartered Institute of Housing (CIH) on the Department's behalf was laid in the Assembly and published on 28th October 2022.</p> <p>CIH was also successful in the tender for research on Notice to Quit Exceptions. This work is ongoing.</p> <p>The Department launched a survey to call for views on payment options for tenants on 22 May 2023. We hope to be in a position to go to consultation on alarms and electrical safety by the end of June 2023.</p> <p>Energy Efficiency standards is a more complex piece of work and discussions are underway with regard to internal resourcing in order to be able to take forward.</p>	<p><a href="https://www.legislation.gov.uk/ni/2022/20/contents/enacted">https://www.legislation.gov.uk/ni/2022/20/contents/enacted</a></p> <p><a href="https://www.communities-ni.gov.uk/publications/rent-regulation-private-sector-northern-ireland">https://www.communities-ni.gov.uk/publications/rent-regulation-private-sector-northern-ireland</a></p>

## Strategic Priority 6

**Supporting our roles as both Strategic Housing Authority and NI’s largest landlord, we will be an employer of choice and deliver high quality services for all in NI’s increasingly diverse community**

Workstream	Summary / Current Status	Further reading
<p><b>Annual Research Programme</b></p>	<p>The Housing Executive has a statutory responsibility to regularly examine housing conditions and need, and may also conduct or promote research into any matter relating to any of its functions. Work on a wide range of ongoing and one-off research projects continued in 2022/23.</p> <p>Key outputs included the second and final suite of <b>Strategic Housing Market Analysis</b> reports; an analysis of the standards and costs of developing social housing in Northern Ireland; a report commissioned for DfC to support policy development in relation to the provision of an <b>intermediate rent product</b> for Northern Ireland; and findings of surveys to improve understanding of the experiences of Housing Executive tenants in relation to <b>Universal Credit</b>, and measure the satisfaction of tenants living in social housing completed during 2017/18. Preparations have also been under way for House Condition Survey fieldwork, which is planned for spring/summer 2023.</p>	<p><a href="#">Annual research programme</a></p> <p><a href="#">The Housing Executive - Housing market analysis (nihe.gov.uk)</a></p> <p><a href="#">Standards and costs of developing social housing in Northern Ireland</a></p> <p><a href="#">Exploring the Provision of an Intermediate Rent Product for Northern Ireland</a></p> <p><a href="#">Housing Executive Tenants and Universal Credit</a></p> <p><a href="#">New Build Social Housing Satisfaction Survey</a></p> <p><a href="#">The Housing Executive - Research (nihe.gov.uk)</a></p>
<p><b>Hate Harassment Toolkit</b></p>	<p>The Harassment Toolkit provides customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment. Hate incidents, whether or not they are hate crimes, are a form of anti-social behaviour and the Housing Executive will continue to be committed to dealing quickly and positively with any hate harassment within our estates.</p>	

# Part 2 - Local Context

This local update is focused on the Housing Executive's achievements and performance during 2022/23 in relation to the Belfast City Council area. It looks forward to next year and the remaining Plan period to 2026, and to 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.

Belfast has a population of 345,415 (Census 2021), representing just over 18% of the population it remains the largest Local Government District. It is the major industrial, retail, education and residential centre in Northern Ireland. The range of facilities, recreational opportunities and its strategic location make the area an attractive place to live and work. The area has a growing population and in common with other council areas; its older population is growing at a faster rate. The economic performance of Belfast is slightly more positive than the Northern Ireland outlook, however, rising energy costs, staffing levels and uncertainty within the UK government has continued to affect the economy. The Housing Executive's [Commissioning Prospectus](#) sets out where the unmet housing need is within Belfast, and the type and mix of homes required, which will be planned for and delivered through the 3 year Social Housing Development Programme, reviewed annually.

The Housing Executive will continue to work with the Council, through the Community Planning Partnership, to ensure that local housing needs are met and that housing investment is targeted where it is most needed.

[The Belfast Agenda \(belfastcity.gov.uk\)](http://belfastcity.gov.uk)

## Over the past year



### Lewis Mews

**Lewis Mews is a “NI first” incorporating all main tenures in a single scheme – social rent, CAT1 (active-elderly) private rent and affordable sale. The pilot mixed tenure scheme was about three things - delivering an exemplar development in a sustainable location, proving that mixed-tenure works and creating a community which residents really enjoyed.**

A fresh approach was needed. Designed and delivered by new-to-the-sector Architects and Developer (Like and Windsor respectively), this 71-unit scheme responds to emerging DfC and Planning Policy around mixed-tenure. Led by Choice Housing, the project would draw upon established Maple + May subsidiaries to integrate private rental and affordable sale elements. The end result is something that challenges established norms.

Lewis Mews establishes the principles and design constructs that may underpin future mixed-tenure development in NI. Tenure blind, with no difference in design (elevation treatments, materials and finishes), is critical to create a cohesive community, free from segregation. Clever but subtle approaches to shared spaces and spatial arrangement promotes integration and reduces the potential for “them” and “us” divisions to arise.





## Gardenmore

**Gardenmore Green is a contemporary social housing development providing 14 new homes for the local community of West Belfast. The sloped topography of the site combined with the variety of pitched roof structures, creates an interesting ‘stepped’ streetscape experience that sensitively integrates with the surrounding residential context.**

The homes are carefully arranged internally to provide high quality living spaces that are bright, spacious and capable of responding to the demands of every day family life. The development has provided the Client with a high quality asset that sensitively integrates within the local community, whilst improving the overall spatial quality of the surrounding residential

context. Residents have been provided with homes that are environmentally sustainable, universally accessible, safe, spacious, inspiring and enjoyable to live in.

# In Belfast in 2022/23, the Housing Executive:



**Managed**  
**25,152**  
social homes



**Allocated**  
**1,582**  
homes



**Started**  
**302**  
new social homes



**Delivered**  
**62**  
Disabled facilities grants



**Provided**  
**5,336**  
housing support places to the most vulnerable through the Supporting People Programme



**Paid out**  
**£141.6m**  
in Housing Benefit



**Completed**  
**98%**  
of repairs within target



**Community Grants**  
**£57k**  
funding awarded



**Community Cohesion**  
**£167k**  
funding awarded  
+ Areas at Risk **£33k**



**Community Safety**  
**£194k**  
funding awarded



**Energy Efficiency**  
**£6m**  
spend



**Affordable Warmth**  
**554**  
installations



**Affordable Warmth Spend**  
**£1.64m**  
spend



**Supporting People**  
**£22.5m**  
spend



**Disabled Facilities Grants (DFGs)**  
**£840k**  
approval value



**Adaptations**  
**£2.6m**  
spend



**New Build**  
**£64.6m**  
spend



**New Build Completed**  
**405**  
homes



**Under Construction**  
**1,680**



**New Build Planned**  
**1,985**  
(2023/24 – 2025/26)



**Waiting List March 2023**  
**12,175**  
applicants, **9,531** in Housing Stress (78.3%)



**NIHE House Sales**  
**114**  
average selling price **£63k**

# Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2022/23 public sector housing investment totalled £158.5m for Belfast.

## Belfast City Council 2022/23 Public Sector Housing Spend (£m)

**£1.80m**

Affordable Warmth and Boiler Replacement\*\*\*

**£64.58m**

Investment New Build\*\*

**£26.01m**

Planned Maintenance incl Stock Improvements\*

**£15.92m**

ERDF Retrofit Programme

**£2.63m**

Adaptations for Persons with a Disability

**£1.79m**

Grounds Maintenance

**£22.07m**

Response Maintenance

**£0.42m**

Community Development

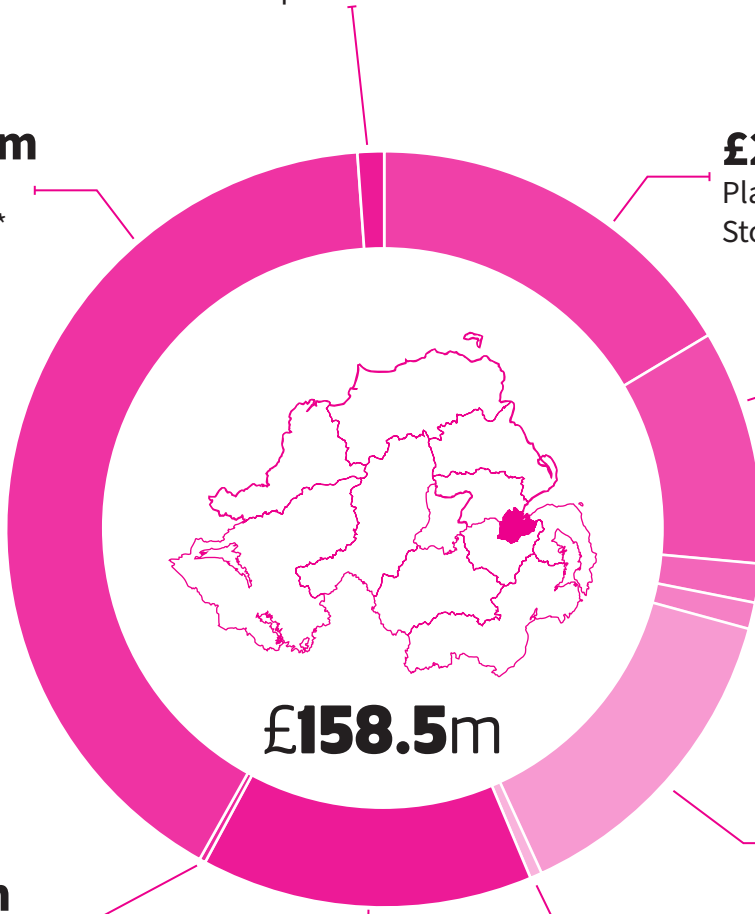
**£22.48m**

Supporting People

**£0.81m**

Private Sector Grants

**£158.5m**



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £23.60m and Stock Improvement Spend was £2.41m.

