



October 17th, 2022

**TO: The Right Worshipful the Mayor, Aldermen and Councillors
of Lisburn & Castlereagh City Council**

A special meeting of Lisburn & Castlereagh City Council will be held on **Tuesday, 18th October 2022 at 6:00 pm** in the Council Chamber and remote locations for the transaction of the business on the undernoted agenda.

For those Members attending this Special meeting of Council remotely, the Zoom details are included in the Outlook invitation that has been issued. Members are requested to attend.

DAVID BURNS
CHIEF EXECUTIVE
LISBURN & CASTLEREAGH CITY COUNCIL

Agenda

1.0 APOLOGIES

2.0 DECLARATIONS OF MEMBERS' INTERESTS

- (i) conflict of interest on any matter before the meeting (Members to confirm the specific item)
- (ii) pecuniary or non-pecuniary interest (Member to complete disclosure of interest form)

3.0 DEPUTATIONS

3.1 To Receive Representatives from the Northern Ireland Housing Executive - Presentation on the Lisburn & Castlereagh Housing Investment Plan

(Responses to Members' questions to follow)

- [*Lisburn Castlereagh HIP 2022 Accessible.pdf*](#) *Page 1*
- [*13102022 Lisburn Castlereagh HIP Presentation.pdf*](#) *Page 96*
- [*14102022 LCC HIP Members Questions.pdf*](#) *Page 108*

3.2 NIHE Contingency Plans

Attached is correspondence from NIHE in response to the Council's communication arising out of the September meeting of Council.

- [*Item 3.2 Letter to David Burns from NIHE CE Grainia Long.pdf*](#) *Page 117*



Lisburn and Castlereagh

Housing Investment Plan 2022

Annual Update

Housing
Executive

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Foreword

Welcome to the Northern Ireland Housing Executive's Housing Investment Plan, for the period 2022 to 2023.

This document sets out our local investment plans for the next year and reports on progress made by NIHE to meet local housing needs. Taking a strategic approach to investment, and aligning this with the ambitions of each Council, is an essential part of the community planning model, ensuring we deliver against a shared vision for the future of each council area.

As a landlord of approximately 84,000 homes, the Housing Executive, through its annual maintenance programme, has a direct role in generating local economic outcomes and in sustaining jobs and supply chains. We will also, through a pilot project, begin to build new homes for social rent for the first time in over 20 years.

The Housing Executive's investment of just over £195m in 2021/22 in improving and maintaining its homes was the highest level of investment since 2007/08.

During the last two years, the Housing Executive has provided a wide range of assistance to our tenants to support them through the Covid-19 pandemic. As we emerge from the pandemic, we are continuing to pro-actively engage with and support our tenants who are facing additional 'cost of living' and lifestyle adjustment pressures.

Our focus in the coming years will be to work with our partners to lever in funding and scale-up the implementation of energy efficiency measures, across all housing tenures, in order to tackle fuel poverty and climate change.

Another major housing challenge in every council area is the continuing demand for social housing and homelessness services. The waiting list for social housing (together with levels of homelessness) has risen significantly in recent years and show little sign of slowing.

Despite sustained levels of investment in new social housing in Northern Ireland, which have been favourable when compared with other parts of the United Kingdom, the gap between housing demand and supply continues to widen.

This highlights the continued importance of the partnership that has been built between councils and the housing sector, and the need for a sustained level of funding for social housing in order to address rising levels of homelessness and growing waiting lists.

The Housing Executive's investment of just over £195m in 2021/22 in improving and maintaining its homes was the highest level of investment since 2007/08

A strategic shift in favour of homelessness prevention and early intervention is critical if we are to provide a sustainable model of provision to prevent homelessness and support those who are homeless.

The Minister for Communities' programme for the revitalisation of the Housing Executive offers the key to a future that will deliver additional, more energy efficient and more appropriate homes for those in need.

Housing has an economic, environmental and social mission. By working together as Community Planning Partners we have an opportunity in this decade to deliver positive, lasting change.



Professor Peter Roberts
Chair



Grainia Long
Chief Executive

Introduction

Welcome to the third and final annual update for the 'Housing Investment Plan 2019-2023'. Launched in 2019, the Housing Investment Plan is aligned to the outcomes of each Community Plan to show how our work supports the delivery of the plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

The Housing Executive is statutorily required under the 1981 Housing Order to report to Councils on its:

- past year's performance (2021/22) aligned to the Corporate and Business Plan 2021/22; and
- next year's proposals (2022/23) – new 3 year Corporate Plan 2022/23 to 2024/25 with a new set of strategic priorities.

We have therefore aligned this HIP update with our interim [Corporate and Business Plan 2021-2022](#) to report on work we have carried out which will benefit our Planet as well as People, Property and Places. This HIP update also looks ahead to 2022/23 and beyond, to take account of a new 3 year Corporate Plan and its associated set of strategic priorities.

This annual update should be read in conjunction with [2019-2023 Lisburn & Castlereagh Housing Investment Plan](#) and will:

- Provide updates on the performance of our Strategies and Programmes that impact on Community Planning Partnerships;
- Update on progress in 2021/22 against our five new outcomes, in line with our Corporate and Business Plan 2021-22;
- Report on new and upcoming strategies which include Climate Change; and
- Provide a local area update.

We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

Overview

When writing our HIP update, we have taken account of the wider strategic context, including;

- The Communities Minister’s November 2020 statement on housing reform and plans to revitalise the Housing Executive;
- New Decade New Approach;
- The consultation on the Programme for Government Draft Outcomes Framework 2021;
- The Sustainable Development Strategy;
- The Regional Development Strategy;
- The Housing Supply Strategy;
- Strategic Planning Policy Statement; and
- The emerging suite of new Local Development Plans.

Our Vision

Everyone is able to live in an affordable and decent home, appropriate to their needs, in a safe and attractive place

We strive to make people's lives better

We put our customers first and deliver right first time

We build strong partnerships and share great ideas

MAKING A DIFFERENCE

We treat our customers, staff and partners fairly

We respect and promote diversity and equality for all

We work in an open and transparent way

FAIRNESS

OUR CORE VALUES

PASSION

We are professional in all that we do

We strive for excellence

We look for new, creative, better ways to do things

EXPERTISE

We believe in our people

We are constantly learning, developing and innovating

We provide strong confident leadership

This HIP update aligns with our interim Corporate and Business Plan 2021-2022 to report on work we have carried out which will benefit our Planet as well as People, Property and Places. It also looks ahead to 2022/23 and beyond, to take account of a new 3 year Corporate Plan and its associated set of strategic priorities, which will help the organisation plan for the changes ahead.

The Housing Executive priorities and objectives moving forward will also operate within and align with the legislative framework that includes the New Decade New Approach document, draft Programme for Government (when adopted), Climate Change Act, DfC's Building Inclusive Communities Strategy 2020-25, and any other applicable government legislation.

Strategic Context

The Housing Investment Plan 2019-2023 is not developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes, which impact on the daily lives of the Housing Executive's customers and tenants. Underpinning much of the work that the Housing Executive do are the key themes of Revitalisation and Sustainable Development, as well as all the measures and interventions at a local level that extend beyond 'Bricks and Mortar', in achieving positive housing outcomes across Northern Ireland.

Also in this section, aligning with the Corporate and Business Plan 2021-2022, we present our strategies and key programmes of work that have been progressed over the last year under the four themes of People, Property, Places and Planet. This work has impacted across the community and the environment and continues to inform the work of the Community Planning Partnerships.

Further information on our strategies is available [here](#).

Housing Executive Revitalisation

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

The Minister for Communities has received the Outline Business Case on Housing Executive Revitalisation, with considerable input from the Housing Executive, particularly in relation to the Investment Requirement and Landlord Business Plan.

Sustainable Development

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

During 2021, the Housing Executive achieved Platinum in the 2021 Northern Ireland Environmental Benchmarking Survey, and are currently participating, alongside seven of our Small and Medium Enterprises in the Business in the Community (BITC) Climate Action Programme. In conjunction with BITC, the Housing Executive have signed up to the Climate Action Pledge, by signing this Pledge we have committed to reduce our absolute scope 1 and scope 2 Greenhouse Gas (GHG) emissions by either 30% by 2030; and to work towards measuring and reporting our scope 3 GHG emissions. The organisation is also currently taking part in the BITC CORE Accreditation process – this process has been designed to support businesses that are committed to integrating corporate responsibility into the way they do business. CORE is based on BITC's Corporate Responsibility (CR) framework.

In February 2020, the Northern Ireland Assembly declared a 'Climate Change Emergency' and the Assembly is currently considering the introduction of Northern Ireland's first Climate Bill. The Minister's foreword states that "we should not underestimate the challenges ahead." The UK government's target is to achieve net zero greenhouse gas emissions reductions by 2050. In Northern Ireland, it is planned to have an all-sector approach, working together to achieve a reduction in greenhouse gas emissions.

The Housing Executive's Sustainable Development Strategy and Action Plan was approved by the Board in March 2022. Further details on this are provided in the Planet theme in the Strategic Context.

In addition, as the Home Energy Conservation Authority, a number of sustainable development energy efficiency pilot projects are underway and work continues on reducing fuel poverty and carbon emissions.



Beyond Bricks and Mortar

The Housing Executive's Corporate and Business Plan sets out the four themes which encompass the values and work of the Housing Executive. While housing is at the heart of everything we do, the themes of People, Property, Places and Planet, demonstrate that it is much more than just bricks and mortar. This is further reinforced in our five outcomes which are reported on annually in the Housing Investment Plans and aligned to the work of community planning partnerships, which include fostering vibrant, sustainable communities, helping to sustain the environment for future generations and enabling the delivery of high quality public services.

The Housing Executive, as the Strategic Regional Housing Authority, has a pivotal role in helping those in need access affordable and secure housing, and this is done through the assessment of housing need, administration of the common waiting list and the allocation of social homes via the common selection scheme. In addition to this is a substantial programme of planned and response maintenance to ensure that our stock meets an acceptable quality standard and the Housing Executive also reviews its land asset on an annual basis to identify potential new housing sites in areas of need.

These activities are supported and enhanced by a range of other interventions that go 'beyond bricks and mortar' and which are outlined below.

Social Enterprise

A social enterprise is a trading business which sells goods and services to make a profit. Unlike traditional businesses, however, a social enterprise will reinvest or donate profits to create positive social change. In this way, social enterprises are designed to help people and benefit the whole community. They can also include targeted training and recruitment, supply chain initiatives that commit to local sourcing and environmental benefits.

Social Enterprises tend to spring from local people seeking solutions to local problems and they also generally employ local people which is good for reducing carbon footprint. For these reasons, enterprises which grow from or serve Housing Executive communities are to be encouraged.

Through its Social Enterprise Plus Strategies, the Housing Executive helps to

support individuals or groups living or working in Housing Executive areas in the development of social enterprises within our communities bringing economic activity in these areas. Between 2018/2019 and 2019/2020 we were monitoring and vouching expenditure, having an independent evaluation carried out verifying the outcomes and impacts of our investment while also engaging in extensive consultation with community and statutory colleagues. These activities and processes helped to incorporate the learning and best practice from the 2015-2018 Strategy into the new [Social Enterprise Plus Strategy 2020-24](#). The 2020-24 Strategy has three key objectives – to strengthen communities, improve our customers' economic circumstances and to work in partnership with others. Key outcomes that are used to measure success are job creation and sustainment, new enterprises created or existing ones sustained/expanded as well as training and volunteering opportunities.

Funding for social enterprise is currently under review.

Community Cohesion

The Housing Executive has been working for over 50 years to ensure that housing is provided on the basis of objective need and as a direct consequence, segregation places pressure on the best use of existing housing and land. It has also created a segmented housing market, especially within the social housing sector.

In this context, the promotion of good community relations is a key objective of the Housing Executive and as a result the organisation published its first Community Cohesion Strategy in 2004 making an explicit commitment within its Corporate Plan and Business Plans to promote good relations and race relations. The [Community Cohesion Strategy](#) is delivered locally across Housing Executive areas, via the five key cohesion themes including Communities in Transition, Segregation/ Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.

The overarching objective of the Strategy is to contribute to the creation of more stable, safer neighbourhoods by working in partnership with others to address the complex housing needs of a diverse and divided society. The Housing Executive does this by engaging at strategic level via partnership working and also at local level with our community partners, in order to deliver programmes that raise cultural awareness, promote diversity and integration.

Financial inclusion and advice

Our three Financial Inclusion Managers have been working in-house to provide our tenants with sound financial advice throughout COVID-19 and are available to help tenants with any issues they may have regarding money worries, debt advice and/or benefits.

They focus on a number of measures, including performing benefits checks, providing advice on resolving problems with benefits, giving financial, debt and budgeting advice and referring tenants to other sources of help and support.

Community Safety

The Housing Executive has a dedicated Community Safety Team based in Belfast. This team works with locally based staff to provide a range of services to deal with community safety issues and anti-social behaviour.

The Housing Executive's Community Safety Strategy 2020-23 aims to make our communities safe and to tackle anti-social behaviour. We will do this by building on our three key aims:

- building community confidence;
- ensuring local solutions; and
- working together.

We work with other agencies, groups and tenants to deal with anti-social behaviour. Our new Community Safety Strategy builds on this work with our partners. It highlights the actions that we have taken in recent years to build better communities and ensure they are a welcoming place to live and visit.

Good Neighbour Campaign

As part of the Housing Executive's 50th anniversary, our Communications Team, in collaboration with the Community Safety Team ran a multi-channel campaign over the summer / autumn that highlighted to the media, the public and to our customers that our communities are attractive and safe places to live in.

The objectives of the campaign were to:

- Show that our estates are attractive and safe places to live;
- Celebrate those living in our homes who make a difference in their community;
- Challenge stereotypes associated with social housing;
- Raise awareness of how we can support tenants to tackle low level anti-social behaviour;
- Encourage tenants to take small steps to reduce low level anti-social behaviour.

The campaign shared Good Neighbour tips, promoted the range of ways that we tackle anti-social behaviour, and posted success stories from our Community Safety Strategy on our social media channels. The Facebook posts reached nearly 240,000 people, the videos nearly 70,000 and promoting the Community Safety Strategy had 6,500 impressions.

PEOPLE	
Workstream	Current Situation
Customer Charter	Our Customers' are at the centre of everything that we do, and our Customer Charter sets out the standards of service that our customers can expect when they interact with us in a number of ways including: in the office; by telephone; when they request information from us; and, when they make a complaint. We publish and update our results each year and these can be found on our website.
Fundamental Review of Social Housing Allocations	<p>During the past year the Housing Executive received approval from DfC to commence work on the implementation of the changes to the social housing allocations system in Northern Ireland which had been identified during the Fundamental Review of Allocations. Implementation of the changes is a key Ministerial priority. The Consultation Outcome Report which was published by DfC in December 2020, set out that 18 of the 20 proposals for change will proceed as per the original 2017 consultation while further work will be carried out and alternatives considered for two proposals relating to intimidation points and interim accommodation points. The Housing Executive has established a Project team and completed the project initiation activities to deliver the changes in a phased approach over the next three years.</p> <p>Communication of the changes and their potential impact on new and existing Waiting List applicants and tenant transfers is of paramount importance and vital to the successful delivery of the changes. A communications strategy, which will span the lifetime of the Project, includes the establishment of a stakeholder advisory group to represent social landlords and tenant's interests as well as the wider housing sector to inform the implementation of the changes. During the year work commenced on the significant system changes and policy changes which are required to implement the first set of Phase 1 proposals which are expected to be delivered by autumn 2022.</p> <p>The Project will aim to implement the recommendations of the Review over the next three years, subject to confirmation of funding, to ensure that our highly valued allocations scheme for Northern Ireland is modernised and continues to provide a robust framework for the assessment and allocations of social housing in Northern Ireland. The implementation of these changes recommended by the Review should build on the strengths of the existing allocations scheme to enable it to work better at responding to objective housing need.</p>
Homelessness Strategy	<p>COVID-19 has continued to present the Housing Executive with many challenges over the course of 2021/22. In response we successfully adapted our services enabling much of our workforce to work remotely as and when public health guidance required to ensure we continue to deliver a service to our customers, many of whom are amongst the most vulnerable in society.</p> <p>In addition to core homelessness funding of £15m, the DfC provided £9.3m to support a range of activities associated with our homelessness response to the ongoing pandemic; this funding enabled the Housing Executive to support a range of initiatives which included:</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Homelessness Strategy <i>continued</i></p>	<ul style="list-style-type: none"> • The ‘Everyone In’ approach which supported rough sleepers, including those with No Recourse to Public Funds, via a Memorandum of Understanding with DfC and Department of Health; • The provision of circa 780 units of temporary accommodation (as of February 2022) retained on a block-booking basis to meet the significant additional demand for temporary accommodation arising from the pandemic; • The support of a range of agencies and projects to deliver assistance to those households who are homeless or threatened with homelessness. <p>Homelessness Strategy 2017-22</p> <p>The fifth and final annual progress report will be published by August 2022. The report demonstrates the multi-agency approach adopted by the Strategy to both prevent homelessness and to ensure that all clients are provided with the right support to sustain a long term tenancy when one becomes available.</p> <p>Homelessness Strategy 2022-27 – Ending Homelessness Together</p> <p>The draft Homelessness Strategy 2022-27 was subject to a 12 week public consultation which commenced on 2 November 2021 and closed on 25 January 2022.</p> <p>The Housing Executive facilitated a number of online consultation events which included a presentation and workshops for consultees to express their opinions on the vision, aim, principles, objectives and enablers of the draft Homelessness Strategy 2022-27.</p> <p>These consultation events took place on the following dates;</p> <ul style="list-style-type: none"> • 29 November 2021 • 13 December 2021 • 12 January 2022 <p>All consultation events were well attended by a wide range of internal and external stakeholders, with representation from the statutory, voluntary and community sectors.</p> <p>The vision of the strategy is ‘Ending Homelessness Together’ and this is reflective of the view from the homelessness sector that addressing homelessness is reliant on a multi-agency approach that involves a range of organisations across the statutory and voluntary sectors. This vision is supported by the aim that ‘wherever possible homelessness should be prevented, if homelessness cannot be prevented it should be rare, brief and non-recurring’.</p> <p>At the core of this Strategy there are a number of guiding principles that will underpin our approach to both the development and delivery of homelessness services throughout its lifespan. These principles are;</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Homelessness Strategy <i>continued</i></p>	<ul style="list-style-type: none"> • Person centred; • Evidence based planning; • Expert led; • Responsiveness; • Partnership working; • Innovative; and • Value for money. <p>The Strategy has been developed around three key objectives;</p> <ul style="list-style-type: none"> • Prioritise homelessness prevention; • Address homelessness by providing settled, appropriate accommodation and support and; • Support customers to transition from homelessness into settled accommodation. <p>A revised Homelessness Strategy 2022 – 27 was published in late March 2022.</p> <p>Strategic Action Plan for Temporary Accommodation – Homeless to Home</p> <p>Intrinsically linked to the Homelessness Strategy 2022-27 is the Homeless to Home, the Housing Executive’s Strategic Action Plan for Temporary Accommodation. The Action Plan was subject to a 12 week public consultation alongside the draft Homelessness Strategy 2022-27 and aims to set out how we will transform our temporary accommodation responses over the next five years to achieve the following four ambitions:</p> <ul style="list-style-type: none"> • Minimised need for temporary accommodation; • Customers receive appropriate accommodation and support at the point of need; • Customers moving on from temporary accommodation sustain their tenancies; • A sustainable supply of good quality, affordable accommodation which is safe, warm and well managed. <p>The consultation process on Homeless to Home also included online consultation events which took place on 13 December 2021 and 10 January 2022. As with the draft Homelessness Strategy these were attended by a wide range of internal and external stakeholders, with representation from the statutory, voluntary and community sectors. A revised Strategic Action Plan for Temporary Accommodation is due for publication in 2022/23.</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Homelessness ‘The Way Home - Response to COVID-19’</p>	<p>In the wider context in responding to the challenge of COVID-19, in November 2020, the Housing Executive detailed our overall response to the ongoing pandemic in our publication <i>The Way Home – Homelessness Response to COVID-19</i> (the Reset Plan). The Reset Plan has continued to guide the Housing Executive’s pandemic response over the course of 2021/22. The Housing Executive has adopted a co-ordinated response to address the impacts of COVID-19 in terms of homelessness in Northern Ireland and the Reset Plan identifies a range of actions across the five themes noted below:</p> <ul style="list-style-type: none"> • Rough Sleeping • Ensure there is an adequate supply of temporary accommodation • Prevention • Homelessness Services • Collaborative Working <p>The delivery of the Reset Plan was supported by the provision of c. £9.3m funding during 2021/22 which enabled the Housing Executive to deliver a range of pandemic specific actions as part of our homelessness response. These actions included:</p> <ul style="list-style-type: none"> • The continued delivery of a Memorandum of Understanding throughout 2021/22 to support rough sleepers ineligible for housing assistance via the provision of accommodation and essential support. • The acquisition of a range of new temporary accommodation options which have been vital in meeting an increase in demand for temporary accommodation which, over the course of 2021/22, remained at over double the levels of pre-pandemic levels of 2020. These options have included over 700 single lets acquired on a block-booking basis, the delivery of a Bespoke Facility for Temporary Accommodation within Belfast region, the provision of an additional 30 units within Queens Quarter Housing, and a number of block-booking arrangements with non-standard providers. • Extensive collaboration with the sector through a multi-agency group which was established specifically to address the challenges of the pandemic and includes key stakeholders within the homelessness sector from a range of statutory and voluntary agencies. • The delivery of 11 projects, via funding of c. £360k, as part of the Homelessness Prevention Fund which are specific to the Housing Executive’s response to the pandemic.

