

# Agenda Item 2a Belfast

Housing Investment Plan  
**Annual Update 2017**



Geography of Belfast City Council



Belfast is divided into ten district electoral areas



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**37,611**

applicants were on the housing waiting list at 31 March 2017



**86,069**

homes managed by the Housing Executive



**23,694**

of these classified as being in housing stress



**367,412**

repairs were carried out at a cost of £41.9m, which equates to approximately four repairs per dwelling



**11,488**

housing applicants were deemed to be homeless after investigation



**£511**

the average amount we spent on each dwelling for repairs



**4,740**

approvals were issued to private households to assist with insulation and heating measures through the Affordable Warmth Scheme



**£107.3m**

invested in over 23,000 homes



**1,604**

new homes were started through the Housing Executive's Social Housing Development Programme



**7,970**

social homes were allocated last year



**19,060**

housing support places were provided to assist the most vulnerable citizens in our local community



**£336m**

we collected 99.87% of rent and rates on our properties



**1,070**

Disabled Facilities Grants were approved to the value of approximately £11.3m



**500**

community groups worked in partnership with us through the Housing Community Network



**668**

mandatory Repair Grants were approved



**0.31%**

lettable voids continue to remain low, with only 0.31% of our stock vacant



**£671m**

paid out in Housing Benefit payments



**61,263**

claims for Housing Benefit assessed and 510,831 changes made to existing claims



**£860,000**

awarded through our Social Housing Enterprise (SHE) Strategy, with 99 schemes supported and 25 new initiatives created



**61**

jobs created or supported by SHE initiatives

# Foreword

In 2015 we published our four year Housing Investment Plans (HIP). These plans identified housing-related desired outcomes, and were intended to initiate discussions with councils and other stakeholders in order to develop a shared vision for the future of housing in each council area.

Last year we published our first HIP annual update, and now we are publishing the second annual update. This update reports on the progress of the Housing Executive and other agencies to achieve the intended outcomes, and on how we plan to deliver housing ambitions over the remaining two years of the HIP, and the longer term.

In 2015, new powers were given to local councils, including responsibility for planning and a duty to produce a Community Plan. The Housing Executive, as a statutory partner in planning and Community Planning, has engaged with the new Local Development Plan (LDP) and Community Planning teams, other statutory partners and community representatives.

Joint working throughout the last year has enabled us to develop strong

relationships and also to benefit from collaboration and the sharing of information. The HIP has been instrumental in this process.

Close working with stakeholders, and our role in the Community Plan are key elements in the Housing Executive's 'Journey to Excellence' programme, which aims to deliver top class housing and regeneration solutions that meet the needs of communities and partners, now and in the future.

We look forward in 2017 to developing further our relationships with councils and other stakeholders through the various planning and Community Planning processes to build lasting housing solutions that benefit the whole community.



Professor Peter Roberts  
Interim Chair





# Introduction

In 2015, the Housing Executive published the Belfast Housing Investment Plan (HIP) 2015-19, which aims to provide a long term and ambitious vision for the development of housing. This is the second annual update which records progress of actions set out in the HIP for 2015-19, HIP update 2016-17 and details new proposals for 2017-19. The annual update should be read in conjunction with the HIP 2015-19.

This annual update will not only show how the actions contribute to achieving the HIP outcomes but also how they can support the delivery of the emerging Belfast Community Plan outcomes.

The HIP sets out a strategic direction for housing across all tenures, both new and existing. Proposals detailed within this annual update seek to achieve this by promoting development, improving health and wellbeing, reducing inequality, and by creating more cohesive, safe, vibrant and successful places for all.

Since the publication of the HIP, the Housing Executive, as a statutory Community Planning and Local Development Plan (LDP) partner, has welcomed the opportunity to work with the council and stakeholders to incorporate and embed the HIP vision and outcomes within Community Planning and LDP processes.

With limited and reduced public resources, the partnership approach, which the Community Plan facilitates, will become increasingly important to deliver good quality services and housing solutions for local communities.

The annual update retains the HIP framework based around five themes and associated outcomes. Detailed information of proposals is set out in the Appendices. All statistics in this document refer to Belfast City Council unless otherwise stated.

## Vision

The housing sector throughout Northern Ireland faces a number of challenges in the current economic climate but is committed to working in a way that goes beyond a simple 'bricks and mortar' approach. The housing vision for Belfast is one where:

*"housing plays its part in creating a peaceful, inclusive, prosperous and fair society..."*

This vision for Belfast seeks to deliver sustainable communities, living in dwellings of a decent standard and in sufficient numbers to meet local needs in both urban and rural areas.

## HIP Themes and Outcomes

Success for housing providers necessitates measuring the effect of interventions therefore, under each of the five themes, a number of outcomes have been identified.

## Themes and Outcomes

### THEME ONE

#### Identify and meet housing need and demand

1. Identify new housing requirements.
2. Increase the supply of affordable renting to meet the needs of communities.
3. Assist home ownership.

### THEME TWO

#### Improving people's Homes

4. Improve the quality of the housing stock.
5. Develop low carbon homes and reduce fuel poverty.

### THEME THREE

#### Transforming people's lives

6. Provide suitable accommodation and support services for vulnerable residents.
7. Homelessness is prevented or is addressed effectively.

### THEME FOUR

#### Enabling sustainable neighbourhoods

8. Regenerate neighbourhoods.
9. Create safer and cohesive communities.

### THEME FIVE

#### Delivering Quality Services

10. Deliver better services.



The Belfast Agenda

### Community Planning Outcomes

1. Everyone in Belfast benefits from a thriving and prosperous economy
2. Belfast is a welcoming, safe, fair and inclusive city for all
3. Everyone in Belfast fulfils their potential
4. Everyone in Belfast experiences good health and wellbeing
5. Belfast is a vibrant, attractive, connected and environmentally friendly city.

### The HIP and the Community Plan

Belfast City Council and its statutory partners have been preparing a Community Plan, the Belfast Agenda, which has a bold and ambitious vision: "Belfast will be a city re-imagined. A great place to live for everyone. It will re-energise and drive a successful economy where everyone can reach their potential. Beautiful and well connected, it will be a shared city and loved by all its people and admired around the world. It will be a producer and a magnet for talent, investment, innovation and creativity, a compassionate place where people create value and are valued."

To achieve this vision the Council and its partners will work towards these adjacent outcomes.

Housing has a key role in this process and can contribute to achieving many of these actions. Housing can have a positive effect on health and wellbeing, regeneration and the environment, community cohesion and neighbourhoods, combating fuel poverty and promoting the use of renewable energy and assisting economic growth.

The HIP themes are complementary to many of the Community Planning themes. Each action under the HIP themes can contribute to the achievement of Community Planning outcomes. In addition, actions contained within the HIP often contribute to more than one Community Plan outcome.

### The HIP and the Local Development Plan

Belfast City Council Local Development Plan (LDP) will replace the Belfast Metropolitan Area Plan (BMAP 2015) in 2020. The Housing Executive has provided a full submission on its analysis of the housing market to inform the preparation of the LDPs Preferred Options Paper.

The LDP will influence housing development in Belfast for 15 years from 2020. It is therefore important that the Community Plan and HIP themes and outcomes be taken into account in the preparation of the LDP.

It is important that the emerging LDP, through engagement with local communities and elected representatives takes the opportunity to develop a housing strategy for Belfast.

The plan will address land availability for housing across Belfast. It will examine the take up of zoned land with the correct development plans. The LDP will be the main vehicle for assessing future housing land requirements.

Housing allocations will be determined by:

- Housing Growth Indicators (HGIs);
- Allowance of existing commitments;
- Urban capacity studies;
- Housing Needs Assessment;
- Allowance for windfall housing sites; and
- Residual housing need.

The LDP has an important role to fulfil in terms of the allocation of new housing across the council area. This is crucial given the aspiration within the LDP to increase the population of Belfast by almost 70,000 people and develop an additional 37,000 new homes in the period to 2035.



## Context

### Strategic Context

The HIP annual update has been developed within the context of the Northern Ireland policy framework.

### The White Paper, 'Fixing Our Broken Housing Market'

The new housing strategy for England was launched for consultation in February 2017. The White Paper unveils plans to change focus from Starter Homes to building a wider range of affordable homes.

The Government will also consult on a standardised calculation of housing demand to force councils to produce 'realistic' local plans. The White Paper outlines plans that will see builders given two years to start developing sites after planning permission is granted, rather than three; a presumption in favour of development on brownfield land and an aspiration for high density housing in areas of limited land availability. All of these issues and the proposed approaches may also shape thinking in Northern Ireland.

### The draft Programme for Government (PfG)

The draft PfG contains 14 high level outcomes, and 48 indicators. While our work supports many of the outcomes in the draft PfG, there is no specific 'housing outcome' included. Nevertheless, housing and many other elements of the work of the Housing Executive are cross-cutting, especially in relation to place-making and help achieve many of these PfG outcomes. Our investment plans and activities, as set out in this Plan, illustrate how and where our plans can contribute directly and indirectly to the delivery to not only local Councils' Community Plans, but also many of the overall PfG outcomes.

### Welfare Changes

Changes to the benefits system in Northern Ireland for working age claimants came into effect with the introduction of the Welfare Reform Order (NI) 2015 on 10 December 2015.

Each of the changes has had an impact on the Housing Executive with the key changes being Benefit Cap, Social Sector Size Criteria (sometimes referred to as 'Bedroom Tax'), Housing Benefit changes and freezing of the Local Housing Allowance.

The Northern Ireland Executive has put in place arrangements to provide financial support for people impacted by some of the changes to the welfare system.

The Housing Executive is working closely with the Department for Communities (DfC) to provide advice and assistance to tenants and housing applicants who are likely to be impacted by these welfare changes.

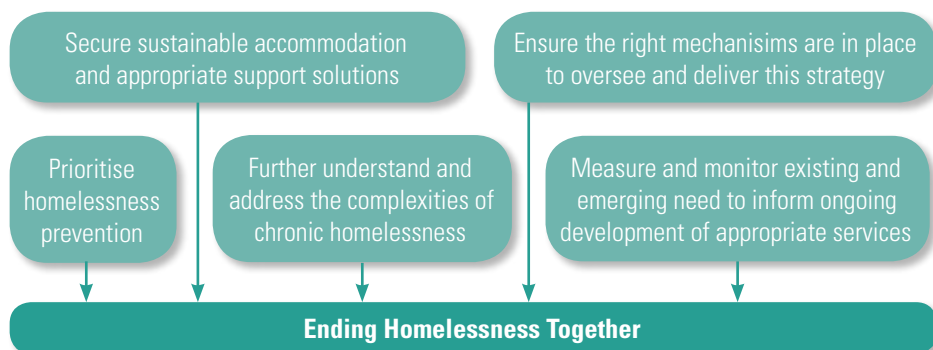
### Housing Benefit Changes

A number of changes have impacted housing benefit since September 2016:

- Backdating rules have been amended for working aged claimants;
- Family premium has been removed for new claimants or existing claimants who start a family or have a break in claim;
- Temporary absence rules have been introduced from 30 January 2017, reducing the period claimants can be absent from their home;
- Social Sector Size Criteria was introduced on 20 February 2017 for social housing tenants who have more bedrooms than their household requires; and
- From 11 May 2017, restrictions will apply in the assessment of Housing Benefit, limiting dependent premiums to 2 children, unless in exceptional cases.

Universal Credit is due to be introduced in September 2017, with a phased implementation for roll-out across NI by September 2018. Universal Credit will replace a number of working age benefits, including Housing Benefit. A Rates Rebate replacement project will also be effective from September 2017, led by LPS, for those claimants moving to Universal Credit who require assistance with payment of Rates charges as a separate application to LPS will be required.