\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

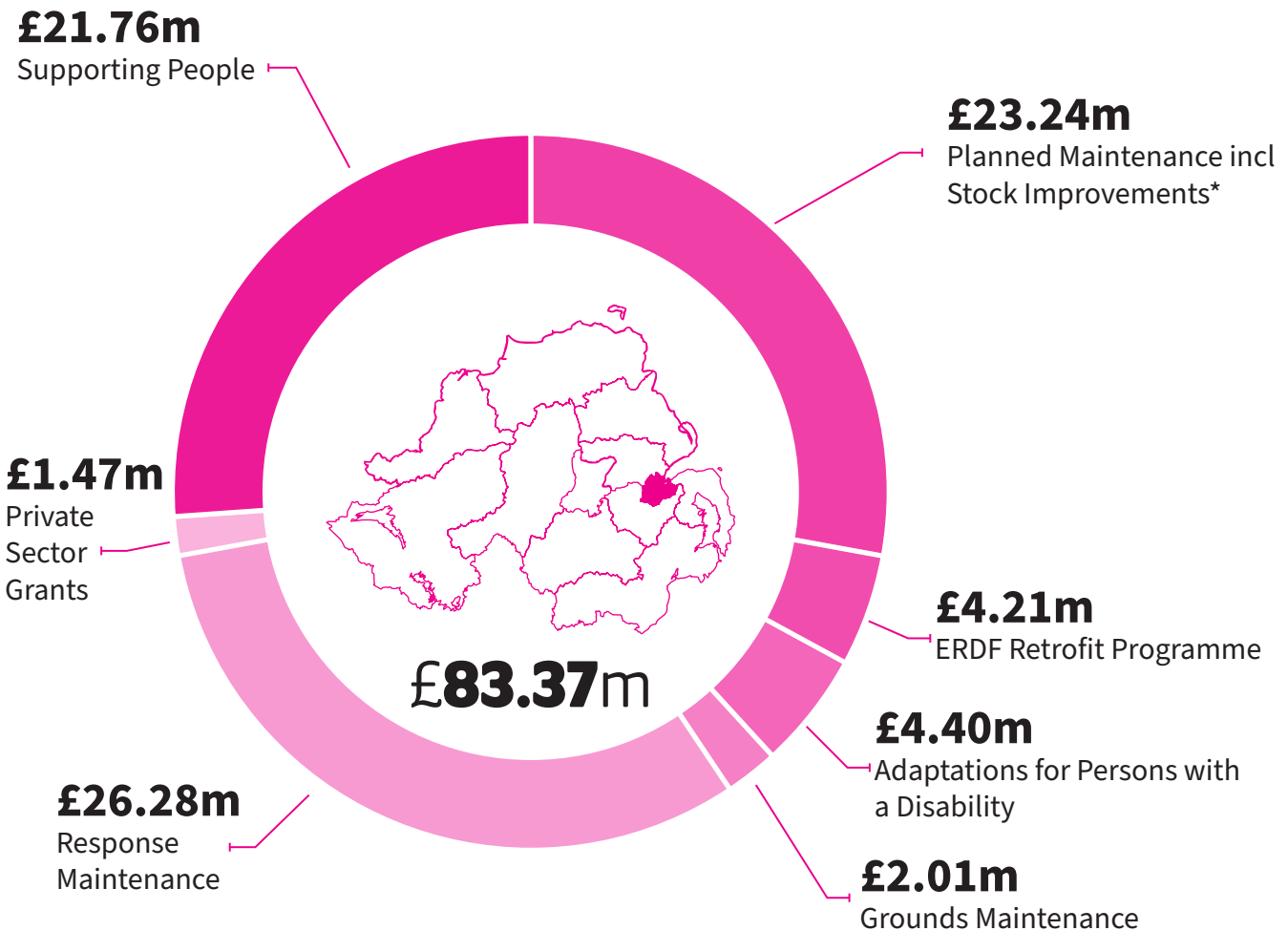
\*\*\*Affordable Warmth spend was £1.64m and Boiler Replacement spend was £0.16.

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

NB: 2022/23 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2023/24 public sector housing spend in Belfast totalling £83.37m.

**Belfast City Council 2023/24 Projected Public Sector Housing Spend (£m)**



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £21.34m and Stock Improvement Spend is £1.90m. Investment in new build and Community Development projected spend is not available. Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated. ERDF - European Regional Development Fund - funding to 'improve thermal efficiency' in NIHE Stock.

## Demographic Context

The **population** of Belfast has increased by 3.5% from 333,871 on Census day 2011 to **345,415** on Census day 2021, according to NISRA



The district accounts for **18.1%** of the overall **Northern Ireland population** in 2021 (Source: NISRA)



The change in population in Belfast is highest in the 65+ age group, with the **older population increasing by 5.4%** over the period 2011 to 2021. In the same period, the working age population increased by 3.2%



In the same period, household size reduced from 2.32 to 2.25, while the number of households increased by 7,643 from 141,567 to 149,210 over the ten years 2011 to 2021. Though the need for small family accommodation remains strong, there will be a requirement to design and construct suitable accommodation for older persons as 65+ age group has increased at a higher rate.

## The Housing Market

There is a projected **Housing Growth Indicator** (HGI) new dwelling requirement of 7,400 for the period 2016-2030 in Belfast. The overall Northern Ireland requirement for the same period is 84,800



**7,400**

new dwelling requirement

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

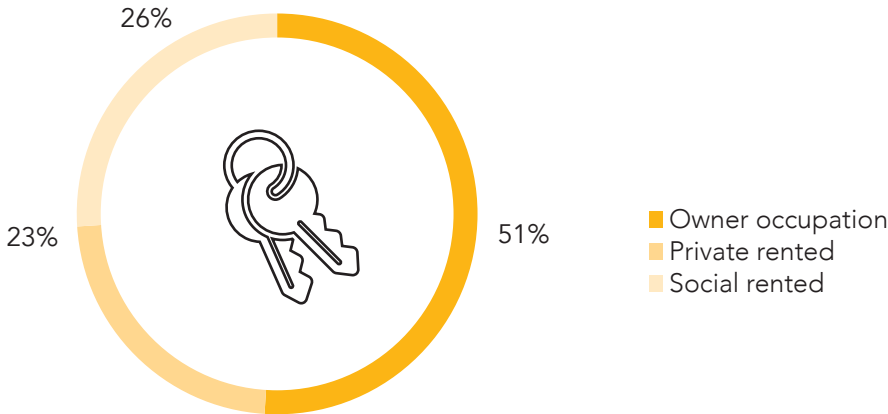
Census 2021 reports that there were **149,210 households** in Belfast, of these 51% were Owner Occupied, 23% Private Rented and 26% Social Rented. These figures include 'vacants when last occupied' within the three main tenure groups



**149,210**

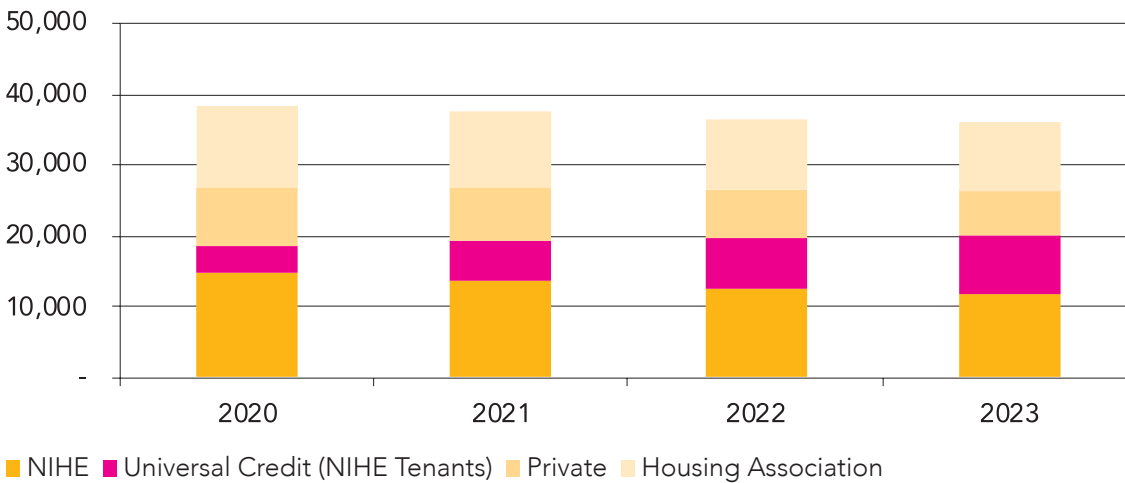
households

### Tenure Breakdown



Source: Northern Ireland Census 2021

### Housing Benefit/Universal Credit\*



Source: NIHE & DfC

\* Universal Credit refers to Housing Executive tenants receiving the Housing Cost element of Universal Credit.

Out of a total £470m spend across Northern Ireland during 2022/23, £141.6m in housing benefit was administered by the Housing Executive for Belfast (30.1% of total spend).

There were **8,453 Housing Executive tenants** receiving the **Housing Cost element of Universal Credit** in Belfast at the end of March 2023



The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

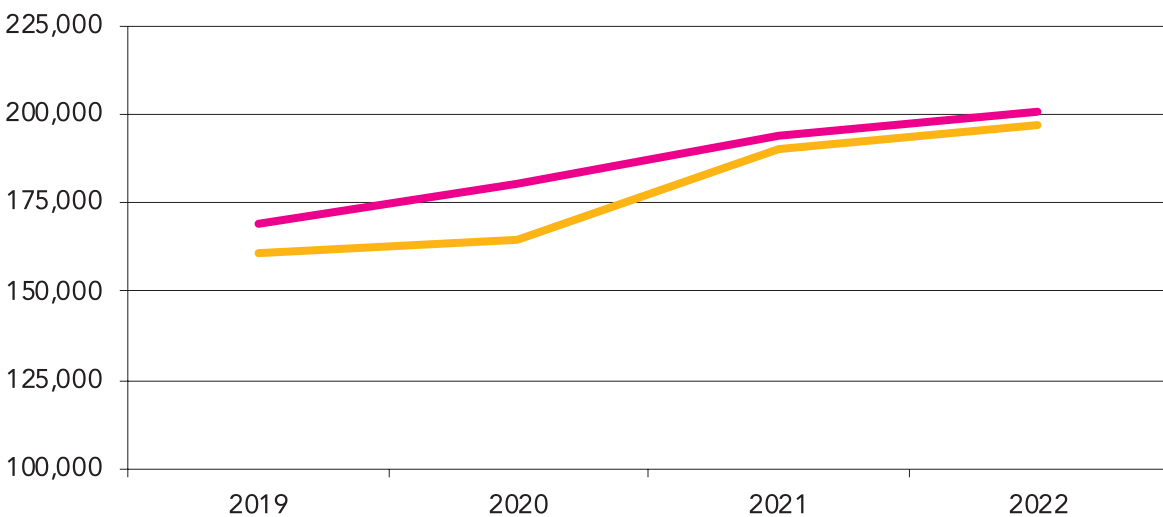
## Owner Occupied Sector

Owner Occupation comprises 51% of the overall homes in the district (Census 2021).

Ulster University states that the **average house price** for Belfast increased by 4% from £189,761 in 2021 to £197,105 in 2022



### Average Annual House Prices



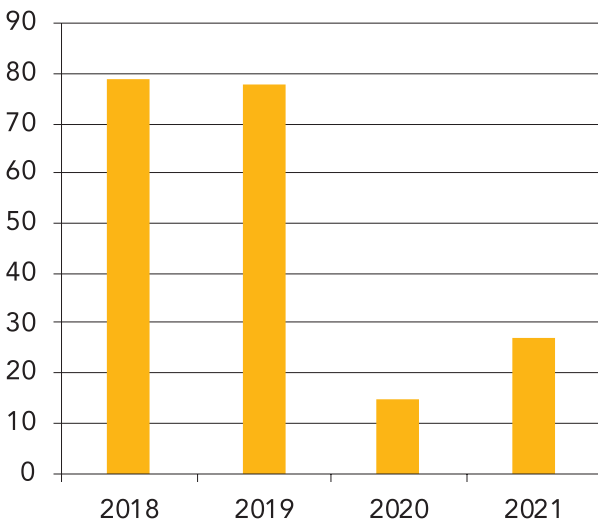
■ Belfast City Council Average House Price ■ Northern Ireland Average House Price

Source: Ulster University



During 2021, there were 27 repossessions in Belfast City. This represents a 66% decrease since 2018.