Table continues

PEOPLE

Workstream	Current Situation
<p>Housing Executive Annual Research Programme</p>	<p>As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects providing data on an ongoing or regular basis include: the Northern Ireland House Condition Survey; the Continuous Tenant Omnibus Survey; and a number of strands of research on house prices, rents and affordability, which are carried out in partnership with Ulster University and propertynews.com.</p> <p>During 2021/22, in light of the continuing public health restrictions, we continued to use telephone and online survey and interview methodologies; we are grateful to tenants, other customers and stakeholders who gave their time to participate. We published reports on the role of day services in delivering support to people experiencing chronic homelessness; homelessness service user journeys; the impacts of chronic homelessness and women; and an evaluation of a solar PV scheme piloted by the Housing Executive from 2016, as well as modelling, based on the 2016 House Condition Survey, to consider the cost implications of applying the requirements of the Scottish tolerable standard to housing in Northern Ireland. We also published the first two reports in our suite of Strategic Housing Market Analysis (SHMA) outputs for Northern Ireland.</p> <p>Work that commenced or continued to progress in 2021/22 included: the second phase of SHMA research; further research to help inform the Homelessness Strategy; analysis of a survey to gather evidence on the views and experiences of tenants living in the private rented sector; projects to help the Housing Executive support tenants through welfare reform, particularly the full roll-out of Universal Credit, research to help us improve tenancy sustainment; and the analysis of a large survey of applicants on the waiting list for social housing.</p> <p>We also spent time planning the fieldwork for a full Northern Ireland House Condition Survey in 2022, following the postponement – due to the pandemic – of the survey that had been due to take place in 2021. At the time of writing, plans for fieldwork for the next House Condition Survey were being prepared, commencing with a pilot in summer 2022 to test survey approaches and response rates. In addition, modelled outputs commissioned due to the original postponement of the 2021 survey were nearing completion.</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Older People’s Housing Strategy</p>	<p>The Housing Executive’s Older People’s Housing Strategy 2021/22 - 2025/26 and accompanying Annual Action Plans take into account the changing demography of Northern Ireland, including our tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> • Planning for the future; • Promoting and maintaining dignity; • Providing housing advice for older people; and • Promoting participation. <p>Each year we will publish an update on how well we achieved objectives outlined in our Action Plans. The update for Year 1 (2021/22) is due to be published in summer 2022.</p>
<p>Strategic Review of Temporary Accommodation</p>	<p>The Strategic Review of Temporary Accommodation project has recommenced following a suspension to focus on the COVID-19 homelessness response. Work has now been completed on a number of key products to inform the development of a draft Strategic Action Plan for Temporary Accommodation (2022-27). The Action Plan underwent a full 12 week public consultation process that included a number of virtual consultation events and the facility to submit written responses. The feedback obtained will directly inform the development of the final Strategic Action Plan for Temporary Accommodation (2022-27) which will be finalised in summer 2022.</p> <p>The Action Plan sets out the broad ambitions and criteria for success over the five year period and identifies key actions for year one. The actions for subsequent years will be developed through an iterative approach that takes account of progress with previous year’s actions and changing priorities over the life of the Action Plan.</p> <p>The focus of the Strategic Review of Temporary Accommodation project will shift to an implementation phase that will seek to deliver on the key priorities and actions from the Strategic Action Plan for Temporary Accommodation (2022-27).</p>

Table continues

PEOPLE

Workstream	Current Situation
Supporting People Strategy and Action Plan	<p>The Housing Executive acts as the administering authority for the Supporting People (SP) Programme in Northern Ireland. This role includes the payment of SP Grant to 82 Providers who provide 828 housing support services, which deliver assistance with housing-related tasks to more than 19,000 vulnerable people in order to help them develop or maintain the skills necessary to live as independently as possible in their own home. In 2021/22, the annual SP budget was £72.8m (excluding COVID-19 fund).</p> <p>‘Exceptional’ Work: COVID-19</p> <p>Throughout 2021/22 organisations continued to work effectively in partnership with SP across the sector to address the challenges presented by the COVID-19 pandemic.</p> <p>With approval from DfC, in 2021/22, SP responded to COVID-19 by temporarily allowing Providers to spend previously frozen SP reserves on COVID-related expenditure. SP also spent an additional £4.38m specifically on COVID-19 pressures including staffing, cleaning and PPE. Overall in 2021/22, £75.65m was distributed to Providers.</p> <p>Providers continued to relay information regarding the effects of COVID-19 in their services to the SP Team, in order to ensure that services continued to provide appropriate support to service users.</p> <p>COVID-19 Recovery Fund (C-19RF)</p> <p>The COVID-19 Recovery Fund is a competitive fund that aims to support delivery of the SP programme. In the 2021/22 year, 20 existing SP providers bid for support and 15 were awarded funding. A total of £329,462 was awarded to help them recover from the pandemic, which has affected every organisation.</p> <p>SP Special Recognition Payment</p> <p>On 5 July 2021 Communities Minister Deirdre Hargey announced a £500 recognition payment for workers employed through the Supporting People (SP) Programme, in recognition for their part in delivering critical services over the last year. Supporting People developed a framework to administer payments to eligible organisations for onward payment to staff. The scheme was launched in December 2021 and £814k has been paid relating to the first phase which was for solely SP funded schemes. The scheme is currently in its second phase.</p> <p>Major Adverse Incidents (MAIs)</p> <p>SP continues to monitor major adverse incidents across services. In the 2021/22 year to-date, there has been a 28% decrease in major adverse incidents across the four themes totalling 191 incidents to date. The SP Team continues to support Provider staff in their effort to keep service users safe.</p> <p>Supporting People ‘Business as Usual’ Activities</p> <p>During the pandemic the SP Team revised the contract management regime to work remotely and maintain a ‘business as usual’ approach and have achieved a significant amount whilst working from home; carrying out a total of 105 Contract Management Meetings, 62 Quality Monitoring Tool assessments, and holding 12 Regional Thematic Group meetings to-date throughout 2021/22.</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Supporting People Strategy and Action Plan <i>continued</i></p>	<p>Supporting People Outcomes</p> <p>The Outcomes system collects, reports, measures and analyses Outcomes data across SP-funded housing support Providers. It is used as an information-gathering tool and for reporting to DfC on Outcomes related to the Programme for Government. In 2021/22 the SP Programme showed an overall average success rate of 90% against the Outcomes Indicators across 82 Providers, delivering 825 services. The Crisis accommodation services showed an overall average success rate of 95%.</p> <p>Supporting People Provider Innovation Fund (PIF)</p> <p>The PIF is a competitive fund that aims to support improvements to the delivery of the SP Programme, thus assisting efficiency and effectiveness within the SP sector. Existing SP Providers are able to bid for support to help them innovate and improve their service delivery thus enabling more resources to be channelled to frontline delivery.</p> <p>In 2021/22, we received 24 applications totalling £965,815 and we awarded funding to 22 applications totalling £938,496 for the first tranche.</p> <p>In the second tranche, we received 19 applications totalling £652,247 and we awarded funding to 15 applications totalling £371,391.</p> <p>Supporting People Ministerial Review Recommendations</p> <p>In 2021/22, the SP Team completed the remaining recommendations from the review carried out in 2015 by the Department for Social Development, now the Department for Communities.</p> <p>Supporting People Three Year Strategy 2022-25</p> <p>SP have developed 'The Supporting People Three Year Strategic Plan 2022-2025'. Engagement with the sector and high-level information from the Strategic Needs Assessment has informed and contributed to the development of the Strategy's four strategic priorities namely; COVID-19 recovery, working towards closing the 14% gap between need and supply, innovation and strengthening relationships and collaboration with Providers. Public Consultation on the strategic plan was launched on 31 January 2022 and closed on 25 April 2022. 44 Responses were received and are being considered to inform the final draft.</p> <p>Supporting People Communications Plan</p> <p>A SP Communications Plan was developed throughout 2021/22, setting out SP's communication activities and details on how SP will continuously improve reactive and proactive communication. The plan outlines SP's communication objectives, defines SP's target audiences and outlines the range of tools that the SP Team will use to convey positive messaging; showcasing the Supporting People programme, raising the SP profile, and detailing how SP will communicate .</p>

Table continues

PEOPLE	
Workstream	Current Situation
Supporting People Strategy and Action Plan <i>continued</i>	<p>Strategic Review of Jointly-funded Accommodation-Based Services for Young People</p> <p>A Strategic Review of Joint Commissioned Supported Accommodation for Young People was carried out throughout 2020/21 and 2021/22. The Review evaluated the efficiency, effectiveness and quality of services; and was undertaken in partnership between SP, the Housing Executive and the Health and Social Care Board (HSCB). 23 recommendations from the review, will be implemented through a Partnership Action Plan.</p>
Welfare Reform	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact are the Social Sector Size Criteria (SSSC or Bedroom Tax), Universal Credit and Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020; however, the Minister for Communities announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments continued. On 8 February 2022, the Northern Ireland Assembly passed legislation to extend the provision of Welfare Supplementary Payments for those affected by SSSC indefinitely and closed loopholes in the legislation which meant Social Sector tenants lose entitlement to Welfare Supplementary Payments when they moved without reducing their level of under-occupation. The new legislation also amended current SSSC policy so that those tenants who have previously lost Welfare Supplementary Payments can have had them reinstated (if they remain eligible).</p> <p>Prior to the introduction of the new legislation, SSSC was directly impacting on 30,018 Housing Executive tenants and 410 Housing Executive tenants in receipt of Housing Benefit were affected by Benefit Cap.</p> <p>At the end of March 2022, a total of 24,822 tenants had made a claim for Universal Credit. This is an increase of 5,276 during the year.</p> <p>Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through the 'Move to UC' phase of roll out, where working-age customers on the relevant benefits will be advised when they should move to Universal Credit. The 'Move to UC' is due to commence in January 2023 and will be completed by September 2024; however, it is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when it is complete.</p> <p>Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's 'Move to UC' phase takes effect; however, it should be noted that the caseload is decreasing at a much slower rate than previously anticipated. Once the 'Move to UC' is complete, Housing Benefit will still have a significant number of customers, approximately 42,000 of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.</p>

Table continues

PEOPLE

Workstream	Current Situation
<p>Welfare Reform <i>continued</i></p>	<p>In June 2021, DfC commenced a review of the Discretionary Housing Payment scheme (DHPs). At the outset, the policy intent of DHPs was updated and the main policy objective of DHPs is now to sustain tenancies and prevent and alleviate homelessness. In December 2021, a number of policy changes were introduced. These include:-</p> <ul style="list-style-type: none"> • The removal of the two year time limit; • The 13 week protection which was introduced during COVID-19 is now policy going forward; • Claimants moving from temporary accommodation and young people leaving care will have the full shortfall between contractual rent and Local Housing Allowance (LHA) met for a period of 13 weeks. This will then be reviewed and further awards made in line with available budget without the need for a further DHPs application; • Claimants receiving UC housing costs who have had a bereavement within their household which resulted in their LHA rate being reduced will have the reduction covered in full by DHPs for a period of 9 months (the first 3 months are currently covered by UC); • All new awards will be paid to a minimum of the 50th percentile of LHA and if appropriate and applicable to the 75th percentile; • Claimants receiving UC housing costs who have been impacted by the loss of the £20 uplift which was introduced as a temporary measure during COVID-19 can have their DHPs award reviewed and increased in line with the new rules; and • Any Housing Benefit claimant or UC claimant in receipt of housing costs who have had a significant change in their income or circumstances can request a review of their DHP award. <p>Further work is still required and the Housing Benefit Projects Team will continue to promote DHPs across the sector, as well as working collaboratively with DfC to ensure we are maximising support for our customers. The DfC Review has now concluded, proposals include paying rent in advance, tenancy deposits and helping tenants with arrears; however, any changes would require a legislative change and an increase in the budget from DfC.</p> <p>A project is currently underway which will transfer approximately 42,000 live Housing Benefit (Rates) and Low Income Rate Relief (LIRR) owner occupier cases to the Housing Executive's Housing Benefit service. From 1 June 2022, the Housing Executive will be responsible for the administration of Housing Benefit (Rates) and LIRR for owner occupiers on behalf of Land and Property Services (LPS). All new Housing Benefit (Rates) and LIRR for owner occupiers will be administered and maintained by the Housing Executive, including dealing with changes of circumstances, reconsiderations/appeals and Housing Benefit fraud and error.</p>

PROPERTY

Workstream	Current Situation
<p>Accessible Housing Register</p>	<p>The Housing Executive, in conjunction with the Northern Ireland Federation of Housing Associations (NIFHA), developed an in-house Accessible Housing Register (AHR) solution for social housing in Northern Ireland which went live in March 2021.</p> <p>The AHR will enable the classification of stock based upon its accessibility features and will assist people with disabilities to make more informed housing choices. Going forward we now have facilities to capture accessible data via an electronic AHR survey form and an electronic calculation engine which will assign the appropriate AHR classification based upon the property attributes being matched against the relevant design standards i.e. wheelchair, lifetime home, mobility etc. (Links in with National Register of Social Housing standards). The next stage is implementation by both the Northern Ireland Housing Executive and Housing Associations.</p> <p>The priority going forward is to build the pool of accessible stock information and for Landlords to implement the AHR. We are currently working with colleagues in Asset Management to review how we can prioritise specific properties such as those with adaptation extensions, bungalows and ground floor flats.</p> <p>The majority of Housing Association stock is built to specific design standards and can therefore be classified based upon the relevant design standard. Housing Association AHR data collection will therefore focus on those properties that are bought in, properties where major adaptation extensions have been provided and older stock.</p> <p>AHR training for both Housing Executive and Housing Association technical staff has been completed.</p> <p>In terms of the Private Sector, Disability Action are currently exploring a model with PropertyPal as part of their Onsite Project (Cross Border). The Housing Executive will work collaboratively with Disability Action and provide expertise in relation to accessibility features/classifications of such properties.</p>
<p>Affordable Housing</p>	<p>During 2021/22, the Housing Executive continued to collaborate with DfC, local Councils and a range of stakeholders to help meet the housing needs of everyone, as set out in the Programme for Government (PfG) draft Outcomes Framework (2021), the Regional Development Strategy (RDS) and the Strategic Planning Policy Statement (SPPS).</p> <p>To support the development of new products, the Housing Executive has undertaken Strategic Housing Market Analysis which provides a scenario based assessment and projections of cross tenure and affordable housing need across Housing Market Areas and Local Government Districts to 2035. These include an assessment of intermediate housing need and provides data in line with the new definition of affordable housing.</p>

Table continues

PROPERTY

Workstream	Current Situation
<p>Affordable Housing <i>continued</i></p>	<p>DfC launched an intermediate rent consultation in October 2021 and this year we continue to support the work on intermediate rent, which can provide an additional rental choice for lower income households, providing secure, affordable, good quality, well-managed homes at below market rents. Intermediate rent can provide a solution for households struggling to meet market rents and those wishing to enter low cost home ownership in the future. The Housing Executive supports the progressing work to deliver this important housing solution.</p> <p>In addition, we have assisted DfC in the preparation of the draft Housing Supply Strategy. This comprehensive and whole system approach sets a positive and future direction for housing delivery and supply, across a range of areas. We look forward to assisting DfC co-design and implement actions that can increase the supply of sustainable and affordable housing that is appropriate for people’s needs and is located within thriving and inclusive communities. We also strongly support the objective in the draft Housing Supply Strategy to decarbonise housing by reducing whole-life carbon emissions from both new homes and existing homes and support a ‘just transition’ to carbon neutrality. As the home energy conservation authority we will continue to support energy efficiency in all housing across Northern Ireland.</p>
<p>Asset Management Strategy</p>	<p>Unfortunately it remains the case that we continue to have a very significant shortfall in the funding required for improvements to and maintenance of our homes. Our maintenance backlog is already large and growing, and it is clear that substantial investment will be required to meet our landlord obligations, provide the modern standard of social housing that our tenants should expect, and address the challenges of building safety and climate change/decarbonisation. In particular the latter will require a large and sustained programme of energy efficiency measures across all of our homes to reduce our tenants’ energy use and costs and produce significantly lower carbon emissions in line with the UK’s 2050 Net Zero Carbon target.</p> <p>Consequently, pending the outcome of DfC’s Housing Executive Revitalisation (HER) programme that aims to develop a sustainable funding solution for our stock’s needs, we are implementing the temporary revised strategic investment approach that has been in place since October 2017 and that was extended by DfC in late 2020. This approach is directed at maximising the numbers of properties available to meet high and rising housing need, and our investment programme will, therefore, continue to be focused on compliance and Health and Safety activities, Adaptations, External Cyclical Maintenance, programmes of major components upgrading to address our backlog (bathrooms, kitchens, wiring, doors, windows, heating etc.) and our response maintenance service. In total, we intend to invest up to £261m in our homes in 2022/23.</p>

Table continues

PROPERTY

Workstream	Current Situation
Building Safety	<p>In anticipation of the Building Safety Bill becoming law, a review of the existing structure within the Housing Executive has been undertaken.</p> <p>The introduction of the new Building Safety Bill will require the Housing Executive not only to undertake regular compliance audits and inspections but also to review the impact any construction work and in-use activity has on the design intent of the building to identify any major hazards and minimise the risk to safety during operational delivery of any works to the buildings. The Golden Thread of compliance, structural and fire safety information has to be created, maintained and held in a digital format to ensure that the original design, and any subsequent changes to the building are captured, preserved and used to support any proposed safety improvements. A Resident Engagement Strategy has also to be developed which will ensure residents have the opportunity to participate and engage on building safety to ensure their building is, and continues to be, safe.</p> <p>The Housing Executive has established a new Building Safety Department within Asset Management which has responsibility for providing assurance in respect of Statutory and Regulatory functions around gas safety, fire safety, electrical safety, asbestos and water hygiene (Legionella). This assurance is provided through the operational delivery of the functions through a number of different contracts managed by various departments within the Housing Executive. Within this department, roles and responsibilities of the people tasked to implement and manage the stringent regulatory regime have been identified, which will improve building safety and deliver enhanced performance standards across all buildings. To this end the responsibility for undertaking regular compliance audits and inspections, together with the management and operational delivery of servicing, maintenance and improvements to assure statutory and regulatory Compliance, will transfer to the new building safety department and the Head of Building Safety will be responsible for the overall lead on both a strategic and operational level to ensure statutory compliance is managed and monitored effectively.</p>
Fundamental Review of the Private Rented Sector (PRS)	<p>In 2021 DfC's Housing Policy and Performance Division published the Department's response to the consultation on the Private Rented Sector (PRS) a series of policy and legislative proposals to help make the private rented sector a safer, more secure and more attractive housing option.</p> <p>The Private Tenancies Act (Northern Ireland) 2022 received Royal Assent on 27 April 2022 and makes changes to the Private Tenancies Order (Northern Ireland) 2006. The Bill introduces regulation making powers in relation to electrical safety standards, smoke and carbon monoxide detection, energy efficiency standards and an extension to the notice to quit which a landlord must give a tenant. Work has started to progress the regulations.</p> <p>Not all changes will come in at the same time. The only immediate change is to the length of notice to quit that landlords and tenants are required to give as set out in the tables below. These notice periods apply from 5 May 2022.</p>

Table continues

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Workstream	Current Situation								
Fundamental Review of the Private Rented Sector (PRS) <i>continued</i>	<p>Depending on the length of the tenancy, the landlord must give their tenant a minimum notice to quit period.</p> <table border="1"> <thead> <tr> <th>Length of tenancy</th> <th>Notice to quit</th> </tr> </thead> <tbody> <tr> <td>Tenancy not been in existence for more than 12 months</td> <td>No less than 4 weeks' written notice</td> </tr> <tr> <td>Tenancy has been in existence for more than 12 months but not more than 10 years</td> <td>No less than 8 weeks' written notice</td> </tr> <tr> <td>Tenancy has been in existence for more than 10 years</td> <td>No less than 12 weeks' written notice</td> </tr> </tbody> </table>	Length of tenancy	Notice to quit	Tenancy not been in existence for more than 12 months	No less than 4 weeks' written notice	Tenancy has been in existence for more than 12 months but not more than 10 years	No less than 8 weeks' written notice	Tenancy has been in existence for more than 10 years	No less than 12 weeks' written notice
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<p>Key areas for a second phase bill include Letting Agent Regulation and the introduction of grounds for eviction.</p>									
<p>The Housing Executive is supportive of DFCs new draft Housing Supply Strategy (December 2021). This sets out a pathway and framework for action until 2037. The stated purpose of the Strategy is not just about increasing housing numbers but to ensure that we support quality of life and well-being by having affordable housing and the right types of homes in the right places and that we protect and enhance the homes we already have. It is also about unblocking barriers, while exploring new ways of doing things and working better with both new and existing partners. The Strategy recognises that increasing housing supply requires collaboration from different organisations and stakeholders to provide a 'whole system' approach to address 'whole system challenges'. The draft Strategy proposes a target of 100,000 new homes, of which one third will be social. The Housing Executive supports the draft Strategy and is considering further approaches to unlock more housing, such as identifying sites, acquiring land and enabling more new build housing.</p> <p>The Housing Supply Strategy provides long term policies and enabling interventions centred on delivering five key objectives:</p> <ol style="list-style-type: none"> 1) Creating Affordable Options: Increase housing supply and affordable options across all tenures to meet housing need and demand; 									
<p>Housing Supply Strategy</p>									

