

Lisburn and Castlereagh

Housing Investment Plan
2019-2023



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

We have **3** overarching strategic themes, each with its own purpose statement.



PEOPLE

To provide housing solutions, services and support to the people of Northern Ireland.

PROPERTY

To ensure everyone has access to a quality home which is safe, affordable, warm and appropriate to their needs.

PLACES

To work with others to develop, maintain and sustain attractive, connected, healthy and economically active places.



We have **4** high level outcomes:

1. Helping people find housing support and solutions;
2. Delivering better homes;
3. Fostering vibrant sustainable communities; and
4. Delivering quality public services.

We have **1** set of values:

Making a difference;
Fairness;
Passion;
Expertise

Housing
Executive

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Foreword

Welcome to our second Housing Investment Plan, which sets out our local plans for the next four years. Following feedback from our customers, we hope this report is reader friendly and information is easy to find.

We continue to meet our statutory duties and to provide our housing services across Northern Ireland. We face many challenges in the current financial climate and we continue to do our best to deliver our services across the board.

Four high level outcomes related to housing and associated services have shaped our plans:

1. Helping people find housing support and solutions;
2. Delivering better homes;
3. Fostering vibrant sustainable communities; and
4. Delivering quality public services.

Our Housing Investment Plan reports on our progress over the past twelve months and presents our programmes for the coming year. We have aligned our outcomes to those of the Community Plans and continue to engage with Community Planning Partners to deliver housing services locally.

In order to better to meet the needs of our tenants and other customers we have developed a Customer Excellence Strategy 2017-20; this aims to deliver continuing improvement for all our customers. We are also improving our Housing Options service to help people find support and solutions to suit their housing needs and, more importantly, to prevent homelessness. We support our tenants to help them remain in their homes, including provision of financial inclusion information as necessary. We will encourage more tenants to get involved in our Social Enterprise Strategy, and we will pilot a digital inclusion project to assist in accessing services and applying for Universal Credit online. In addition, we will continue our work with the much valued Housing Community Network to future proof our services.



Professor Peter Roberts
Chair

Introduction

Our Housing Investment Plan (HIP) 2015-19 was developed to be the 'comprehensive conversation piece' for the housing element of community planning, involving consultation from a range of stakeholders in the sector. It was intended that the HIP would initiate further discussion amongst partners to shape the future of housing in councils throughout Northern Ireland. Four years later, each council has published their Community Plan which identifies long term priorities for improving the social, economic and environmental wellbeing of their citizens.

We believe that our HIP successfully contributed to the formation of the Community Plans. We have aligned our HIP outcomes to each Community Plan to show how our work supports the work of the council and we look forward to continuing to provide our contribution to shaping the future of housing in each council with our Community Planning partners.

We will renew the HIP every four years and in the intervening years, will publish an annual update and performance report.

When writing our HIP we have taken account of the draft Programme for Government, NI Housing Strategy, Regional Development Strategy, Sustainable Development Strategy for Northern Ireland, Planning Reform, Reform of Local Government, and the Social Housing Reform Programme.

Strategic Context

The Housing Executive developed the Housing Investment Plan 2019-23 within the context of the Northern Ireland policy framework.

Welfare Reform

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 Social Sector Size Criteria (Bedroom Tax), Universal Credit and Benefit Cap.

In March 2019 Social Sector Size Criteria, for example, was directly impacting on 24,587 Housing Executive tenants; meanwhile 230 were affected by Benefit Cap.



However, there are measures in place for people in Northern Ireland to reduce the impact of many of the welfare changes, including Social Sector Size Criteria and Benefit Cap. These Welfare Supplementary Payments (mitigation) are available until March 2020 and are administered by the Department of Communities (DfC).

Universal Credit, which is being implemented by DfC, replaces a number of working age benefits, including Housing Benefit. It was introduced in Northern Ireland on a geographical basis between September 2017 and December 2018 for new working age claimants of those benefits being replaced. Roll-out has also meant that existing working age claimants of these benefits, who have a significant change in their circumstances, naturally migrate to Universal Credit. By March 2019, the Housing Executive had 5,944 tenants claiming Universal Credit. Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through 'managed migration' where working-age customers on the relevant benefits will be moved to Universal Credit. This due to start January 2020 and finish by December 2023 and is anticipated that some 45,000 Housing Executive working age tenants will be affected by Universal Credit when roll-out is complete.

Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's managed migration phase takes effect. However, Housing Benefit will still have a significant number of customers, approximately 44,000, of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.

The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants. These payments are designed to help those who get Housing Benefit or Universal Credit but still experience difficulties meeting their housing

costs. In addition, the Housing Executive will continue to administer and manage the recovery of Housing Benefit overpayments including from those claimants with Housing Benefit overpayments who move onto Universal Credit. On behalf of the Department of Finance, Housing Benefit will continue to manage the Low Income Rates Relief for non-working age tenants and Lone Pensioner Allowance schemes.