### Repossessions



 **66%**  
DECREASE SINCE 2018

Source: Northern Ireland Courts and Tribunals Service

**Demand for intermediate housing** aimed at low-income households in Belfast is estimated at 2090 units between 2020 and 2035



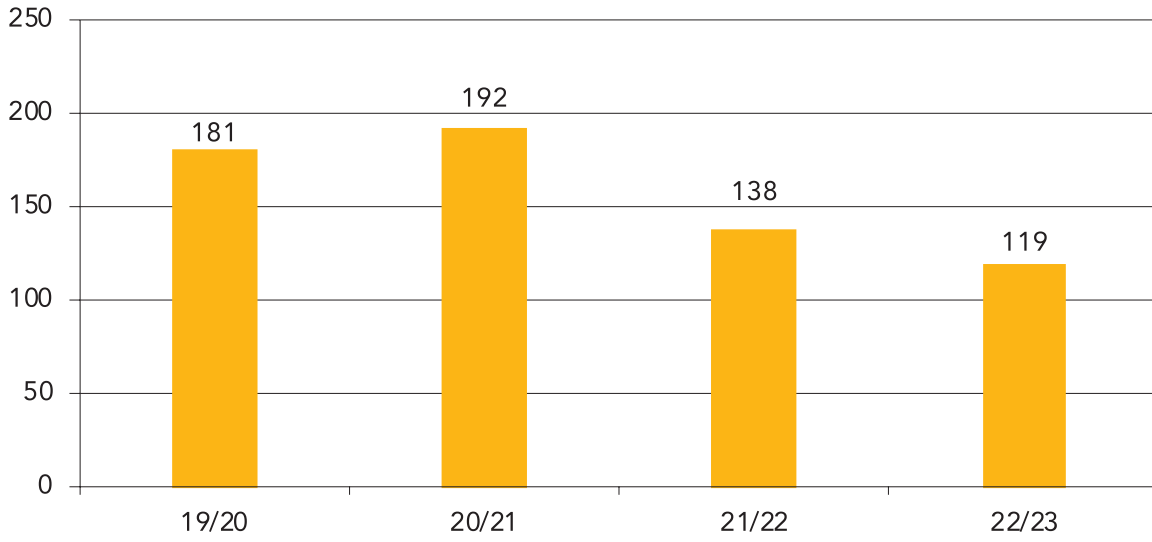
**2,090**  
UNITS

**Co-Ownership** Housing Association had an active stock of 1,813 dwellings in Belfast at March 2023, **119 of which were purchased** during 2022/23



**119**  
PURCHASES

### New Co-Ownership Purchases

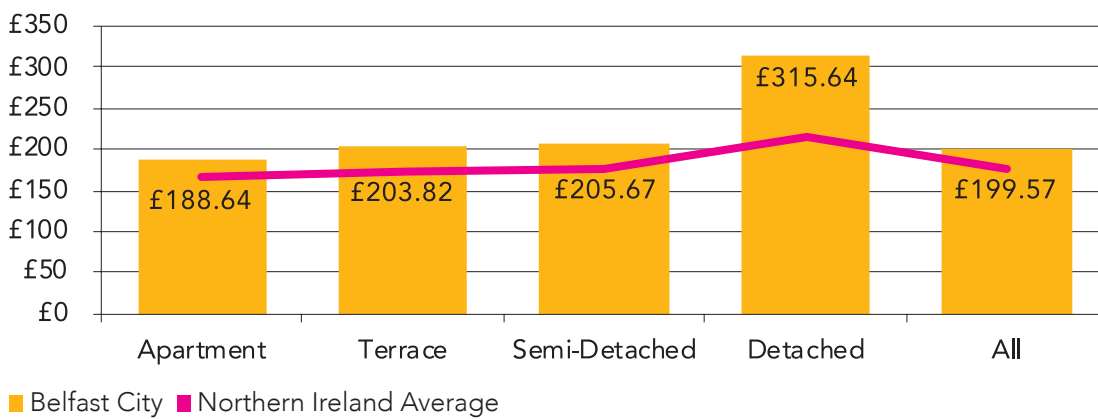


Source: Co-Ownership Housing Association

## Private Rented Sector (PRS)

The Private Rented Sector comprises 23% of homes in Belfast (Census 2021).

### Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Belfast falls within the Belfast Rental Market Area (BRMA).

The Local Housing Allowance, for 2022/23 for **2 BEDROOM DWELLINGS** within the Belfast BRMA is **£106.48** per week

The Local Housing Allowance, for 2022/23 for **3 BEDROOM DWELLINGS** within the Belfast BRMA is **£120.91** per week

DfC's **Landlord Registration scheme** identified 21,344 properties registered by 6,117 landlords in Belfast at March 2023

**21,344** RENT  
PROPERTIES REGISTERED

## Houses of Multiple Occupancy

As household groups reduce in size, Houses in Multiple Occupation (HMO) will continue to play a greater role in the housing market, particularly for single households aged under 35. Since 1 April 2019 Belfast City Council has assumed responsibility for licensing of HMOs.

## Social Housing Sector

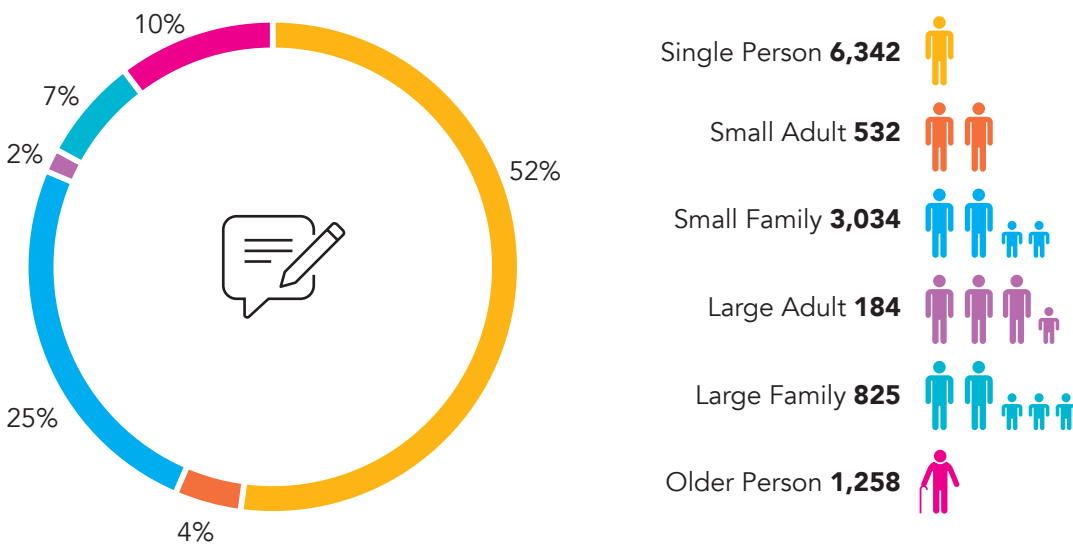
The social sector share of the housing market in Belfast is 26% (Census 2021).

There were 405 new social housing units completed and a further 1,680 new social housing units under construction in the year ending March 2023. 114 Housing Executive properties were sold in the year to March 2023. Average selling price was £63k after discount.

At March 2023, there were 12,175 applicants on the waiting list for Belfast City District Council area with 9,531 in housing stress. There were 1,582 allocations over the year. See Appendix 7 for area breakdown.

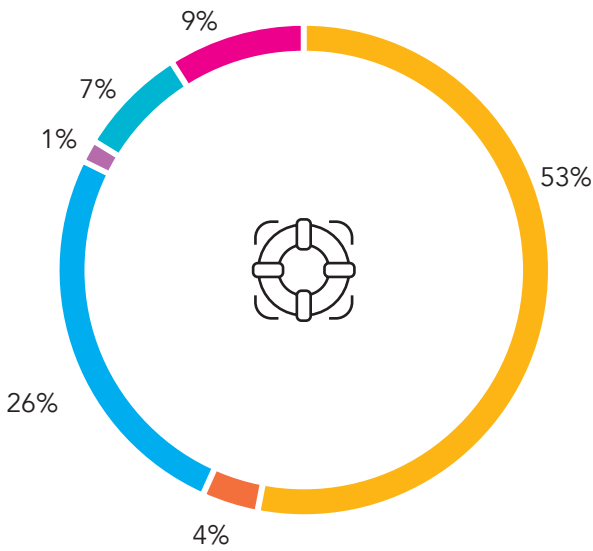
The requirement for new social housing in Belfast has increased consistently since 2010. The five-year assessment for 2022-2027 shows a need for 7,984 units. Need is evident in all sectors of the city (North, South, East and West). Land availability continues to impact on housing need and is vital for the future delivery of social housing in Belfast. There was insufficient land zoned for social housing within the Belfast Metropolitan Area Plan and it is hoped that the new Local Development Plan (LDP) currently being drawn up by Belfast City Council will address this. There is a high requirement for dwellings for smaller households to be built. Two bedroom dwellings offer the flexibility required in the housing market in the coming years.

### Waiting List Applicants

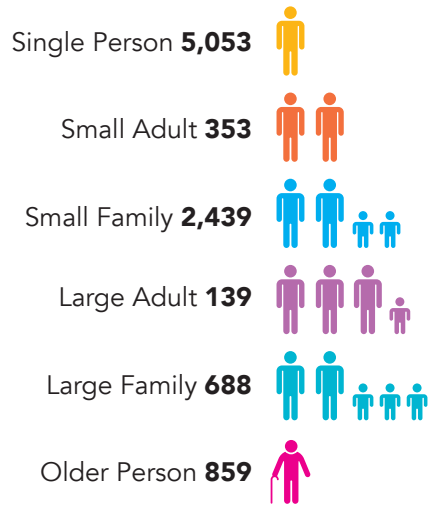


Source: NIHE, March 2023

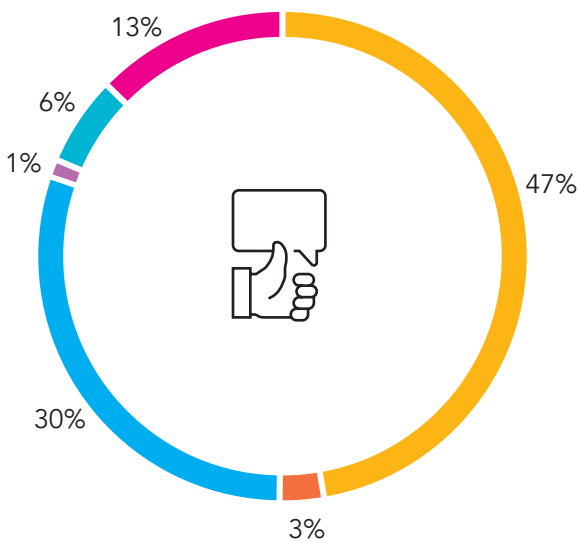
### Applicants in Housing Stress



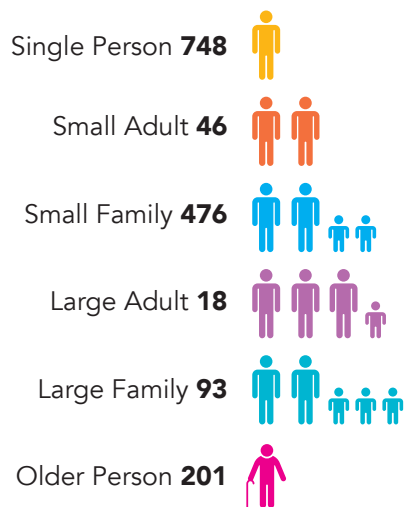
Source: NIHE, March 2023



### Allocations to Applicants



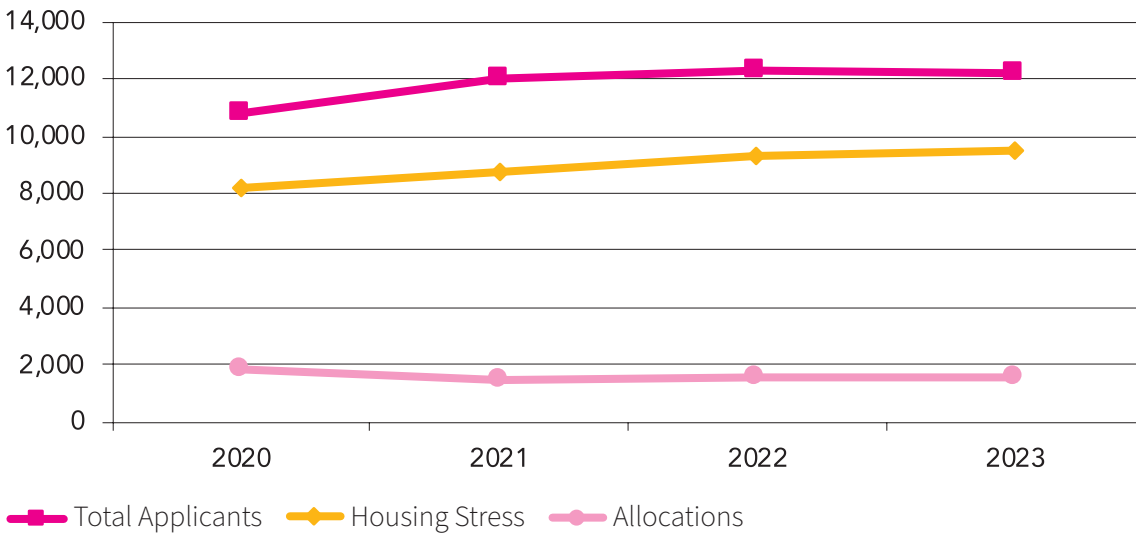
Source: NIHE, March 2023



### Definition of Household Types

Single Person	1 person 16-59 years old	Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Small Adult	2 persons 16-59 years old	Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15, or 3 or more persons 16 or over and 2 or more children aged 0-15
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children	Older person	1 or 2 persons aged 16 or over, at least 1 over 60

### Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Belfast has increased between 2022 and 2023.