### The Homelessness Strategy has five objectives



#### Homelessness Strategy

In line with our statutory duty the Housing Executive published a new Homelessness Strategy in April 2017. The Homelessness Strategy 2017-22 has a vision of ‘Ending Homelessness Together’ and this vision is reflective of our engagement with the sector in the development of this Strategy. This engagement and a statutory consultation noted the need for statutory and voluntary agencies to work with the Housing Executive to prevent homelessness and address issues arising from homelessness.

Each objective has associated short, medium and long term key milestones that are outlined in the document. The Homelessness Strategy 2017-22 is on the Housing Executive website at

[http://www.nihe.gov.uk/northern\\_ireland\\_homelessness\\_strategy.pdf](http://www.nihe.gov.uk/northern_ireland_homelessness_strategy.pdf).

It is accepted by government that homelessness is a cross cutting issue and the Strategy will therefore, be supported by a Cross Departmental Action Plan led by the DfC which will outline key actions that will enable collaborative working across government to improve the lives of homeless clients across Northern Ireland.

#### Delivery Strategy

Social Housing Development Programme (SHDP) delivery targets have been consistently met over the past ten years through strong partnership working between DfC, Housing Executive, housing associations and Northern Ireland Federation of Housing Associations (NIFHA). However, there remain a number of significant challenges, and it was recognised that a new strategy was required in order to overcome some of the barriers to successful long-term delivery of new social and affordable housing.

In response, following a process of detailed consultation and engagement, the SHDP Delivery Strategy was produced. The key objectives of the Strategy are:

- More sustainable neighbourhoods through effective place shaping within Community Planning;
- Reformed delivery of social and affordable housing to create a more flexible and responsive system;
- 8,000 new social housing units and at least 2,800 new affordable homes delivered, over a four year period to 2020 (subject to available funding), to meet housing need and demand.

An action plan was developed as part of the Strategy and it will be implemented between 2017 and 2020 in order to bring about an enhanced delivery system for new social and affordable housing.

### House Condition Survey 2016

The House Condition Survey 2016 is progressing. Work has completed on fieldwork, translation, validation and analysis of the data. A preliminary report was published 30 March 2017 and is available on the Housing Executive website. Modelling work has been procured and began in May 2017. The full report is due to be published early 2018.

### HMO Bill

The HMO Bill received Royal Assent in May 2016 and this legislation provides powers for Councils to develop and implement HMO Licensing Schemes. It is anticipated that this area of responsibility will be transferred to Councils by April 2018. The Housing Executive is fully committed to working with the Councils and DfC to ensure this transition is facilitated.

### Housing Strategy 'Facing the Future'

In September 2015 an action plan update was published, setting out progress on 33 actions emanating from the Housing Strategy, the majority of which are on track for delivery by 2017.

The action plan sets out ongoing implementation of the Social Housing Reform Programme and policy proposals to include:

- A social housing rent policy;
- Tenant Participation Strategy;

- Regulatory Framework for Social Housing Providers; and
- Engagement of the housing system with local government.

The Review of the Social Housing Allocation Policy by DfC is underway and any proposals for change will be subject to public consultation. The Housing Executive continues to work closely with DfC to progress this review.

DfC commenced the Review of the Role and Regulation of the Private Rented Sector (PRS) in November 2015. The aim of the review is to consider the current and potential future role of the sector and assess the effectiveness of current regulation, identifying where improvements can be made to help make the PRS a more attractive housing option.

A public consultation was launched in January 2017 with a number of proposals including:

- Restriction of the number of times rent can be increased in a 12 month period;
- Introduce a minimum notice to quit period from four weeks to two months; and
- Introduce a regulatory framework for letting agents.

### Rural

The Housing Executive provides a range of services tailored specifically for those living or wanting to live in rural areas.

In 2016, the Housing Executive launched 'Sustainable Rural Communities' the refreshed Rural Strategy & Action Plan 2016-2020, which is aimed at identifying the housing needs of rural communities and working with housing providers, councils, public bodies and rural stakeholders to ensure that where possible, needs are addressed.



### Facing the Future: The Housing Strategy for Northern Ireland Action Plan Update 2015

In 2017/18, the Housing Executive is committed to carrying out a review of policy and procedure for identifying hidden rural housing need, examining the potential to increase housing association involvement in the process. It is hoped that this partnership approach will encourage more people to come forward and may also broaden the scope to include an examination of the demand for affordable/mixed tenure housing.

### Asset Management Strategy

The Housing Executive's new Asset Management Strategy was approved in early 2016. The Strategy adopts an 'active asset management approach' in which investment decisions are based on the performance of the stock in supporting the Housing Executive's business plan and its landlord objectives.

In the past year, the Housing Executive has been assessing its stock using the work carried out by Savills in the DfC/Housing Executive Joint Asset Commission in 2014/15. The Strategy also includes a new investment standard - the Commonly Adopted Standard - as the basis for investment in the modernisation and maintenance of our housing stock.

The Housing Executive has been carrying out work to develop a new 10 Year Investment Plan based on the principles set out in the Strategy. However, future funding is uncertain and much will depend on the outcome of the Social Housing Reform Programme delivering a way forward that will secure sufficient funding to meet our stock's investment needs.



HECA Report 2016

### Tower Block Strategy

The Housing Executive has prepared a strategy for its 32 tower blocks as part of its overarching Asset Management Strategy. This strategy determined that option appraisals should be carried out for each block given the various issues around investment needs, management and maintenance costs and housing demand.

A report on these appraisals was presented to the Housing Executive's Board for consideration at its meeting in November 2016. The Board requested that officers develop a comprehensive action plan for each tower by August 2017. However, following the fire in Grenfell Tower in London, the development of this plan will now be put on hold until the Housing Executive has had the opportunity to consider any preliminary findings from investigations into the fire and any potential implications arising from these.

### Home Energy Conservation Authority (HECA)

The Housing Executive has released the 20th progress report which records the key outputs by the organisation, and other agencies, in improving the energy efficiency of housing in Northern Ireland. In the past year the Housing Executive invested over £21m for heating conversions in their homes and invested a further £8m on innovative schemes under the NI Sustainable Energy Programme.

### Housing Growth Indicators (HGIs)

HGIs are estimates of new dwelling requirements based on new household projections. In 2016, the Department for Infrastructure (DfI) realigned HGIs for Northern Ireland, based on

2012 household figures. The current estimate for NI 2012-2025 is 94,000, approximately 7,200 per annum.

### Together Building United Communities (TBUC)

The Housing Executive continues to work with housing associations to fulfil the NI Executive ambition to deliver ten new build shared housing schemes as part of the TBUC programme:

- Ravenhill Road, Belfast (Apex) - completed December 2014;



- Ravenhill Avenue, Belfast (Fold) - completed October 2016;
- Crossgar Road, Saintfield (Choice) - completed January 2016;
- Burn Road, Cookstown (Fold) - completed December 2016;
- Felden, Newtownabbey (Clanmil) - completed March 2017;
- Antrim Road, Ballynahinch (Choice) - expected to complete October 2017;
- Market Road, Ballymena (Choice) - expected to complete November 2017;
- Main Street, Dundrum (Clanmil) - expected to complete February 2018;
- Dromore Street, Banbridge (Clanmil) - expected to complete June 2018;
- The Embankment, Belfast (Clanmil) - started January 2017.



## Local Context

Belfast is the capital of Northern Ireland with a population of almost 340,000. The City provides major opportunities for employment, learning, shopping, leisure and entertainment. It drives much of the economic growth across the region.

This section summarises the Belfast housing market and issues that have potential to affect its future development.

### Housing Market Update

The population of Belfast is growing slightly, however the Belfast Agenda and the emerging LDP foresee a rapid expansion of the population in the period to 2035. An increase of almost 70,000 is forecast over that period. This will require an additional 37,000 homes, an average of 1,750 per annum, phased to align with infrastructure capacity and provision.

The local housing market is slowly recovering from the economic crash of 10 years ago. House prices have increased slowly in recent years but private sector building activity remains low and mortgage lending remains inhibited despite historically low interest rates. Prices in Belfast actually fell in the latter part of 2016, reflecting the market uncertainty prevalent since the Brexit vote.

### Owner Occupied Sector

The average price of properties sold in Belfast in 2016 was £163,665. This represents a small decrease on last year's average price. However, since early 2014, house price change has been one of relative stability.

The majority of estate agents report that market uncertainty is likely to be a strong influence on both the Northern Ireland economy and the local housing market in the coming year.

There is considerable variation across different property types throughout Belfast. Semi-detached houses and apartments have reduced in price over the past year while detached houses and bungalows have increased. Sectoral differences are also apparent; South Belfast remains the highest priced sub market while North Belfast is the lowest. First time buyers are still experiencing difficulty in obtaining mortgage finance; this effectively puts a brake on market activity.

The LDP has set a target of 37,000 new homes in Belfast in the period up to 2035. Given that owner occupation is the dominant tenure in the City, it is reasonable to expect that a significant number of the new homes will be owner occupied. This is a challenging target and will require a change in approach to density, urban massing and land use.

### Private Rented Sector (PRS)

The PRS continues to play a significant role in the local housing market. Local estate agents report that there is continuing strong demand for private rental accommodation at the top end of the market and in the Lisburn Road, Ormeau Road and Stranmillis areas. Terrace properties and apartments bought during the 'buy to let' boom of the early 2000s provide most of the stock in the PRS.

Local estate agents have indicated that key drivers affecting the PRS in Belfast include:

- high demand for private rental;
- no net additional supply;
- high demand and low turnover in the social housing sector;
- job and income uncertainty;
- lower numbers of private new build development;
- lending restrictions; and
- an oversupply in certain areas.

The PRS will play an increasingly important role meeting the needs of younger households on lower incomes, who in previous decades would have become first time buyers. High levels of demand for social housing in some areas will also continue to underpin the demand for private rented accommodation.

Housing Benefit continues to play a vital role in supporting low-income tenants in the PRS. The increasing impact of welfare reform will affect the sector in the near future, the freeze of the local housing allowance which could potentially exclude households from certain areas and property types.

The rapid expansion of purpose built student accommodation in the City to coincide with the relocation of the Ulster University into the city centre will impact those areas traditionally associated with student lets, most notably the Holylands. The Housing Executive is working with South Belfast Partnership Board to research the effects of this. The impact of these new developments will be closely monitored over the period of the HIP and beyond.



Purpose built student housing in Belfast



New Lodge Redevelopment

Whilst it is envisaged that the risk of disinvestment in the sector is low, the market is unsure of the effect of the recent tax changes for private landlords. This matter will also be closely monitored.

### Social Housing Sector

The requirement for new social housing in Belfast has consistently increased since 2010. The five-year assessment for 2016-21 shows a need for approximately 5,500 additional units. Need is apparent in all four sectors of the City (North, South, East and West). Single person households and small families account for almost three quarters of the total waiting list, reflecting the trend toward smaller households which is evident throughout Northern Ireland. The predominance of single and smaller family households and the welfare reform agenda will mean that new social housing will comprise a high proportion of one and two bedroom dwellings.

Land availability is a key issue for the future delivery of social housing in Belfast.

Housing associations report difficulties in obtaining sites in areas of housing need throughout the City. This results in housing associations having to acquire sites on the open market and therefore subject to market price fluctuations. To address social need, the Housing Executive's three year SHDP has almost 3,000 new social housing units planned for Belfast.

The LDP has an important role to fulfil in terms of the allocation of land for new housing across the council area. This is particularly important given the aspiration to increase the population of the City by 70,000 by 2035.