Homeless Strategy

The First Annual Report on the Housing Executive's Homelessness Strategy 2017/22 – Ending Homelessness Together was published in October 2018. You can view the report [here](#). The second annual progress report will be published in September 2019.

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.

This multi-agency approach is further demonstrated via the established Homelessness Local Area Groups. They bring together a range of agencies from the Statutory, Voluntary and Community Sectors to deliver Action Plans linked to the Strategy to deliver better solutions on the ground for homeless clients.

In addition, the Housing Executive has recently completed a consultation on the launch of the Chronic Homelessness Action Plan. This plan sets out what we intend to do with the support of our partners, over the next three years, to address chronic homelessness and provide support to those experiencing it.

Homeless Communication Action Plan

The Housing Executive is working on the implementation of a Communication Action Plan to ensure households approaching crisis can access the right support quickly. A Homelessness Awareness E Learning Package has been developed and delivered to all Housing Executive staff. The next stage will be to roll out the package across Statutory, Voluntary and Community Sectors. Relevant information will be provided at key locations e.g. doctor's surgeries, churches etc. Homelessness Local Area Groups will continue to work to raise awareness of homelessness by arranging information events across NI.

Delivery Strategy and Action Plan

The Housing Executive manages the Social Housing Development Programme (SHDP) on behalf of the DfC. The SHDP is managed on a three-year rolling basis and the current programme period is 2019/20 – 2021/22. All new social housing provided through the SHDP is delivered by housing associations. The Housing Executive works closely with housing associations to ensure delivery of DfC's annual targets for new social housing starts and completions. The Housing Executive manages the annual SHDP budget and this investment (in the form of Housing Association Grant) is supported by private finance levered in by housing associations.

New social homes delivered through the SHDP are designed to meet a range of applicants' needs for social housing, including those with general housing requirements, Wheelchair Standard Housing, housing for active older people and housing for applicants with Complex Needs. The Housing Executive is working with housing associations to increase the provision of new build Wheelchair Standard homes in line with ambitious delivery targets agreed with DfC. A proportion of the SHDP budget is also set aside to fund



adaptations to existing housing association properties for people with disabilities. The Housing Executive also monitors the delivery of new social homes in rural areas and engages with housing associations and rural communities to support the sustainability of rural settlements.

Each year, delivery of the SHDP is supported by the transfer of land in Housing Executive ownership to housing associations to facilitate new developments. The Housing Executive also works closely with Land & Property Services to bring forward other public sector property for social housing development through the 'disposal of surplus public sector property' process.

The Housing Executive continues to support the Northern Ireland Executive's Together Building a United Community (TBUC) Programme through the facilitation of new build Shared Housing schemes. Having initially supported the delivery of 10 Shared Housing schemes under the TBUC programme, the Housing Executive is now working with DfC to bring forward up to 200 new Shared Housing units annually through the SHDP under the Housing for All programme.

Asset Management Strategy

The Housing Executive continues to implement the revised strategic investment strategy for its stock that was approved by DfC in October 2017. As such our investment programme is focused on compliance and Health & Safety activities, adaptations, External Cyclical Maintenance and a programme of major component upgrading (e.g. bathrooms, kitchens, wiring, doors, windows, heating etc.) in order to address both our maintenance backlogs and tenant priorities; delivery of much of this investment continues to be dependent on successful procurements. Given our continued projected long term shortfall in funding, the main imperative remains the development of a sustainable funding solution to meet our future stock investment needs. The three year period for our revised approach agreed by the Department ends in 2020 and, therefore, in the coming year we will be developing a range of strategic options for consideration in the event that our future funding position is not improved.

Tower Blocks

A draft Action Plan for our Tower Blocks was approved by the NIHE Board in May 2018 as the basis for consultation with stakeholders on our proposals. A consultation exercise was undertaken between June and December 2018, and the findings of this exercise informed the preparation of the final Action Plan which was presented to, and approved by, the Board in March 2019. The Action Plan has now been submitted to DfC for its consideration.

Location	Block	Proposal
Dunmurry	Rathmoyne	Demolition and construction of new social housing within 5 years
	Coolmoyne	
	Riverdale	Demolition within 6-10 years
	Ferndale	
	Parkdale	

Cavity Wall Insulation

In August 2017, the Housing Executive commissioned a research report on cavity wall insulation in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément (BBA) using their Consultancy Investigation and Training (CIT) subsidiary body. Its report was published in May 2019 and indicated a significant issue with cavity wall installations that are not compliant with current

standards. The report's findings are currently being considered by the Housing Executive with the intention of bringing forward an action plan in autumn 2019.