The **five-year assessment** for 2022-27 shows a need for 7,984 units in the Belfast. Appendix 2, highlights the breakdown between Housing Need Areas within the City

**7,984**  
projected housing need

To address social need, the Housing Executive’s three-year Social Housing Development Programme (SHDP) has 1,985 housing units planned for 2023/24 to 2025/26.

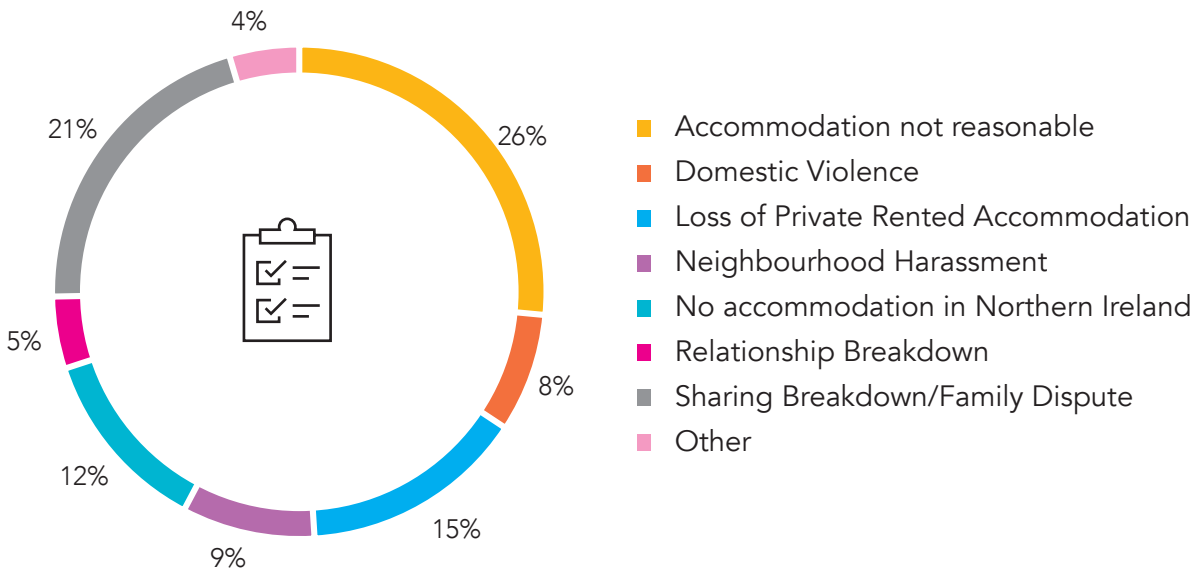
During 2022/23, 405 new homes were completed across Belfast and 1,680 units were under construction at end of March 2023. See Appendix 3 for details of the programme, completions and on-site schemes.

# Homelessness

The number of households presenting as homeless in Belfast decreased between March 2022 and March 2023 with 4,433 presenters by the end of March 2023, and numbers of those accepted as Full Duty Applicants also decreased to 2,683 in March 2023 from 2,820 in March 2022.

There are a range of temporary accommodation options available in Belfast area. During 2022/23, the Housing Executive made 4,605 placements, which included 94 placements into Housing Executive hostels, 677 placements into voluntary sector hostels, 1,623 placements to Hotels/Bed and Breakfast, 1,379 placements to leased properties and 589 placements in single-let properties.

## Reasons for Homelessness



Source: NIHE, March 2023

## Specialised Housing and Housing Support Services

### Accessible Housing

Within Belfast there was an **identified social housing need** at March 2022 for **126 wheelchair units**



### Adaptations

During 2022/23, the Housing Executive spent **£2.63m on adaptations** to their properties in Belfast See Appendix 4



### Disabled Facilities Grants

During 2022/23, the Housing Executive approved **76 Disabled Facilities Grants** for private sector dwellings and completed 62. The approval value in Belfast in 2022/23 was £0.84m See Appendix 4



### Irish Travellers

On 24th March 2022, the Housing Executive held a latent demand test into the future use of the Irish Travellers Serviced site at Glen Road Heights, Belfast. The results were conclusive in demonstrating no requirement for the Glen Road Heights and also no immediate need for an additional serviced site in Belfast. The site was therefore decommissioned and future use is to be determined. Sufficient applications were received to demonstrate a need for a serviced site could arise within the current Belfast Local Development Plan 2035. The Housing Executive will liaise with Belfast Planning to seek to have a site zoned within the Belfast Local Policies Plan.



## Supporting People

The Housing Executive, through the Supporting People Grant, funds 230 Housing Support Services across Belfast at a cost of £22.5m, providing housing support to 5,336 clients per year.

## Community Planning

The Community Plan for Belfast, [The Belfast Agenda](#) aims to improve the connection between all tiers of Government and society through partnership working. It sets out a number of shared outcomes to be achieved by 2035 which relate to the social, economic and environmental wellbeing of residents.

Drafting of a new four year Action Plan is currently underway and a Housing Led Regeneration Subgroup has been established to support collaboration to increase housing supply across all tenures. This work includes the assessment and identification of a pipeline of housing development sites, including public and privately owned land. Work is underway within this group, to map land in public ownership across the council area to identify and bring forward opportunities for development over the short, medium and long term. A critical piece of this work is also to work across the partnership and private sector to understand barriers to housing delivery and bring forward solutions to unlock delivery.

## Local Development Plan

The Belfast local Development Plan 2035 – Plan Strategy was adopted in May 2023. As the statutory development plan, the LDP is the main policy vehicle to influence housing in the district for 15 years.

The strategy includes Policy HOU5 Affordable housing which states planning permission will be granted for residential development on sites greater than 0.1 hectares and/or containing five or more dwelling units where a minimum of 20% of units are provided as affordable housing. The Housing Executive is currently working with Council planners to assess all relevant planning applications. The Plan also promotes mixed tenure for all schemes over 12 units.

The next step is the draft Local Policies Plan which will consider the land required across Belfast to meet the required housing need and the ambition of the Belfast Agenda.

# Local outcomes against Strategic Priorities and Community Planning objectives

# Strategic Priority 1

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

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

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Oversee development of SG Target for Belfast social homes</b>			
Implement 531 Strategic Guideline target for starts.	302 units started in Belfast 405 units completed 1680 units on site	2023/24 – 615 SG target 2024/25 – 698 target 2025/26 – 715 target	1.12 4.10 5.7
<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.	49 wheelchair units started in Belfast 25 WC units completed 108 WC units on site	18 WC units planned 2023/24 31 WC units planned 2024/25 Ensure the 10% wheelchair target is met for all general needs new build.	1.12
<b>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</b>			
Carry out housing need assessment projecting need for 2022-27.	HNA completed 5 year need for Belfast. Projected need of 7,984 units for 2022-27.	Annual HNAs will be carried out for Belfast to project need over the periods 2023-28, 2024-29 and 2025-30.	1.12 4.9 4.10
<b>Meet Intermediate housing demand (SHMA)</b>			
Completion of Belfast Metropolitan SHMA report, approval by internal and external PAG and Board, publication in summer 2022 and further Insight event scheduled for November 2022.	Belfast Metropolitan SHMA report completed and published, including 15 year intermediate housing requirements by Council area and Housing Market Area, as well as NI level summary report. NIHE Insight event took place in March 2023.	Continue to monitor Belfast Metropolitan SHMA report and instigate review if necessary.	1.12 4.10

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
NIHE will annually assess demand for intermediate housing for the Council area.	Intermediate demand for Belfast is 140 annually.	Intermediate demand is assessed as 2,090 units over the period 2020 – 2035.	
<b>Deliver Co-Ownership</b>			
Funding of £145m was allocated to Co-Ownership for the period 2020/21 to 2023/24 to deliver 4,000 shared ownership homes across NI.	In 2022/23, there were 119 properties purchased through Co-Ownership in the Belfast Council area, out of a total 715 across NI.	The current allocation of funding is £145m for the period 2020/21 to 2023/24 to deliver 4,000 Co-Ownership homes across NI. Future funding arrangements will be agreed between the Department for Communities and Co-Ownership.	1.12
<b>Carry out Site Identification Studies</b>			
Further Site Identification Studies will be completed as identified.	None identified for 2022/23.	Further SIS's will be completed as identified.	1.12

## Strategic Priority 2

**As NI's largest landlord, we will help NI meet its emissions targets, address the impact of climate change and help sustain and protect our environment for future generations**

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

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Implement the Energy Efficiency Programme</b>			
NIHE's Energy Efficiency Programme includes 3,377 units at a cost of £12.7m.	NIHE's 2022/23 Energy Efficiency Programme provided 1,682 heating installations in Belfast at a cost of £6m.	5,892 units planned for 2023-26 at an estimated cost of £21.2 million in Belfast.	4.10 5.7
<b>Implement the Affordable Warmth Scheme</b>			
Funding of £16m is available for 2022/23 across NI (subject to budget allocation).	In Belfast, 554 measures were carried out to 330 private properties under the Affordable Warmth Scheme in 2022/23, at a cost of £1.6m.	NIHE will implement the Affordable Warmth scheme. Funding of £14m is available for 2023/24 across NI (please note this figure reflects opening 2023/24 budget allocations and could be subject to change following future monitoring round outcome).	1.5 4.10 5.7
<b>Implement Boiler Replacement Scheme</b>			
Budget of £2m for 2022/23 across NI (subject to budget allocation).	In Belfast City, 262 properties had boilers replaced at a cost of £158k.	NIHE will implement the Boiler Replacement scheme with a budget of £0.6 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).	4.10 5.7

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Increase membership of Oil Savings Network</b>			
Continue to increase membership of Oil Savings Network during 2022/23.	8,500+ orders in the 12 months up to March 2023, with 2.3m litres of home heating oil delivered across NI. 33,475 litres of home heating oil delivered in Belfast through the membership.	Continue to increase membership of Oil Savings Network.	1.5
<b>Deliver Heritage in Housing Programme</b>			
It is hoped projects that were offered funding support and were unable to complete as planned in 2021/22 will be delivered in 2022/23, subject to budget allocation.	In 2022/23, 6 projects were issued Letters of Offer in Carrickfergus, Lurgan and Armagh. The total funding offered was £88,600, to deliver 11 housing units. 5 of the projects started works during 2021/22. No projects in Belfast.	No projects planned at current time in Belfast.	1.12