Table continues

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Workstream	Current Situation
Housing Supply Strategy <i>continued</i>	<p>2) Prevention and Intervention: Prevent homelessness, reduce housing stress and improve and prioritise housing solutions for those most in need;</p> <p>3) Quality: Improve housing quality;</p> <p>4) Better Places: Ensure the provision of housing options that contribute to the building and maintenance of thriving, inclusive communities and places; and</p> <p>5) Decarbonisation: Reduce whole-life carbon emissions from both new homes and existing homes and support a 'just transition' to carbon neutrality.</p> <p>The Housing Executive welcomes many of these policies and we look forward to the publication of the final Strategy. Housing Executive intends to play a key role in developing and implementing actions flowing from the Strategy.</p>
Local Development Plans	<p>As a statutory consultee in the development plan process we have also been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enabling positive place making and ambitious development that will shape local areas over a long term 15-year period. LDPs are a valuable way to provide affordable, accessible and sustainable housing for those in need and can support the development of balanced and cohesive communities.</p> <p>This partnership working with different agencies will be important to help more people access suitable housing to meet their needs, and to improve wellbeing and quality of life. Our role in these areas will help meet the newly proposed Key Priority Area for housing to 'ensure everyone has access to good-quality, affordable housing and in promoting an integrated, shared society', as set out in the PfG Draft Outcomes Framework, under its proposed outcome 'People want to live, work and visit here'.</p> <p>Seven Councils have published their draft Plan Strategies and five of these have reached Independent Examination (IE) stage. It is anticipated that Belfast City Council's Plan Strategy document may be adopted before the end of 2022.</p>
Social Housing Development Programme (SHDP)	<p>The Housing Executive's Development Programme Group (DPG) manages the Social Housing Development Programme (SHDP) on behalf of DfC. This work contributes to the draft PfG Outcome 11: 'We connect people and opportunities through our infrastructure'. The SHDP is managed on a rolling 3-year basis, with each iteration subject to approval from both the Housing Executive's Board and the Minister for Communities.</p> <p>For the 2021/22 year, a budget of c. £162.5m was put in place to deliver on the key headline targets of 1,900 new social housing starts and 1,400 social housing completions, as well as a number of ancillary targets. This budget was enhanced to £178.074m through the October and January Monitoring Rounds, to provide the additional funding needed to address the unprecedented rise in the cost of construction materials prices in 2021. The Minister for Communities announced the additional funding in October 2021, which was aimed at providing assistance to housing associations in relation to both schemes under construction and schemes programmed to start in 2021/22. For schemes under construction, a new process</p>

Table continues

PROPERTY

Workstream	Current Situation
Social Housing Development Programme (SHDP) <i>continued</i>	<p>was put in place for housing associations to claim additional funding in line with Procurement Advice Note (PAN) 01/21. For schemes programmed to start, DfC carried out a 'mid-year' review of Total Cost Indicator (TCI) Allowances, to provide additional funding to ensure the viability of planned new social housing schemes.</p> <p>Despite these challenges and the continued constraints of digital/remote ways of working for a range of key stakeholders in the delivery of new social housing, housing associations were able to achieve 1,713 new social housing Starts (82 schemes) and 835 new social housing Completions (75 schemes).</p> <p>In addition to these headline targets, 116 Wheelchair-Accessible new social housing Starts was recorded in 2021/22, representing 7.5% of all new build social housing (against a target of 10%); and 128 Starts were confirmed in Rural areas (7.5% against a target of 12.3%).</p> <p>As well as enabling delivery of new social housing across Northern Ireland, DPG also provides grant assistance to housing associations to carry out vital adaptations to their properties for tenants with disabilities. In 2021/22, a total of 676 adaptation claims were assessed, providing Grant funding of £3.1m to housing associations for the works, including 17 major adaptations (extensions, ground floor bedrooms etc.).</p> <p>The Minister for Communities has previously indicated her ambition to prepare the SHDP to deliver a step-increase in its capacity; and to change and support the SHDP so that it is better at providing new social homes in greater numbers in areas of acute housing need. Work between Departmental and Housing Executive officials is on-going across a number of key areas in this regard, in support of new housing delivery. In addition to seeking to achieve higher levels of overall delivery, the Housing Executive will seek to work with DfC and associations to bring forward pilot schemes for delivery of improved design standards in a range of areas – including city centre living, housing for older people, and more energy efficient housing.</p>
Tower Blocks	<p>The Tower Blocks Action Plan sets out the Housing Executive's strategic approach and implementation plan for addressing the 33 tower blocks in its ownership. The Action Plan was approved by the Board of the Housing Executive in March 2019 and by DfC in August 2019. The Action Plan is a high level document that sets out the broad timescales, actions and estimated funding required over the next fifteen to twenty years and will deliver a mix of retention, re-provision and disposal of blocks at various points in time. Implementation of our proposals will be subject to approval of business cases for individual or groups of blocks as appropriate.</p> <p>There continues to be significant progress made in implementing the Action Plan. Six blocks - Monkscoole, Latharna, Rathmoyn, Coolmoyn, Kilbroney and Clarawood - have been approved for demolition; the contract for the demolition of Monkscoole has been awarded and clearance and rehousing of the residents in the other blocks is underway. Business case proposals have been, and are being, prepared for several other blocks. A consultant has been appointed to advise on and prepare the refurbishment programme for the long term blocks, and a contract for the installation of sprinklers in the blocks is being procured.</p>

Table continues

PROPERTY

Workstream	Current Situation
<p>Traveller Accommodation</p>	<p>The Housing Executive has regularly published comprehensive accommodation research in 2002, 2008 and 2015 for the Irish Traveller Community across Northern Ireland. The most recent Irish Travellers’ Accommodation Survey 2018/19 was completed in 2019 and provided an important evidence base in the development of our Irish Traveller Accommodation Strategy 2021-26. The Strategy was launched on the Housing Executive’s website and via our social media channels in July 2021.</p> <p>The Strategy aims to provide safe and sustainable accommodation that meets the accommodation and cultural needs of the Irish Traveller community through the implementation of 12 key actions in a five year Action Plan. In the coming year the Housing Executive will continue work on:</p> <ul style="list-style-type: none"> • a research project to scope the development of a Irish Traveller needs assessment methodology; • a review of all Housing Executive owned Irish Traveller sites; • the development of an Irish Travellers forum to give feedback on relevant policies and procedures.

PLACES	
Workstream	Current Situation
Hate Harassment Toolkit	<p>The Community Safety team launched the new Hate Harassment Toolkit in November 2021 on our website, on social media and in Staff News. It is a refresh of the 2015 version.</p> <p>The Hate Harassment Toolkit was developed in partnership with other organisations to provide customers, staff, community groups, professionals and the general public with a wide range of information and advice about Hate Harassment. Hate incidents, whether or not they are hate crimes, are a form of anti-social behaviour and the Housing Executive is committed to dealing quickly and positively with any hate harassment within our estates.</p>
Rural Strategy & Action Plan	<p>The Housing Executive has long recognised that in rural areas, we need to take additional measures to identify housing need, which can often be hidden due to more dispersed communities and less availability of existing social housing stock. For many rural households, housing choices can be limited due to a low turnover of existing homes and a lack of new, affordable homes in the area. A more focused approach for rural areas is often necessary to ensure that we deliver our statutory housing functions and reach out to those who need our support. The introduction of the Rural Needs Act (NI) 2016, presented an opportunity for us to reaffirm our commitment to rural communities by ensuring that we pay due regard to their needs through the delivery of a fair and equitable housing service which takes account of local issues and circumstances.</p> <p>The Housing Executive launched a new Rural Strategy 2021-2025 in November 2021. The Strategy identifies through high level outcomes and priorities, the need to support our rural customers, to increase the provision of affordable housing in rural areas and to enable the sustainable growth of our rural communities. We hope to build on the achievements of the last Strategy including the continuation and development of the annual programme of Rural Housing Need Tests, contributing to collaborative funding support for the development and improvement of rural community infrastructure and celebrating the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p> <p>During 2021/22, we delivered a programme of 15 rural housing need tests in line with the various restrictions in place due to COVID-19. Although we were still unable to accommodate face-to-face events, we continued to communicate and promote our services with rural communities through local press and social media.</p>
Social Enterprise Plus Strategy 2020-24	<p>Since the introduction of the Social Enterprise Plus Strategy 2020 – 2024 we have invested £372,660 into our communities. The Social Enterprise Team continue to engage with those social enterprises within our communities in the development of new and existing enterprises.</p> <p>Across Northern Ireland, Social Enterprise Plus funding created or contributed to the creation of a total of 33 full and part time jobs, 167 work experience opportunities (includes volunteering and mentor led work experience) and 201 training opportunities.</p> <p>Funding for Social Enterprise is currently under review.</p>

PLANET

Workstream	Current Situation
<p>Cavity Wall Insulation</p>	<p>In August 2017, the Housing Executive commissioned a research report on Cavity Wall Insulation (CWI) in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément (BBA) using its Consultancy Investigation and Training subsidiary body. The BBA's report was published in May 2019 and indicated a significant issue with cavity wall installations that are not compliant with current standards. We consulted widely on the report and on 22 December 2020 published for public consultation a Draft CWI Action Plan for our own housing stock. Our final Action Plan was approved by our Board in November 2021 and was published in early 2022. Implementation of the Action Plan is underway.</p>
<p>European Regional Development Fund (ERDF)</p>	<p>The Housing Executive has embarked on a multi-million pound investment programme to improve the energy performance of 1,897 of its homes across Northern Ireland.</p> <p>The Energy Efficiency in Social Housing project has been made possible by funding of c. €23m secured from the European Regional Development Fund (ERDF) through its Investment for Growth and Jobs Programme for Northern Ireland 2014-2020. A further €22m of funding is being invested by the Housing Executive.</p> <p>This six year €45m programme is expected to be completed by September 2023. A number of schemes have already been completed or are currently onsite across South Antrim, Causeway, Magherafelt and Omagh. The schemes include addressing the level of thermal efficiency in aluminium bungalows through the provision of new external wall cladding, new double glazing and improved insulation measures.</p>
<p>HANDIHEAT</p>	<p>In October 2018, the Housing Executive was appointed Lead Partner to coordinate and manage a three-year energy efficiency transnational project called HANDIHEAT. This €2m EU Northern Periphery and Arctic Programme (NPA) originated from a concept to provide renewable energy for a community scheme in Irvinestown, Co Fermanagh. In the past year, the outreach of HANDIHEAT has transitioned to virtual platforms, with a series of webinars covering fuel poverty, community energy and decarbonisation of rural communities across the two jurisdictions of Ireland.</p> <p>In September 2021 HANDIHEAT held its final conference in Belfast as a means of drawing the project to its formal conclusion. This was a virtual event given the COVID-19 restrictions, with EU partners presenting online from their respective NPA regions. The conference was attended by Housing Executive Chief Executive Grainia Long and Chair Professor Peter Roberts, Mark O'Donnell (DfC) with the keynote speech provided by Sir Professor Michael Marmot (Professor of Epidemiology, University College London) who addressed the important topics of health inequality and climate change.</p>

Table continues

PLANET

Workstream	Current Situation
<p>Modern Methods of Construction/ Low Energy pilot scheme</p>	<p>The development of new technology to support new social and affordable housing supply will be a critical success factor in ensuring we meet local need and deliver on community planning partnership objectives. This project presents a unique opportunity to improve our approaches to building technology and potentially improve the speed and sustainability of new development.</p> <p>Working in partnership with DfC, the Housing Executive will construct a small number of new social housing dwellings on a site at Sunningdale in North Belfast. This will be our first new build scheme in twenty years and is aimed at delivering dwellings that will incur low energy usage through Modern Methods of Construction technology. The scheme is scheduled to start in Autumn 2022. This new build pilot will be an exemplar social housing model, where it is intended that lessons can be learned on the building techniques adopted using Modern Methods of Construction and the site benefits realised in terms of speed of delivery, fabric performance and value for money.</p> <p>The drive for improved energy efficiency in house building in light of international/ national targets for reductions in carbon emissions/ greenhouse gases is a key objective. This will help inform future policy that would address the government's commitment to reduce carbon emissions, whilst future-proofing new stock. There will be ongoing monitoring carried out when these dwellings are occupied to gauge the benefits to the occupants in terms of reduced fuel costs, comfortable and healthy indoor environments thus providing wider societal health benefits. All of the data captured during and after construction, will culminate in an independent research report which will be used for open source publication for the benefits of all housing providers.</p>
<p>NI Energy Advice Service and Oil Buying Club Service</p>	<p>With the significant hike in energy costs for winter 2021 and the risk to the vulnerable, our NI Oil Buying Network is actively growing its membership across all householders, with the key objective of tackling fuel poverty. The delivery of this service is now an integrated part of the NI Energy Advice Service. Oil Buying Club members receive regular updates regarding grant availability, energy efficiency advice and an offer to call the NI Energy Advice to go over their home energy efficiency and how to save on costs and carbon.</p> <p>An integral part of the HECA role is to promote energy efficiency within the home. A key component of this involves the previously outsourced Schools' Energy Efficiency Awareness Programme (SEEAP). SEEAP encourages pupils' awareness of energy use, and under 'The World Around Us', an Area of Learning in the Primary School curriculum, seeks to encourage action through informative presentations, activities and learning resources. Children were encouraged to design an energy hero which will be incorporated into a Comic Strip presentation to be rolled out to all schools.</p>

Table continues

PLANET

Workstream	Current Situation
<p>Rural-Led Energy Transition (RULET) and GIRONA</p>	<p>In other demonstration pilot opportunities the Sustainable Development Unit is the Housing Executive lead in the GIRONA project. The purpose of the GIRONA Project is to demonstrate that household energy bills can be significantly reduced through the utilisation of renewable technology. The GIRONA Project involves fitting solar photovoltaic renewable technology and battery storage equipment in 6 Housing Executive houses. The GIRONA Project will help customers to understand their patterns of usage and in turn enable them to better manage their consumption, leading to reduced energy bills. There will also be the potential for un-utilised ‘battery-stored’ energy to be re-exported to the wider electricity grid. This NI first project aims to establish a working business model to benefit householders, landlords and the system providers through renewable energy generation and storage options.</p> <p>Another pilot project commenced this year, called RULET (Rural Leading the Energy Transition) is an initiative within the SPIRE 2 EU funded project aimed at reducing or eliminating the risk of low-income households being left behind in the transition to clean, smart, integrated energy systems. Domestic electrical heating systems, when combined with energy storage and smart controls and operated at scale, have the potential to create significant system value by managing high levels of wind penetration.</p> <p>Led by Ulster University and the Northern Ireland Housing Executive, RULET builds on the work of the HANDIHEAT project (which tested low carbon heating and improved thermal performance). RULET is focused on making the full benefits of smart energy technology available to the most vulnerable households in the western counties of Northern Ireland, a wind energy hotspot. Other partners include Utility Regulator, NIE Networks, Energia/PowerNI, manufacturers Grant & Sunamp, and smart heating control developer Climote.</p>
<p>Sustainable Development Strategy & Action Plan</p>	<p>The Sustainable Development Strategy and Action Plan was approved by the Housing Executive Board in March 2022 and demonstrates our commitment to both embed sustainability in all that we do and contribute to addressing the challenges noted above. It has a Long Term goal of achieving Net Zero Carbon across all of our activities by 2050, and End of Decade and Short Term (initial 5 Year Action Plan horizon) targets for carbon reductions in both corporate activities and in the housing stock. The Strategy covers business activities all across the organisation and also sets out how through our roles as both Northern Ireland’s strategic housing authority and HECA we will seek to promote sustainability and action across the wider housing sector. The 5 Year Action Plan is structured around our four themes of People, Places, Property and Planet, five pillars and the UN’s Sustainable Development Goals.</p> <p>The Sustainable Development Unit is the focal point for climate change and energy transition across the Housing Executive in its role as Strategic Housing Authority, with the Unit representing the Housing Executive in all major climate change initiatives across central government.</p>

Local Context

Demographic Context

District Electoral Area Population Estimates (2020)*



Castlereagh East	21,100	
Castlereagh South	23,970	
Downshire East	16,770	
Downshire West	17,180	
Killultagh	21,510	
Lisburn North	23,170	
Lisburn South	23,520	

Source: NISRA

*Population Estimates for DEAs are estimated using a proportionate method which allocates Small Area population estimates to DEAs on the basis of information extracted from the 2011 Census. These figures have been rounded.

Population of Lisburn & Castlereagh Borough

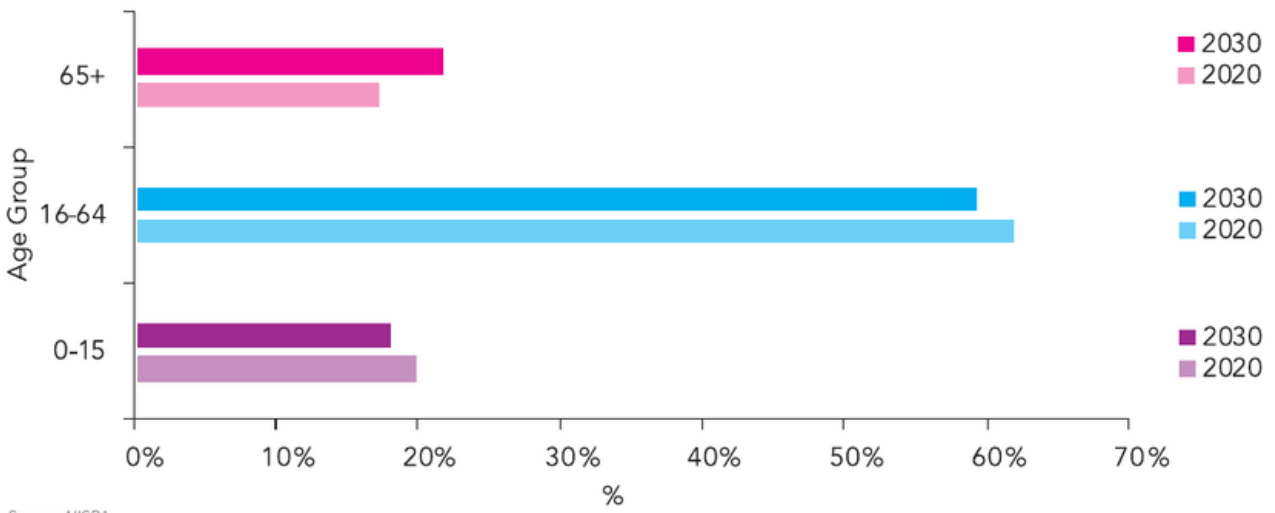
The population of Lisburn & Castlereagh District is projected to increase by 7.8% from 146,452 in 2020 to 157,926 in 2030. It represented 7.7% of the Northern Ireland population at 2020.

Within Lisburn & Castlereagh the percentage of older people (65+ years) in the population is projected to increase by 34.8% over the period 2020 to 2030. Social stock to meet this specific future need will need to increase over the same period.



Source: NISRA

Population Change 2020-2030



Source: NISRA

The Housing Market

Projected Housing Growth Indicator new dwelling requirement



10,700

PROJECTED HOUSING GROWTH INDICATOR new dwelling requirement for the period **2016 to 2030**

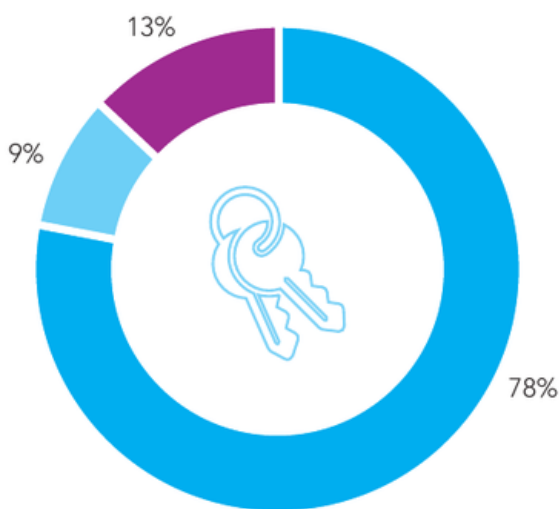
Source: Department for Infrastructure HGIs 2016-2030

There is a projected Housing Growth Indicator (HGI) new dwelling requirement of 10,700 for the period 2016-2030 in Lisburn & Castlereagh. The overall Northern Ireland requirement for the same period is 84,800.

This data along with the Housing Executive’s Housing Needs Assessment and Strategic Housing Market Analysis will inform the Council’s Local Development Plan on the need for additional development land.