Research Programme

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 provide data on an ongoing or regular basis including: the Northern Ireland House Condition Survey; Continuous Tenant Omnibus Survey; and a number of strands of research on house prices, rents and affordability, which is carried out in partnership with Ulster University and propertynews.com. During the past year, reports have also been published on: the cost of poor housing in Northern Ireland; the cost to bring dwellings in the region to an agreed level of energy efficiency; the views of residents living in homes constructed by housing associations as part of the Social Housing Development Programme during the financial year 2015/16; and the Broad Rental Market Areas and Local Housing Allowance (LHA) rates used to calculate private sector Housing Benefit.

Work currently under way or due to commence soon includes: research to help inform the Homelessness Strategy; an Irish Traveller Housing Needs Assessment; a survey to provide an overview of the longer term outcomes of the House Sales Scheme; research to gather the views of private rented sector landlords on a range of issues; and further projects to help the Housing Executive assess and plan for the impacts of welfare reform.

Customer Excellence Strategy

A Customer Excellence Strategy 2017 – 2020 was approved by the Housing Executive Board in November 2017. The strategy aims to: provide choices for how customers will interact or do business with us; to increase their control over their experience with us; to improve our digital services and outline a clear direction for how we will improve the way we deliver services to our customers. The strategy recognises that customers are interacting with us in different ways and their expectations of us to respond and address their needs have changed in recent years.

To accompany the strategy there are annual action plans for each year covered by the strategy. These yearly action plans detail activities to be completed within year, under five key themes. The first annual update was published on our website in December 2018 and can be accessed here at the following link [Customer Excellence Strategy](#).



Community Involvement Strategy

In 2018, the Housing Executive published the [Community Involvement Strategy 2018-23](#). The previous strategy was directed towards tenants, however the new strategy takes into account the change in population in Northern Ireland and in our communities. It is aimed at working with tenants, residents and leaseholders to ensure everyone's voice is heard. The new strategy provides flexibility to work with the community in a way that suits them and reflects our commitment to work with others to get the best outcomes for local communities.

Supporting People Strategy and Action Plan

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 approximately 90 providers of 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 2019/20, the budget is £72.8m. The Housing Executive has ongoing plans to monitor and review SP services through the contract management framework, and take actions to remodel/realign services as needed. For further information on the SP programme see the strategy here [Supporting People Strategy](#).

Rural Strategy & Action Plan

The Housing Executive has long recognised that in rural areas, housing needs can be hidden or dispersed and that a different approach is often required to ensure that we deliver our statutory housing functions in both urban and rural areas. The introduction of the Rural Needs Act (NI) 2016, has 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.

For many rural households, housing choices can be more limited due to unsuitable stock, unaffordable prices and a lack of rental accommodation. Our [Rural Strategy and Action Plan 2016-20](#) identifies in particular the need to increase the provision of affordable housing in rural areas in order to help protect and sustain rural communities. Through the Housing Executive's annual programme of rural housing need tests, we engage with communities who wish to examine the need for new housing in their area and with housing associations to encourage the delivery of new rural housing where it is required.

The Housing Executive's contribution to rural regeneration extends beyond the provision and maintenance of housing to the capital funding invested for the development and improvement of local community facilities and services. In 2019/20, the Housing Executive will also continue to celebrate the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.



Irish Travellers

The Housing Executive commissioned and published Comprehensive Traveller Accommodation Needs Assessments in 2002, 2008 and 2015 to establish the accommodation needs (for social housing, Traveller specific Group Housing, serviced sites and transit sites) of the Irish Traveller Community across Northern Ireland. In 2019, new research will be undertaken to provide the necessary information to enable a new Irish traveller Strategy and Needs Assessment to be developed for the period 2020-25.

Sustainable Communities

Handiheat is a €2m energy efficiency project, led by the Housing Executive, launched October 2018. The Northern Periphery & Arctic Programme, supported by European Regional Development Funding, awarded a project to a Northern European energy partnership. This three year project will be led by Housing Executive and researched in partnership with energy teams from Northern Ireland, Ireland, Scotland, Finland and Iceland.

This project's goal is to establish how domestic heating solutions can utilise energy efficiency and renewable energy for rural communities across the project area. With continued high levels of oil dependency and the strategic context of the Clean Growth Strategy, there is an imperative to find alternatives to this fossil fuel.

Aligned with this project, the Housing Executive will lead on a second demonstration pilot, observing energy use in a small number of our Fermanagh homes. This model will evaluate a combination of hybrid and low carbon heating solutions, with value for money energy efficiency measures. A hybrid boiler, heat pumps, solar photovoltaic (PV) and energy storage systems, with value for money insulation measures, will be installed to each of the chosen properties.

Accessible Housing Register (AHR)

The Housing Executive is working with Northern Ireland Federation of Housing Associations (NIFHA) to identify social housing properties that are accessible to those with mobility issues. When this work is complete, the Housing Executive will have an Accessible Housing Register for social housing. The Housing Executive intends to develop a system to identify private rented accessible properties on the new NIHE website.