## Strategic Priority 3

**As NI's largest landlord, we will invest around £1,700m (over the next three years) into our local economy, through our housing services, construction activity, and employment opportunities and through our support for the health, voluntary and community sectors. In the same period we will process circa. £1,148m in Housing Benefit across public and private housing tenures**

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

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Deliver the Supporting People Programme</b>			
£20.84m was approved to deliver the Supporting People Programme for 2022/23.	£22.5m was spent delivering the Supporting People Programme for 2022/23. 88 accommodation-based services for 4,475 service users. 138 floating support schemes for 862 applicants service users.	£21.76m has been approved to deliver the Supporting People Programme for 2023/24.	4.2 4.7
<b>Deliver planned investment and maintenance to NIHE stock</b>			
Funding for NIHE planned maintenance schemes in Belfast in 2022/23 is estimated at £29.72m.	In 2022/23, NIHE spent £23.6m on planned maintenance schemes in Belfast, see Appendix 4.	Funding for NIHE planned maintenance schemes for the Council area in 2023/24 is estimated at £21.34m (details in Appendix 4).	1.12 4.10
<b>Deliver elemental / response improvements to NIHE stock</b>			
Funding for NIHE stock improvement work for Belfast in 2022/23 is estimated at £7.15m  NIHE will complete response maintenance repairs within the required target time and to customers' satisfaction.	In 2022/23, NIHE spent £2.41m on stock improvement work.  84.6% of NIHE response maintenance repairs in NI were completed within the required target time.	Funding for NIHE stock improvement work for the Council area in 2023/24 is estimated at £1.90m (details in Appendix 4).  NIHE will complete response maintenance repairs within the required target time and to customers' satisfaction.	1.12 4.10

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	97.8% of NIHE response maintenance repairs were carried out to customers' satisfaction across Belfast.		
<b>Administer DfC Areas at Risk, SPOD and Neighbourhood Renewal funding</b>			
DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2022/23.	<p>£31.2k SPOD, £31.6k Areas at Risk and £9.9m Neighbourhood Renewal funding was received by groups in Belfast during 2022/23.</p> <p>Additionally, further funding of £1.5k for Areas at Risk and £143.6k in Neighbourhood Renewal areas was received for Fuel and Energy Costs as part of a DfC Cost of living exercise.</p>	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2023/24.	<p>1.5</p> <p>4.2</p> <p>4.7</p>
<b>Implement Social Enterprise Plus Strategy</b>			
<p>DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.</p> <p>Funding for social enterprise currently under review.</p>	<p>During the COVID-19 Pandemic the funding programme for Social Enterprise was frontloaded and two years funding was awarded between 2021 and early 2022. From March 2022 onwards there was no spend as there was a midterm review of the strategy to take cognisance of changing environment and Government Policy.</p>	<p>As part of a midterm review, a further round of funding is planned totalling £200,000 for 2023/24 financial year. Following review of the Tenant and Customer Services Board Paper in Jan 2023, it was recognised that a small sum of £50k was allocated on top of the 23/24 budget of £150,000. This review included the 4 elements below of being of particular interest;</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>1.2</p> <p>1.3</p> <p>1.6</p> <p>1.9</p>



<b>2022/23 Plan</b>	<b>2022/2023 Progress</b>	<b>Plans 2023-26</b>	<b>Community Plan Reference</b>
		The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.	

## Strategic Priority 4

**As the Strategic Housing Authority, we will work with our partners to deliver innovative housing solutions for our customers to help reduce poverty and improve health & well being**

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

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Transform model of homelessness provision towards prevention</b>			
Homelessness Strategy 2022/27 – Completion of Action Plan.	<a href="#">Homelessness Strategy 2022-27 Year 1 Action Plan</a> contains 44 actions which include a number of actions relevant to enablers which are critical to the success of the Strategy. It is anticipated the Year 1 Annual Progress Report will be published in the summer of 2023/24. This will provide an overview of the work and actions delivered during 2022/23 as part of the Homelessness Strategy.	A Year 2 Action Plan is currently being developed and will guide delivery of the Homelessness Strategy during 2023/24. Additionally, the Year 2 Action Plan will be available on the Housing Executive website.	1.12 2.3 4.2 4.3 4.6 4.7 4.9 4.10
<b>Monitor impact of FRA on discharge of homelessness duty</b>			
It remains vital that the NIHE considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.	Continued to engage with Homelessness colleagues on Tenure neutral discharge (Proposal 4).	Tenure neutral discharge (Proposal 4) is a longer term proposal with a planned implementation early to mid-2025.	1.12 4.2 4.3 4.6 4.7 4.9 4.10

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Develop the Housing Solutions and Support approach and conduct peer review</b>			
<p>Continue to develop approach, including through potential staff accreditation.</p> <p>Procure an appropriate organisation to conduct reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement based on 2022 scoping review.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service. Contribute to the delivery of the DfC Housing Supply Strategy.</p>	<p>The Housing Solutions approach is utilised for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach. On an ongoing basis CIH professional qualifications are promoted for all Housing staff.</p> <p>Scoping review has been utilised to inform internal review of Housing Solutions and support service.</p> <p>Scoping exercise complete to develop specification of IT systems to support delivery of Housing Solutions service.</p>	<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>1.12</p> <p>4.9</p> <p>4.10</p>
<b>Facilitate Community Safety projects through funding and continue to partner on Anti-Social Behaviour Forum &amp; Policing and Community Safety Partnerships</b>			
<p>We will continue to implement our Community Safety Strategy ‘Working Together For Safer Communities’ supported by our annual action plan.</p> <p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p>	<p>Our strategy supports working together with a range of partners across statutory, voluntary and community sectors.</p> <p>During 2022/23, £194k was awarded in the Council area for 15 separate community safety projects.</p>	<p>We will continue to implement our Community Safety Strategy ‘Working Together For Safer Communities’ supported by our annual action plan.</p> <p>NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where budget is available.</p>	<p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.6</p> <p>2.7</p>

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<p>NIHE will continue to partner on ASB Forum and a designated agency in the PCSPs and will deal with reported cases of ASB including hate harassment in its estates.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	<p>During 2022/23, NIHE dealt with 368 cases of ASB within Belfast.</p> <p>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 discuss cases of common concern.</p> <p>During 2022/23, there were 7 Hate Incident Practical Action scheme (HIPA) incidents actioned in Belfast.</p>	<p>NIHE will continue to partner on ASB Forum and a designated agency in the PCSPs and will deal with reported cases of ASB including hate harassment in its estates.</p> <p>NIHE will continue to implement the HIPA scheme.</p>	
<b>Raise awareness and promote diversity and integration through Community Cohesion Strategy</b>			
<p>NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.</p>	<p>NIHE continues to engage at a strategic and local level to deliver programmes that raise awareness and promote diversity and integration.</p>	<p>The Community Cohesion Strategy is under review with S3 Solutions and it will be going out for consultation.</p>	<p>2.3 2.6 2.7</p>
<b>Promote good relations and continue to fund SCNI</b>			
<p>NIHE will promote Good Relations across the five themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.</p>	<p>Community Cohesion funding of £167k was spent on 47 projects.</p>	<p>We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.</p>	<p>2.3 2.6 2.7</p>
<p>Continue to work with groups to ensure we give the best outcomes for our communities.</p>	<p>NIHE staff continued to partner with SCNI to train and support community groups and members of the HCN.</p>	<p>We will continue to work with communities to develop groups in under-represented areas and develop capacity of existing groups.</p>	<p>2.6 5.9</p>

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Administer community grants and HCN funding</b>			
<p>The Community Grants 2022/23 budget has been agreed as £20,000 per Area Office. Funding of £2,000 per area for HCN is also available.</p>	<p>A total of £56.8k was spent on Community Grants in 2022/23.</p>	<p>We will review the effectiveness of the existing Community Grants Programme and ensure resources are targeted to most effective activities.</p> <p>We will seek potential new funding streams.</p>	<p>4.11 4.12 5.9</p>
<b>Continue to monitor implementation of Community Involvement Strategy Action Plan</b>			
<p>The action plan will incorporate new ways of supporting and engaging our communities to reflect the ongoing restrictions due to the COVID-19 pandemic.</p>	<p>New ways to support our communities were developed to reflect the restrictions imposed by the COVID-19 Pandemic. Digital capacity was expanded and tablets disseminated within the Central Housing Forum and working groups. Community grants also supported digital inclusion initiatives.</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>2.6 2.7 4.11 4.12 5.9</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 ■

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Through Community Planning, promote housing-led regeneration</b>			
Promote housing -led regeneration through master planning proposals in urban and village centres.	NIHE is working with Community planning partners to identify place shaping plans to promote housing led regeneration.	Promote housing led regeneration through master planning proposals in urban and village centres.	1.2 1.12 4.9 4.10 5.9
<b>Development of Private Rented Sector Access Scheme (PRSAS)</b>			
There is currently no budget availability in 2022/23 for a PRSAS as the homeless budget is already short of funding on a number of key priority areas. However the development of a scheme that will provide support for those seeking to access or maintain private rented accommodation will continue to be a priority for NIHE.	Funding has been supplied to a number of small initiatives that facilitate those accessing accommodation in the private rented sector. However, there has not been sufficient budget availability to commission the development of larger scale PRSAS.	We do not have a confirmed homeless budget for 2023/24 and early indications from the Department for Communities are that there are likely to be major budgetary pressures which will greatly impact upon existing services and commissioning of new services such as a PRSAS.	1.12 4.9 4.10
<b>Administer Disabled Facilities Grants</b>			
NIHE has funding of approximately £12.75m for DFGs for the private sector in 2022/23 across NI.  The funding for Belfast in 2022/23 is £1.42m.	NIHE approved 76 DFGs for private sector dwellings and completed 62 in Belfast.  The approval value in Belfast Council area in 2022/23 was £0.84m.	NIHE have funding of approximately £13.7m for DFGs for the private sector in 2023/24.  The funding for Belfast in 2023/24 is £0.74m.	1.12 4.9

Table continues

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Approval of Discretionary Grants</b>			
Funding of discretionary grants will continue in 2022/23.	Discretionary Grant Approval in 2022/23 was £107k. Appendix 4.	Funding of discretionary grants will continue in 2023/24.	1.12 4.10
<b>Approval of repair grants</b>			
NIHE will issue repair grants as required.	There were 92 of repair grants approved in 2022/23, with an approval value of £123K, Appendix 4.	Funding of repair grants will continue in 2023/24.	1.12 4.10

## Strategic Priority 6

**Supporting our roles as both Strategic Housing Authority and NI’s largest landlord, we will be an employer of choice and deliver high quality services for all in NI’s increasingly diverse community**

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

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<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>Updated Tenancy Sustainment Action Plan 2022-2024 approved in October 2022. It contains 18 specific actions, a number of which have been commenced e.g.</p> <ul style="list-style-type: none"> <li>Deliver a flexible model of Intensive Tenancy Sustainment Support for new and existing tenants with highly complex circumstances.</li> <li>Review feasibility of funding / partially funding Tenancy Starter Packs to ensure continuous and consistent provision for our tenants being rehoused from homelessness who require basic household items/ appliances.</li> </ul> <p>Given the scale of actions, an additional resource requirement has been identified and approved, with recruitment due to commence imminently.</p>	<p>Prioritisation of actions in the Plan is subject to the appointment of a dedicated team. To be undertaken Q1 of 2023/24.</p> <p>Development of plans beyond year 1 are subject to the appointment of dedicated team. As above.</p> <p>Target 2023/24 – Award circa £1.56 million to voluntary, community and social enterprise (VCSE) sector – inclusive of award fund uplift to tackle cost of living.</p> <p>Target 2024/25 – Award circa £780k to VCSE sector.</p> <p>Conduct evaluation of the STFP 2021-24.</p> <p>Target 2025/26 – Award circa £780K to VCSE sector.</p>	<p>1.12</p>