At 2016 there were 58,300 households in Lisburn & Castlereagh, of these 78% were Owner Occupied; 9% Private Rented and 13% Social Rented (2016 NIHE House Condition Survey). These figures include ‘vacants when last occupied’ within the three main tenure groups.

2016 Tenure Breakdown



■ Owner occupation ■ Private rented ■ Social rented

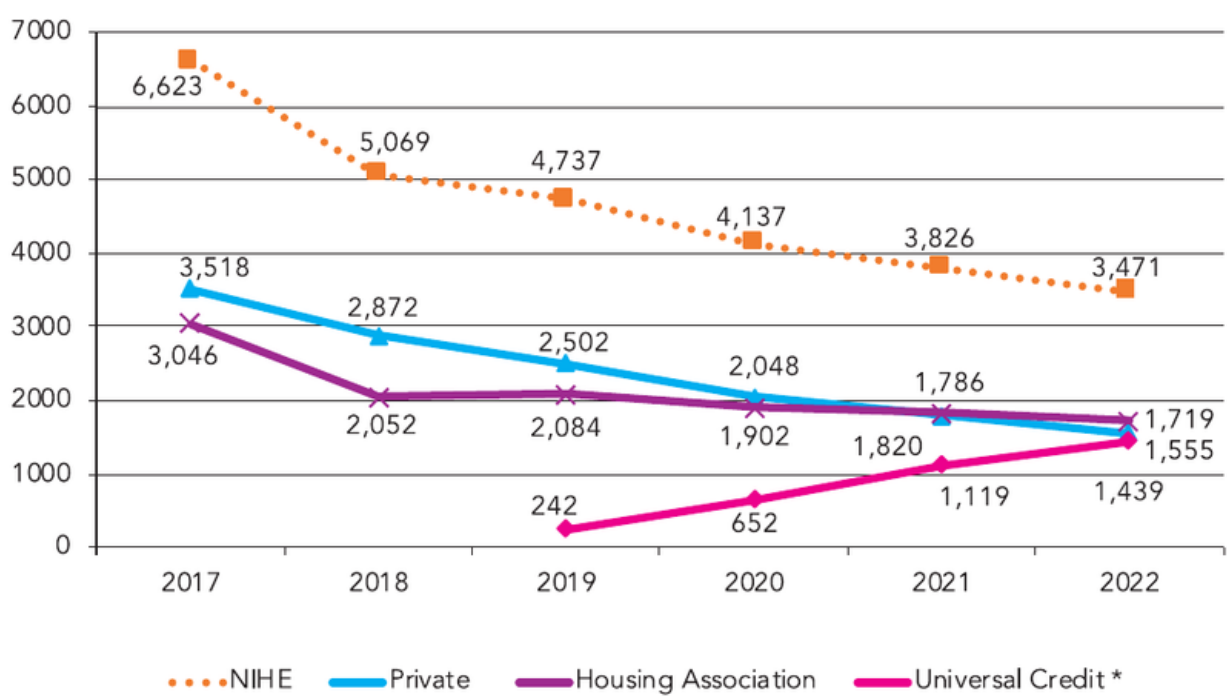
58,300



HOMES in the borough (2016)

Source: Northern Ireland House Condition Survey 2016 (HCS 2016)

Housing Benefit



Source: NIHE & DfC

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

Natural migration to Universal Credit continues for new cases or where a tenant has a change in circumstance and as a result the Housing Benefit Caseload is gradually decreasing. This will continue until Universal Credit is fully implemented through the 'Move to UC' phase of roll out which is due to commence in January 2023 for those working-age customers on the relevant benefits who will be advised when they should move to Universal Credit.

There were 1,439 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Lisburn & Castlereagh at the end of March 2022.

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

Owner Occupied Sector

Owner Occupation comprises 78% of the overall homes in the district (HCS 2016). Ulster University state that the average house price in Lisburn & Castlereagh in 2021 was £212,508 which represents an increase of 6.8% on 2020 figures.

Average Annual House Prices

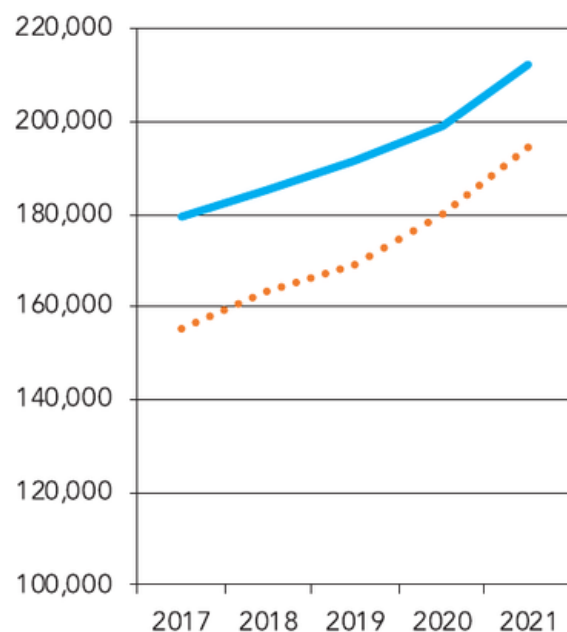


Average house price in Lisburn & Castlereagh in 2021

£ **212,508**



6.8%
INCREASE FROM 2020

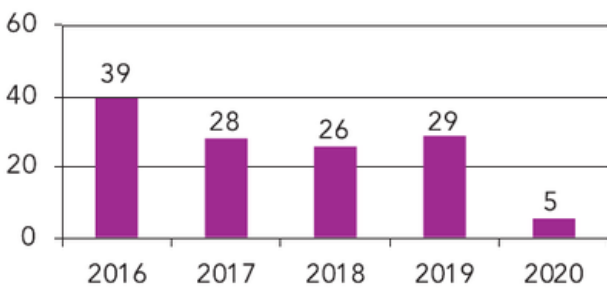


●●●● NI average house price
 — Lisburn & Castlereagh average house price

Source: Ulster University

Repossessions

During 2020, there were five repossessions in Lisburn & Castlereagh. This represents an 82% decrease since 2016, reflecting the impact of COVID-19 on the housing market.



Source: NI Courts and Tribunals Service



Intermediate need

Demand for intermediate housing aimed at low income households in Lisburn & Castlereagh is estimated at 2,050 units between 2020 and 2035.

The Housing Executive has developed a new assessment of intermediate housing need, as contained in the Strategic Housing Market Analysis (SHMA) reports, which better aligns with DfC’s new definition of affordable housing. This method estimates demand for both shared ownership and intermediate rent (the current method is based on shared ownership only). Similar to the existing method, it uses household projection figures and income data, however also includes contextual, cross tenure housing market information.

As the SHMAs were prepared in two phases, there was a transitional period in last year’s update with the SHMA method being reported in the HIP updates for Antrim & Newtownabbey, Ards & North Down, Belfast, Derry City & Strabane and Lisburn & Castlereagh, with the assessment of shared ownership used for the remaining council areas. The second phase of SHMAs is now complete which provides data and projections across all council areas in Northern Ireland, along with a Northern Ireland level report. The intermediate need SHMA figures for these remaining council areas will be reported in the relevant HIPs.

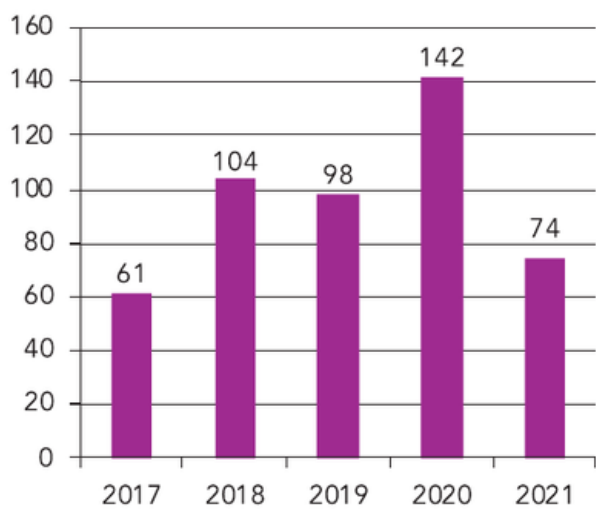


One of the products available to the intermediate housing market is Co-Ownership.

Co-Ownership Purchases

Co-Ownership Housing Association had an active stock of 1,122 dwellings at March 2022, 74 of which were purchased during 2021/22.

74
PURCHASES
IN 2021/22

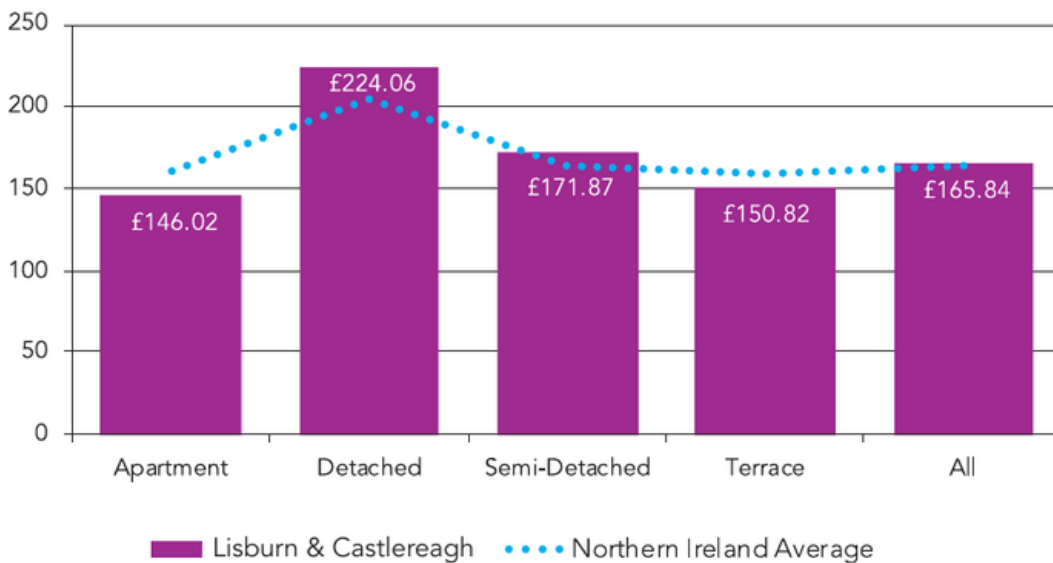


Source: Co-Ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 9% of homes in Lisburn & Castlereagh (HCS 2016).

Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Local Housing Allowance

The Local Housing Allowance for 2022/23 for 2 bedroom dwellings within the South East Broad Rental Market Area (BRMA) is £101.08 per week and is £114.93 per week for 3 bedroom dwellings.



The Local Housing Allowance, for 2022/23, for **2 BEDROOM DWELLINGS** within the BRMA is **£101.08** per week



The Local Housing Allowance, for 2022/23, for **3 BEDROOM DWELLINGS** within the BRMA is **£114.93** per week

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 4,105 properties registered by 3,752 landlords in Lisburn & Castlereagh at March 2022.

Houses in Multiple Occupation (HMO)

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



Social Housing Sector

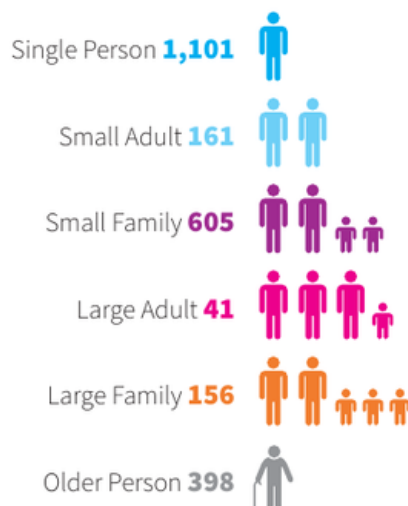
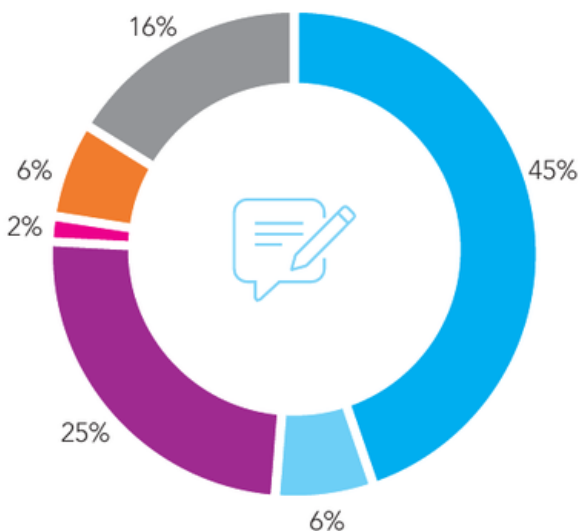
The Social Housing sector share of the housing market in Lisburn & Castlereagh was 13% (HCS 2016).

At March 2022 there were 2,462 applicants on the waiting list for Lisburn & Castlereagh City Council area with 1,812 in housing stress. There were 347 allocations over the year. Single, older persons and small family households comprise 85% of the housing stress waiting list in the council area. The need for small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for area breakdown.



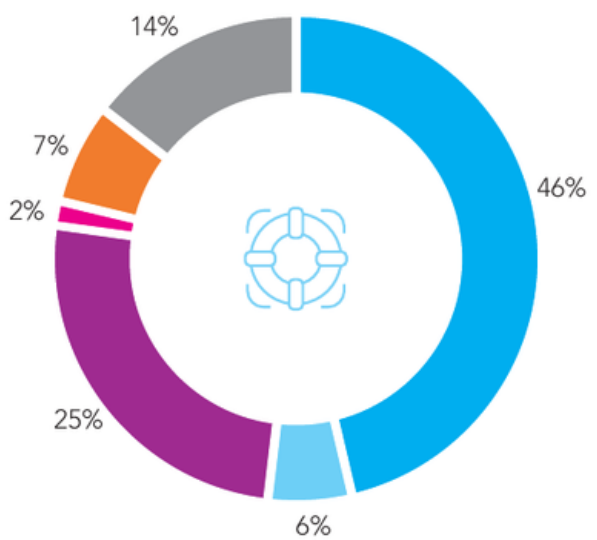
36 Housing Executive properties were sold to tenants in Lisburn & Castlereagh under the House Sales Scheme during 2021/22. The average selling price was **£57,126** after discount.

Waiting List Applicants

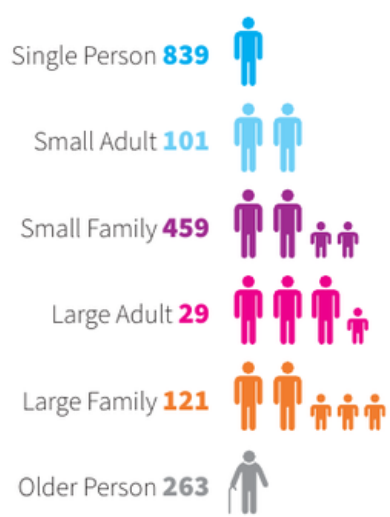


Source: NIHE, March 2022

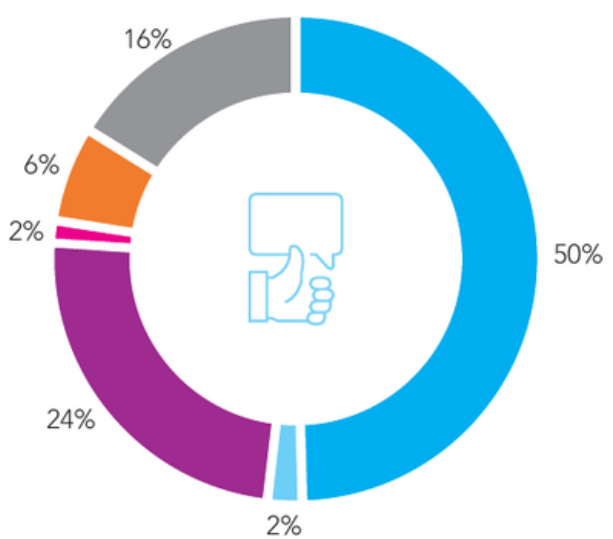
Applicants in Housing Stress



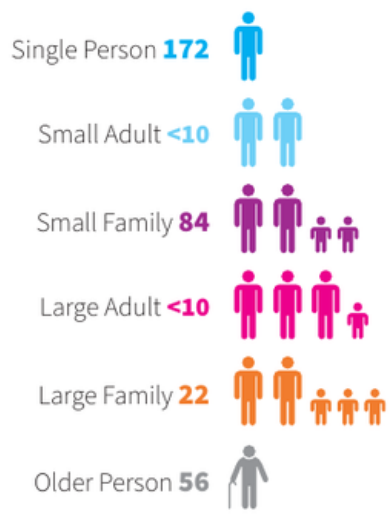
Source: NIHE, March 2022



Allocations to Applicants



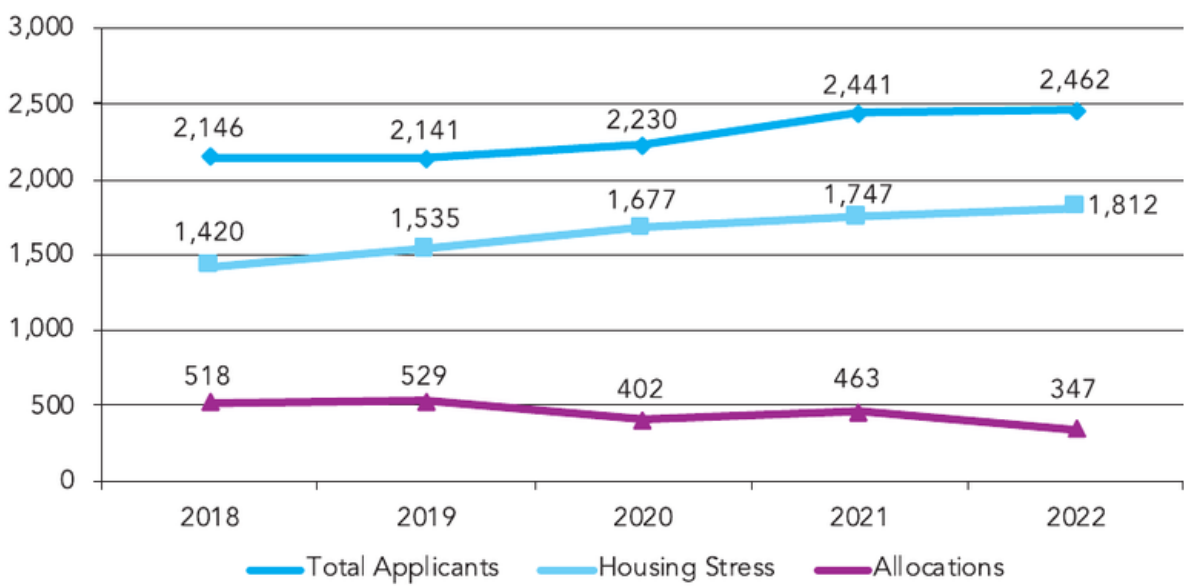
Source: NIHE, March 2022



Definition of Household Types

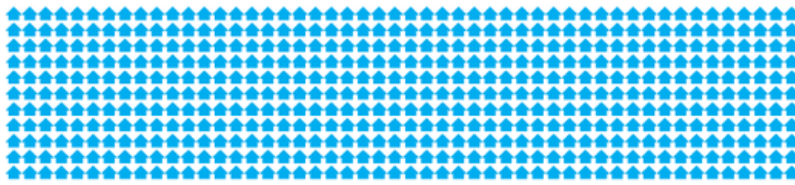
Single Person	1 person 16-59 years old
Small Adult	2 persons 16-59 years old
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15,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

Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing in Lisburn & Castlereagh has increased between 2021 and 2022. Refer to Appendix 2, which shows that the projected housing need is concentrated in Lisburn Urban area.



1,576

The five-year assessment for 2021-26 shows a need for 1,576 units in the council area.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 618 housing units planned.

During 2021/22, 126 homes were completed across Lisburn & Castlereagh Council area and 148 units were under construction at end of March 2022. See Appendix 3 for details of the programme, completions and on-site schemes.