Fundamental Review of the Private Rented Sector (PRS)

DfC undertook a fundamental review of the PRS in 2016. Following a public consultation in 2017, 52 responses were received. DfC has prepared a government response for Ministerial approval. When a Minister is appointed, the Department will publish details on the way forward.

Fundamental Review of Social Housing Allocations

DfC are finalising a report on the consultation exercise, which was carried out at the end of 2017, on proposals for changes to social housing allocations in Northern Ireland. The Housing Executive will continue to contribute to the Fundamental Review of Social Housing Allocations and is working closely with DfC on the proposals for change to determine next steps.

Affordable Housing

Affordable housing is funded through interest-free loans from government. [Co-ownership](#), which provides the majority of shared ownership homes in Northern Ireland, receives government support through Financial Transactions Capital (FTC) with £100m secured until 2020.

The Affordable Homes Loan Fund has piloted FairShare, which has been set up by Apex, Clanmil and Choice as a new shared ownership scheme enabling homebuyers who cannot afford to purchase a property outright, to buy a share of a property directly from a housing association and pay rent on the rest. Co-Ownership continues to operate the Rent to Own initiative with the £12.5m FTC funding received. To date 33 properties have been funded across NI.

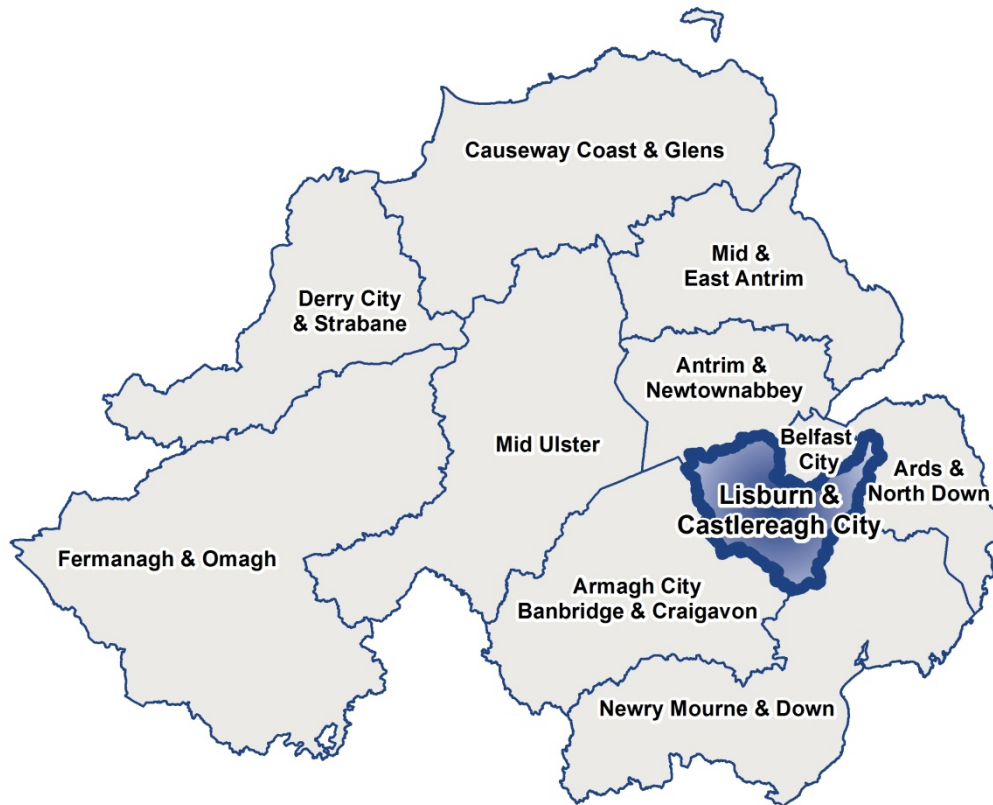
DfC has published the '[Definition of Affordable Housing](#)' Consultation Paper with consultation ending on 13 September 2019. The overall aim of this work is to agree a clear definition of affordable housing that can be applied consistently in legislation, policy, local plans and in practice.

Community Asset Transfer

The Housing Executive will transfer land/property under the Community Asset Transfer framework to deliver community regeneration. Policy is currently being developed by DfC to implement this framework.

Local Context

Lisburn & Castlereagh City Council (LCCC) area is one of the most prestigious areas within Northern Ireland to live, work and visit. It consists of an urban and rural mix and has a city within the Council area. It is already recognised as a premier business location within Northern Ireland.