2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
	<p>The Sustaining Tenancies Funding Programme 2021-24 has awarded funding to 36 tenant-focused projects. Project delivery and monitoring is ongoing. To assist with impact reporting, an Outcomes Measurement project has been implemented and is running in tandem with funding programme.</p> <p>As the award fund for the current programme (£1.54 million) has been fully allocated, a business case for a new programme for the period 2023-26 is being progressed. In 2023 it is proposed that our key funding priority will be supporting tenancy resilience of Housing Executive tenants in the context of high and rising living costs.</p>	<p>Prepare case for new programme of funding.</p>	
<b>Tenancy Sustainment</b>			
<p>Report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate.</p>	<p>The sustainment rate of tenancies beyond 12 months continues to exceed the baseline rate. As of December 2022, the sustainment rate over the preceding 12 month period was 89%.</p>	<p>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>	<p>1.12</p>
<b>Continuous Tenant Omnibus Survey</b>			
<p>Monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>The 2022 CTOS survey found that 77% of tenants in Belfast were satisfied with the overall service provided by NIHE.</p>	<p>Continue to monitor tenants' satisfaction through the CTOS.</p>	<p>1.12</p>

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<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>Monitor and reduce tenancy fraud and continue to report statistics to DfC.</p>	<p>In Belfast NIHE collected 99.3% of rent at March 2023.</p> <p>Arrears increased by £263k during 2022/23 to £7.78m.</p> <p>Statistics reported quarterly to DfC.</p>	<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.</p> <p>Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	<p>1.5</p> <p>1.10</p>
<b>Continue to work with DfC on the move to UC and working to mitigate the impacts of Welfare Reform</b>			
<p>In 2022/23 NIHE 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>continue to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>assist DfC and 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>NIHE 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>NIHE 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 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>	

2022/23 Plan	2022/2023 Progress	Plans 2023-26	Community Plan Reference
<b>Finalise and implement Voids Reset Plan</b>			
<p>Progress in implementing the Voids Action Plan 2019-2022 was suspended in 2021 due to the ongoing service impact due to the pandemic. In 2022/23, the plan is to gain Executive Team approval for Reset and implement Year 1 actions.</p>	<p>The content and approval of the reset plan was held given the residual impact of COVID-19 and the impact of contractor issues on void performance. It is proposed that the reset plan will be developed and approved in Q1 of 2023/24.</p> <p>NIHE actionable voids at March 2023 were 1.37% of total stock in Belfast.</p>	<p>Subject to development of reset plan.</p>	<p>1.12 4.9</p>

# Appendices

# Appendix 1

## Community Plan themes and outcomes

For further details please refer to:

[The Belfast Agenda \(belfastcity.gov.uk\)](http://belfastcity.gov.uk)

Theme	Outcome	Reference
<b>Everyone in Belfast benefits from a thriving and prosperous economy</b>	City productivity levels	1.1
	Investment into Belfast	1.2
	Performance of the Belfast Urban Area economy	1.3
	The number of new business start-ups versus the number of business deaths	1.4
	The proportion of the population living in relative poverty	1.5
	The proportion of working-age population in Belfast who are unemployed	1.6
	The employment rate of 16 - 64 year olds by deprivation quintile	1.7
	Skills barometer measure - the gap between current and future skill needs	1.8
	Economic inactivity rate (excluding students)	1.9
	Average earnings	1.10
	Total spend by external visitors	1.11
Supply of suitable housing	1.12	
<b>Belfast is a welcoming, safe, fair and inclusive city for all</b>	Number of victims of any crime	2.1
	Number of hate-motivated crimes	2.2
	Proportion of people who feel safe	2.3
	Number of anti-social behaviour incidents	2.4
	Number of interfaces	2.5
	The number of people who agree that people from different background get on well together	2.6
	Proportion of population who believe the cultural identity is respected by society	2.7

Table continues

Theme	Outcome	Reference
<b>Everyone in Belfast fulfils their potential</b>	Proportion of population who have attained Level 2 or above	3.1
	Gap between percentage of school-leavers and percentage of free school meals school-leavers achieving at Level 2 or above, including English or maths	3.2
	Proportion of school-leavers entering employment, education or training	3.3
	Proportion of care leavers who aged 19 were in education training or employment	3.4
	Proportion of children who have reached attainment at Key Stage 2 (up to 11 years)	3.5
	Proportion of pre-school children at the appropriate stage of development	3.6
	School attendance rates	3.7
<b>Everyone in Belfast experiences good health and wellbeing</b>	Healthy life expectancy at birth	4.1
	Gap in healthy life expectancy	4.2
	Preventable deaths	4.3
	Proportion of the population of adults and/or children who are obese	4.4
	Proportion of population who smoke	4.5
	Proportion of adults drinking above sensible drinking guidelines	4.6
	Proportion of people who rank themselves as having high levels of wellbeing	4.7
	Proportion of adults participating in moderate exercise at least five days per week	4.8
	Number of households in housing stress	4.9
	Proportion of population living in decent homes	4.10
	Proportion of the population volunteering	4.11
	Proportion of the population participating in culture, arts and sport	4.12
<b>Belfast is a vibrant, attractive, connected and environmentally friendly city</b>	Air quality	5.1
	Percentage of household waste that is recycled or composted	5.2
	Percentage of all journeys which are made by walking, cycling or public transport	5.3
	Visitor numbers	5.4
	Renewable energy as a percentage of all energy consumed	5.5
	Number of miles of cycle lanes, footways and footpaths	5.6
	Proportion of homes that are energy efficient	5.7
	Visitor satisfaction	5.8
	Satisfaction with Belfast as a place to live	5.9

# Appendix 2

## Social Housing Need by Settlement 2022-27

Settlement	Social Housing Need 2022-27
<b>Greater West/ Shankill</b>	
Inner West	1,090
Middle West	1,107
Outer West	784
Ainsworth/Woodvale	51
Ballygomartin	6
Mid Shankill	71
Lower Shankill	0
<b>North Belfast</b>	
North Belfast 1	2,016
North Belfast 2	296
<b>South and East Belfast</b>	
Upper Ormeau	457
Donegall Road	137
Finaghy	159
Lisburn Road	440
Lower Ormeau and Markets	372
Inner East Belfast	284
Middle East Belfast	362
Short Strand	55
Outer East Belfast	297
<b>Total Social New build requirement Belfast City</b>	<b>7,984</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 2022 – March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Areema Drive (T)*	16	General Needs	Apex Housing	Urban
Areema Drive (T)*	4	Wheelchair Standard	Apex Housing	Urban
Areema Drive (T)*	2	Active Elderly	Apex Housing	Urban
1-3 Evelyn Avenue	6	General Needs	Ark	Urban
454-458 Donegall Road	10	Active Elderly	Ark	Urban
136-138 University Avenue	13	General Needs	Ark	Urban
Ravensdale Street	6	General Needs	Ark	Urban
Belvedere, Upper Dunmurry Lane	43	General Needs	Choice	Urban
Belvedere, Upper Dunmurry Lane	8	Active Elderly	Choice	Urban
Belvedere, Upper Dunmurry Lane	2	Wheelchair Standard	Choice	Urban
Moyard Playpark (T)*	14	General Needs	Choice	Urban
Cairnmartin, Phase 2 (NIHE Transfer)	16	General Needs	Choice	Urban
Cairnmartin, Phase 2 (NIHE Transfer)	10	Wheelchair Standard	Choice	Urban
Lewis Square (Blocks B & C)	27	General Needs	Choice	Urban
Lewis Square (Blocks B & C)	2	Wheelchair Standard	Choice	Urban
Lewis Square (Block A)	14	Active Elderly	Choice	Urban
Lewis Square (Block A)	1	Wheelchair Standard	Choice	Urban
53 & 54 Belle Bashford Court, Belfast	2	Active Elderly	Choice	Urban

Table continues



### Schemes completed April 2022 – March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Apartments 1 & 2, 9 Eia Street	2	General Needs	Clanmil	Urban
Apartments 1-8, 434 Antrim Road	7	General Needs	Clanmil	Urban
62 University Street	3	General Needs	Clanmil	Urban
St Gemma's High School Site	50	General Needs	Clanmil	Urban
St Gemma's High School Site	3	Wheelchair Standard	Clanmil	Urban
Brookfield Mill	77	General Needs	Clanmil	Urban
Glenbryn Phase 3 (Surplus Public Sector site)	11	General Needs	Clanmil	Urban
Glenbryn Phase 3 (Surplus Public Sector site)	1	Wheelchair Standard	Clanmil	Urban
20 Cregagh Road	9	General Needs	Habinteg	Urban
Medway Street	10	General Needs	Habinteg	Urban
Hopewell Street (T)*	16	General Needs	Radius	Urban
Hopewell Street (T)*	2	Wheelchair Standard	Radius	Urban
ESPs**	18	General Needs	various	Urban
<b>Total</b>	<b>405</b>			

Source: NIHE

\* (T) Transfer Scheme built on NIHE land \*\*ESP - Existing Satisfactory Purchase \*\*\* OTS - Off the Shelf

### Schemes on-site at March 2023

Scheme Name	Units	Client Group	Housing Association	Theme
Glenmona	443	General Needs	Apex Housing	Urban
Glenmona	40	Active Elderly	Apex Housing	Urban
Glenmona	38	Wheelchair Standard	Apex Housing	Urban
McClure Street (S)	21	General Needs	Apex Housing	Urban
McClure Street (S)	1	Wheelchair Standard	Apex Housing	Urban

Table continues

**Schemes on-site at March 2023**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Theme</b>
10-12a & 14-16 Parkgate Avenue (S)	12	Active Elderly	Apex Housing	Urban
10-12a & 14-16 Parkgate Avenue (S)	2	Wheelchair Standard	Apex Housing	Urban
Glenmona, Phase 1A	28	General Needs	Apex Housing	Urban
Shore Road (Grays Lane, Phase 2)	12	General Needs	Apex Housing	Urban
Shore Road (Grays Lane, Phase 2)	1	Wheelchair Standard	Apex Housing	Urban
Channing Street	4	General Needs	Arbour Housing	Urban
Malone Mews	14	General Needs	Ark	Urban
Kilwee, Upper Dunmurry Lane	73	General Needs	Choice	Urban
Kilwee, Upper Dunmurry Lane	12	Active Elderly	Choice	Urban
Kilwee, Upper Dunmurry Lane	5	Wheelchair Standard	Choice	Urban
Lisburn Road/Ashley Avenue	21	Active Elderly	Choice	Urban
Lisburn Road/Ashley Avenue	2	Wheelchair Standard	Choice	Urban
163 Ormeau Road, Phase 2	9	General Needs	Choice	Urban
163 Ormeau Road, Phase 2	1	Wheelchair Standard	Choice	Urban
Park Avenue, Belfast	21	General Needs	Choice	Urban
The Bank, 381-385 Woodstock Road (S)	8	Mental Health	Choice	Supported
Park Avenue Hotel	60	General Needs	Choice	Urban
Park Avenue Hotel	3	Wheelchair Standard	Choice	Urban
Kings Hall, Lisburn Road	40	Active Elderly	Choice	Urban
Kings Hall, Lisburn Road	5	Wheelchair Standard	Choice	Urban
Corrib Flats Regeneration (T)	22	General Needs	Choice	Urban
Corrib Flats Regeneration (T)	1	Wheelchair Standard	Choice	Urban