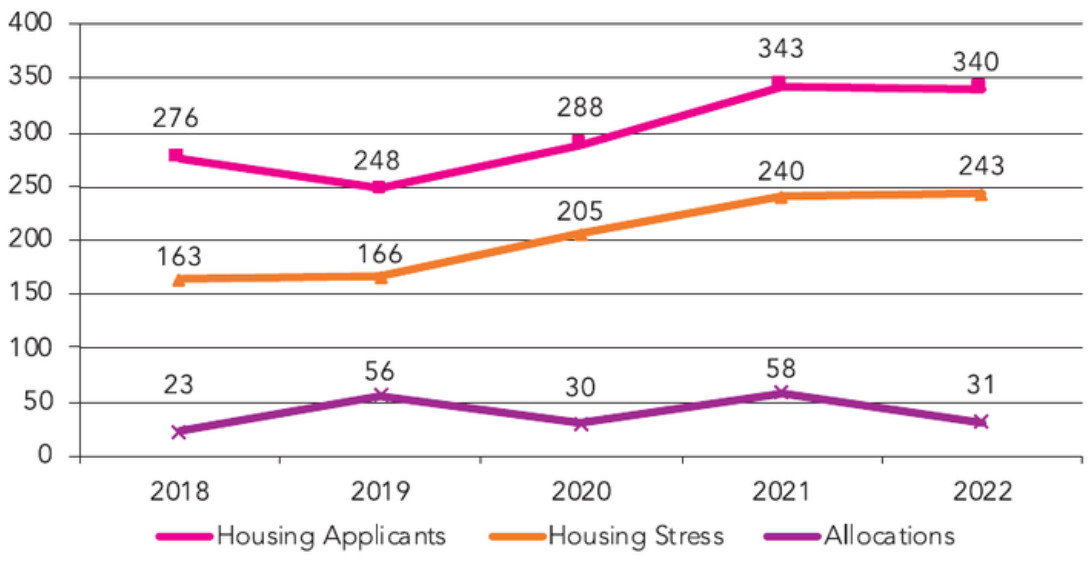
Housing Associations have been submitting a high number of proposals for Lisburn City over the past 12 months. We are currently working closely with our Housing Association colleagues on determining the appropriate location, dwelling type and housing mix before moving towards programming.

Rural Areas

House and land prices, land availability and rates of development may make the first steps into owner occupation more difficult for many young rural households within Lisburn & Castlereagh City Council area. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation due to a more competitive housing market. As we begin to emerge from a time of unprecedented change during the COVID-19 pandemic, we will review the impact on housing market areas resulting from this period of mandatory home-working, considering in particular the impact on rural housing.

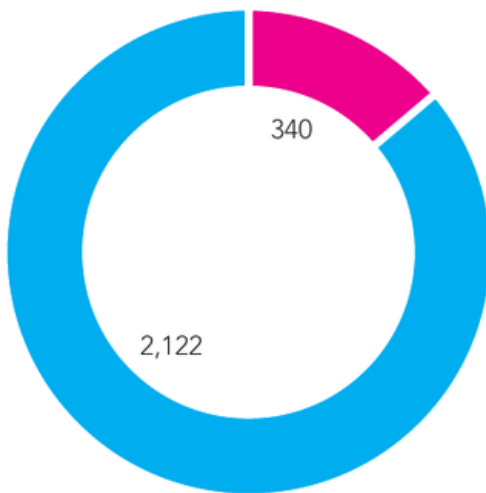
The Housing Executive will continue to work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community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

Rural Housing Waiting List



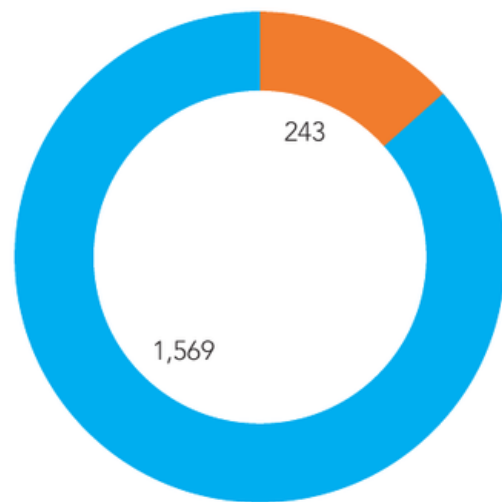
Source: NIHE

Waiting List Applicants 2022



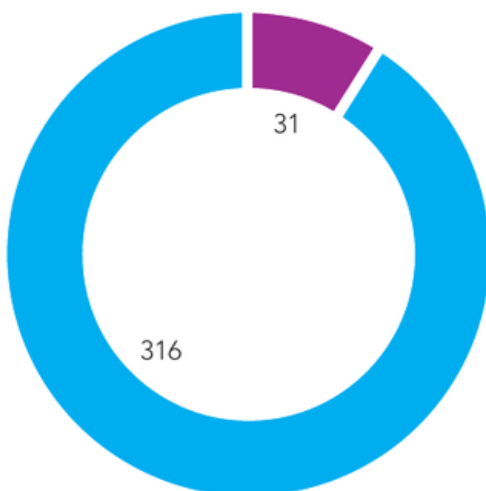
■ LCCC Rural
■ LCCC Urban

Waiting List Applicants in Housing Stress 2022



■ LCCC Rural
■ LCCC Urban

Allocations to Applicants 2022



■ LCCC Rural
■ LCCC Urban

Source: NIHE

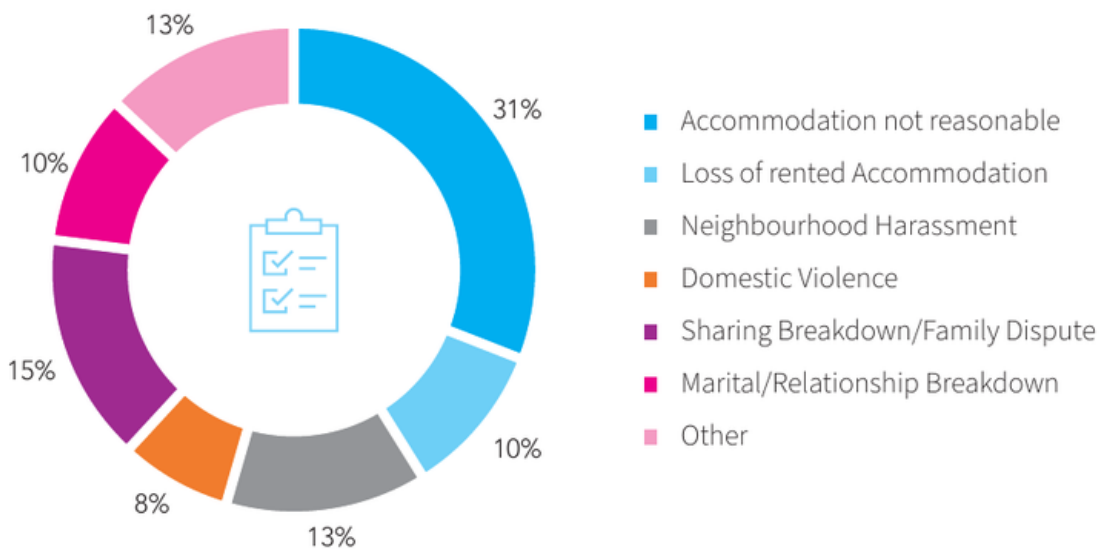
Homelessness

The number of households presenting as homeless in Lisburn & Castlereagh decreased between March 2021 and March 2022 with 894 presenters by the end of March 2022, see Appendix 5. COVID-19 has continued to present the Housing Executive with many challenges over the course of 2021/22. The Housing Executive publication ‘The Way Home – Homelessness Response to COVID-19 (the Reset Plan)’ continued to guide the Housing Executive’s pandemic response over the course of 2021/22.

The main reasons for homelessness acceptances continue to be as a result of accommodation not reasonable. Additional homelessness funding of £9.3m was provided by DfC to support our homelessness response to the ongoing pandemic.

There are a range of temporary accommodation options available in the Council area. During 2021/22 the Housing Executive made 500 placements, which included five placements into Housing Executive hostels, 77 placements into voluntary sector hostels, 218 placements to Hotels/Bed and Breakfast, 95 to leased properties and 91 placements in single let properties and 14 other type of accommodation.

Reasons for Homelessness



Source: NIHE

Specialised Housing and Housing Support Services

Accessible Housing

The development of the in-house Accessible Housing Register (AHR) Solution was completed in March 2021. The Housing Executive's AHR data collection will be included within the Asset Management Stock Condition Survey. The Housing Executive's AHR component of this commenced in July 2021 and to date we have a total of 2,407 Housing Executive properties that have an AHR classification code throughout NI.

Within Lisburn & Castlereagh City Council area there is an identified social housing need at March 2021 for 44 wheelchair units.

Adaptations

During 2021/22 the Housing Executive spent £0.61m on adaptations to their properties in Lisburn & Castlereagh City Council area. See Appendix 4.

£0.61m
SPENT ON ADAPTATIONS 2021/22

Disabled Facilities Grants

During 2021/22 the Housing Executive approved 19 Disabled Facilities Grants for private sector dwellings and completed 22. The approval value in Lisburn & Castlereagh City Council area in 2021/22 was £332,636. See Appendix 4.

DISABLED FACILITIES GRANTS
£332,636
APPROVAL VALUE 2021/22
22 COMPLETIONS

Irish Travellers

The Housing Executive has responsibility for identifying and meeting the accommodation needs of Irish Travellers. The Irish Travellers Accommodation Strategy 2021-2026 was published in July 2021 and includes a five year implementation plan containing 12 key actions.

Supporting People

The Housing Executive, through the Supporting People Grant, funds 69 Housing Support Services across Lisburn & Castlereagh City Council area at a cost of £4.7m, providing housing support to 1,371 clients per year. Additional funding of £4.9m was secured for Supporting People Providers to use specifically for COVID-19 pressures throughout NI. Details are set out in Appendix 5.

£4.7m
ON FUNDING 69 HOUSING
SUPPORT SERVICES

Community Planning

Community Planning involves integrating all the various streams of public life e.g. health, education, community safety, the voluntary sector, arts and leisure etc. to produce a plan that will set out the future direction of the Lisburn & Castlereagh City Council area. The Council works with statutory bodies and the wider community to develop a shared vision and a Community Plan.

Currently the Council is working with Strategic Partners including the Housing Executive on a review of the five themes and 21 indicators, with the review expected to be completed during 2022.

The [Lisburn & Castlereagh Community Plan](#) is available for download on the council website. The full list of themes, indicators and Community Planning References used in the outcomes section of this report are shown in Appendix 1.

Lisburn and Castlereagh Community Planning Partnership Statement of Progress

The Council must initiate, maintain, facilitate and participate in community planning processes along with its partners. Measuring how well the Partnership has addressed these issues is ongoing and the council is responsible for preparing a Statement of Progress (SoP) within which successes and challenges are identified.

The Lisburn & Castlereagh Community Planning Partnership continues to work collectively to deliver actions as a shared task and will take a lead role on delivering actions where they are appropriate to the responsibilities of their organisation as well as sharing relevant information when appropriate. Where possible throughout the action planning and delivery process existing partnerships have been utilised to take the lead and deliver on actions contained in the Community Plan. The Lisburn & Castlereagh Community Planning Partnership has been ambitious as well as realistic in its approach to action planning. This [Community Action Plan](#) has been developed by the partners who engaged in and committed to the process.

Pilot Community Planning Projects

The Housing Executive Place Shaping and Housing Management Teams have worked in partnership with Lisburn & Castlereagh City Council and a range of other statutory bodies on pilot projects that aim to deliver a focussed, practical outworking of the Community Plan objectives at a local level. This has included DEA based Pilot Locality Plans in Ballybeen (Castlereagh) and Old Warren (Lisburn), and a Pilot Village Plan in Annahilt (Lisburn). Additionally, the Housing Executive is currently working with the Council on potential delivery of an innovative social/affordable housing and community facility at the old school site in Derriaghy.

Local Development Plan

The Local Development Plan (LDP) will set out a settlement strategy in relation to new housing across the Council area. One of the key aims of the new LDP is to support the growth and regeneration of the area economically, environmentally and socially. The new LDP will have a significant role to play in achieving key vision and strategic objectives.

The Housing Executive welcomes the Council's ambition to achieve 20% affordable housing on all developments over five units.

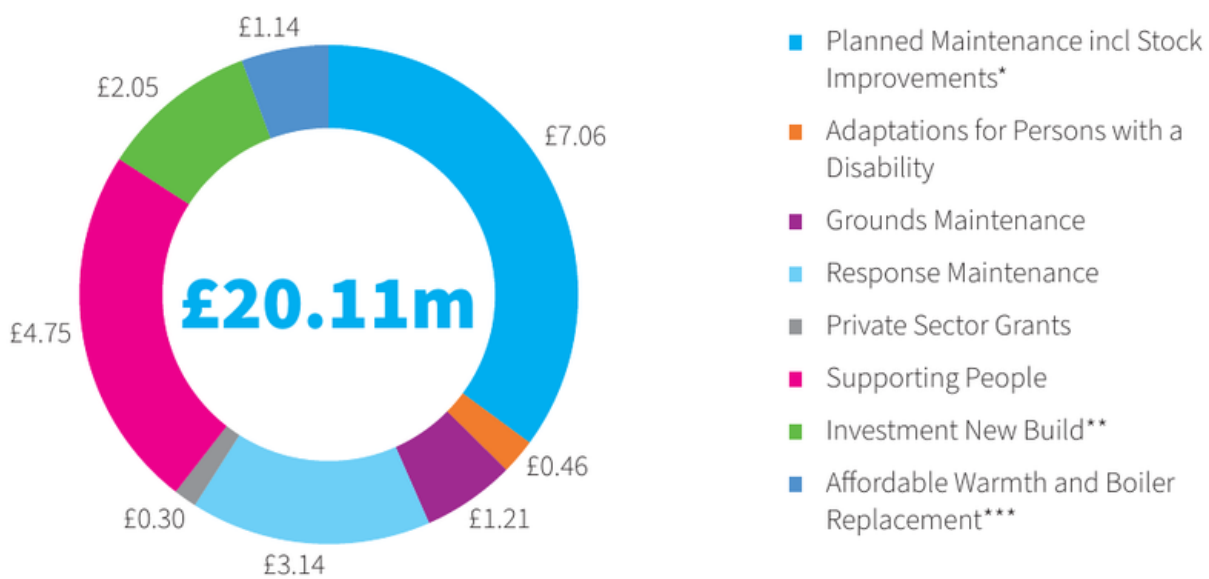
The draft Plan Strategy

On 22 March 2021 Lisburn & Castlereagh City Council submitted its Local Development Plan draft Plan Strategy to the Department for Infrastructure (DfI) for Independent Examination. The public hearing sessions for the Independent Examination were held from March 2022 to May 2022. Following the public hearings the Commission is preparing a report of the Independent Examinations that will recommend whether the draft Plan Strategy should be adopted, with or without modifications, or withdrawn. The report will be submitted to DfI, for consideration of the recommendations. The Strategic Planning Policy Statement estimates that it takes 15 months from the Independent Examination stage to Plan Strategy adoption.

Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2021/22 public sector housing investment totalled £20.11m for Lisburn & Castlereagh.

Lisburn & Castlereagh City Council 2021/22 Actual Public Sector Housing Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.91m and Stock Improvement Spend was £1.15m.

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

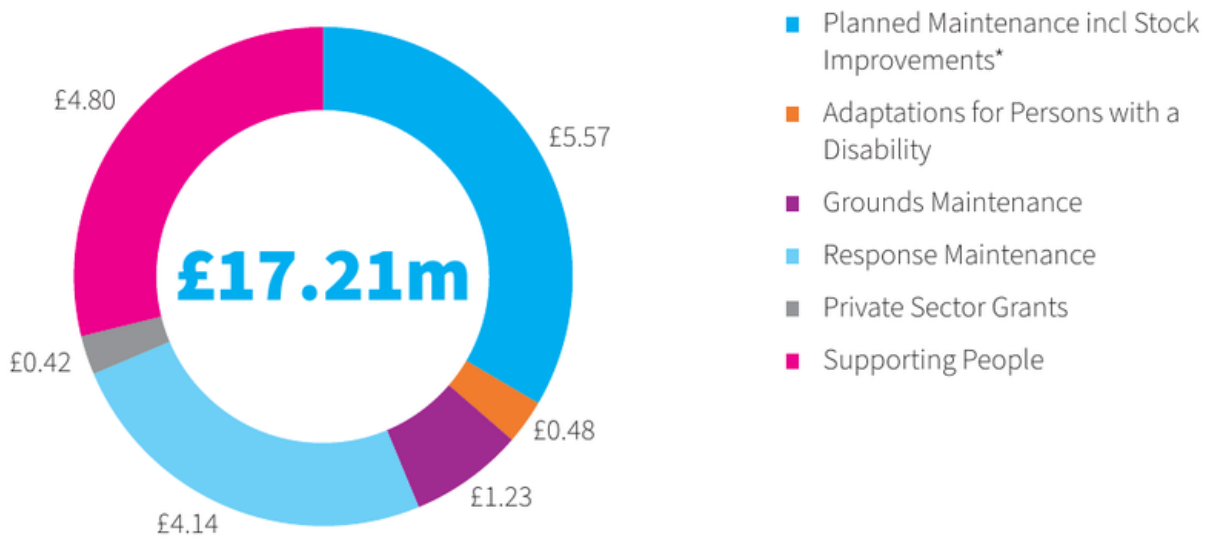
***Affordable Warmth spend was £1.03m and Boiler Replacement spend was £0.112m.

NB: 2021/22 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2021/22 before the audit is concluded.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2022/23 public sector housing spend in Lisburn & Castlereagh totalling £17.21m.

Lisburn & Castlereagh City Council 2022/23 Projected Public Sector Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £5.52m and Stock Improvement Spend is £0.05m.

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

Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated.

Housing Plans & Services - Outcomes



Helping people find a suitable and sustainable housing solution



Delivering better homes



Fostering vibrant sustainable communities



Helping to sustain the environment for future generations



Enabling the delivery of high quality public services for our customers



Community Grants
£18,200
funding awarded



Community Cohesion
£23,789
funding awarded



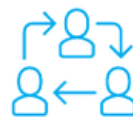
Community Safety
£6,000
funding awarded



Energy Efficiency
£2.30m
spend



Affordable Warmth
462 installations
£1.03m
spend



Supporting People
£4.7m
spend



Disabled Facilities Grants (DFGs)
£333k
approval value



Adaptations
£0.61m
spend



New Build
£2.06m
spend



Cat 1 apartments at Redwoods, Dunmurry



Refurbishment of ex-MOD properties in Lambeg



Newbuild at Brokerstown, Lisburn



Outcome 1

Helping people find a suitable and sustainable housing solution

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>Work will continue to incorporate chronic homelessness indicators into the Housing Management System (HMS) following a delay to this due to COVID-19.</p> <p>NIHE is also exploring funding options for the delivery of additional housing led solutions for clients experiencing chronic homelessness.</p>	<p>The Chronic Homelessness Action Plan (CHAP) mirrored the duration of the Homelessness Strategy and was completed at the end of March 2022. Some actions which remained outstanding due to the pandemic have been incorporated into the year one Homelessness Strategy 2022/27 Action Plan.</p> <p>The continuation of the Pandemic along with high demand on IT providers for system changes has meant that the Chronic Homelessness Indicator module has not yet been incorporated on HMS. NIHE will continue to pursue the development of the Module with our Housing Management System (HMS) provider. While there have been delays in implementing this on HMS, the development of a multi-agency ‘Complex Lives’ approach in Belfast will utilise the CHAP indicators to assist in the identification of clients to be assisted through this approach.</p> <p>Commissioned researchers have also utilised existing data which reference the indicators (e.g. violence, mental health as priority need etc.) as a first step in quantifying the extent of chronic homelessness.</p> <p>NIHE is exploring the commissioning of a feasibility study to assist in the evidence base to support the upscale of the Housing First Model. Work has also commenced on the development of a Strategy Outline Case on how a cross departmental approach to the delivery of Housing First might be accomplished.</p>	<p>Consultation on the development of the Homelessness Strategy 2022/27 recognised that at the time of development there was a need for a CHAP as the actions within the Strategy did not adequately cover the scope of the work required, however, respondents now feel that actions related to chronic homelessness should be incorporated into a single Homelessness Strategy Action Plan which will be developed annually through the course of the Strategy.</p>	<p>4b</p> <p>4c</p>

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>Continue to develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p>	<p>The Housing Solutions approach is utilised for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach. On an ongoing basis CIH professional qualifications are promoted for all Housing staff.</p>	<p>Continue to develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p>	<p>4b 4c</p>
<p>Procure an appropriate organisation to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p>	<p>A consultant was appointed and conducted a scoping review of the Housing Solutions service during 2021/22.</p>	<p>Procure an appropriate organisation to conduct reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement based on 2022 scoping review.</p>	
<p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p>	<p>Work has commenced to develop a Housing Solutions Toolkit for staff to ensure information is readily available across all tenures.</p>	<p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p> <p>Contribute to the delivery of the DfC Housing Supply Strategy.</p>	

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>Any further developments in respect of implementing a new Private Rented Sector Access Scheme (PRSAS) will be subject to the necessary funding being secured. However, as part of our ongoing response to COVID-19 and the implementation of a Reset Plan, the development of a scheme which provides support for those seeking to access or maintain private rented accommodation will be a priority for NIHE.</p> <p>Additionally, it is vital that the NIHE considers the impact of the Fundamental Review of Allocations (FRA) as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.</p>	<p>The COVID-19 pandemic is still very much to the forefront of our Homeless duties therefore in the interim we have continued to fund a number of schemes that can assist with access to the private rented sector, whilst we consider the longer-term approach to both facilitating access and accounting for any impact that may come from the FRA.</p> <p>The FRA is very much in its infancy at this stage so we await further developments in respect of this before we can make further progress.</p>	<p>There is currently no budget availability in 2022/23 for a PRSAS as the homeless budget is already short of funding on a number of key priority areas. However the development of a scheme that will provide support for those seeking to access or maintain private rented accommodation will continue to be a priority for NIHE.</p> <p>It remains vital that the NIHE considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.</p>	<p>4b 4c</p>