### Regeneration

Regenerating neighbourhoods is vital to increase opportunities that connect local people to create economically viable places that will not only benefit the physical environment they live in, but also improve residents' overall quality of life and wellbeing. An important role for housing providers will be to foster a sense of identity, to encourage investment and to reduce deprivation. A priority is to ensure that communities are welcoming to all people regardless of religion, race or economic background.

Regeneration can be defined as activities that reverse economic, social and physical decline in areas where market forces will not do this without the support of government. To continue to build vibrant and welcoming places within Belfast it will be important that local communities are involved in decision making in their neighbourhoods, to identify priorities and plan solutions. There are a number of regeneration initiatives within Belfast which include:

#### *Building Successful Communities*

The Building Successful Communities programme is a strand of the 'Facing the Future - Housing Strategy for Northern Ireland' and aims to use housing interventions as a catalyst for local regeneration.

The objectives of the programme are to:

- improve current housing and infrastructure;
- deliver new social and affordable homes;
- deliver environmental upgrading works;
- improve access to amenities; and
- improve access to economic and social activity.

Six areas, five of which are in Belfast are included in the current programme. The areas in Belfast are - Lower Shankill/ Brown Square, Lenadoon and Glencolin, Lower Falls, Lower Oldpark and Hillview and Tiger's Bay. The programme is led by DfC and each area forum comprises political, statutory and community representatives. Funding totalling £3m per year is available and has been used to acquire land and provide infrastructural and environmental improvements across the various areas.

### Urban Villages

Urban Villages is a programme under the Together Building a United Community strategy (TBUC). Four urban villages in Belfast have been declared in the programme. These are located across the city in Ardoyne/Ballysillan, Markets/ Donegall Pass, lower Newtownards Road and Colin. The overall programme is designed to improve good relations outcomes and to help develop thriving places where there has previously been a history of deprivation and community tension. Capital and revenue funding totalling almost £4m is available under this programme.

### Update on Resources/Budget

The Housing Executive has not been able to set a budget for the forthcoming year as there has been no functioning government since January 2017. Therefore, no targets have been agreed for 2017-18, generating widespread uncertainty about funding over the coming year. The Housing Executive, along with other public bodies, must adapt with new, more effective and efficient ways of delivering high quality services for citizens in Northern Ireland.

The Community Plan will work alongside the Housing Executive to direct limited public sector resources more efficiently.

### Progress Report

The following sections contain progress report tables for each HIP outcome. The tables detail progress of housing proposals set out in the HIP for 2015-19, new plans and schemes for 2017-19 and reaffirm the ten-year vision as well as linking our plans to the local Community Plan.

Where updated or new relevant data is available to that identified in the HIP, this has been incorporated in graphic or tabular form. The updated statistical information is reported by each HIP theme.

Table 1: Belfast Actual/Projected Public Sector Housing Spend

Activity areas	Actual spend £m	Projected spend £m
	2016/17	2017/18
Capital improvement work	13.81	19.88
Planned maintenance work*	17.15	23.41
Response maintenance	12.29	13.33
Private Sector Grants	1.55	1.64
Grounds Maintenance	1.20	1.92
Supporting People	23.97	22.61
Community Development	0.42	**
Investment in New Build***	41.76	****
Total	112.15	82.79

Source: NIHE

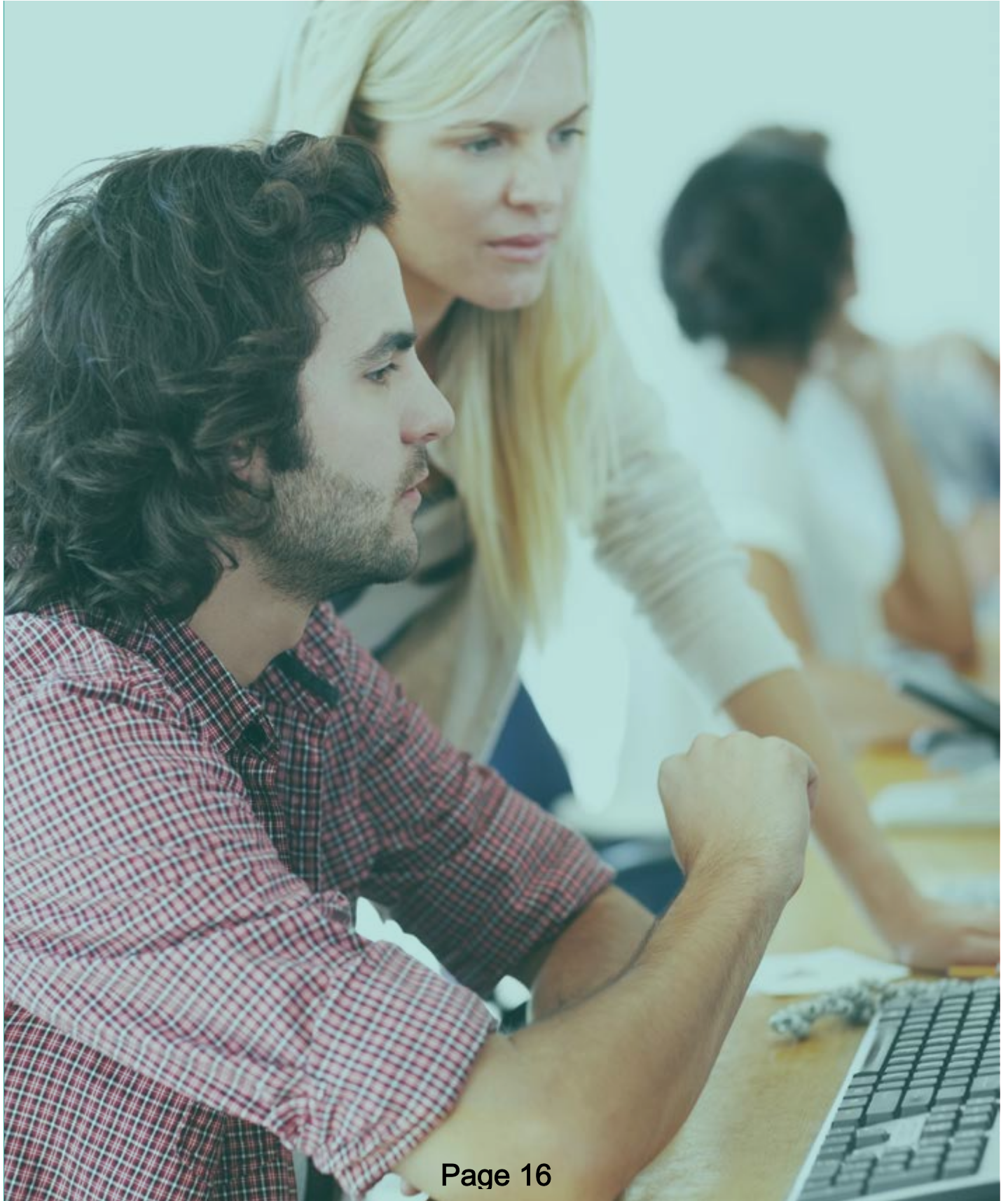
\* Includes minor disabled person adaptations, redecoration and displacement grants.

\*\* Community Development projected spend is not available.

\*\*\* Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year. The amount includes Housing Association Grant (HAG) and housing association funding.

\*\*\*\* The total cost of units in the gross SHDP for 2017/18 has not been finalised.







# THEME ONE

## Identify and meet housing need and demand

OUTCOME ONE IDENTIFY NEW HOUSING REQUIREMENTS				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
NIHE will update the Net Stock Model (NSM) in 2017 following the 2015 review of household projections.	Ongoing.	The NSM will be updated in 2017 and 2019.	NIHE will deliver updated objective assessments of affordable housing (social and intermediate housing) need by household type.	1.12
NIHE will carry out an annual five year projected social housing need assessment for Belfast.	Achieved. The five year social housing need for Belfast is 5,500.	NIHE will carry out an annual five year projected social housing need assessment for Belfast.	Continuously evaluate and update housing need and demand in line with best practice.	
NIHE will annually assess demand for intermediate housing for Belfast.	Achieved. The ten year intermediate housing need is 6,330.	NIHE will annually assess demand for intermediate housing for Belfast.		
NIHE will produce a HIP annual update for 2017/18 monitoring housing market performance across all tenures.	Achieved.	NIHE will produce a HIP annual update for 2018/19, monitoring housing market performance across all tenures.	Determine new housing requirements for local development planning through collaborative working between NIHE, DfC, NISRA and DfI.	1.12
DfI will review HGIs for LDPs.	Achieved. Revised annual HGI requirement for Belfast is 1,054 per year from 2012 to 2025.		NIHE will provide evidence based cross tenure analysis of the local housing market to inform Local Development and Community Planning.	1.12
NIHE will annually update councils with affordable housing need reports for the production of Local Development and Community Plans.	Achieved.	NIHE to deliver annual updates of affordable housing requirement to inform Local Development and Community Plans.		1.12
NIHE will review housing market geographies for NI and deliver Housing Market Assessments across NI.	Housing market geographies research scheduled to commence in 2017/18.	NIHE will commence programme to deliver Housing Market Assessments across NI upon the completion of the housing market geographies research.		1.12

## Demographics

	Mid-year estimate 2005	Mid-year estimate 2015	Projected 2025
Children	66,851 (20.5%)	66,581 (19.6%)	71,660 (20.7%)
Working age	210,542 (64.7%)	223,018 (65.8%)	215,568 (62.3%)
Older people	48,090 (14.8%)	49,308 (14.5%)	59,029 (17.0%)
Total Population	325,483	338,907	346,257
Households	-	143,431	147,862
Average Household Size	-	2.32	2.31

Source: NISRA

## Belfast Household Composition of Housing Applicants at March 2017

Type	Single Person	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Applicant	5,286	452	2,945	141	678	1,236	10,738
App (HS)	3,619	258	2,089	86	458	812	7,322
Allocation	1,170	69	708	25	143	246	2,361

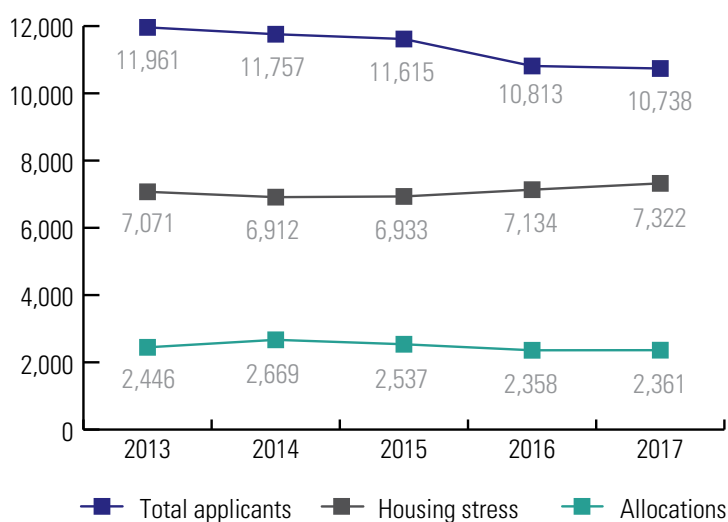
Applicant - Housing applicants at March 2017. App (HS) - Housing stress applicants at March 2017 (i.e. 30 points or more).

Allocation - Annual allocations for year ending March 2017.