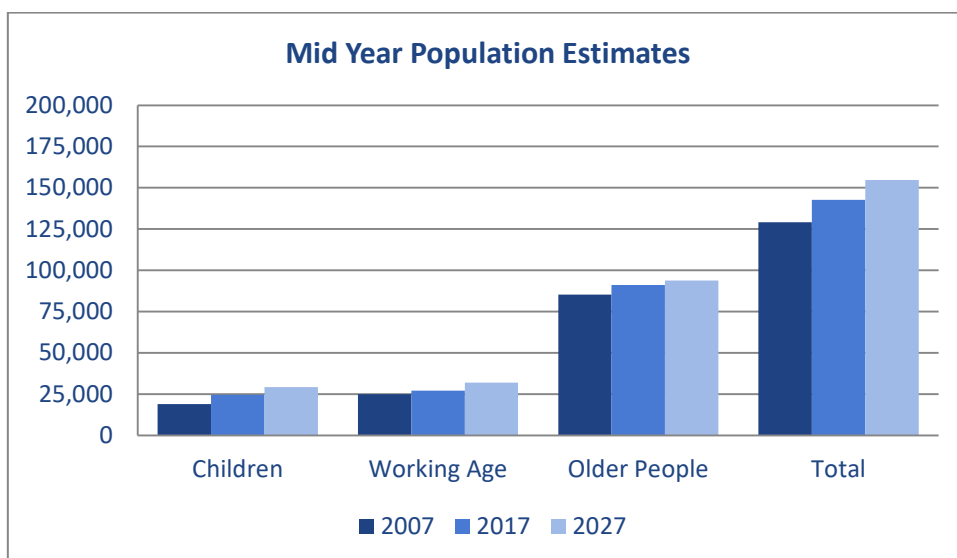
On the 1st April 2015 Lisburn & Castlereagh City Council assumed responsibility for the new Council area, following the amalgamation of Lisburn City Council and Castlereagh Borough Council. The Council, made up of 40 Elected Members, represents 140,205 residents in 58,868 homes and covers an area of nearly 200 square miles.

Lisburn & Castlereagh City Council area is divided up into seven District Electoral Areas (DEAs), which are shown in the following map.



Demographics

The population of Lisburn & Castlereagh City Council area is projected to grow by 8% from 2017 to 2027. This growth will be concentrated mainly in the children and working age profiles. Children will increase by over 4,700 and working age populations are projected to increase by 6%. The older people population is expected to grow by 20% in the years to 2027. The household size is projected to reduce from 2.52 to 2.46 while the number of households is projected to increase by 5,605 from 55,909 to 61,514 over the 10 years to 2027. While the need for small family accommodation remains strong, there will still be a requirement to design and construct suitable accommodation for older persons.



Source: NISRA

Economic Context

Local economic performance and peoples' economic circumstances affect demand for housing and individual housing choices. Within the Lisburn & Castlereagh City Council 80% of the working age population are economically active compared to 74% within Northern Ireland. 33% of jobs are in the Public Sector. 21% of jobs are in retail and 75% of Lisburn city centre retail units are occupied. In April 2018 the average weekly full time median wage was £521 which is an increase of 4.2% from 2017.

2% of the LCCC population claim unemployment benefit. Given the key strategic location of the Council, there are significant opportunities to attract a wide range of major employment users with 283 hectares of land zoned for employment.

Housing Market Context

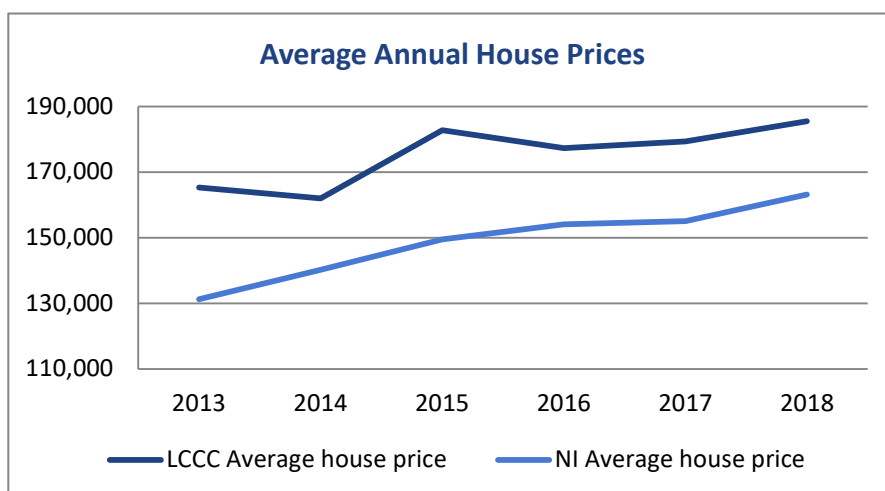
While the housing market has improved over the past number of years, structural issues remain that could adversely affect the economy and household finances in the near future. High levels of negative equity remain an issue. While rising house prices mean more homeowners are coming out of negative equity, higher levels of inflation and a rise in interest rates could lead to higher housing costs. In addition, commentators have forecast a slowdown in house price growth or stagnation within the Northern Ireland housing market over the next two years. Longer term forecasts for the UK housing market have also been cautious due to economic uncertainty since the EU referendum. It will be important to monitor trends and developments across the housing sector in the next few years.