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
£6.16m has been approved to deliver the Supporting People Programme for 2021/22.	<p>£4.75m was spent delivering the Supporting People Programme for 2021/22.</p> <p>60 accommodation based services for 1,050 service users.</p> <p>Nine floating support schemes for 321 service users.</p>	£4.80m has been approved to deliver the Supporting People Programme for 2022/23, Appendix 5.	2d 4b 4c
The gross, three-year (2021/24) Social Housing Development Programme (SHDP) contains no new supported housing schemes.	There is currently no identified or known requirement for additional supported housing in Lisburn & Castlereagh City Council area.	The gross, three-year (2022/25) SHDP contains no new supported housing schemes. This will be kept under annual review.	2d 4b 4c
The Wheelchair Standard Accommodation target for general needs new build for 2021/22 is 10%.	Two wheelchair units were on-site and two units completed at March 2022.	The Wheelchair Standard Accommodation target for general needs is 10% on an annual basis.	4b 4c
NIHE had funding of approximately £9.7m for Disabled Facilities Grants (DFGs) for the private sector in 2021/22 across NI.	NIHE approved 19 DFGs for private sector dwellings and completed 22.	NIHE have funding of approximately £12.75m for DFGs for the private sector in 2022/23 across NI.	4b 4c
The funding for Lisburn & Castlereagh is £1.10m in 2021/22.	The approval value in Lisburn & Castlereagh City Council area in 2021/22 was £332k.	The funding for Lisburn & Castlereagh is £420k in 2022/23.	
NIHE had a budget of £1.21m to provide adaptations to their properties in the Council area in 2021/22.	NIHE spent £0.61m on adaptations in 2021/22.	NIHE has a budget of £0.75m to provide adaptations to their properties in the Council area in 2022/23.	4b 4c

*See Appendix 1 for Community Planning Themes

Outcome 2

Delivering better homes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
<p>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	<p>Achieved. The five year social housing need for the Council area is 1,576, Appendix 2.</p> <p>Achieved. The 15 year intermediate housing need is 2,050.</p>	<p>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</p>	4b
<p>NIHE will commission Strategic Housing Market Analyses for the following areas.</p> <ul style="list-style-type: none"> • Northern Area - Ballymena HMA and Causeway Coast HMAs • Western Area - Fermanagh, Omagh, Cookstown and Dungannon HMAs • South Eastern Area - Newry and Craigavon Urban Area HMAs. 	<p>Draft reports for the three grouped reporting areas have been received and presented to local development planners from Council areas within the reporting areas. A further composite NI report is now at the quality assurance stage with a view to presenting to a wider audience including government departments and council planners.</p>	<p>Completion of all four reports, approval by internal and external PAG and Board, publication in summer 2022 and further Insight event scheduled for November 2022.</p>	4b
<p>DfC will approve a gross, three-year 2021/24 Social Housing Development Programme (SHDP).</p>	<p>There are 148 units on-site, of which, 14 units started in 2021/22. There were 126 units completed during 2021/22, Appendix 3.</p>	<p>DfC will approve a gross, three-year 2022/25 SHDP. There are 618 units in the three year programme.</p>	4b

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
Site Identification Studies will be completed as identified.		Further Site Identification Studies will be completed as identified.	4b
Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	In 2021/22, there were 74 properties purchased through Co-Ownership in the Lisburn & Castlereagh area.	Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	3b 4b
NIHE will continue to implement the House Sales and Equity Sharing Scheme.	36 NIHE properties were sold to tenants through the House Sales Scheme during 2021/22.	NIHE will continue to implement the House Sales and Equity Sharing Scheme.	3b 4b
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes for the Council area in 2021/22 was estimated at £8.21m.	In 2021/22, NIHE spent £5.91m on planned maintenance schemes in the Council area, Appendix 4.	Funding for NIHE planned maintenance schemes for the Council area in 2022/23 is estimated at £5.52m, for details see Appendix 4.	3b 3c 4b 4c
Funding for NIHE stock improvement work for the Council area in 2021/22 was estimated at £1.15m.	In 2021/22, NIHE spent £1.15m on stock improvement work.	Funding for NIHE stock improvement work for the Council area in 2022/23 is estimated at £0.05m, for details see Appendix 4.	3b 3c 4b 4c
NIHE will complete response maintenance repairs within the required target time.	89.4% of NIHE response maintenance repairs in NI were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customers' satisfaction.	Customer satisfaction level with NIHE response maintenance repairs for the council area was 97.29%.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
Improving People’s Homes – Private Stock			
Funding of discretionary grants will continue in 2021/22.	Discretionary grant approval in 2021/22 was £20k, Appendix 4.	Funding of discretionary grants will continue in 2022/23.	3b 3c 4b 4c
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were a small number of repair grants approved in 2021/22, with an approval value of £10k, Appendix 4.	NIHE will issue repair grants as required.	4a 4b 4c

*See Appendix 1 for Community Planning Themes

Outcome 3

Fostering vibrant sustainable communities

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
Community Planning			
Promote housing led regeneration through master planning proposals in urban and village centres.	Pilot Locality Plans in Ballybeen, Old Warren, and a Pilot Village Plan in Annahilt have commenced.	Promote housing led regeneration through master planning proposals in urban and village centres.	4b 4c
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2021/22.	No groups in Lisburn & Castlereagh City Council area received funding during 2021/22.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2022/23.	4b 4c
NIHE will work with rural communities to identify hidden rural housing need.	The last rural area identified was Annahilt. The NIHE are working with associations in identifying a suitable site for a social new build scheme.	NIHE will continue to work with rural communities to identify hidden rural housing need.	4b
It is hoped that we will achieve funding to deliver a Heritage in Housing programme in 2021/22. (subject to budget allocation)	In 2021/22, nine projects were issued Letters of Offer in Carrickfergus, Lurgan and Armagh. The total funding offered was £255k, to deliver 22 housing units. The Heritage in Housing programme was again impacted by COVID-19 restrictions and project delays, meaning four projects had to withdraw and five projects did not fully complete by the end of the 2021/22 financial year.	It is hoped projects that were offered funding support and were unable to complete as planned in 2021/22 will be delivered in 2022/23, subject to budget allocation.	4a 4b
NIHE hopes to offer the Rural Community Awards on an annual basis.	Derriaghy Village Community received a Community Champion and Spirit award of £1,500. Annahilt association received £500 for Community Spirit and Saintfield Development Association received a Young Volunteer award.	NIHE hopes to offer the Rural Community Awards on an annual basis.	5b 5c

Table continues

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
Building Successful Communities			
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.	3c 4b 4c
Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	A total of £9,975 was awarded to projects in council area.	Funding for social enterprise is currently under review.	3c 4b 4c
Our Community Safety Strategy spans three main themes supported by annual action plans: <ul style="list-style-type: none"> • Building Community Confidence; • Ensuring Local Solutions; • Working Together. 	Our Strategy 'Working Together For Safer Communities' supports working together with a range of partners across statutory, voluntary and community sectors.	We will continue to implement our Community Safety Strategy supported by our annual action plan.	4c 5a 5b 5c
We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.	During 2021/22, NIHE dealt with 98 cases of ASB within the Council area, none were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	4c 5a 5b 5c
NIHE will work to prevent people leaving their homes as a consequence of hate crimes.	During 2021/22 no Hate Incident Practical Action scheme (HIPA) incidents were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	4c 5a 5b 5c
NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.	4c 5a 5b 5c

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	Lisburn Safe initiative received funding of £6,000.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	
NIHE will continue to partner on ASB Forum.	Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department of Justice to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	
NIHE will work to raise awareness and promote diversity and integration through its Community Cohesion Strategy.	NIHE continues to engage at a strategic and local level to deliver programmes that raise awareness and promote diversity and integration.	NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote diversity and integration.	
NIHE will promote Good Relations across the five cohesion themes of Communities in Transition, Segregation/ Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	Community Cohesion funding of £19,100 was spent on 12 projects in Lisburn & Castlereagh City Council area.	We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/ Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	4c 5a 5b 5c
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	NIHE staff will continue to engage with local community groups.	Continue to work with groups to ensure we give the best outcomes for our communities.	4c 5a 5b 5c
The Community Involvement Strategy includes a one year action plan which will be monitored.	All actions have been delivered or are on target.	The action plan will incorporate new ways of supporting and engaging our communities to reflect the ongoing restrictions due to the COVID-19 pandemic.	4c 5a 5b 5c

*See Appendix 1 for Community Planning Themes

Table continues

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>The Community Grants 2021/22 budget has been agreed as £20,000 per Area Office.</p> <p>Funding of £2,000 per area for Housing Community Network (HCN) is also available.</p>	<p>£18,200 in Community Grants was spent in the council area during 2021/22.</p>	<p>The Community Grants 2022/23 budget has been agreed as £20,000 per Area Office.</p> <p>Funding of £2,077 per area for HCN is also available.</p>	<p>4c</p> <p>5a</p> <p>5b</p> <p>5c</p>

*See Appendix 1 for Community Planning Themes

Outcome 4

Helping to sustain the environment for future generations

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
NIHE will implement the Affordable Warmth Scheme with available funding of £16m for 2021/22 across NI, subject to change following current monitoring round outcome.	In the Council area, 462 measures installed and 275 homes improved under the Affordable Warmth Scheme in 2021/22, at a cost of £1,031,902.	NIHE will implement the Affordable Warmth scheme. Funding of £16m is available for 2022/23 across NI. (please note this figure reflects opening 2022/23 budget allocations and could be subject to change following future monitoring round outcome).	4a 4b 4c
NIHE will implement the Boiler Replacement Scheme with a budget of £1.5m for 2021/22 across NI, subject to change following current monitoring round.	In Lisburn & Castlereagh 181 properties had boilers replaced at cost of £112k.	NIHE will implement the Boiler Replacement scheme with a budget of £2m for 2022/23 across NI. (Please note this figure reflects opening 2022/23 budget allocations and could be subject to change following future monitoring round outcome).	4a 4b 4c
NIHE's 2021/24 Energy Efficiency Programme includes 1,561 units at a cost of £5.84m.	In 2021/22, the Energy Efficiency Programme included 644 units at a cost of £2.30m.	NIHE's 2022/25 Energy Efficiency Programme includes 1,533 units at a cost of £6.10m.	4a 4b 4c
NIHE plans to increase the number of Oil Clubs within the service and expand current membership across NI.	5,200 households have become members of the 27 Oil Buying Clubs established in NI.		3b 4a

*See Appendix 1 for Community Planning Themes

Outcome 5

Enabling the delivery of high quality public services for our customers

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC.</p> <p>Monitor and reduce tenancy fraud.</p>	<p>NIHE collected 99.27% of rent at March 2022.</p> <p>Arrears increased by £73k during 2021/22.</p> <p>Statistics reported quarterly to DfC.</p>	<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC.</p> <p>Monitor and reduce tenancy fraud.</p>	<p>3b</p> <p>3c</p> <p>5d</p>
<p>Continue to work with DfC on the Move to UC (Universal Credit), as well as working to mitigate the impacts of Welfare Reform on our customers.</p>	<p>We have now incorporated the ongoing impacts of Welfare Reform changes into 'business as usual' processes within Housing Benefit and through a dedicated team, the Welfare Benefits Unit within Housing Services.</p> <p>NIHE has:</p> <ul style="list-style-type: none"> • successfully collaborated with UC Project Teams on a number of business processes to address any policy or operational issues as they arose; • continued to identify the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • worked with DfC and Department for Work and Pensions (DWP) to align social rented sector payments with the claimants UC payment date; 	<p>NIHE will:</p> <ul style="list-style-type: none"> • communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; • continue to carry out research to help the business plan how to deal with the impacts of welfare reform; • assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; • continue to work with DfC as a trusted partner for the Move to UC; and 	<p>4b</p> <p>4c</p>

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
	<ul style="list-style-type: none"> • has fully utilised the Landlord Portal which streamlines the verification of tenancy details; • carried out research to help the business plan how to deal with the impacts of welfare reform; • instigated measures to lessen the impacts; • worked closely with DfC and DWP on the implementation of welfare reform and the mitigation processes; • recruited three specialist Financial Inclusion managers to provide advice and assistance to tenants financially impacted by welfare reforms where required; and • introduced a Benefits and Budgeting calculator across frontline staff to assist tenants to understand their benefit entitlement and ensure they are receiving everything they are entitled to; understand how welfare reform changes will impact them; help them to make informed decisions about changes in circumstances which may affect their benefits; and create a household budget to help make the most of their income. 	<ul style="list-style-type: none"> • continue to promote and target financial inclusion services to those tenants who are financially impacted by welfare reform. 	
<p>NIHE plan to process new public/private Housing Benefit claims within the 15 day target and Housing Benefit claim amendment within five days.</p>	<p>In 2021/22, new claims were processed in an average of 4.5 days and 86.08% target was achieved. Claim amendments were processed in an average of 1.7 days with 91.89% target achieved.</p>	<p>NIHE plan to process new public/private Housing Benefit claims within the 15 day target and Housing Benefit claim amendment within five days.</p>	<p>3b 4c</p>

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
<p>Continue to implement Actionable Voids Action Plan 2019-22 and work towards mitigating the impacts of the COVID-19 pandemic.</p>	<p>Progress in implementing the Voids Action Plan 2019-2022 was suspended in 2021 due to the ongoing service impact on voids as a result of the COVID-19 pandemic. A number of factors including Public Health restrictions and social distancing requirements continued to create an environment of instability which prevented suitable implementation of the proposed actions.</p> <p>NIHE actionable voids at March 2022 were 1.89% of total stock.</p> <p>A Voids Reset plan (2022-25) is currently being drafted in order to implement a new action plan to address both the long term impacts of COVID-19 on voids and void management as a whole.</p>	<p>Gain Executive Team approval for reset and implement Year 1 actions.</p>	<p>4b 4c</p>
<p>Develop and implement a new Customer Support & Tenancy Sustainment Strategy (2019-2022) which builds upon the success of the previous strategy.</p>	<p>The Customer Support & Tenancy Sustainment Strategy (2019-22) was published in 2020 following completion of the consultation exercise. NIHE Board gave approval in May 2021 to extend the Strategy by a further two years (2019 – 2024).</p> <p>The Strategy (and associated Action Plan) offers five key pillars of support to our customers:</p> <ul style="list-style-type: none"> • Housing Support; • Employment Support; • Money Support; • Proactive/Responsive Support for At Risk Customers and, • Neighbourhood/Community Support. 	<p>Continue to implement Action Plan 2019-24 through a combination of internal projects and grant awards.</p> <p>This Sustaining Tenancies Funding Programme 2021-2024 will enable a significant number of projects in the voluntary and community sector to be funded in order to meet the aims, objectives and action plan of the strategy. Priority funding areas include;</p> <ol style="list-style-type: none"> 1. Mental Health and Wellbeing of NIHE tenants or their households. 2. Tackling social isolation and loneliness of NIHE tenants or their households. 	<p>4b 4c</p>

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2021/22	Progress	Plans 2022/23	CP Ref*
	<p>Whilst progress has been impeded by the COVID-19 pandemic and social restrictions, a number of pilots, projects and research exercises are in development or in progress, and grant funding is in the process of being awarded to external voluntary and community organisations undertaking projects which align with the strategic objectives.</p> <p>The Sustaining Tenancies Funding Programme 2021-2024 launched Tranche 1 in December 2021 with first awards taking place in February 2022. This programme aims to invest a total of £1.5m in the voluntary and community sector through grants between £5k and £50k to support our tenants and help minimise tenancy breakdown to create more resilient, sustainable tenancies in the short, medium and long term.</p> <p>Tranche 2 opened for expressions of interest in February/March 2022 for funding for projects lasting up to 24 months. This has now closed and applications are in the process of being approved.</p>	<p>3. Practical skills, tools and resources for managing and maintaining a tenancy, with a particular focus on NIHE tenants or those preparing to take up a social tenancy, including people who are currently on the social housing waiting list.</p> <p>4. Sustaining tenancies through projects that support NIHE tenants to manage their tenancies, or engage with their community, and reduce their carbon footprint or improve the local environment.</p>	
<p>Reduce tenancy failure through increasing support for our customers and tenants to solve their housing problems and help them to stay in their own home.</p>	<p>In 2021/22 we achieved a sustainment rate of 86.3%* for tenancies beyond 1 year. (The way that this statistic is calculated is proportionate to overall terminations and therefore, to date, pandemic restrictions have not caused fluctuations in the reporting).</p> <p>*The sustainment rate % is based on termination figures for 2021/22 financial year (01 April 2021 - 31 March 2022)</p>	<p>We will continue to report on the number of tenancies lasting less than 12 months against a baseline of 86% sustainment rate.</p>	
<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>The 2021 survey found that 84% of tenants were satisfied with the overall service provided by NIHE. Work on the 2022 survey is under way.</p>	<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>4b 4c</p>

*See Appendix 1 for Community Planning Themes

Appendices

Appendix 1

Community Plan themes and outcomes

[Lisburn & Castlereagh Community Plan](#)

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

Table continues

Theme	Indicators	Reference
	We enjoy good mental health.	3f
	Our home environments are safe and healthy.	3g
	Poverty and disadvantage is reduced.	3h
WHERE WE LIVE We live and work in attractive, resilient and environmentally friendly places.	The built and natural environment is protected and enhanced.	4a
	Neighbourhoods are designed and regenerated to promote well-being.	4b
	Everyone lives in an affordable home that meets their needs.	4c
	We have access to essential services, shops, leisure and workplaces.	4d
	There is a modal shift to sustainable and healthy transport options.	4e
	We produce less waste and reuse and recycle the waste that we do produce.	4f
	Greenhouse gas emissions are reduced.	4g
OUR COMMUNITY We live in empowered, harmonious, safe and welcoming communities.	Public services are enhanced through co-design and co-production.	5a
	There is participation and volunteering in public and community life, arts, culture and sport by people of all backgrounds.	5b
	There is community ownership and management of local assets and facilities.	5c
	We feel a sense of belonging in our local neighbourhoods: urban, suburban and rural.	5d
	Diversity is celebrated and there are good relations between people of different backgrounds and identities.	5e
	Crime and anti-social behaviour is reduced.	5f

Appendix 2

Social Housing Need by Settlement 2021-2026

Settlement	Social Housing Need (Units) 5 Year (2021-26)
Lisburn/Dunmurry Urban	1087
Castlereagh Urban	222
Aghalee	5
Annahilt	0
Ballynadolly	0
Boardmills	0
Carryduff	61
Culcavy	9
Dromara	7
Drumbo	0
Dundrod	2
Glenavy	36
Hillsborough	37
Lambeg	61
Lisburn Rural	0
Lower and Upper Ballinderry	1
Maze	0
Maghaberry	3
Milltown	5
Moira	34
Moneyreagh	4
Purdysburn	0
Ravarnette	1
Stoneyford	1
Total Social New Build Requirement Lisburn and Castlereagh	1,576

Source: NIHE

Appendix 3

Social Housing Development Programme

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

Schemes completed April 2021 – March 2022

Scheme	Units	Client Group	Housing Association	Theme
Ballybeen Square Phase 2 (T)*	26	General Needs	Choice	Urban
Ballybeen Square Phase 2 (T)*	2	Wheelchair-Accessible	Choice	Urban
198-200 Moira Road	17	General Needs	Choice	Urban
Reaville Park ESP**	1	General Needs	Choice	Urban
Redwoods Phase 6	24	Active Elderly	Clanmil	Urban
Redwoods Phase 6	6	Active Elderly	Clanmil	Urban
Larch Lane ESP**	1	General Needs	Clanmil	Urban
Brokerstown Road OTS***	29	General Needs	Clanmil	Urban
Laganville Park ESP**	1	General Needs	Habinteg	Urban
The Willows OTS***	2	General Needs	Rural Housing	Rural
3a & 3b Graham Street	15	General Needs	Connswater	Urban
Cairnshill Court ESP**	1	Elderly - Sheltered	Radius	Urban
Cairnshill Court ESP**	1	Elderly - Sheltered	Radius	Urban
	126			

Source: NIHE

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

Schemes on-site at March 2022

Scheme	Units	Client Group	Housing Association	Theme
Causeway End Road	14	General Needs	Arbour Housing	Urban
Causeway End Road	2	General Needs	Arbour Housing	Urban
149-151 Warren Gardens	20	Active Elderly	Ark	Urban
Old PSNI Site	8	General Needs	Ark	Rural
Mountview Drive & Skyline Drive	30	General Needs	Clanmil	Urban
Brokerstown Road, Phase 2	7	General Needs	Clanmil	Urban
Brokerstown Road, Phase 2	19	Active Elderly	Clanmil	Urban
Brokerstown Road, Phase 2	2	Wheelchair-Accessible	Clanmil	Urban
757-759 Upper Newtownards Road	15	Active Elderly	Clanmil	Urban
Oakridge (Mountview, Phase 3)	31	General Needs	Clanmil	Rural
	148			

Source: NIHE

Schemes programmed 2022/25

Scheme	Units	Client Group	Housing Association	Onsite Year	Theme
Ballinderry Road	100	General Needs	Apex Housing	2022/23	Urban
Ballinderry Road	7	Active Elderly	Apex Housing	2022/23	Urban
Ballinderry Road	8	Wheelchair-Accessible	Apex Housing	2022/23	Urban
58 Hillsborough Road	12	Active Elderly	Ark	2022/23	Urban
933 Upper Newtownards Road	26	General Needs	Clanmil	2022/23	Urban
14 Cedarhurst Road	32	Active Elderly	Connswater	2022/23	Urban
14 Cedarhurst Road	4	Wheelchair-Accessible	Connswater	2022/23	Urban
37 - 39 Benson Street	4	General Needs	Alpha	2023/24	Urban
11 Sloan Street	14	General Needs	Alpha	2023/24	Urban
16-18 Baronsgrange, Comber Road	15	General Needs	Alpha	2023/24	Urban
16-18 Baronsgrange, Comber Road	6	Active Elderly	Alpha	2023/24	Urban
Parklands, Belsize Road	15	Active Elderly	Choice	2023/24	Urban
Blaris	130	General Needs	Arbour Housing	2024/25	Urban
Morven Park	20	General Needs	Choice	2024/25	Urban
Hilden Mill	193	General Needs	Choice	2024/25	Urban
Dunmurry High School, Phase 2	20	Wheelchair-Accessible	Connswater	2024/25	Urban
164 Moira Road	12	General Needs	Connswater	2024/25	Urban
Total	618				

Source: NIHE

Appendix 4

Maintenance Programme, Grants and Adaptations information

Schemes completed April 2021 – March 2022

Work Category	Scheme	Units
External Cyclical Maintenance	Old Warren Phase 1	40
	Hilden / Low Road	214
	Cypress / Conway	153
	Knockmore	160
	Ballymacoss	214
	Ballybeen 4 Storey	168
	Hill Street / Greenwood	11
	Tonagh /Iniscarn	176
Fence painting	Lot 3 Lisburn	733
Revenue Replacement – Bathrooms	Banff / Claggan	42
Bathroom Kitchen Rewire	Ballymacash / Beechwood	25
	Rathvarna DLO	1
	Rathvarna	102
Heating Installation	Lisburn/Emergency Phase 2	5
	Lisburn (Heat)	28
	Lisburn Emergency 20/21	67
	Lisburn Emergency Solid Fuel	15
	Lisburn Mop Up 1	104
	Lisburn Mop Up 2	102
	Lisburn /Castlereagh Voids Lot 1	24
	Lisburn Heat Phase 3	67
	Lisburn Emergency	15
	Lisburn / Castlereagh Emergency	3
	LAS 15 Year Old Phase 2	108
	LAS 15 Year Old	106
Capital Scheme	Gregg House Killaney	5
		2,688

Source: NIHE

Note: Some schemes may start and complete in year.