## Belfast Housing Executive Stock at March 2017

	Bungalow	Flat	House	Maisonette	Cottage	Total	Void
Current Stock	2,401	5,883	17,097	486	1	25,868	256
Sold Stock	407	1,748	21,683	239	22	24,099	

## Social Housing Waiting List Trends



Source: NIHE

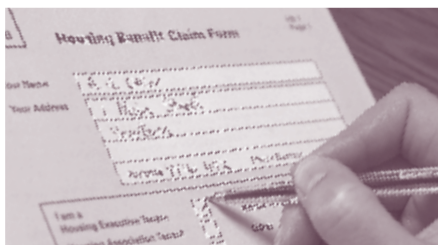
## Definition of Household Types

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

**OUTCOME TWO  
INCREASE THE SUPPLY OF AFFORDABLE RENTING TO MEET THE NEEDS OF COMMUNITIES**

Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
<p>DfC will approve a gross, three year 2016/19 SHDP.</p> <p>NIHE with DfC and housing associations will implement an SHDP Delivery Strategy Action Plan over the period 2017-2020.</p>	<p>The SHDP delivered 416 units, including 34 one-bed units in 2016/17 in Belfast and there were 335 units started during 2016/17.</p> <p>The SHDP Delivery Strategy and Action Plan was approved by the NIHE Board in August 2016 and subsequently endorsed by DfC. A Commissioning Prospectus has been produced to support the new approach to commissioning the SHDP. The Commissioning Prospectus will provide a strategic, cross-tenure overview of housing need and demand across NI.</p>	<p>DfC will approve a gross, three year 2017/20 SHDP.</p> <p>The SHDP Delivery Strategy Action Plan will be implemented over the period 2017-2020. The Commissioning Prospectus will be published in conjunction with the SHDP 2017-2020 in 2017.</p>	<p>Maximise public funding through the procurement of affordable housing.</p> <p>The key objectives of the SHDP Delivery Strategy are:</p> <ul style="list-style-type: none"> <li>- More sustainable neighbourhoods through effective place shaping within Community Planning;</li> <li>- Reformed delivery of social and affordable housing to create a more flexible and responsive system;</li> <li>- Deliver 8,000 new social housing units and at least 2,800 new affordable homes over a four year period (subject to available funding).</li> </ul>	1.12
NIHE will carry out site identification studies to examine sites for social housing as necessary.	During 2016/17 site identification studies were carried out at various locations in Belfast.	NIHE will carry out site identification studies as necessary.		1.12
NIHE will work with councils to develop social housing policies for the new LDP.	NIHE has formally responded to Belfast City Council on its LDP's Preferred Options Paper.	NIHE will work with councils to develop social housing policies for the new LDP.		1.12
DfC & DfI will engage with key stakeholders on recommendations detailed in the draft PPS 22 Affordable Housing.	Provision of affordable housing will be promoted in the LDP.	NIHE will work with councils to develop an affordable housing policy in the LDP.	Introduce developer contributions for affordable housing.	4.10

<b>OUTCOME TWO CONTINUED INCREASE THE SUPPLY OF AFFORDABLE RENTING TO MEET THE NEEDS OF COMMUNITIES</b>				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
DfC will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.  DfC will complete a fundamental review of the PRS in 2016.	Achieved. There were 29,381 landlord registrations at March 2017.  Public consultation launched in January 2017 with a list of proposals to be discussed.	DfC will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.  Following the consultation period, DfC will set out how the agreed proposals will be implemented.	Monitor and evaluate the performance of the PRS to assess effectiveness in meeting affordable housing need.  Introduce effective regulation for the PRS to maintain physical and management standards.	4.10
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2016/17 new claims were processed in an average of 14.3 days. Claim amendments were processed in an average of 2.9 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.		
NIHE have made £370k available to fund Smartmove private rented access scheme across NI for 2016/17.	NIHE funded Smartmove private rented access scheme to a value of £445k across NI during 2016/17.	NIHE have made £450k available to fund Smartmove private rented access scheme across NI for 2017/18.		1.12

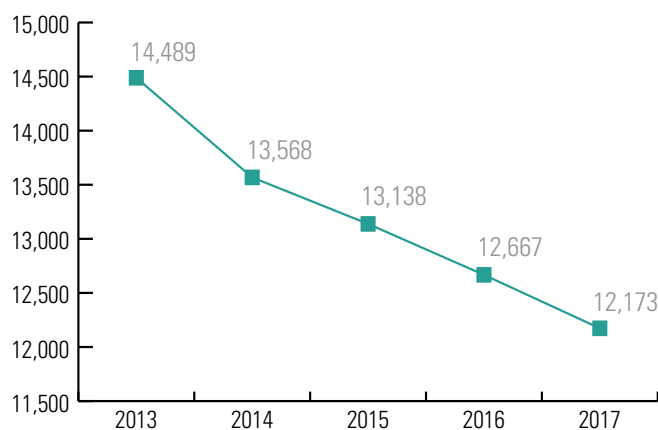


Housing Benefit public claimants at March 2017

# 28,056

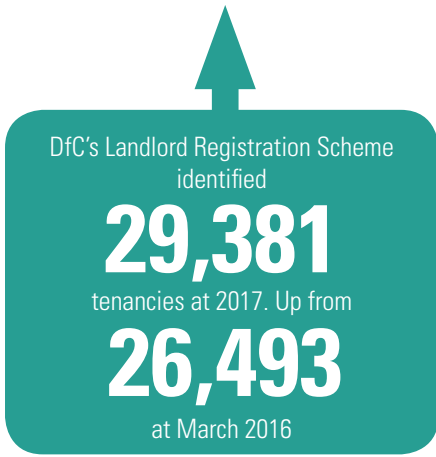
Source: NIHE

### Private Housing Benefit Claimants



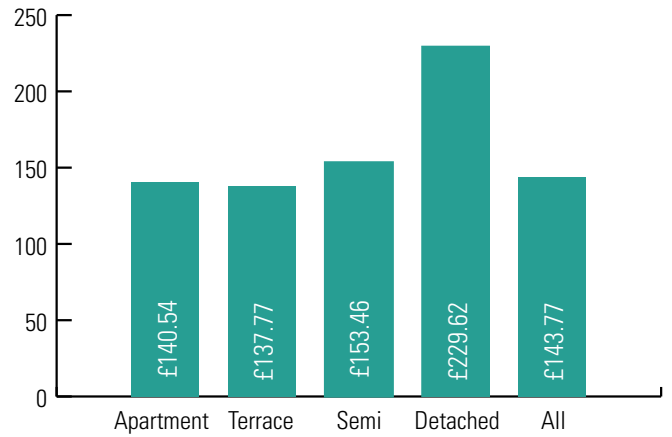
Source: NIHE





Source: DfC

### Average Weekly Rent by House Type



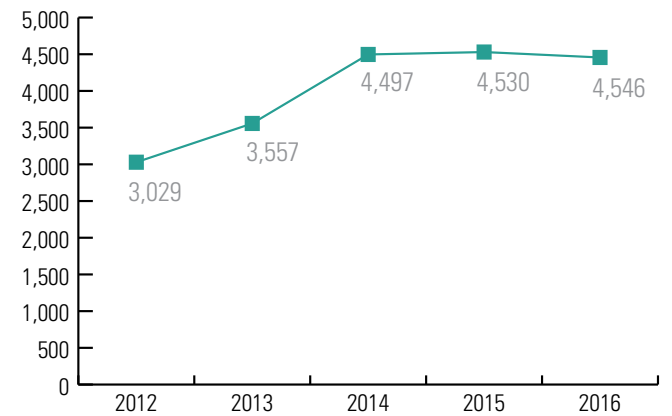
Source: Ulster University

### Ten Year Intermediate Housing Demand 2016-2026



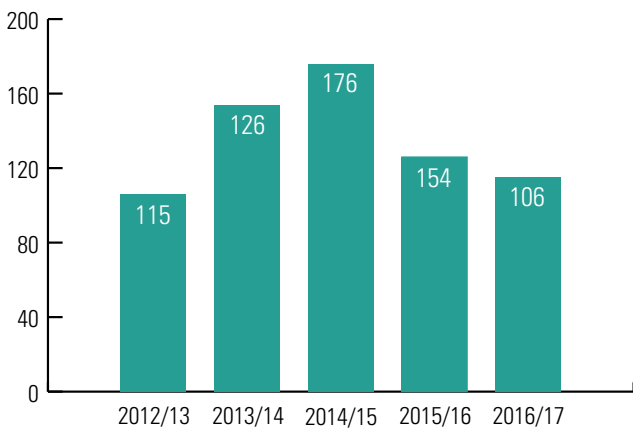
Source: NIHE

### House Sales All Tenures



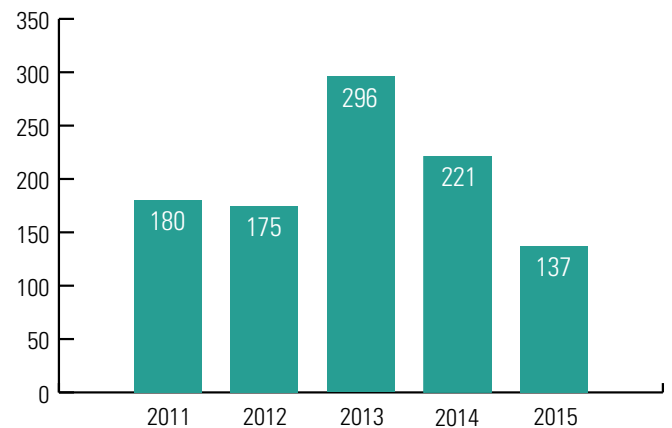
Source: LPS

### Co-Ownership Approvals



Source: Co-Ownership

### Repossessions



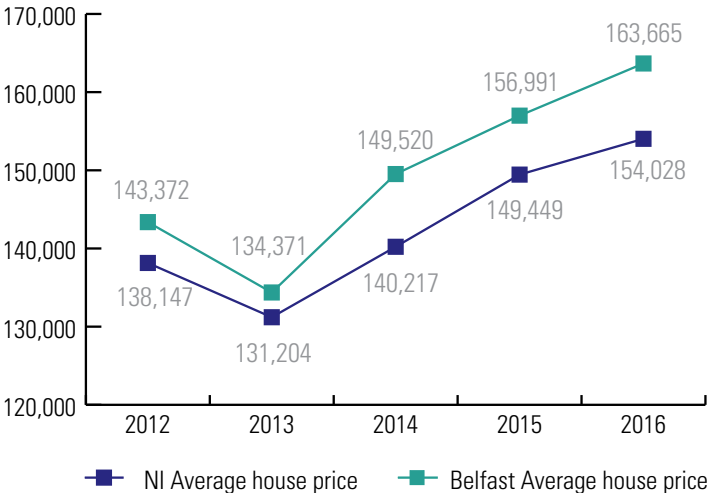
Source: DfC

<b>OUTCOME THREE ASSIST HOME OWNERSHIP</b>				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	89 NIHE properties in Belfast were sold to tenants under the House Sales Scheme during 2016/17.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	Continue to assist home ownership through House Sales and Equity Sharing.	1.12
DfC will administer committed funding of £96.3m to Co-Ownership for 2015/16 – 2018/19 with a target of 2,643 affordable homes for NI.	During 2016/17 there were 115 properties purchased through Co-Ownership in Belfast.	DfC has committed funding of £100m to Co-Ownership for four years which along with £65m of private finance will allow for the provision of 2,800 new homes in NI.	Continue to assist households purchase their home through shared ownership.	1.12
DfC will pilot a number of initiatives across NI using the Affordable Home Loans Fund (AHLF) to deliver affordable housing. These include: <ol style="list-style-type: none"> <li>£19m to provide up to 600 affordable homes;</li> <li>£9.2m in Financial Transactions Capital (FTC) funding to an empty homes scheme (being delivered by Clanmil);</li> <li>£5m to date in FTC funding for a Rent to Own scheme (being delivered by Co-Ownership); and</li> <li>Developing intermediate housing on surplus NIHE land (Clanmil and APEX).</li> </ol>	DfC has awarded £19m FTC under AHLF.  FairShare has been set up by Apex, Clanmil and Choice as a new shared ownership scheme enabling homebuyers who cannot afford to purchase a property outright, to buy a share of a property directly from a housing association and pay rent on the rest.  £12.5m FTC has been awarded to Co-Ownership for the Rent to Own initiative. The Rent to Own scheme is now operational.	Housing associations in NI will continue to offer affordable, high-quality properties for sale through the FairShare shared ownership scheme.  Co-Ownership will continue to promote the Rent to Own scheme.	Introduce a developer contribution to increase the supply of intermediate housing.  Deliver finance models to make better use of funding for intermediate housing.  Deliver a range of intermediate housing products, such as intermediate rent.	1.12
NIHE will work with councils to develop intermediate housing policies through the LDP.	Planning has commenced collaborative work with NIHE on LDP's Preferred Options Paper.	NIHE will work with councils to develop intermediate housing policies through the LDP.	Deliver mixed tenure housing schemes in communities through planning.	1.12
NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.	Work on site investigation is ongoing with Habitat for Humanity.	NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.	Deliver a self-build affordable housing model.	1.12 4.9