*Table continues*

**Schemes on-site at March 2023**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Theme</b>
Gardenmore Road (Summerhill Phase 2)	13	General Needs	Choice	Urban
Gardenmore Road (Summerhill Phase 2)	2	Wheelchair Standard	Choice	Urban
64 Andersonstown Road	12	Active Elderly	Clanmil	Urban
Stormont Inn	22	Active Elderly	Clanmil	Urban
Stormont Inn	1	Wheelchair Standard	Clanmil	Urban
Lower Oldpark (Manor Street/Alloa Street) (T)*	10	General Needs	Clanmil	Urban
Lower Oldpark (Manor Street/Alloa Street) (T)*	2	Wheelchair Standard	Clanmil	Urban
Lands adjacent to 91 Gilnahirk Road	6	Active Elderly	Connswater	Urban
Summerhill Drive	15	General Needs	Habinteg	Urban
Good Shepherd Road	12	General Needs	Habinteg	Urban
6 Suffolk Road	15	General Needs	Habinteg	Urban
Woodstock/Beersbridge Road	27	General Needs	Habinteg	Urban
Woodstock/Beersbridge Road	4	Wheelchair Standard	Habinteg	Urban
Lorne Street	29	General Needs	Habinteg	Urban
Lorne Street	2	Wheelchair Standard	Habinteg	Urban
197-203 Crumlin Road	14	General Needs	North Belfast HA	Urban
35 Langley Street	6	General Needs	North Belfast HA	Urban
Hannahstown Phase 1A (S)	89	General Needs	Oaklee/Trinity	Urban
Hannahstown Phase 1A (S)	3	Wheelchair Standard	Oaklee/Trinity	Urban
Visteon, Blacks Road	186	General Needs	Radius	Urban
Visteon, Blacks Road	10	Wheelchair Standard	Radius	Urban
Hazel Close	41	General Needs	Radius	Urban

Table continues

**Schemes on-site at March 2023**

Scheme Name	Units	Client Group	Housing Association	Theme
Hazel Close	4	Wheelchair Standard	Radius	Urban
150 Knock Road	47	Active Elderly	Radius	Urban
150 Knock Road	5	Wheelchair Standard	Radius	Urban
Lagmore, Phase 1B (29 Hazel View)	12	General Needs	Radius	Urban
Lagmore, Phase 1B (29 Hazel View)	1	Wheelchair Standard	Radius	Urban
Roumania Rise/Ross Street (T)	21	General Needs	Radius	Urban
Roumania Rise/Ross Street (T)	3	Wheelchair Standard	Radius	Urban
6-20 Bloomfield Avenue	15	General Needs	Radius	Urban
6-20 Bloomfield Avenue	1	Wheelchair Standard	Radius	Urban
Gasworks Site (S)	86	General Needs	Radius	Urban
Gasworks Site (S)	8	Wheelchair Standard	Radius	Urban
College Square North	38	General Needs	Triangle	Urban
College Square North	7	Active Elderly	Triangle	Urban
College Square North	3	Wheelchair Standard	Triangle	Urban
ESPs**	2	General Needs	various	Urban
Rehabs	7	General Needs	various	Urban
<b>Total</b>	<b>1,680</b>			

Source: NIHE  
 \* (T) Transfer Scheme built on NIHE land \*\*ESP - Existing Satisfactory Purchase \*\*\* OTS - Off the Shelf

**Schemes programmed 2023/24 - 2025/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
Inverary Avenue	10	General Needs	Alpha	2023/24	Urban
72-78 Connsbrook Avenue	12	General Needs	Ark	2023/24	Urban
141-147 Upper Dunmurry Lane	20	General Needs	Ark	2023/24	Urban
Clonaver Drive	20	Active Elderly	Choice	2023/24	Urban
Lagmore	43	General Needs	Choice	2023/24	Urban
218-226 Falls Road	11	Active Elderly	Choice	2023/24	Urban
218-226 Falls Road	1	Wheelchair Standard	Choice	2023/24	Urban
18-24 Antrim Road	19	Active Elderly	Choice	2023/24	Urban
Tower Street	16	General Needs	Choice	2023/24	Urban
Flax Centre	45	General Needs	Clanmil	2023/24	Urban
St Thomas, Whiterock Road	62	General Needs	Clanmil	2023/24	Urban
Gort Na Mona	122	General Needs	Clanmil	2023/24	Urban
Donegall Pass PSNI (S)	19	General Needs	Clanmil	2023/24	Urban
Posnett Street (T)	24	General Needs	Clanmil	2023/24	Urban
483-485 Antrim Road	8	General Needs	Clanmil	2023/24	Urban
Loft Lines	51	General Needs	Clanmil	2023/24	Urban
Loft Lines	22	Active Elderly	Clanmil	2023/24	Urban
Loft Lines	8	Wheelchair Standard	Clanmil	2023/24	Urban
Former Grove PS Site,North Queen Street (S)	23	General Needs	Grove	2023/24	Urban
Former Grove PS Site,North Queen Street (S)	4	Wheelchair Standard	Grove	2023/24	Urban
Former Grove PS Site,North Queen Street (S)	4	Active Elderly	Grove	2023/24	Urban
151-167 Antrim Road	17	General Needs	Habinteg	2023/24	Urban
22-30 Hopefield Avenue	18	Active Elderly	North Belfast HA	2023/24	Urban

Table continues

**Schemes programmed 2023/24 - 2025/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
Springfield Road / Highcairn Road	12	General Needs	North Belfast HA	2023/24	Urban
Lower Clonard	2	General Needs	North Belfast HA	2023/24	Urban
Broadway Village (T)	4	General Needs	Radius	2023/24	Urban
Bryson Street, Phase 2	6	Active Elderly	St Matthews/Apex Housing	2023/24	Urban
Bryson Street, Phase 2	2	Active Elderly	St Matthews/Apex Housing	2023/24	Urban
Mount Vernon Walk, Belfast NIHE Transfer	25	General Needs	Apex	2023/24	Urban
Park Avenue	8	General Needs	TBC	2023/24	Urban
Park Avenue	22	Active Elderly	TBC	2023/24	Urban
Park Avenue	2	Wheelchair Standard	TBC	2023/24	Urban
Belvoir Bedsits (T)	4	General Needs	Triangle	2023/24	Urban
Belvoir Bedsits (T)	3	Wheelchair Standard	Triangle	2023/24	Urban
Rehabs	6	General Needs	Various	2023/24	Urban
Parkgate Avenue	41	Active Elderly	Ark	2024/25	Urban
Clonaver Drive	10	Active Elderly	Choice	2024/25	Urban
Lands to the rear of 85 Channing Street	20	General Needs	Choice	2024/25	Urban
Glen Road/Hannahstown, Belfast (Combined private and NIHE)	224	General Needs	Choice/Radius	2024/25	Urban
Glen Road/Hannahstown, Belfast (Combined private and NIHE)	19	Wheelchair Standard	Choice/Radius	2024/25	Urban
Glen Road/Hannahstown, Belfast (Combined private and NIHE)	17	Active Elderly	Choice/Radius	2024/25	Urban
City Quay 4	50	General Needs	Clanmil	2024/25	Urban
200 Stewartstown	24	General Needs	Clanmil	2024/25	Urban
Monagh Drive, Turf Lodge	26	General Needs	Clanmil	2024/25	Urban

*Table continues*

**Schemes programmed 2023/24 - 2025/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
Titanic	141	General Needs	Clanmil	2024/25	Urban
Ormeau Centre (Verner Street)	14	Active Elderly	Habinteg	2024/25	Urban
Ormeau Centre (Verner Street)	1	Wheelchair Standard	Habinteg	2024/25	Urban
Lorne Street	79	General Needs	Habinteg	2024/25	Urban
137 Cavehill Road	10	General Needs	Newington/Apex Housing	2024/25	Urban
148 Ligoniel Road (Lands to the west of Wolfhill Centre)	25	General Needs	Newington/Apex Housing	2024/25	Urban
148 Ligoniel Road (Lands to the west of Wolfhill Centre)	2	Wheelchair Standard	Newington/Apex Housing	2024/25	Urban
Commedagh Drive NIHE Transfer	5	General Needs	North Belfast HA	2024/25	Urban
7 Upper Suffolk Road, NIHE Transfer	1	General Needs	North Belfast HA	2024/25	Urban
Belvoir Park	8	General Needs	Radius	2024/25	Urban
Belvoir Park	2	Wheelchair Standard	Radius	2024/25	Urban
204 Knock Road	30	General Needs	Radius	2024/25	Urban
Cliftonville GC, Westland Road	110	General Needs	Radius	2024/25	Urban
Durham House	22	General Needs	Radius	2024/25	Urban
Browns Square	12	General Needs	Radius	2024/25	Urban
Sirocco Works Site (Waterside)	69	General Needs	TBC	2024/25	Urban
Sirocco Works Site (Waterside)	7	Wheelchair Standard	TBC	2024/25	Urban
Hope Street (T)	32	General Needs	TBC	2024/25	Urban
Oldpark Road	20	General Needs	Ark	2025/26	Urban
Old Cross & Passion Site, Glen Road	80	General Needs	Clanmil	2025/26	Urban
197-199 Castlereagh Road	11	General Needs	Connswater	2025/26	Urban
Upper Long Streets, Belfast NIHE Transfer	123	General Needs	Newington/Apex Housing	2025/26	Urban

Table continues

**Schemes programmed 2023/24 - 2025/26**

<b>Scheme Name</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
62 Beersbridge Road	11	General Needs	North Belfast HA	2025/26	Urban
Hopewell Street, Phase 2 (T)	14	General Needs	TBC	2025/26	Urban
Clarawood House Belfast NIHE Transfer	25	General Needs	TBC	2025/26	Urban
Kilbroney House Belfast NIHE Transfer	25	General Needs	TBC	2025/26	Urban
<b>Total</b>	<b>1,985</b>				

Source: NIHE

\* (T) Transfer Scheme built on NIHE land \*\*ESP - Existing Satisfactory Purchase \*\*\* OTS - Off the Shelf



# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2022 – March 2023

Work Category	Scheme	Units
External Cyclical Maintenance	Roden Street South	5
	Woodside/Poleglass	3
	Belvoir Castles	51
	Highfield	144
	Lower Woodstock	2
	New Barnsley	12
	Annadale	240
	Springmartin	34
	Jamaica/Havana	126
	Lower Woodstock Phase 2	169
	Mid Shankill/ Tudor Phase 2	179
	Ardcaoin/ Glenkeen	177
	Lower Suffolk	188
	Tower/ Flower/ Thistle	78
	Springhill	117
	Knocknagoney/ Garneville	218
	Westrock	100
	Divis Phase 3	200
	West Circular	42
	Ardcarn/ Summerhill	257
Colinbrook	33	
Snugville Street	53	
Carlisle/ Silverstream & Newlodge	141	
Agnes Street	66	