Schemes activity and expected completions up to 31 March 2023

Work Category	Scheme	Units
External Cyclical Maintenance	Hilden/Low Road	24
	Ballymacoss	17
	Cypress/Conway	87
Fence Painting	Lot 3 Lisburn	900
Bathroom Kitchen rewire	Lisburn Mop Up Phase 2	10
	Knockmore / Ballinderry	20
Revenue Replacement Bathroom	Moira /Hillsborough	68
	Lambeg / Glenmore	66
	Greenwood / Moira	20
	Milltown Avenue	20
	Ballybeen	20
	Banff / Claggan	22
Heating Installation	Lisburn (Heat)	10
	Lisburn Emergency 20/21	11
	Lisburn Emergency Solid Fuel	42
	LAS 15 Year old	12
	LAS 15 Year Old Phase 2	22
	Lisburn Mop Up Phase 1	29
	Lisburn Mop Up Phase 2	29
	Lisburn / Castlereagh Voids Lot 1	26
	Lisburn Heat Phase 3	40
	Lisburn Emergency	60
	Lisburn Phase 1	104
	Lisburn Phase 2	163
	Lisburn Refusals Phase 1	160
	Lisburn Refusals Phase 2	145
	Lisburn/Castlereagh Emergency	60
		2,165

Source: NIHE

Definition of Work Categories	
BKR	Bathroom Kitchen Rewiring.
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Heating Installation	Replacement of solid fuel or electric heating.
Revenue Repair/Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Capital Scheme	Improvement works.
Fence painting	Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme.

Grants Performance 2021/22

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	19	333	22
Repairs Grant	<10	10	<10
Discretionary Grants			
Replacement Grant	0	0	<10
Renovation Grant	<10	18	<10
Home Repair Assistance Grant	<10	2	<10
Total	-	363	-

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Adaptations to Housing Executive stock in 2021/22

Type of Adaptation	Adaptations 2021/22	Actual spend 2021/22 £m
Adaptations for Persons with a Disability (APD's) Starts*	10	0.46
Adaptations for Persons with a Disability (APD's) Completions*	10	
Lifts**	<10	0.03
Showers**	16	0.06
Minor APD repairs***	<10	0.06
Total	-	0.61

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

Disabled Facilities Grants (DFG's)

Year	2017/18	2018/19	2019/20	2020/21	2021/22
Approved	100	99	80	79	19
Funding (£k)	1,274	1,501	928	1,342	333

Source: NIHE

Appendix 5

Supporting People Information and Homelessness

Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2021/22 (£k)	Budget 2022/23 (£k)	Max. no of services users
Accommodation Based Services	Disability	28	8	2,268	2,290	223
	Homeless	3	3	904	917	60
	Older People	27	6	403	381	753
	Young People	2	2	208	239	14
	Sub Total**	60	**	3,783	3,826	1,050
Floating Support Services	Disability	2	2	205	206	48
	Homeless	5	4	471	481	171
	Older People	1	1	60	60	30
	Young People	1	1	234	234	72
	Sub Total**	9	**	969	981	321
Grand Total*		69	**	4,752	4,807	1,371

Source: NIHE

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

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

Homelessness

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation*
2017/18	1,135	789	114
2018/19	1,283	892	174
2019/20	1,214	847	164
2020/21	1,265	792	497
2021/22	894	569	500

Source: NIHE

* Applicants may have multiple placements over the period

Appendix 6

Housing Executive Local Stock at March 2022

	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Castlereagh Rural Total	90	10	13	38	0	151	8
	37	48	7	218	0	310	
Castlereagh Urban Total	205	0	346	473	106	1,127	17
	21	0	154	1,537	41	1,754	
Lisburn Rural Total	229	43	76	338	0	683	13
	151	285	49	1,129	0	1,614	
Lisburn Urban Total	646	0	1,035	1,557	94	3,332	59
	89	10	463	3,723	16	4,290	
Lisburn and Castlereagh Total	1,170	53	1,460	2,406	200	5,289	97
	298	343	673	6,607	57	7,978	

Source: NIHE

(i) Bungalow (ii) Maisonette

Appendix 7

Applicants and Allocations at March 2022

Group HNA Area	Applicants (Total)	Applicants (HS)	Allocations
Lisburn Urban	1,455	1,105	264*
Lisburn Rural	459	330	
Castlereagh Urban	416	270	83*
Castlereagh Rural	132	107	
Lisburn/Castlereagh Rural	2,462	1,812	347

Source: NIHE

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

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

*Urban and Rural allocation figures have been amalgamated due to GDPR requirements.

Appendix 8

Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Belfast Regional Office 2 Adelaide Street, Belfast, BT2 8PB	Aengus Hannaway Belfast Regional Manager (A)	aengus.hannaway@nihe.gov.uk
Lisburn Antrim St Office 29 Antrim Street, Lisburn, BT28 1AU		lisburndistrict@nihe.gov.uk
Castlereagh Office 30 Church Rd, Dundonald, BT16 2LN		castlereagh@nihe.gov.uk
	Desmond Marley Area Manager	des.marley@nihe.gov.uk
	Ciaran Stitt Housing Services Manager	ciaran.stitt@nihe.gov.uk
	Michael Kelly Maintenance Manager	michael.kelly3@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	Roisin O'Neill Energy Efficiency Schemes Manager	roisin.oneill2@nihe.gov.uk
Place Shaping Belfast Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Ailbhe Hickey Head of Place Shaping	ailbhe.hickey@nihe.gov.uk
Development Programme Group 2 Adelaide Street, Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	roy.baillie@nihe.gov.uk
Supporting People 2 Adelaide Street, Belfast, BT2 8PB	Alistair Mawhinney Assistant Director	alistair.mawhinney@nihe.gov.uk

Appendix 9

Glossary

Affordable Housing	Affordable housing is: a) Social rented housing; or b) Intermediate housing for sale; or c) Intermediate housing for rent, that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing.
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, by working with residents, in areas at risk of slipping into social or environmental decline.
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
Community Asset Transfer (CAT)	CAT 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.
Continuous Tenant Omnibus Survey (CTOS)	CTOS is an assessment of the attitudes of Housing Executive tenants.
Department for Communities (DfC)	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
Disabled Facilities 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.
Discretionary Grants	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.

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 a registered housing association.
Floating Support	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
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'.
Home Energy Conservation Authority (HECA)	The Housing Executive is the HECA for Northern Ireland.
House in Multiple Occupation (HMO)	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
Housing for All	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
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 2016-2030.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.

Housing Market Assessment (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 (HNA)	This is an assessment of local housing needs, primarily in relation to general needs social housing and wheelchair accessible accommodation.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.
Intermediate Housing	Intermediate Housing currently consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent.
Landlord Registration scheme	Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.
Rural Housing Needs Test	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	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.

Repossession	Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.
Supporting Communities Northern Ireland (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.
Site Identification Study (SIS)	A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.
Social Housing Development Programme (SHDP)	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
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 DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
Small Pockets of Deprivation (SPOD)	SPOD is a delivery vehicle for neighbourhood renewal.
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.
Temporary Accommodation	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (Dispersed Intensively Managed Emergency accommodation – DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.
Tenancy Deposit Scheme	When a tenant rents a property from a private landlord, they will usually pay a deposit. The private landlord must protect the deposit under the Tenancy Deposit Scheme. This scheme makes sure a tenant gets their deposit back when they move out if they have looked after the property and paid their rent.
Universal Credit	Universal Credit is a payment for people over 18, but under State Pension age that are on a low income or out of work. It includes support for the cost of housing (rent), children and childcare, as well as financial support for people with disabilities, carers and people too ill to work.
Welfare Reform	The term Welfare Reform is used to cover a wide range of changes to the social security (benefits) system. The main reforms that the Housing Executive have been involved with have included changes to Local Housing Allowance for Housing Benefit claimants living in the private rented sector, Universal Credit, Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.

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Lisburn and Castlereagh Council

Housing Investment Plan 2022

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Community Planning – Actions led by NIHE

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- Community Planning aims to improve the connection between all tiers of Government and wider society through partnership working to jointly deliver better outcomes for everyone.
- Lisburn and Castlereagh Council works with statutory bodies and the wider community to develop an integrated approach to local strategic planning that reflects and complements the Community Plan published in 2017, and currently being reviewed.



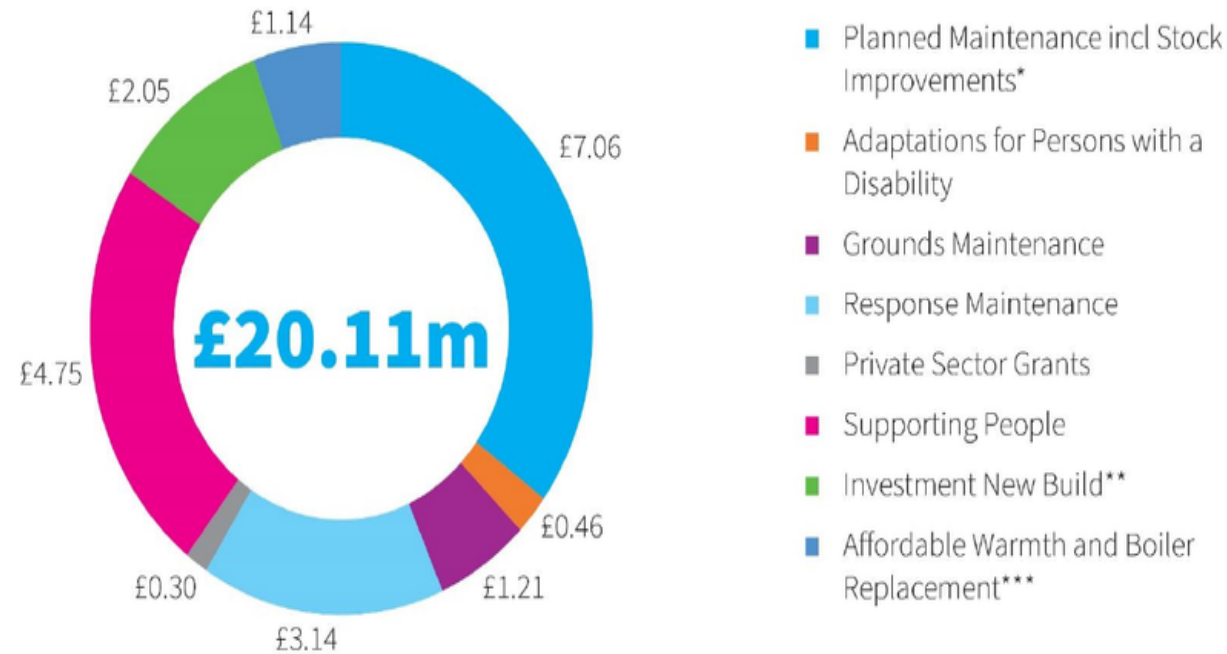
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2 **Housing**
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Housing Executive Spend 2021/22

Lisburn & Castlereagh City Council 2021/22
Actual Public Sector Housing Spend (£m)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £5.91m and Stock Improvement Spend was £1.15m.

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

***Affordable Warmth spend was £1.03m and Boiler Replacement spend was £0.112m.

NB: 2021/22 expenditure figures in the table above are with NIAO for auditing at present. The audit is expected to complete late summer.

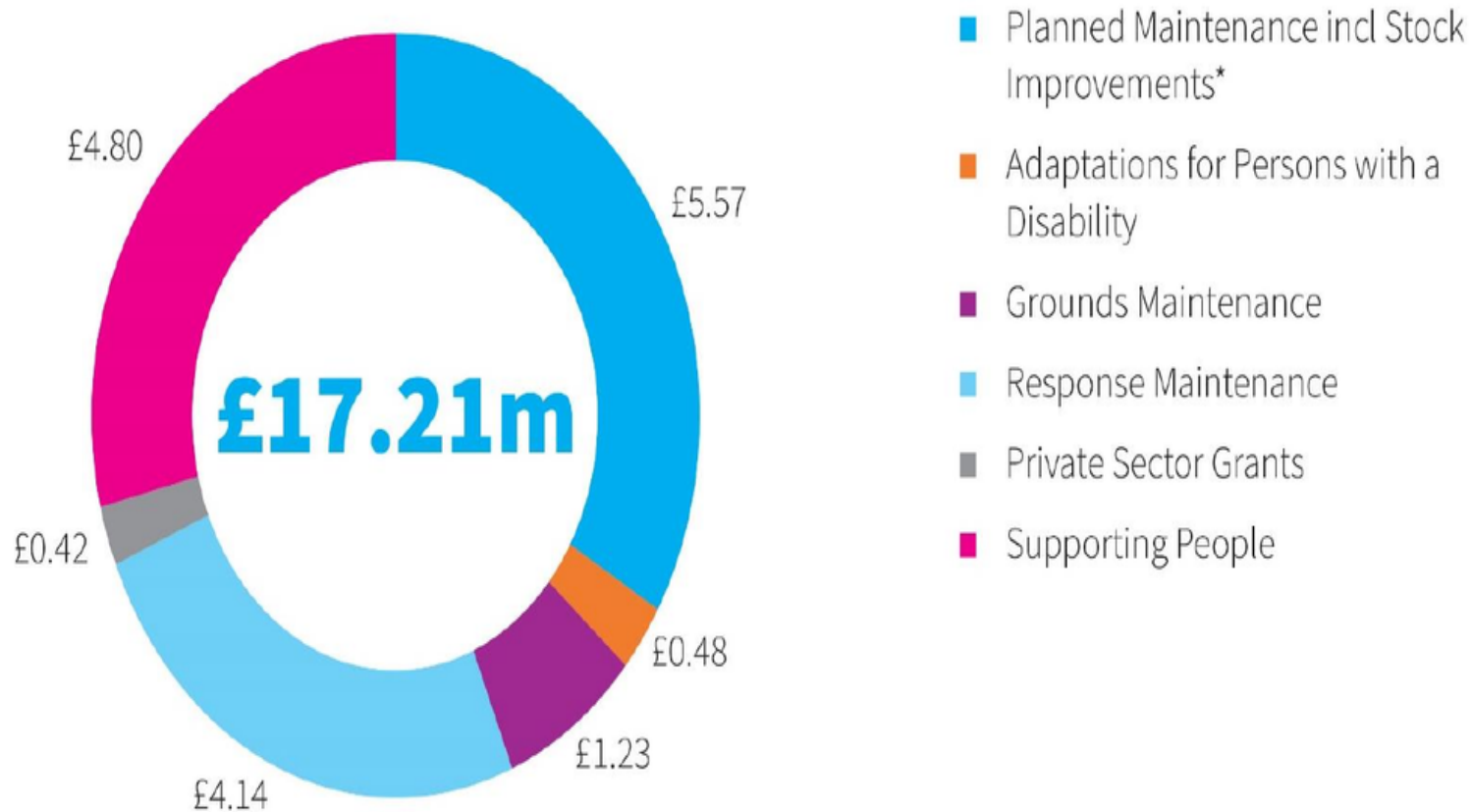
There is also a review of cost uplifts ongoing which may result in the maintenance spend being restated for 2021/22 before the audit is concluded.

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Housing Executive Projected Spend 2022/23*

(*does not include Investment New Build)



Source: NIHE

Notes:

*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £5.52m and Stock Improvement Spend is £0.05m.

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

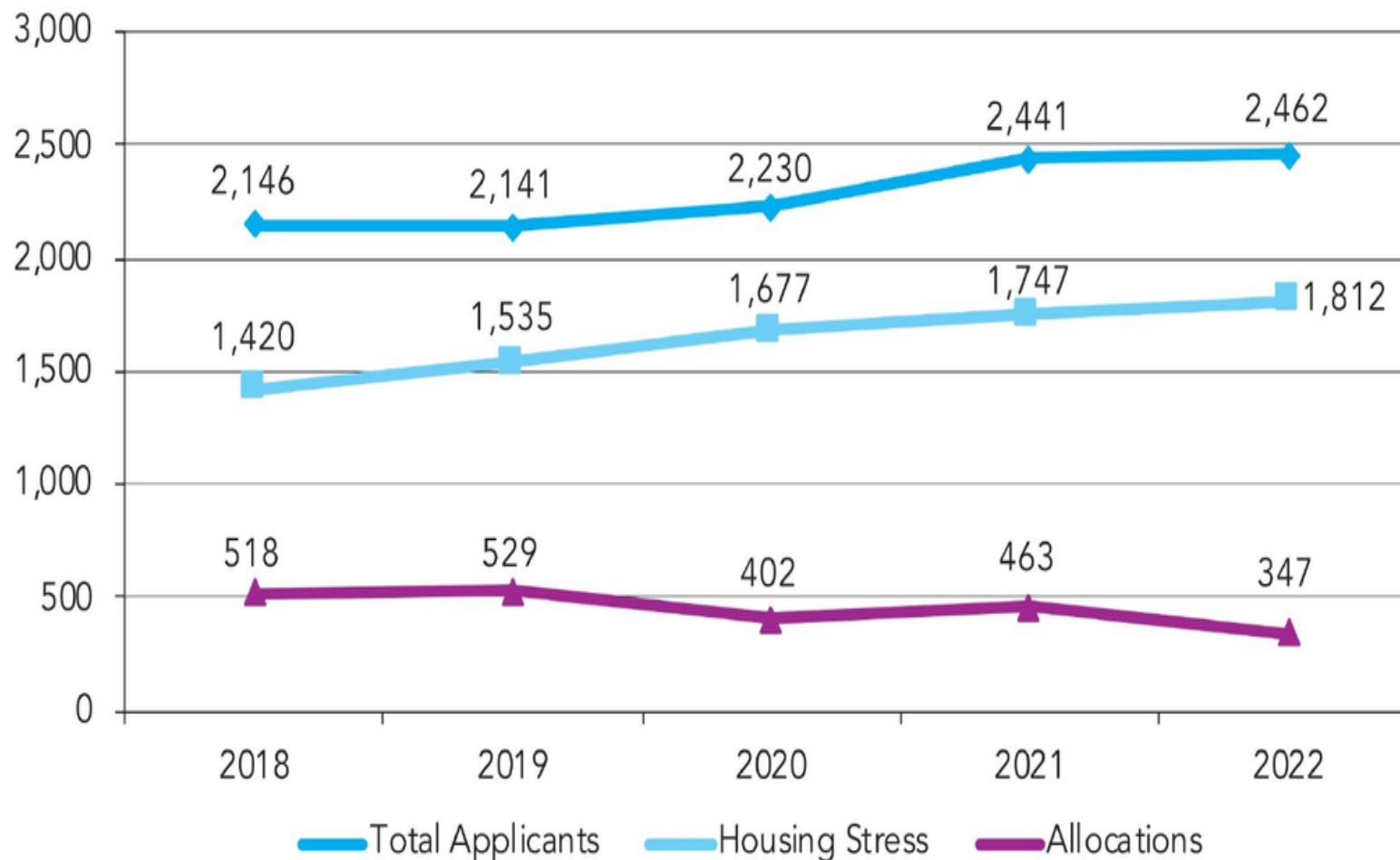
Affordable Warmth and Boiler Replacement schemes are demand led and budget cannot be allocated.