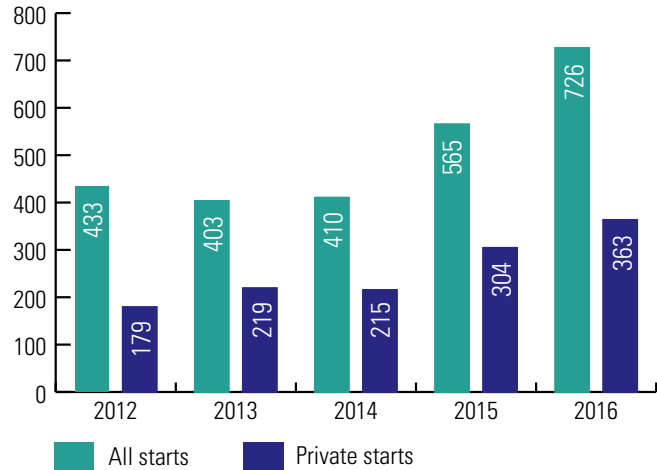
Source: NIHE

**Average Annual House Prices**



Source: Ulster University

**New Build Starts**



Source: LPS





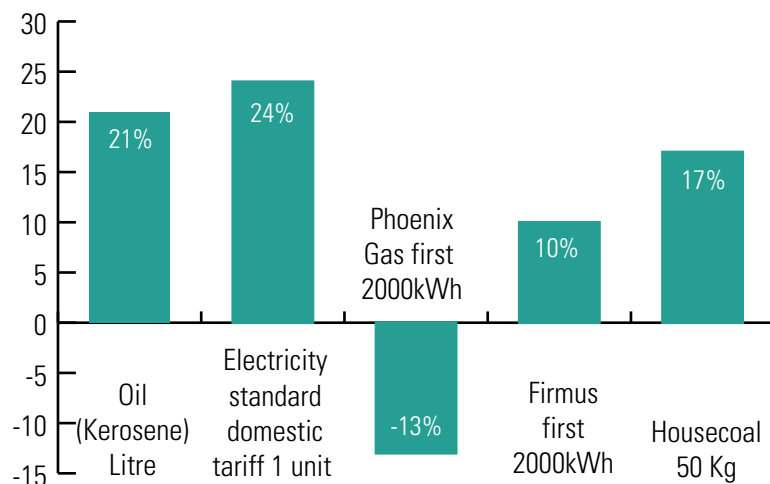
# THEME TWO

## Improving people's homes

OUTCOME FOUR IMPROVE THE QUALITY OF THE HOUSING STOCK				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
<p>Funding of discretionary grants for 2016/17 is £220k.</p> <p>Repair notices issued by councils on private rented landlords can be recovered through a mandatory grant of up to £7,500.</p>	<p>Discretionary grant approval in 2016/17 was £546k.</p> <p>There were 262 mandatory repair grants approved in 2016/17 with an approval value of £193k.</p>	<p>Budget information for discretionary grants for 2017/18 is not available.</p> <p>NIHE will issue mandatory repair grants as required.</p>	<p>Deliver policies to support sustainable design and improve the fabric of dwellings.</p>	4.10
<p>NIHE will register and inspect HMOs for building and management standards.</p>	<p>At March 2017 there were 3,737 properties registered as HMOs in Belfast. In the past year, 36 Article 80 Notices (fit for number of occupants) and 347 Article 79 Notices (Management Regulations) were served.</p>	<p>NIHE will register and inspect HMOs for building and management standards.</p>		4.10
<p>Funding for NIHE planned maintenance and capital improvement schemes in 2016/17 is estimated at £25m.</p>	<p>In 2016/17, the NIHE spent almost £31m on planned maintenance and capital improvement schemes. NIHE completed or started planned maintenance works to 7,941 properties: 3,728 properties received ECM works, 1,962 Kitchens, 682 Double Glazing &amp; 1,569 Heating installations.</p>	<p>Funding for NIHE planned maintenance and capital improvement schemes in 2017/18 is estimated at £43.2m. NIHE will complete works to 7,450 properties: 3,725 properties will receive ECM works, 1,275 Kitchen replacements, 349 Double-Glazing &amp; 2,101 Heating installations.</p>	<p>In line with the Asset Management Strategy NIHE will aim to bring all of its stock up to and maintain it at modern standards, subject to funding availability.</p>	4.10
<p>Funding for NIHE capital improvement schemes in 2016/17 is estimated at £13m.</p> <p>NIHE will complete response maintenance repairs within the required target time.</p> <p>NIHE will carry out response maintenance repairs to customers' satisfaction.</p>	<p>In 2016/17 NIHE spent £13.81m on capital improvement schemes.</p> <p>New contracts and working arrangements were introduced in 2016/17. The new contracts are progressing well but we are unable to report performance against targets until 2018.</p>	<p>Funding for NIHE capital improvement schemes in 2017/18 is £19.88m.</p> <p>NIHE will complete response maintenance repairs within the required target time and to customers' satisfaction.</p>	<p>NIHE has been carrying out work to develop a new 10 Year Investment Plan based on the principles set out in the Asset Management Strategy.</p>	4.10 4.10

<b>OUTCOME FOUR IMPROVE THE QUALITY OF THE HOUSING STOCK CONTINUED</b>				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
NIHE stock condition survey will complete in 2015 and inform the Asset Management Strategy.	NIHE's new Asset Management Strategy was approved in 2016.	NIHE will use the Asset Strategy as the basis for investment in the modernisation and maintenance of our housing stock.		
NIHE will commence work on the 2016 House Condition Survey.	Work is underway with the first preliminary report published on 30 March 2017.	The 2016 House Condition Survey final report will be published in early 2018.	Unfitness and decent home standards will be identified through NIHE House Condition Survey reports.	4.10

**Household Fuel Cost % Change April 2007 to January 2017**



Source: NIHE

**OUTCOME FIVE  
DEVELOP LOW CARBON HOMES AND REDUCE FUEL POVERTY**

Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
Bryson Energy, with funding from NIHE deliver an energy efficiency awareness programme annually to 160 schools across NI and a local and impartial Energy Efficiency Advice Line.	Achieved. There were 15 schools visited in Belfast during 2016/17.	Bryson Energy will continue to deliver the Advice Line and Schools awareness programme.	Promote energy efficiency through contracts with social enterprises.	4.10 5.7
NIHE will implement the Affordable Warmth scheme. Funding of £16.5m is available for 2016/17 across NI.  NIHE will continue to administer the Boiler Replacement scheme on behalf of DfC for the period 2016-19 with a budget of £3m for 2016/17 across NI.  NIHE's 2016/19 energy efficiency programme includes 11 schemes at a cost of approx. £8m.	In Belfast, 1,973 measures were carried out to private properties under the Affordable Warmth scheme in 2016/17.  In Belfast, 784 properties had boilers replaced at cost of £549k.  In 2016/17 NIHE spend for the energy efficiency programme was £6.6m on 1,569 units.	NIHE will implement the Affordable Warmth scheme with anticipated funding of £16m for 2017/18 across NI.  NIHE will implement the Boiler Replacement scheme 2016-19 with a budget of £700k for 2017/18 across NI.  NIHE's 2017/20 energy efficiency programme includes 29 schemes at approx. £19m.	Reduce fuel poverty.  Develop and promote alternative natural energies to improve environmental wellbeing and combat fuel poverty in the home.  Deliver zero carbon dwellings within the SHDP.	4.10 5.5 5.7    5.5 5.5
Bryson Energy aim to increase membership of the 27 established oil buying clubs across NI.	Almost 5,000 households have become members of oil buying clubs across NI.	NIHE aims to increase membership of the established oil buying clubs.		5.7
NIHE aims to complete a further 111 planned PV panel installations across NI.	A total of 1,000 PV panels have been installed across NI since 2015/16. NIHE will ensure that tenants in these properties will utilise the potential of cheaper electric bills.	Seek innovative renewable options that can be used in public and private sector homes to reduce energy demand and household electric bills.	Seek value for money options for reducing energy demand to promote across all residential sectors.	5.1 5.5 5.7



# THEME THREE

## Transforming people's lives

<b>OUTCOME SIX PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS</b>				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
The gross, three year (2016/19) SHDP contains 5 supported housing schemes for 74 units, 6 of which are programmed to commence construction in 2016/17.	During 2016/17 there was one new supported housing scheme completed in Belfast which delivered 22 units of accommodation and a further scheme started which will deliver 6 units.	The gross, three year (2017/20) SHDP contains 3 supported housing schemes for 46 units 22 of which are programmed to commence construction in 2017/18.	Maintain collaborative working practices between NIHE, Health Trusts and Probation Service to deliver innovation, capacity and housing care and support services.	1.12 4.10
£23.7m has been approved to deliver the Supporting People programme for 2016/17	£23.97m was spent delivering the Supporting People programme for 2016/17.  205 accommodation based services for 4,520 service users.  19 floating support schemes for 1,656 service users.	£22.61m has been approved to deliver the Supporting People programme for 2017/18.  A budget of £19m has been agreed for accommodation based services for 2017/18.  A budget of £3.61m has been agreed for floating support in 2017/18.		1.12
2016/19 SHDP incorporates support for 36 wheelchair units.	12 wheelchair units went on site in 2016/17.	2017/20 SHDP incorporates support for approximately 40 wheelchair units.		1.12
NIHE will monitor and review Supporting People services through the contract management framework and take actions to remodel/realign services as needed.	Activity plan for 2016/17 underway.	Activity Plan in place for 2017/18.		1.12
NIHE will assess need for wheelchair accessible housing in the social housing sector.	Achieved. NIHE identified an annual need for 25 wheelchair properties for 2016/21.	DfC has agreed an initial Wheelchair Standard Accommodation target of 6% of general needs new build for 2017/18 which will rise to 7% for 2018/19.		1.12 4.10
NIHE has funding of approx £1m for Disabled Facilities Grants (DFGs) for the private sector in 2016/17.	NIHE approved 130 DFGs spending £1,089k.	NIHE has funding of approximately £9.5m for DFGs for the private sector in 2017/18 across NI.	Promote independent living through DFG adaptations.	1.12 4.10
NIHE will provide adaptations to its properties as required.	NIHE spent £1.51m on adaptations in 2016/17.	NIHE will provide adaptations to its properties as required.		1.12 4.10.