The district has a Housing Growth Indicator (HGI) projected new dwelling requirement of 9,600 for 2012-2025. The annual HGI is 738. This data will inform the Council's LDP on the need for additional development land. The long-term outlook for 2019 and beyond for the Northern Ireland housing market is affordability where a sustainable local housing market can be maintained.

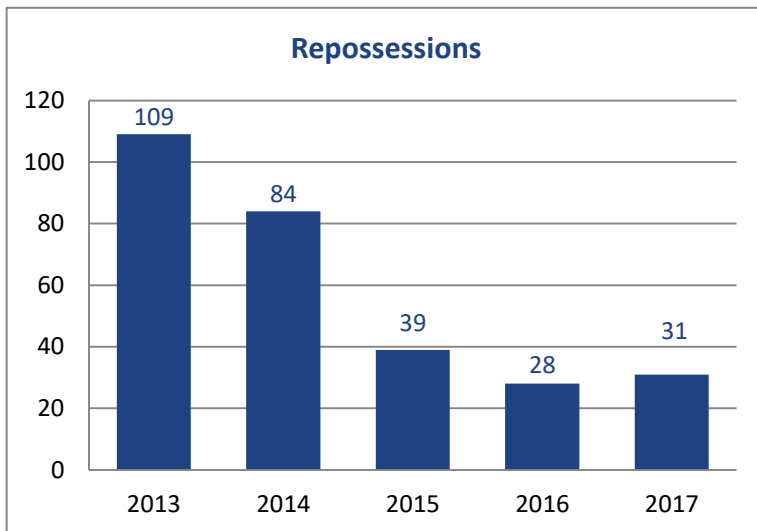
The following sections will discuss owner occupied, private rented and social rented sectors in more detail.

Owner Occupied Sector

The average house price across Northern Ireland 2018 was roughly 5% higher than the 2017 price. The housing market remained relatively bouyant in 2018 against a mixed background of political and economic conditions. Within the Lisburn & Castlereagh Council (LCCC) prices have increased on average by 4.9%. LCCC average house price for 2018 was £185,484 and remains amongst the highest in Northern Ireland.



Source: Ulster University

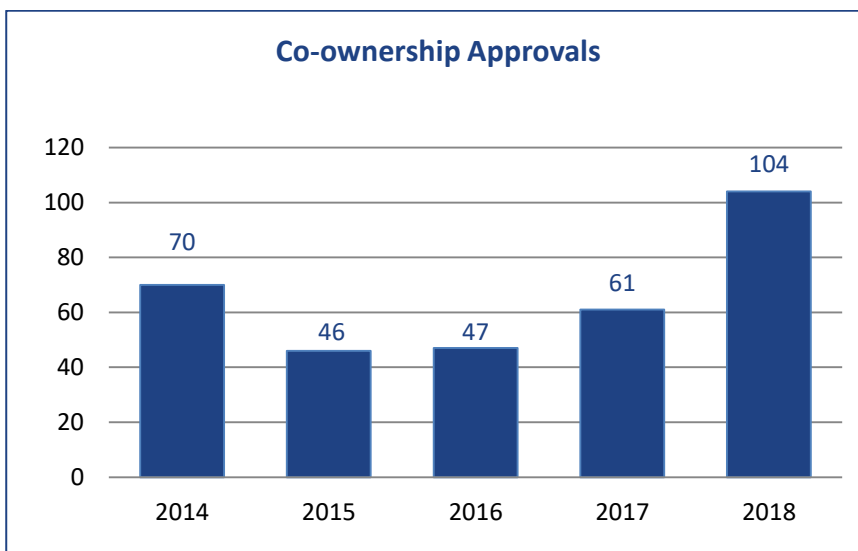


During 2017, there were 31 repossessions within LCCC, an increase of 10% over the previous year.

Market opinion is generally positive and reports an under-supply as the market continues to recover from the bottom of the property cycle. Local estate agents have reported that the local housing market is slowly improving. First time buyers and buy to let investors are performing strongly and the demand for private rental properties remains high.

Source: DfC

Impending interest rate rises are currently not impacting the market as they are expected to be slow and gradual; however, for existing mortgages any rise in interest rates would place individuals and families under additional financial pressure.



Source: Co-ownership Housing Association

Low income households can find difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for the district at approximately 145 units per annum for the 2018 to 2028 period. Co-ownership had an active stock of 1,097 dwellings at March 2019, 104 of which were purchased during 2018/19. The numbers of Co-ownership properties reflect the opportunities this scheme provides in the current housing market environment.