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Waiting List Trends 2018-2022

Social Housing Waiting List Trends

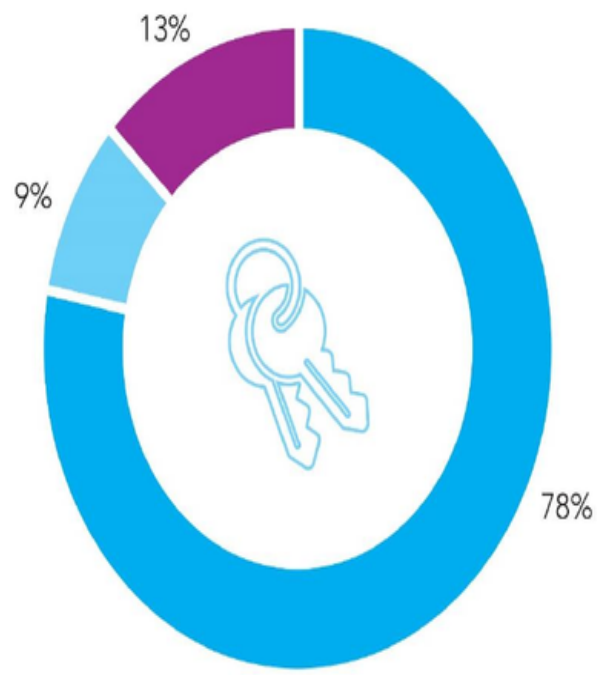


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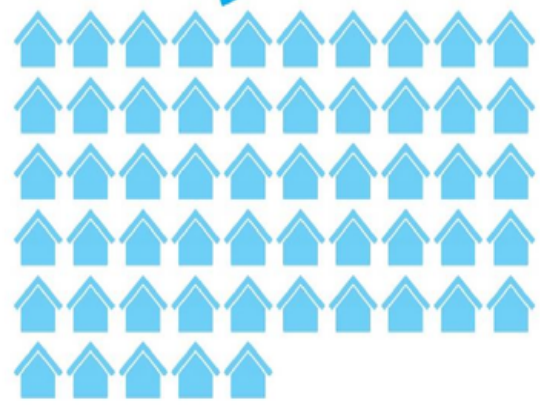
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Lisburn and Castlereagh Tenure Breakdown and Total Homes

2016 Tenure Breakdown



58,300



HOMES in the borough (2016)

5,288



NIHE PROPERTIES in the borough

■ Owner occupation
 ■ Private rented
 ■ Social rented

Source: Northern Ireland House Condition Survey 2016 (HCS 2016)

NOTE THAT THE SOCIAL RENTED SHARE INCLUDES BOTH NIHE AND HOUSING ASSOCIATION STOCK.

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Issues specific to Lisburn & Castlereagh Council

- **Chronic homelessness:** dealing with an increasingly vulnerable clientele
- **Tower Block Strategy**
- **Design Competition** with University of Ulster & Queens University
- **Change of tenancy (COT)** and **scheme delivery** timescales
- **Access to land** to meeting housing needs
- **Cost of living increase** impact on tenants.
- **Ukraine Resettlement**

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New Build / Social Housing Development Programme

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In **2021/22**:

- **126** new social homes completed.
- **148** new social homes on-site.

Future Housing Requirements:

- **1,576** new social housing units are needed over next five years.
- **2022/23 SHDP : 618** new social housing units programmed.

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Providing support across sectors

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Affordable Warmth Scheme

Northern Ireland	Lisburn Castlereagh
<ul style="list-style-type: none"> Affordable Warmth Scheme launched 2021/2022 £16m funding across Northern Ireland for 2022/23 	<ul style="list-style-type: none"> In 2021/22 462 measures undertaken 275 private residences £1.04m spend across Council

Boiler Replacement Scheme

Northern Ireland	Lisburn Castlereagh
<ul style="list-style-type: none"> Boiler Replacement Scheme launched 2021/2022 £2m funding across Northern Ireland for 2022/23 	<ul style="list-style-type: none"> In 2021/22 181 households received a replacement boiler £112k spend across Council

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Our New Strategic Priorities

1. Prioritising **sustainable development** – essential for ensuring households can live in warm homes and locking us on a path to net zero carbon housing;
2. Building our **capacity to borrow**, to invest in our existing homes and add to new supply;
3. Extracting **social value** from our spending power- delivering local inclusive economic development, by investing in skills and supply chains;
4. Inclusion and **involvement of customers** in decisions and services that affect their lives;
5. Strategic shift towards **prevention of homelessness** and urgent re-housing;
6. Being a **delivery partner for all of government** - towards the reduction of economic inactivity, delivery of green growth and early intervention to improve lives.

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Next Steps

- A **brand new 3 year HIP**, aligned with the **new 3 year Corporate Plan**, with a new set of strategic priorities.
- Progress against the HIP outcomes will be regularly **monitored** and will be **reported** on annually. The HIP, Community Plan and new LDP should all align and fit together.
- **Revitalisation Phase 2**, working towards 2025 full implementation.

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Thank you

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¹² **Housing**
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Schedule of Members' Questions – NIHE

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	Member	Topic	Question	Response
1	Ald Stephen Martin	NIHE Presentation	<p>Following the allocation of £16m by the NI Executive in March 2022 to fund retrofitting and the tower block decommissioning plan, please provide an update on current plans for retrofitting in Lisburn North this year (2022/23)? Are we still on course for Coolmoyne House and Rathmoyne House next summer? What is the current status/timelines for the remaining tower blocks due to be decommissioning at Seymour Hill? I am concerned there has been a lack of meaningful community & elected representative input into the place-shaping plans for the area post demolition.</p>	<p>Despite the additional funding that has been provided the Housing Executive still does not have the funding that would be required to roll out a comprehensive retrofit programme across its stock given the investment approach and priorities that have been agreed with the Department for Communities. Consequently we are identifying a small programme focused on our properties with the poorest thermal performance. At present we have identified a potential scheme for 35 properties in Lagan Walk for the 2024/25 financial year. However this will be subject both to a survey confirming that the properties are suitable and funding being available.</p> <p>The current indicative timescale for the clearance of Rathmoyne & Coolmoyne Houses is the end of July 2023. Subject to this being achieved and a demolition scheme and contract being successfully put in place we would anticipate both blocks being demolished by the end of July 2025. There are only 2 NIHE tenants remaining across both blocks with a further 22 Leaseholders in residence</p> <p>The business case for the demolition of the three remaining blocks (Ferndale, Parkdale and Riverdale) will be progressed once we have awarded the demolition contract for Coolmoyne & Rathmoyne. Subject to this being achieved by late Summer 2023. we anticipate that the business case will be completed and approved early 2024 with an indicative timescale for clearance of 24 -36 months.</p>
2	Ald Stephen Martin	NIHE Presentation	Please provide an update on the NIHE's implementation &	Professor Adair's Independent Fire Safety Review in 2018 made seven recommendations

monitoring of recommendations arising out of Professor Adair's independent fire safety review in 2018. There remains concern from some constituents living in Coolmoynes that not enough progress has been made/maintained in light of its anticipated demolition.

1. That the work identified in the Immediate Fire Risk Assessment Action Plan within the review is carried through to completion as a priority

All the works identified in the immediate Fire Risk Action Plan within the Report have been completed. This included

- Fire risk assessments to each of tower blocks has been completed and is reviewed annually (between January and March) and any issues identified are dealt with by the NIHE's Fire Safety Team
- Outstanding fire door issues have been addressed and quarterly inspections are carried out by the NIHE's Fire Safety Team any further issues identified are dealt with .
- Breaches in compartmentation have been addressed and are checked at each quarterly inspections
- Issues identified with the dry risers have been addressed
- Issues identified with the Smoke ventilation systems have been addressed

2. That the cladding systems utilised on the four Housing Executive tower blocks are assessed against any new regulatory standards

The cladding systems have been tested and comply with BS 8414 -1 and BR 135. The NIHE is currently arranging for the cladding systems to be tested to the new regulatory standard BS9414:2019 Fire Performance of external cladding systems.

3. That the Housing Executive consider installing sprinkler systems within its high-rise accommodation Although there is no mandatory requirement or regulation referring to their installation to install automatic fire suppression systems the NIHE is currently finalising a Business Case to procure a specialist develop proposals for the installation of sprinkler systems in its high rise blocks.

4. That the Housing Executive enhances the resources within the existing compliance team to ensure a robust inspection, testing and maintenance regime is in place Following The Grenfell Tragedy the NIHE increased the resources in its Fire Safety Team from 3 members of staff

			<p>to 9 member of staff and is continuing to enhance resources through the establishment of the new Building Safety Department who will cover all aspects of statutory compliance and building safety. This Department and will focus on active compliance management to ensure the Housing Executive, as a Landlord, minimises risks to its tenants across a range of areas such as Fire Safety, Asbestos, Legionella, electrical and gas safety. The Department will also focus on the management of risks in the Housing Executive's high-rise residential buildings, through continual assessment of both fire and structural risks and through resident engagement mitigate risks and ensure the safety of residents in the blocks.</p> <p>5. That the use of non-combustible facades is considered for any future cladding systems; The Housing Executive will ensure that should it decide to fit cladding systems in any future scheme that it conforms to new regulatory standard BS9414:2019 Fire Performance of external cladding systems.</p> <p>6. That future learning outcomes or recommendations from the Grenfell Public Inquiry and the Independent Review of Building Regulations and Fire Safety are considered and implemented where necessary by the Housing Executive as soon as practically possible; The NIHE have reviewed the findings in both Sir Martin Moore-Bick's Grenfell Tower Inquiry Phase 1 Report and Dame Judith Hackett's report and have adopted where practically possible many of the findings as best practice. This will ensure that the NIHE meets its obligations under the new Building Safety Bill.</p> <p>7. All residents will be updated through further Housing Executive communication as to any key findings for each block and what actions are being undertaken by way of mitigation. Following completion of the work identified in the Immediate Fire Risk Assessment Action Plan no major issues have been identified as part of the review of the Fire Risk Assessments. As part of the new Building Safety</p>
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				<p>Department a dedicated Resident Engagement Manager will be appointed who will work together with Local Housing Officers to ensure that residents are fully informed and have an input to any issues regarding the safety of the building.</p>
<p>3</p>	<p>Ald Stephen Martin</p>	<p>NIHE Presentation</p>	<p>How does the NIHE plan to provide enhanced support tenants through the cost of living crisis & work with others to tackle the impact on existing health inequalities?</p>	<p>We currently have one dedicated Tenancy Support Officer and are in the process of adding a second. The Area Office provides a number of support services to our customers and we have been actively promoting such services during and in the aftermath of the pandemic.</p> <p>We have witnessed an ever increasing demand for financial support services and in response to this staff have been skilled to deliver the following services;</p> <ul style="list-style-type: none"> • ‘Making Your Money Work’ service which will provide a thorough financial health check for each customer, providing a benefit and budgeting calculation, discuss benefit and income maximisation options and also discuss ways in which the customer can reduce household bills. Staff have access to a Benefit and Budgeting calculator which helps the customer to better understand their financial situation. • Offer a referral to one of our Financial Inclusion Managers (FIM) – The FIMs were appointed having previously worked in Financial Advice sector and they are able to provide expert advice and assistance to our customers in relation to financial inclusion and benefit maximisation. The success of and increased demand for this service has led to additional resources being allocated to the team • We can offer an external referral to our independent financial advice provider; Advice NI. This referral must obtain the approval of the customer and at times may be a more attractive option for them

				<p>In relation to providing additional support for more complex service needs we also provide the following services to our customers;</p> <ul style="list-style-type: none"> • Tenancy Sustainment Officer referral – provides the customer with a support service which is tailored to their needs. This may involve partnership working with other external agencies • Referral to one of our Floating Support service providers. This may be in relation to mental health problems, addiction problems, domestic violence etc <p>We also promote partnership working with a number of service providers with a service agreement in place with;</p> <ul style="list-style-type: none"> • Ark Housing – Floating Support service to provide assistance and support to families experiencing or at risk of homelessness • Multi-Agency Support Hub – Complex cases managed through partnership working involving Social Services, NIHE, PSNI, Fire Service, Ambulance Service. <p>We have recently issued correspondence to MLAs on this issue and a copy of this letter is attached for your information.</p>
4	Ald Stephen Martin	NIHE Presentation	Please provide an update on how response maintenance is performing across LCCC & the anticipated impact of industrial action week commencing 5 September 2022?	<p>The economic context is significantly impacting our ability to deliver our response maintenance service to our homes. We rely on our contracted partnerships in construction industry for much of that delivery, and it has faced significant increases in the cost materials and labour. This has impacted timeframes and capacity to deliver.</p> <p>Whilst we are currently facing difficulties with non-urgent and change of tenancy (COT) repairs, our emergency and</p>

				<p>urgent repair service is unaffected thereby ensuring the safety of tenants in their home which continues to be our main priority.</p> <p>Our response maintenance contractor Greenview is a private company and therefore the current industrial action relating to the Housing Executive's DLO does not impact on service delivery within LCCC.</p>
5	Ald Martin	Stephen	NIHE Presentation	<p>With the Cavity Wall Insulation Action Plan published in March 2022, can NIHE present their local plans for implementation?</p> <p>There are no Cavity Wall Insulation (CWI) schemes currently programmed for the Lisburn/Castlereagh Council area. Our CWI Action Plan acknowledges that a CWI replacement/remediation programme for our stock will be necessary, but also notes that the considerable level of funding required for this is not available at this time or in the short term. Consequently, until that funding issue is resolved, we are addressing instances where the condition of cavity wall insulation is having a detrimental impact on the structure of a dwelling. This will primarily be done through our Response Maintenance service. Where there are clusters of such instances we will prepare planned schemes to address the issue. No such schemes have as yet been identified in the Lisburn/Castlereagh Council area.</p>
6	Ald Martin	Stephen	NIHE Presentation	<p>Do NIHE still engage mediation services as part of your Community Safety Strategy? I have found this to have worked well in the past but understand with the impact of the pandemic its usage has been impacted.</p> <p>Yes in dealing with anti-social behaviour ASB the Housing Executive continues to use mediation as a non-statutory method of resolving neighbour disputes where appropriate, which can be used to prevent a conflict from escalating to the point at which legal action may be necessary. The objective of the mediation process is facilitating people in dispute to reach their own solutions. The mediator, as an independent third party, helps both sides find an acceptable agreement.</p>
7	Ald Martin	Stephen	NIHE Presentation	<p>Could NIHE outline how they specifically engage young people to a voice within their service?</p> <p>The Housing Executive have a Service Level Agreement with Northern Ireland Youth Forum (NIYF), in order to develop a succession planning project to engage young people to 'have a voice' in our Housing Community</p>

				Networks and hard to reach forums. The NIYF is also represented on the Central Housing Forum.
8	Ald Stephen Martin	NIHE Presentation	Within 'Housing For All', how is NIHE tackling sectarianism and the coercive influence of anti-social gatekeepers within communities across Lisburn & Castlereagh?	<p>The Housing Executive support Housing Associations to deliver the Shared Housing Programme. Each Shared housing scheme is supported to develop a five-year Good Relations Plan. An Advisory group (membership of which includes local politicians, Third Sector organisations, local schools, sports associations etc. the list is not exhaustive) is established to inform the Good Relations Plan. This ensures an open and transparent community led approach to identify issues and opportunities. Good Relations Plans are delivered to the new shared housing residents (bonding) and to residents from all communities (bridging) within a five-mile radius of the shared schemes. The Good Relations Plans are designed to provide longitudinal (five-year) support for the new shared community and the surrounding communities.</p>
9	Cllr Jonathan Craig	NIHE Presentation	Can the Housing Executive give the Council an update on the situation regarding contractors, as the length of time to have properties re-let seems to be climbing due to incomplete inspections?	<p>We acknowledge that there have been significant delays in the completion of a number of COT's over recent months. However as at the end of September 2022 we have completed 137 COT's which is almost on a par with what we would expect in terms of our half year figure.</p> <p>The current economic climate has created significant pressures for our contractor in terms costs, retaining staff, and sourcing materials.</p> <p>We fully understand the concerns and the frustration of those tenants who are unable to move into their new homes because of outstanding change of tenancy repairs. However it is important that the properties are inspected and all necessary repairs are carried out to ensure they are safe to occupy. I can assure you we are meeting with Greenview on a weekly basis and have intensified our efforts to address the current backlogs. I can also advise that we are constantly reviewing the individual circumstances of those customers who have been allocated properties and are prioritising work accordingly.</p>

10	Cllr John Laverty	NIHE Presentation	Please explain why a family of five can be permitted to move from a 3 bedroom property into a 2 bedroom pensioner property.	The question relates to specific case and can be responded to separately
11	Cllr John Laverty	NIHE Presentation	Please explain why someone who has been named in a tenancy agreement is able to permit a family member and a family of 5 to take over their tenancy.	The question relates to specific case and can be responded to separately
12	Uel Mackin	NIHE Presentation	Given the loss of maintenance provision for several months last year across our area and the current increasing pressures on businesses, what measures have been put in place to ensure there will be uninterrupted maintenance programmes going forward.	<p>The current economic climate is significantly impacting our ability to deliver our programmes of planned, cyclical and response maintenance to our homes. We rely on our contracted partnerships in the construction industry for much of that delivery. Unfortunately the industry has been faced with significant increases in the cost of materials and labour.</p> <p>When our previous contractor JMC Mechanical Services went into administration in October 2022 we acted promptly and within six weeks we appointed Greenview as a replacement response maintenance contractor. During the six week period our Direct Labour Organisation provided an emergency and urgent repairs service, therefore at no time were our tenants left without a service.</p> <p>Since Greenview's appointment we have been working to address the backlogs arising from JMC's withdrawal. Whilst significant progress was made, Greenview like many other contractors have been impacted by the current economic pressures.</p> <p>Our Area Office staff are meeting with Greenview on a weekly basis to address current backlogs and are</p>

				<p>constantly reviewing the individual circumstances of those customers who have been affected and work is being prioritising accordingly.</p> <p>In terms of our Planned Maintenance schemes, we have recently appointed two new contractors and it is our intention to recommence our planned scheme work in early 2023. Pre contract meetings have taken place with the newly appointed contractors and a programme of work is currently being drawn up.</p>
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David Burns
Chief Executive
Lisburn & Castlereagh City Council

Via Email: Maria.Curran@lisburncastlereagh.gov.uk

12 October 2022

Dear David

Thank you for your letter advising of concerns recently raised at Council regarding the Housing Executive's response maintenance service and planned maintenance schemes in the Lisburn and Castlereagh area.

You will appreciate that the economic context is significantly impacting our ability to deliver our programmes of planned, cyclical and response maintenance to our homes. We rely on our contracted partnerships in construction industry for much of that delivery, and it has faced significant increases in the cost materials and labour. This has impacted timeframes and capacity to deliver.

You will recall back in October 2022 our response maintenance and planned scheme contractor JMC Mechanical Services went into administration causing serious service delivery problems for our Lisburn and Castlereagh Area Office. In response to this we acted promptly and within six weeks we appointed Greenview as a replacement response maintenance contractor. I should add that during this six week period our Direct Labour Organisation provided an emergency and urgent repairs service, therefore at no time were our tenants left without a service.

Since Greenview's appointment we have been working to address the backlogs arising from JMC's withdrawal. Whilst significant progress was made, Greenview like many other contractors, have been impacted by the current economic climate.

Whilst we are currently facing difficulties with non-urgent and change of tenancy (COT) repairs, our emergency and urgent repair service is unaffected thereby ensuring the safety of tenants in their home which continues to be our main priority.

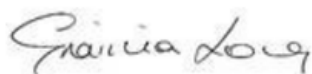
I fully understand the concerns around the delays some of our tenants are facing, and do appreciate the frustration of those tenants who are unable to move into their new homes because of outstanding change of tenancy repairs. However it is important that the properties are inspected and all necessary repairs are carried out to ensure they are safe to occupy. I can assure you we are meeting with Greenview on a weekly basis and have

intensified our efforts to address the current backlogs. I can also advise that we are constantly reviewing the individual circumstances of those customers who have been allocated properties and are prioritising work accordingly.

In terms of our Planned Maintenance schemes, we have been without a contractor for many months however I am pleased to advise that we have recently appointed two new contractors and it is our intention to recommence our planned scheme work in the area within three months. I can advise that pre contract meetings have taken place with the newly appointed contractors and a programme of work is currently being drawn up.

I trust this clarifies the current position regarding our response maintenance service and planned maintenance schemes in the Lisburn and Castlereagh Council area.

Yours sincerely,

A handwritten signature in cursive script that reads "Grainia Long".

Grainia Long
Chief Executive