<b>OUTCOME SEVEN HOMELESSNESS IS PREVENTED OR IS ADDRESSED EFFECTIVELY</b>				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
Roll in of the Housing Solutions and Support Approach will continue across NI.  NIHE have made £370k available to fund the Smartmove private rented access scheme across NI for 2016/17.	This approach has developed to focus on tenancy sustainment, homeless prevention and exploring housing and support options for customers who contact the NIHE with a housing issue. Housing Solutions and Support teams have been established in 3 Housing Executive Offices, covering 5 outlets.  NIHE funded Smartmove private rented access scheme to a value of £445k across NI during 2016/17.	Roll in of the Housing Solutions and Support Approach will continue across NI.  NIHE have made £450k available to fund Smartmove private rented access scheme across NI for 2017/18.	Deliver a framework and model for a fully operational housing options service.  Ensure information is readily available across all tenures to meet the needs of a housing options service.  Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.	4.9    1.12
NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012-17.  Homeless applications to be processed within 33 working day target.  NIHE will review the Homelessness Strategy in 2017.	NIHE confirmed 5,395 homeless applications were received and 3,289 applicants were awarded Full Duty Applicant status.  100% of homeless applications were processed within 33 working days.  The Homelessness Strategy 2017-22 'Ending Homelessness Together' was published in April 2017.	NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2017-22.  Homeless applications to be processed within 33 working day target.  Strategy will be implemented in partnership with relevant agencies.	Maintain and improve collaborative working arrangements to provide services to homeless people.  Maximise return on funding for temporary homeless accommodation.	4.9

### Homeless Figures

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2012/13	5,367	2,856	1,007
2013/14	5,329	2,506	1,047
2014/15	5,843	3,064	983
2015/16	5,664	3,316	1,205
2016/17	5,395	3,289	1,058

Source: NIHE

### Older persons seeking sheltered accommodation

Year	March 2016	March 2017
Total applicants	445	457
Applicants in housing stress	350	362

Source: NIHE

### Disabled Facilities Grants (DFGs)

Year	2012/13	2013/14	2014/15	2015/16	2016/17
Approved	136	172	143	109	130
Funding £k	£799k	£1,100k	£1,448k	£976k	£1,089k

Source: NIHE

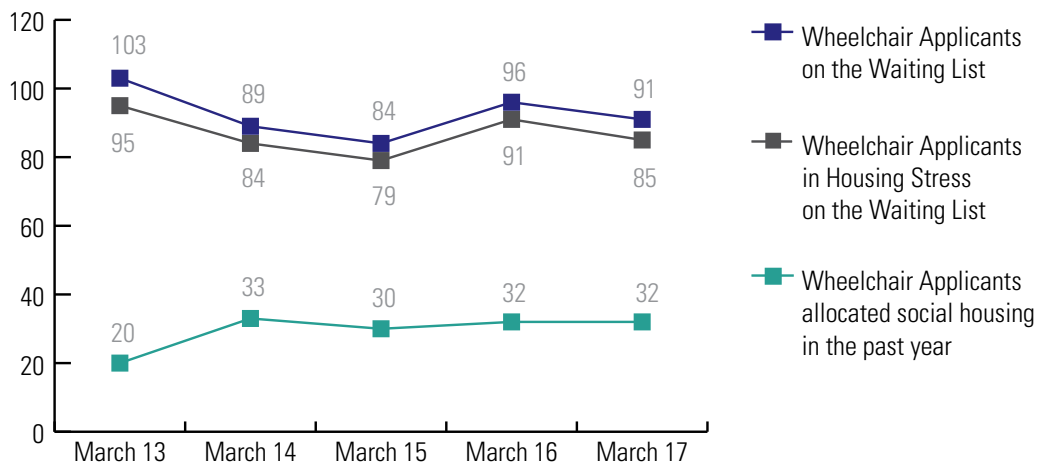
## Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2016-17 (£k)	Budget 2017-18 (£k)	Max. no of services users
Accommodation Based Services	Older People	113	15	1,906	1,821	2,866
	Homelessness	37	19	11,431	10,509	874
	Learning Disability	18	7	1,766	1,817	156
	Physical Disability	8	3	1,462	1,273	271
	Mental Health	24	5	2,804	2,824	277
	Young People	5	5	852	759	76
	Sub Total	205	*	20,221	19,003	4,520
Floating Support Services	Older People	3	2	406	398	256
	Homelessness	9	8	2,019	1,947	955
	Learning Disability	1	1	55	55	18
	Physical Disability	2	2	799	743	190
	Mental Health	2	2	300	300	156
	Young People	2	2	173	173	81
	Sub Total	19	*	3,752	3,616	1,656
<b>Grand Total</b>		<b>224</b>		<b>23,973</b>	<b>22,619</b>	<b>6,176</b>

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

Source: NIHE

## Social housing wheelchair statistics



Source: NIHE



NIHE spent

**£1.51m**

on

**359**

adaptations

to its properties



# THEME FOUR

## Enabling sustainable neighbourhoods

OUTCOME EIGHT REGENERATE NEIGHBOURHOODS				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
DfC will fund £84k for Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2016/17.	DfC funded £120k for Areas at Risk, £25k for SPOD and £9.43m on Neighbourhood Renewal programmes for 2016/17.	DfC will continue to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2017/18.	Develop collaborative working arrangements between DfC, NIHE and councils to deliver housing led regeneration in partnership with communities.	2.3
NIHE will capture details of empty homes as they are identified and reported and share with Department of Finance and DfC in line with the Housing (Amendment) Act 2016.	528 cases reported within Belfast. There were 148 closed, 224 deferred and 156 open cases.	The Empty Homes strategy is currently under review with DfC.		1.12
NIHE will implement the Heritage in Housing scheme throughout NI to bring empty town centre properties back into use, addressing blight and providing accommodation for affordable rent.	The NI target for the three year programme (2015-18) is to bring 15 empty properties back into use. To date, seven properties have been completed and a further five are underway.	NIHE will examine a further year of the Heritage in Housing scheme in 2017/18.	Improve the quality of urban and rural design and townscape quality in local communities.	1.12 5.9
Promote housing led regeneration through master planning proposals in areas across Belfast.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.		1.12 5.9
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	Support local businesses and job creation through social enterprise.	1.12
NIHE's Social Housing Enterprise Strategy (SHE) will invest £0.5m in NI annually to support social housing enterprise developments.	During 2016 the SHE Strategy made 17 awards totalling £131k to a range of social economy/ social housing enterprise initiatives in Belfast.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.		1.12 1.4
NIHE will transfer assets under the CAT framework to deliver community regeneration.	NIHE are currently developing the policy to implement this framework.	NIHE will transfer assets under the CAT framework to deliver community regeneration.		1.2

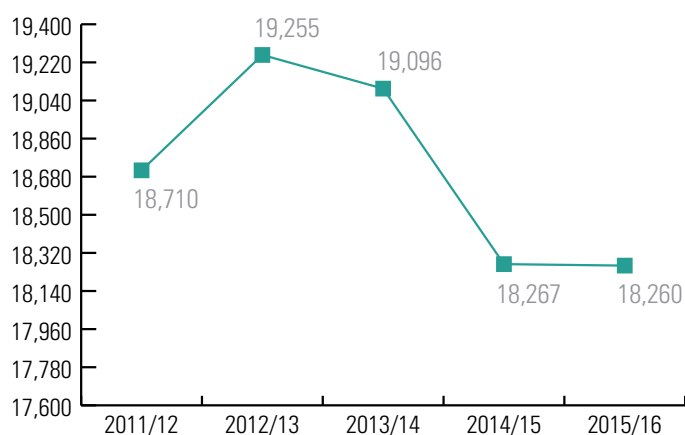
<b>OUTCOME NINE CREATE SAFER AND COHESIVE COMMUNITIES</b>				
<b>Plans 2016/17</b>	<b>Progress</b>	<b>Plans 2017/19</b>	<b>Long term objectives</b>	<b>CP Ref</b>
Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18.	NIHE actively deals with ASB in our estates.	Develop new Community Safety Strategy 2017/20.	Develop community confidence and continue working with our communities and partners to address Community Safety issues and tackle ASB effectively. Reduce ASB crime.	2.2 2.3 2.4
NIHE will work to prevent hate crimes.	A hate harassment tool kit launched in 2016, Hate Incident Practical Action (HIPA) continues to be available to address damage to properties. During 2016/17, 12 HIPA incidents were responded to in Belfast.	Continue to work to prevent hate harassment.	Continue to work to prevent hate harassment.	
NIHE will continue to be a designated agency in the PCSPs.	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.		
NIHE will assess funding bids from Community Groups and PCSPs for community safety projects.	During 2016/17, £172k was awarded in Belfast for community safety projects, mostly working with children and young people.	NIHE will continue to assess funding applications and fund appropriate projects that address community safety issues in NIHE estates where money is available.		
NIHE will continue to partner on Anti-Social Behaviour (ASB) Forum.	Local office staff continue to work with statutory partners in addressing ASB issues.	NIHE will continue to partner on ASB Forum.		
NIHE will deal with reported cases of ASB in its estates.	During 2016/17 NIHE dealt with 380 cases of ASB.	NIHE will deal with reported cases of ASB in its estates.		2.3 2.4
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime Training to more than 70 staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	Promote the shared ethos and development of shared communities through education programmes and shared new build developments.	2.2 2.3 2.4 2.6
NIHE will implement BRIC 2. NIHE will promote the good neighbour charter and the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems & Sectional Symbols.	NIHE has awarded grants of over £584k across its five community cohesion themes in 2016/17 in Belfast.	NIHE will identify another 26 groups to be involved in phase 2 of the BRIC2 across NI. £25k was awarded to 6 groups for a range of projects under BRIC2 in Belfast in 2016/17.		



## OUTCOME NINE CREATE SAFER AND COHESIVE COMMUNITIES CONTINUED

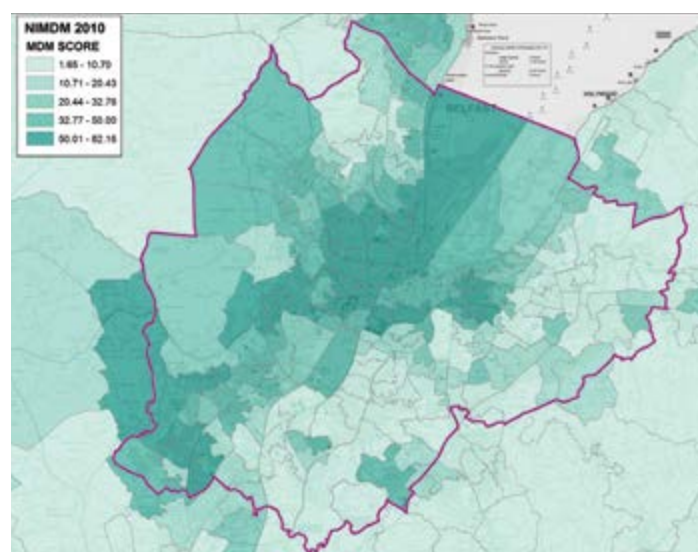
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
NIHE will continue to fund Supporting Communities (SC) in their work with communities.	SC continues to be highly active in Belfast, supporting community groups. There is a dedicated Supporting Communities worker for the city which allows NIHE to encourage the formation of new groups.	Update the Community Involvement Strategy in 2017/18.	Increase tenant involvement in the management and future development of their communities.	2.3 5.9
NIHE will implement the Community Involvement Strategy 2014/17.	Achieved. Consultation on 2017/20 Strategy commenced January 2017.	NIHE will implement the Community Involvement Strategy and update for 2017/20.	Establish strong, collaborative working arrangements between government agencies, voluntary organisations and local community groups to support community regeneration.	2.3 2.4
Funding of almost £50k for 2016/17 for Community Grants and Scrutiny Panels is available.	£45k was spent in 2016/17 on Community Grants and Scrutiny Panels in 2016/17.	Funding of £45k for 2017/18 for Community Grants and Scrutiny Panel will be made available by NIHE.		