Private Rented Sector (PRS)

Rising waiting lists for social housing, affordability issues for first time buyers and the impact of negative equity in the owner occupier sector have contributed to growing demand for private rented housing. It is also worth noting that it is estimated that more than half of all private tenants receive Housing Benefit (HB).

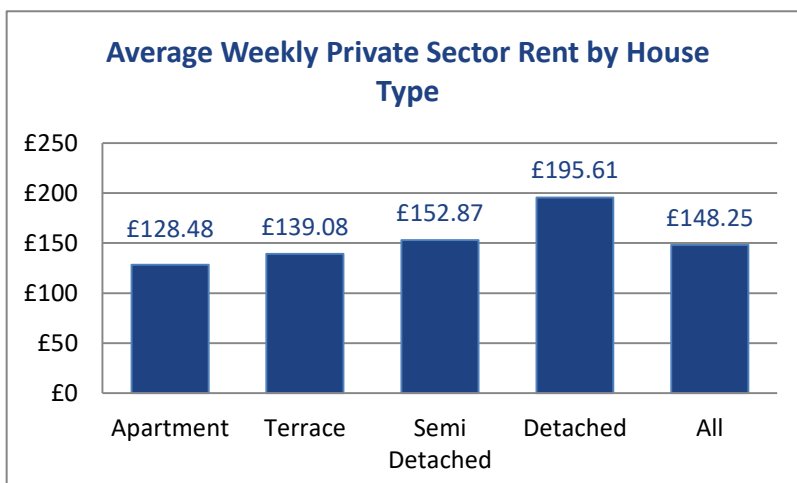
Local estate agents have indicated that key drivers affecting the PRS in LCCC area include:

- high demand for private rental;
- no net additional supply;
- high demand and low turnover in the social housing sector;
- job and income uncertainty;
- lower numbers of private new build development;
- lending restrictions; and,
- a high level of negative equity.

The PRS will play an increasingly important role meeting the needs of younger households on lower incomes, who in previous decades would have become first time buyers. High levels of demand for social housing in some areas will also continue to underpin the demand for private rented accommodation. The rise in house prices fuel the increase for rental properties as these first time buyers find it increasingly difficult to enter the owner occupied market.

Tax changes and regulatory requirements have increased the obligations of private landlords, which may discourage some small-scale investors. However, there is also scope, as reported by some estate agents, for any additional landlord costs to be offset by rising rents. These impacts continue to be monitored.

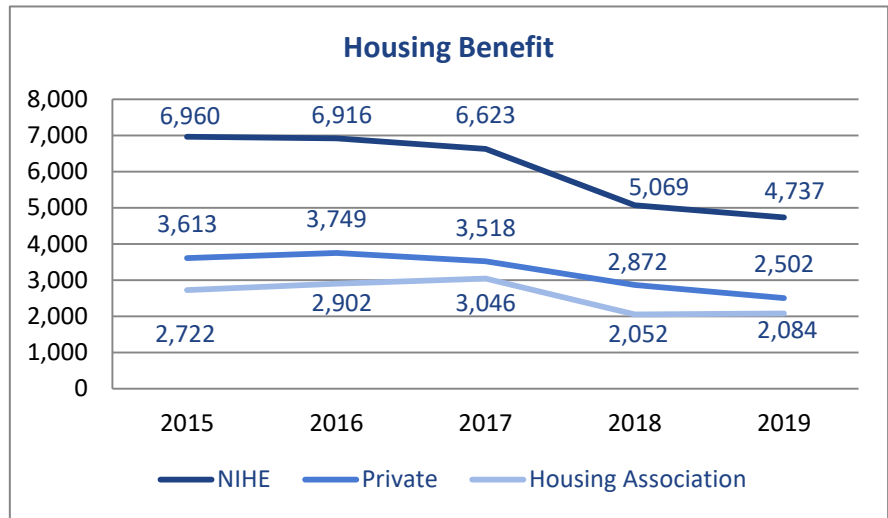
There is an issue with affordability in the private rented sector; affordability is based on the ratio of rent to income. If the ratio of rent to income exceeds 25% it is considered that there is an affordability issue in terms of tenants ability to pay monthly rents. LCCC has a rent to income ratio of 23.13% and is within the band of areas with affordable rents. The latest survey of the private rental market carried out by Ulster University in 2018 found that whilst rents have continued to grow, there remains some variability across the province. LCCC had 771 lettings in the first half of 2018 which is consistent with previous years. The average rent in LCCC is £634 per month compared to £613 in the previous year. This is an annual variance of 3.4%. All property types displayed growth in average rents with terrace properties up by 5.5% (£604) and apartments up by 4.2% (£561).



Overall the private rental market is displaying a degree of buoyancy indicating that there will be a relative growth in rental values. In 2019 there were 4,245 properties registered for private rental. The registration scheme will provide evidence to assist monitoring and regulation of the sector.