Table continues

**Schemes completed April 2022 – March 2023**

<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
	Willowfield/ Castlereagh	3
	Beersbridge Phase 2	58
<b>Bathroom Kitchen Rewire</b>	North Belfast Mop Up Phase 1	1
	North Belfast Mop Up Phase 2	34
	North	49
<b>Revenue Replacement – Bathrooms</b>	Doon/ Brooke	3
	Moyard	3
<b>Heating Installation</b>	South & East 2003 (Dundonald) Phase 1	1
	South & East 2003 (Dundonald) Phase 2	1
	South & East 2004 (Dundonald) Phase 3	1
	Belfast Emergency	4
	2005 North Phase 2	5
	Shankill Heating	9
	North 2006 Phase 1	5
	Shankill 2007	4
	North 2006 Phase 2	11
	South & East Belfast 2005 (Dundonald) Phase 2	32
	Lisburn Dairy Farm 15 Year Old	26
	South & East Belfast 2005 Phase 3	102
	South & East Belfast 2005 Phase 4	62
	South & East Belfast Phase 1	88
	South & East Belfast Phase 2	98
	South & East Belfast (Dundonald) Phase 1	87
	2005 West Phase 1	91
	South & East 2006	99
	West 2007	61
	South & East 2007	56
	Belfast (properties in ERDF programme)	36

Table continues

**Schemes completed April 2022 – March 2023**

<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
	Belfast Emergency	2
	Belfast Voids Lot 3	39
	West	69
	West Belfast Refusals	28
	North 2007 Phase 1	59
	North Phase 2	56
	North Phase 1	30
	Belfast Emergency 22/23	191
	Dairyfarm	25
	Belfast Emergency 2	88
	Belfast Voids 22/23	106
	Emergency 22/23	123
	Templemore Hostel	9
<b>Capital Schemes</b>	Malvern/ Foster	4
	Victoria Parade	9
	Finnis Close	9
<b>Special Schemes-External Wall Insulation</b>	(ERDF Retrofit) Carlisle	45
	(ERDF Retrofit) Ballysillan Phase 2	2
	(ERDF Retrofit) Ballysillan Phase 1	124
	(ERDF Retrofit) Ballymurphy Phase 1	61
	(ERDF Retrofit) Forthriver Phase 3	32
	(ERDF Retrofit) Forthriver Phase 1	64
	(ERDF Retrofit) Forthriver Phase 2	85
	(ERDF Retrofit) Clonduff	43
	(ERDF Retrofit) Finaghy	68
	(ERDF Retrofit) Ballymurphy Phase 2	82
<b>Roofs</b>	South & East Security Roof	12

Table continues

**Schemes completed April 2022 – March 2023**

<b>Work Category</b>	<b>Scheme</b>	<b>Units</b>
<b>Fence Painting</b>	Lot 8 South	1,023
	Lot 10 West	765
	Lot 12 North	411
	Lot 15 East	588
<b>Double Glazing</b>	South & East Phase 1	3
	Ballysillan/ Silverstream	167
	South & East Phase 3	188
	South & East Phase 4	165
<b>Total</b>		<b>8,440</b>

Source: NIHE

Note: Some schemes may start and complete in year.

**Schemes activity and expected completions up to 31 March 2024**

<b>Work Category</b>	<b>Scheme</b>	<b>Planned Completions</b>
<b>External Cyclical Maintenance</b>	Highfield	34
	Ardcaoin/ Glenkeen	9
	Tower/ Flower/ Thistle	90
	West Circular	135
	Knocknagoney/ Garnerville	2
	Colinbrook	55
	Snugville Street	168
	Carlisle/ Silverstream & Newlodge	45
	Agnes Street	41
	Willowfield/ Castlereagh	130
	Beersbridge 2	71
	Tan Triangle Phase 2	180
	Moyard	187
	Ainsworth/ Woodvale	170
	Beersbridge	126
	Lower Ormeau	172
	Avoniel/ Bloomfield	126
	Village 1	172
	Lisburn Road/ Stranmillis	170
	Dundela/ Edenvale/ Sydenham	170
	Lower Shankill	198
	Rinnalea	152
	Midland/ Lower Duncairn	146
	Woodvale/ Twaddell	137
Upper Duncairn	125	
Mountcollyer/ Gainsborough	78	
Bearnagh/ Bingnian	130	

Table continues

**Schemes activity and expected completions up to 31 March 2024**

<b>Work Category</b>	<b>Scheme</b>	<b>Planned Completions</b>
	Lower Falls/Grosvenor	115
	Ligoniel	95
	Lower Ligoniel/ Glenbank	60
	Summerhill/ Thornhill	70
	Bally/ Oldpark	70
	Upper Lenadoon/ Roden Street	50
	Lower Springfield/ Mid Falls	50
	Ardoyne/ Ardilea/ Glenview	20
	Henry/ Spamount/ Stratheden	30
	Lower Shankill	10
	Highfield 3	10
<b>Heating Installation</b>	Belfast Emergency	9
	Emergency 22/23	27
	Belfast Voids 22/23	44
	2005 North Phase 1	156
	S&E Belfast 2005 Phase 3	8
	S&E Belfast 2005 Phase 4	62
	2005 West Phase 1	5
	South & East 2006	54
	West 2006	129
	West 2007	88
	Belfast (properties in ERDF programme)	13
	West	18
	West Belfast Refusals	26
	Andersonstown	71
	North Phase 2	3
	North Phase 1	11
	North Refusals Phase 2	87
	Dairyfarm	35

Table continues

### Schemes activity and expected completions up to 31 March 2024

Work Category	Scheme	Planned Completions
	North Phase 4 Mop Up	62
	East 2008	87
	East 2009	37
	South 2008/09	61
	West 2008/09	70
	Belfast West 2008	65
	Belfast Emergency 23/24	80
	S&E (Dundonald)	2
<b>Capital Schemes</b>	Finnis Close	7
	Cherryvalley	4
	Hamill St/John St	2
	Dehra Grove	3
<b>Special Schemes – External Wall Insulation</b>	(ERDF Retrofit) Forthriver Phase 1	25
	(ERDF Retrofit) Forthriver Phase 2	3
	(ERDF Retrofit) Clonduff	55
	(ERDF Retrofit) Finaghy	26
	(ERDF Retrofit) Ballymurphy Phase 2	14
<b>Fence Painting</b>	Lot 8 South	763
	Lot 10 West	918
	Lot 12 North	568
<b>Roofs</b>	South & East Security Roof	122
	Tullycarnet Roofs	50
<b>Double Glazing</b>	Lord Street/Avoniel Phase 1	161
	Lord Street/Avoniel Phase 2	216
	South & East Phase 4	3
<b>Total</b>		<b>8,049</b>

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



### Grants Performance 2022/23

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	76	840	62
Repairs Grant	92	123	92
<b>Discretionary Grants</b>			
Replacement Grant	0	0	0
Renovation Grant	<10	88	11
Home Repair Assistance Grant	<10	19	<10
<b>Total</b>	<b>-</b>	<b>1,070</b>	<b>-</b>

Source: NIHE

There may be a discrepancy in calculation due to rounding.

### Adaptations to Housing Executive stock in 2022/23

Type of Adaptation	Adaptations 2022/23	Actual spend 2022/23 £m
Adaptations for Persons with a Disability (APD's) Starts*	17	1.01
Adaptations for Persons with a Disability (APD's) Completions*	9	
Lifts**	29	0.28
Showers**	147	0.92
Minor APD repairs***	489	0.42
<b>Total</b>	<b>691</b>	<b>2.63</b>

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

### Disabled Facilities Grants (DFG's)

Year	2018/19	2019/20	2020/21	2021/22	2022/23
Approved	42	41	86	74	76
Funding (£k)	527	669	957	919	840

Source: NIHE

# Appendix 5

## Supporting People Information and Homelessness

### Supporting People

Type of Service	Client Group	No. of providers	No. of schemes	Max. no of services users	Actual payments 2022/23 (£k)	Budget 2023/24 (£k)
Floating Based Services	Disability	5	5	200	879	833
	Homeless	10	11	524	1,357	1,967
	Older People	14	117	80	179	169
	Young People	5	5	57	459	450
	<b>Sub Total**</b>	-	<b>138</b>	<b>862</b>	<b>2,874</b>	<b>3,419</b>
Non Floating Support Services	Disability	11	52	521	5,509	5,316
	Homeless	21	36	920	11,854	10,989
	Older People	0	0	2,980	1,458	1,330
	Young People	0	0	54	786	708
	<b>Sub Total**</b>	-	<b>88</b>	<b>4,475</b>	<b>19,607</b>	<b>18,343</b>
<b>Grand Total*</b>		-	<b>226</b>	<b>5,336</b>	<b>22,482</b>	<b>21,762</b>

Source: NIHE

\* There may be a discrepancy in calculation due to rounding.

\*\* Some providers supply both accommodation based and floating support services.

### Homelessness

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households Placed in Temporary Accommodation*
2017/18	5,879	3,940	1,040
2018/19	5,747	3,790	1,303
2019/20	5,270	3,325	1,664
2020/21	5,314	3,326	5,149
2021/22	4,553	2,820	4,479
2022/23	4,433	2,683	4,605

Source: NIHE

\* Applicants may have multiple placements over the period.

# Appendix 6

## Housing Executive Local Stock at March 2023

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
North Belfast	468	0	1,455	391	30	5,884	55
	<b>39</b>	<b>0</b>	<b>237</b>	<b>4,294</b>	<b>33</b>	<b>4,603</b>	
West Belfast	1,017	1	1,405	7,254	158	9,835	99
	<b>235</b>	<b>14</b>	<b>543</b>	<b>9,731</b>	<b>99</b>	<b>10,622</b>	
South & East	982	0	2,831	5,363	275	9,433	175
	<b>139</b>	<b>8</b>	<b>1,076</b>	<b>8,381</b>	<b>115</b>	<b>9,719</b>	
Belfast Total	2,467	1	5,673	16,548	463	25,152	429
	<b>413</b>	<b>22</b>	<b>1,856</b>	<b>22,406</b>	<b>247</b>	<b>24,944</b>	

Source: NIHE

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

(i) Bungalow (ii) Maisonette.

# Appendix 7

## Applicants and Allocations at March 2023

	<b>Applicants (Total)</b>	<b>Applicants (HS)</b>	<b>Allocations</b>
North Belfast	2,955	2,388	417
South and East Belfast	5,008	3,732	530
West Belfast	4,212	3,411	635
<b>Belfast Total</b>	<b>12,175</b>	<b>9,531</b>	<b>1,582</b>

Source: NIHE

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

# 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>Aengus Hannaway</b>	03448 920 900 <a href="mailto:aengus.hannaway@nihe.gov.uk">aengus.hannaway@nihe.gov.uk</a>
<b>North Belfast Area Manager</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Gerard Flynn</b>	03448 920 900 <a href="mailto:gerard.flynn@nihe.gov.uk">gerard.flynn@nihe.gov.uk</a>
<b>South &amp; East Belfast Area Manager</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Carole Johnston</b>	03448 920 900 <a href="mailto:carole.johnston@nihe.gov.uk">carole.johnston@nihe.gov.uk</a>
<b>West Belfast Area Manager</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Margaret Marley</b>	03448 920 900 <a href="mailto:margaret.marley@nihe.gov.uk">margaret.marley@nihe.gov.uk</a>

<b>Regional Services</b>		
<b>All enquiries 03448 920 900</b>		
<b>Office</b>	<b>Contact</b>	<b>Contact Information</b>
<b>Land and Regeneration Services</b> 2 Adelaide Street, Belfast, BT2 8PB	<b>Ailbhe Hickey</b> Assistant Director (A)	<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 - Private Sector Investment & Sustainable Development	<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>Roy Baillie</b> Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@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>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.

<p><b>Temporary Accommodation</b></p>	<p>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&amp;B/hotel) as and when required. B&amp;Bs and hotels are used, when no other options are available, for a short duration.</p>
<p><b>Tenancy Deposit Scheme</b></p>	<p>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.</p>
<p><b>Universal Credit</b></p>	<p>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.</p>
<p><b>Welfare Reform</b></p>	<p>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.</p>

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