### Anti-Social Behaviour Incidents



Source: NINIS/NISRA

### Multiple Deprivation Measure 2010





# THEME FIVE

## Delivering quality services

OUTCOME TEN DELIVER BETTER SERVICES				
Plans 2016/17	Progress	Plans 2017/19	Long term objectives	CP Ref
Increase rent collection to reinvest to improve services.	NIHE collected 99.29% of rent during 2016/17 in Belfast.	Increase rent collection to reinvest to improve services.	Maximise income to deliver better services and improve stock.	1.12
Reduce arrears to maximise income. Implement the Tenancy Fraud Action Plan.	Arrears increased slightly during 2016/17. Action Plan in place and statistics reported quarterly to DfC.	Reduce arrears to maximise income. Continue to report Tenancy Fraud statistics to DfC.	Monitor and reduce tenancy fraud.	
Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	NIHE voids at April 17 were 0.56% of total stock in Belfast.	Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	Make best use of stock.	
Implement the welfare reform project plan as required.	NIHE have established a project team and project plan to investigate all welfare changes; identify the impact on our customers and business, and to develop appropriate responses. We are working very closely with DfC on the reforms and associated mitigations.	NIHE will continue to communicate with tenants and applicants, provide advice and assistance on the impacts of welfare changes and the mitigations available, as well as assisting DfC deliver the reforms and associated mitigations where appropriate.	Make best use of stock, minimise arrears and help sustain tenancies.	1.3
Contribute to and support the DfC Fundamental Review of Social Housing Allocations.	Ongoing. NIHE continues to work closely with DfC to progress this review.	Continue to contribute to the DfC Fundamental Review of Social Housing Allocations.	To improve the process for housing assessment and allocation of social housing.	1.12
Implement the Sustaining Tenancy Strategy locally and incorporate the approach in the 'Build Yes' revised ways of working.	The approach outlined in the strategy has now been mainstreamed into the 'Build Yes' new ways of working.	We will be rolling out the new ways of working across the organisation.	Reduce tenancy failure and help tenants stay in their own home.	1.12
Continue to monitor tenants' satisfaction through the CTOS.	Ongoing.	Continue to monitor tenants' satisfaction through the CTOS.		1.12







# Appendices

## Appendix 1 Community Planning Themes and Outcomes

Theme	Outcome	Ref
Everyone in Belfast benefits from a thriving and prosperous economy	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
Belfast is a welcoming, safe, fair and inclusive city for all	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
Everyone in Belfast fulfils their potential	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

**Appendix 1 Continued  
Community Planning Themes and Outcomes**

Theme	Outcome	Ref
Everyone in Belfast experiences good health and wellbeing	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
Belfast is a vibrant, attractive, connected and environmentally friendly city	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 2016/21

Settlement	Social Housing Need 2016-21
North Belfast Sector	1,400
South & East Belfast Sector	1,435
West Belfast	2,558
<b>Belfast City Total</b>	<b>5,393</b>

### New Intermediate Housing Demand for LCCC 2016/26

Council	New Intermediate Housing Demand 2016/26
Belfast	6,330

**Appendix 3**

**Social Housing Development Programme:** Schemes completed April 2016 - March 2017

Scheme	No of units	Client group	Housing association	Policy theme
Antrim Road	3	General Needs	Apex	Urban Need
Girdwood Site	60	General Needs	Apex	Urban Need
Kinnaird Terrace	15	General Needs	Apex	Urban Need
Rehabs North Belfast	5	General Needs	Apex	Urban Need
Roslyn Street	1	Complex Needs	Apex	Urban Need
Ainsworth Community Centre (T)	6	General Needs	Choice	Urban Need
53-57 Botanic Avenue	12	General Needs	Choice	Urban Need
Devonshire Tradas Phase 3	11	General Needs	Choice	Urban Need
Fountainville Phase 2	9	General Needs	Choice	Urban Need
Lower Shankill Phase 2 (T)	12	General Needs	Choice	Urban Need
ESPs*	11	General Needs	Choice	Urban Need
Re-improvement Salisbury Avenue	1	General Needs	Choice	Urban Need
137-141 Ormeau Road	15	General Needs	Clanmil	Urban Need
ESPs*	5	General Needs	Connswater	Urban Need
Fashoda/Grove Street East	13	General Needs	Fold	Urban Need
Mitchells GAA	19	General Needs	Fold	Urban Need
Mitchells GAA	2	Complex Needs	Fold	Urban Need
Ravenhill Avenue	84	General Needs	Fold	Urban Need
Ravenhill Avenue	2	Complex Needs	Fold	Urban Need
Ravenhill Avenue/Millar Street	41	General Needs	Fold	Urban Need
Torrens Playpark (T)	4	General Needs	Fold	Urban Need
Torrens Playpark (T)	1	Complex Needs	Fold	Urban Need
ESPs*	2	General Needs	Fold	Urban Need
18 Dundela Avenue	6	General Needs	Habinteg	Urban Need
Antrim Road/Bellevue Park	4	General Needs	Helm	Urban Need
Park Avenue	4	General Needs	Helm	Urban Need
Single house new build/rehab	5	General Needs	Helm	Urban Need
ESPs*	5	General Needs	Helm	Urban Need
Rehabs North Belfast	3	General Needs	Newington	Urban Need
Wyndham Street	2	General Needs	Newington	Urban Need
ESPs*	17	General Needs	North Belfast HA	Urban Need
ESPs*	2	General Needs	St Matthews	Urban Need
Connbrook Avenue	12	General Needs	Triangle	Urban Need
Hollywood Road/Station Road	22	Mental Health	Triangle	Supported
<b>Total</b>	<b>416</b>			

\* Existing Satisfactory Purchase



### Appendix 3 continued

#### Social Housing Development Programme: Schemes started April 2016 - March 2017

Scheme	No of units	Client group	Housing association	Policy theme
Rehabs	2	General Needs	Apex	Urban Need
Halliday's Road (T)	6	General Needs	Apex	Urban Need
Upper New Lodge Phase 2 (T)	2	Active Elderly	Apex	Urban Need
Upper New Lodge Phase 2 (T)	55	General Needs	Apex	Urban Need
263-285 Beersbridge Road (T)	9	General Needs	Choice	Urban Need
Blackmountain Way (T)	2	Complex Needs	Choice	Urban Need
ESPs*	7	General Needs	Choice	Urban Need
North Belfast Rehabs	4	General Needs	Clanmil	Urban Need
39-41 Falls Road	11	General Needs	Clanmil	Urban Need
Coleshill Gardens (T)	2	Complex Needs	Clanmil	Urban Need
Coleshill Gardens (T)	5	General Needs	Clanmil	Urban Need
Gainsborough Phase 3	10	General Needs	Clanmil	Urban Need
Lisnasharragh High School	6	Complex Needs	Clanmil	Urban Need
Lisnasharragh High School	19	General Needs	Clanmil	Urban Need
Moyard Park	6	General Needs	Clanmil	Urban Need
Port Building Annadale Embankment	55	General Needs	Clanmil	Urban Need
ESPs*	6	General Needs	Connswater	Urban Need
47 Park Avenue	15	General Needs	Fold	Urban Need
ESP*	1	General Needs	Fold	Urban Need
Lawnbrook Phase 3 (T)	2	Complex Needs	Fold	Urban Need
Lawnbrook Phase 3 (T)	18	General Needs	Fold	Urban Need
18 Dundela Avenue	6	General Needs	Habinteg	Urban Need
54-60 Whitewell Road	10	Active Elderly	Habinteg	Urban Need
Millburn Close Extension	6	Mental Health	Habinteg	Supported
149 Springfield Road	12	Active Elderly	Helm	Urban Need
ESPs*	5	General Needs	Helm	Urban Need
Wyndham Street	2	General Needs	Newington	Urban Need
ESP*	1	General Needs	Newington	Urban Need
ESPs*	26	General Needs	North Belfast HA	Urban Need
ESPs*	3	General Needs	South Ulster	Urban Need
ESP*	1	General Needs	St Matthews	Urban Need
ESPs*	5	General Needs	Triangle	Urban Need
Ballysillan Road Rehabs	3	General Needs	Triangle	Urban Need
13 Connsbrook Avenue	12	General Needs	Triangle	Urban Need
Total	335			

\* Existing Satisfactory Purchase

**Appendix 3 continued**

**Social Housing Development Programme:** Schemes programmed 2017/18

Scheme	No of units	Client group	Housing association	Policy theme
35-41 Glenbank Place	5	General Needs	Apex	Urban Need
Lenadoon Flats Phase 3 (T)	4	General Needs	Apex	Urban Need
10-16 Parkgate Avenue	8	General Needs	Apex	Urban Need
Westbourne Church	6	General Needs	Apex	Urban Need
Beersbridge Road BRO sites	21	General Needs	Choice	Urban Need
Belvedere, Upper Dunmurry Lane	57	General Needs	Choice	Urban Need
Hannahstown Phase 1B	80	General Needs	Choice	Urban Need
Ligoniel Road	8	General Needs	Choice	Urban Need
Moyard Playpark (T)	14	General Needs	Choice	Urban Need
St Ninian's Whitewell Road	12	General Needs	Choice	Urban Need
Tyndale Gardens (T)	12	General Needs	Choice	Urban Need
Jamaica Inn, Jamaica Street	12	General Needs	Clanmil	Urban Need
136-138 University Street	12	General Needs	Clanmil	Urban Need
Rosetta Cottages	2	General Needs	Clanmil	Urban Need
Ormeau Centre	34	Homeless Singles	Habinteg	Supported
33-35 Newington Street	2	General Needs	Newington	Urban Need
119 Forthriver Road	18	General Needs	North Belfast HA	Urban Need
1 Hopefield Avenue	9	General Needs	North Belfast HA	Urban Need
Visteon Blacks Road	186	General Needs	Radius	Urban Need
Visteon Blacks Road	10	Complex Needs	Radius	Urban Need
Altan Gardens (T)	9	General Needs	Radius	Urban Need
288 Beersbridge Road	20	General Needs	Radius	Urban Need
288 Beersbridge Road	2	Complex Needs	Radius	Urban Need
54-56 Broom Park	11	General Needs	Radius	Urban Need
Durham House	34	General Needs	Radius	Urban Need
Roumania Way (T)	2	General Needs	Radius	Urban Need
Summerhill Drive	6	General Needs	Radius	Urban Need
1-3 EIA Street	15	General Needs	South Ulster	Urban Need
ESPs*	25	General Needs	Various	Urban Need
<b>Total</b>	<b>636</b>			

\* Existing Satisfactory Purchase

## Appendix 4

**Maintenance and Grants programme:** Schemes complete/schemes on site 1st April 2016 - 31st March 2017

Work Category	Scheme	Units	
Double Glazing	Finaghy Retrofit	219	
	Cluain Mor Retrofit	227	
	Cromac Retrofit	236	
	Mount Vernon Double Glazing	102	
Smoke Alarm Installations	Low Rise Fire Doors – North	333	
	Low Rise Fire Doors – East	541	
	Low Rise Fire Doors – South	446	
External Cyclical Maintenance	Shaws Rosnareen	197	
	Slieve Gallion	234	
	Lower Falls/Grosvenor	211	
	Ballymurphy	95	
	Antrim Rd/Lepper St	232	
	Lower Ormeau	92	
	Ardoyne	485	
	Lower Lenadoon	115	
	Clarawood	134	
	Lower Oldpark/Gainsborough	101	
	Sandy Row 1	127	
	Skegoniel/Fortwilliam	49	
	Cavehill	30	
	Tudor/Mid Shankill	83	
	Glenbawn	92	
	Turf Lodge/Monagh	37	
	Taughmonagh	0	
	Braniel Upper	8	
	Glasvey/Juniper	201	
	Beechmount/Rockmount	98	
	Inverary	154	
	Gortnamonagh/Gransha	96	
	Aitnamona	100	
	Lower Newtownards Road (Titanic)	305	
	Dover/Brown Square	206	
	Cregagh 2/4/5	145	
	Lower Oldpark	101	
	Smoke Alarm Installations	10 Year Smoke Alarm Head Replacement	176
	Special Schemes	Northwick Kitchen Extensions	24
		Strathroy Kitchen Extensions	27

**Appendix 4 continued**

**Maintenance and Grants programme:** Schemes complete/schemes on site 1st April 2016 - 31st March 2017

Work Category	Scheme	Units	
Revenue Replacement	Turf Lodge	197	
	Garnerville/Knocknagoney	107	
	Finaghy	74	
	Oldpark	134	
	Gainsborough	130	
	Banff/Claggan Kitchens	108	
	Braniel Kitchens	119	
	Twinbrook	73	
	Conway/Culcavy	113	
	Tullycarnet	98	
	Beechmount/Cavendish Bk	30	
	Donegall Pass Bk Ph1	30	
	Belvoir/Bests Hill Bk	22	
	Cregagh/Downshire Bk	15	
	Duncairn Bk	15	
	Cregagh/Downshire Bk	59	
	Upper North Bk	121	
	Springmartin 1	70	
	Glencolin Bkr	54	
	Alliance/Ardoyne Bkr	104	
	Sydenham Bkr	49	
	Springhill Bkr	46	
	Constance/Edith Bkr	80	
	Ardoyne Bkr	114	
	Heating Installation	Pre 98 Roomheater/Oil (North)	64
		Pre 2002 Gas (North) Phase 1	188
Belfast 1-Off		100	
Electric Heating		81	
General 1-Off Phase 2		50	
South And East Oil 2		142	
Electric Heating North		34	
Electric Heating Shankill		39	
Emergency One-Offs 15/16		20	
General One Off's (75) Phase 1		75	
1998/99 Oil (South & East) Phase 1		249	
Twinbrook Remaining		114	
98/99 Oil West		220	
1998/99 Roomheater/Oil (North)		95	
2001 Bbu's (West) Phase 2		98	

## Appendix 4 continued

### Maintenance and Grants programme: Scheme Activity and Expected Completions Up To 31st March 2018

Work Category	Scheme	Units
Heating Installation	Belfast 1-Off	100
	Electric Heating	81
	General 1-Off Phase 2	50
	Gas Shankill	82
	Gas West	109
	Gas South East	97
	Gas North	179
	Pre 2002 Gas (Shankill)	82
	Gen/Emergency 2017/18 Phase 1	75
	Pre 2002 Gas (West)	109
	Pre 2002 Gas (South & East)	97
	Pre 2002 Gas (North) Phase 2	179
	W Lisburn Dairyfarm 15yr Old	44
	Carrigart Avenue Flats	53
	Pre 2002 Oil (Shankill)	178
	South & East	85
	Pre 2002 Oil (South & East)	150
	2002 Heat (North)	120
	Lisburn Dairy Farm 15/16 15yr Gas	90
	Pre 2002 Oil (West)	90
Corrib Avenue Flats	21	
Cappagh Gdns E7	30	
External Cyclical Maintenance	Ardoyne	194
	Beechmount Rockmount	11
	Glasvey Juniper	61
	Lower Newtownards Road	187
	Dover St/Brown Square	98
	Drumard	59
	Cregagh 2,4,5	46
	Lower Lenadoon	69
	Clarawood	136
	Lower Oldpark/Gainsborough	80
	Sandy Row 1	202
	Skegoniel/Fortwilliam	145



**Appendix 4 continued**

**Maintenance and Grants programme:** Scheme Activity and Expected Completions Up To 31st March 2018

Work Category	Scheme	Units
External Cyclical Maintenance continued	Cavehill	234
	Tudor/Mid Shankill	36
	Glenbawn	102
	Turf Lodge/Monagh	167
	Taughmonagh	240
	Braniel Upper	198
	Upper Lenadoon/Carrigart/S	180
	Silverstream/Ballysillan	180
	W Broom/Twinbrook	140
	Ligoniel B/Shore Cres Flats	140
	S Milltown/Belvoir	140
	Ballymurphy/Glenalina	140
	M'collyer/Ardavon	120
	Sandy Row 2	120
	Braniel Lower	120
	L'bank/Girdwood	60
	Short Strand	60
Cavehill/Lower Newlodge	60	
Double Glazing	Carrick Hill	54
	Lower Lenadoon	118
	Sandy Row	177
Incremental Improvement	Lenadoon Avenue Pitched Roof	18
	Cregagh Estate Roof Coverings	186
	Springmartin Pitched Roofs	134
	Annadale Pitched Roofing	178
	Suffolk Road Flats – Flat To Pitch Roofing	24
	Ballysillan Finlock Guttering	75
Environmental Improvement	Open Spaces Shankill Parade	-
Health & Safety Schemes	Fire Doors – New Lodge High Rise	380
	High Rise Fire Doors	469
	Community Lets	20
	Moveen/Moylena Lift Replacement	2
	Tower Court Bathrooms	90
	Ashmount Gardens Bathrooms	77

**Appendix 4 continued****Maintenance and Grants programme: Scheme Activity and Expected Completions Up To 31st March 2018**

Work Category	Scheme	Units
Insulation	Belfast Roof Space Insulation	122
	Whiterock Cavity Walls	145
Multi Element Improvement	Orsay Walk Flats	6
	Carrick House Hostel	14
	Constance Street	8
	Annadale Crescent	18
	North Belfast Single House Rehabs	5
	Malvern St/Foster St	16
	Finaghy Bungalows	14
	Kings Road Flats MEI	102
	Belvoir Bedsits	32
	Moyle Walk/Kilwarlin Walk	32
	Duncairn Parade	53
	S&E Belfast Single House Rehabs	4
Smoke Alarms	10 Year Smoke Alarm Head Replacement	860
Special Revenue	Multis CCTV	9
	Multi Storey Legionella Prevention	553
Special Schemes	Victoria Parade Capital Improvements	8
	Eithne House External Improvements	48
	Carlisle Multis CCTV	7
	Moyard OPDs	15
	Eithne House External Improvements	48
	Northwick Kitchen Extensions	5
	Whincroft & Carnet Multi Storey Flats	128

*Note: Some schemes may start and complete in year.*

**Appendix 4 continued**  
**Definition of Work Categories**

External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Environmental Improvement	Work to include definition of focal point of an estate; work to open spaces, provision of hard standing/fences etc.
Multi Element Improvement	May include improvement of living/dining room space, refurbishment of kitchens/bathrooms, rewiring and the installation of central heating.
Incremental Improvement	Tackles the elements of work listed under Multi Element Improvement on a phased basis to reflect the availability of funds.
Insulation	Installation of roof or cavity wall insulation.
Smoke Alarm Installation/Replacement	Installation/replacement of hard wire smoke alarms (replacement after 10 years).
Heating Installation	Replacement of solid fuel or electric heating.
Health and Safety	Specific works where health and safety issues have been identified.
Double Glazing	Replacement of single glazed with double glazed units.
Special Schemes	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

**Adaptations to Housing Executive stock in 2016/17**

Type of Adaptation	Adaptations commenced April 2016 to March 2017	Adaptations spend April 2016 to March 2017 £m
Extension to dwelling	24	0.44
Lifts	56	0.52
Showers	279	0.55
<b>Total</b>	<b>359</b>	<b>1.51</b>

**Grants Performance 2016/17**

Grant Type	Approved	Approval Value £m	Completed
Mandatory Grants	- Disabled Facilities Grant	130	98
	- Repairs Grant	262	262
Discretionary Grants	- Renovation Grant	19	11
<b>Total</b>	<b>411</b>	<b>1.544</b>	<b>371</b>

## Appendix 5 Management Team contact details

Housing Services		All enquiries 03448 920 900
Office	Contact	Contact Information
Belfast Regional Manager 32-36 Great Victoria Street Belfast, BT2 7BA	Ian McCrickard	ian.mccrickard@nihe.gov.uk
North Belfast Area Manager 32-36 Great Victoria Street BT2 7BA	Malachy McKinney Area Manager	belfastnorth@nihe.gov.uk
West Belfast Area Manager 32-36 Great Victoria Street BT2 7BA	Sharon Beattie Area Manager	belfastwest@nihe.gov.uk
South & East Belfast Area Manager 32-36 Great Victoria Street BT2 7BA	Gary Ballantyne Area Manager (A)	sandebelfast@nihe.gov.uk

Regional Services		All enquiries 03448 920 900
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street Belfast BT2 8PB	Elma Newberry Assistant Director	elma.newberry@nihe.gov.uk
Central Grants 2 Adelaide Street Belfast BT2 8PB	Danny O'Reilly Senior Principal Officer	daniel.o'reilly@nihe.gov.uk
Regional Place Shaper 2 Adelaide Street Belfast BT2 8PB	Robin Hawe Head of Place Shaping	robin.hawe@nihe.gov.uk
Development Programme Group 2 Adelaide Street Belfast BT2 8PB	Roy Baillie Head of Development Programme Group	robert.baillie@nihe.gov.uk
Supporting People 2 Adelaide Street Belfast BT2 8PB	Anne Sweeney Assistant Director	anne.sweeney@nihe.gov.uk

**Appendix 6**  
**Glossary**

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	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.
Areas at Risk	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans.
Building Successful Communities (BSC)	Carried out in a number of pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
CAT	Community Asset Transfer provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
CTOS	Continuous Tenant Omnibus Survey, is an assessment of the attitudes of Housing Executive tenants.
Decent Home	A decent home is one which is wind and watertight, warm and has modern facilities and is a minimum standard that all social housing should have met through time.
Department for Communities (DfC)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Social Development (DSD).
Disabled Facility Grant (DFG)	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.
Department for Infrastructure (DfI)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Regional Development (DRD).
Equity Sharing	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 registered housing association.
Floating Support	This enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to individual users.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, it would have to spend more than 10% of its income on all household fuel.
Full Duty Applicant (FDA)	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”.
HECA	Home Energy Conservation Authority, the Housing Executive is the HECA for Northern Ireland.
HMO	A House of Multiple Occupation means a house occupied by more than two people who are not members of the same family.



House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive or registered housing associations the right to buy their property from their landlord at a discount.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market Analysis (HMA)	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.
Housing Needs Assessment	This is an assessment of local housing needs primarily in relation to general needs social housing, supported housing, travellers and affordable housing.
Housing Stress	Applicants on the waiting list who have a points total 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing consists of shared ownership housing provided through a registered housing association (e.g. the Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but that are not able to 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.
Latent demand test	Housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory repair grant	This is a grant made available by the Housing Executive to landlords who have been served a repair notice by the council.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
Net Stock Model	An assessment of housing need at a Northern Ireland level, using net household projections.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil buying clubs	Oil buying clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
SCNI	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	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.
SHDP	Social Housing Development Programme, the SHDP provides grant to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
Smartmove Housing	This is a charitable organisation offering advice; support and accommodation to people that are homeless and in acute housing need.

Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	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 the Department for Communities as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, which prioritises households who are living in unsuitable or insecure accommodation.
SPOD	Small Pockets of Deprivation is a delivery vehicle for neighbourhood renewal.
Stock Transfer Programme	The aim of the Stock Transfer Programme is to deliver major refurbishment works to social homes through transfer of stock from the Housing Executive to housing associations.
Supported Housing	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.
Supporting People Programme	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.
TBUC	The Northern Ireland Executive Together Building a United Community Strategy containing objectives for a united and shared community and improved community relations.