Source: NIHE

At March 2019, there were 2,502 private tenants in receipt of Housing Benefit in the district. HB continues to play a vital role in supporting low-income tenants in the PRS. At March 2019, over 9,000 residents were in receipt of housing benefit in the LCCC area. A key factor in this reduction is the introduction of Universal Credit (UC). At March 2019, there were 242 NIHE tenants in receipt of UC in the council area.

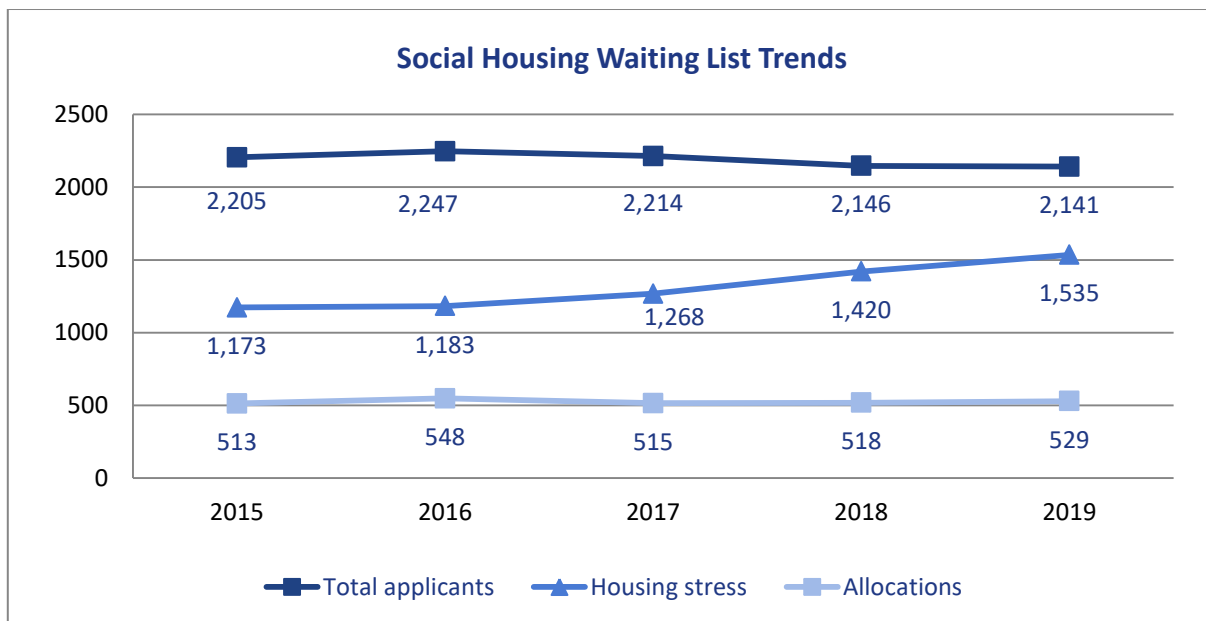


Source: NIHE

Given the continued demand for private rented accommodation and the increasing strategic emphasis on using the sector to meet housing need it will be important that policies influencing the sector are coherent.

Social Housing Sector

Housing need for the district remained at a consistently high level between 2015 and 2019, with housing stress increasing from 1,173 in 2015 to 1,535 in 2019. Allocations have remained consistent at around 500 per year, displaying evidence that social housing provision needs to be increased to meet the ever growing demand from applicants.



Source: NIHE

The five-year Housing Need Assessment for 2018-23 shows a need for 1,015 new housing units in the LCCC area (Appendix 2). Need is greatest around Lisburn City with single, older persons and small family households comprising 90% of the housing stress waiting list. Future housing mix in new social housing will need to cater for these household groups. In recent years social housing need has been delivered locally by housing associations on Housing Executive land. Increasingly, areas of housing need are emerging in locations where the Housing Executive does not own land.

LCCC Household Composition of Housing Applicants at March 2019

Type	Single Person	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Applicant	908	131	541	33	134	394	2141
App (HS)	699	68	407	19	99	243	1535
Allocation	188	32	169	5	46	89	529

Applicant – Housing applicants at March 2019

App (HS) – Housing stress applicants at March 2019 (i.e. 30 points or more)

Allocation – Annual allocations for year ending March 2019

Social Housing Development Programme

While housing associations report difficulties in obtaining sites in areas of housing need throughout the LCCC area, social need is being addressed through the Housing Executive’s three year Social Housing Development Programme (SHDP) and over the period 2019-22 there are 696 housing units planned. Our aim is to target social housing on land owned by the Housing Executive. Where such land is not available, housing associations and developers may refer to the Housing Executive’s [Commissioning Prospectus](#) to identify locations where new social housing is required.

During 2018/19, 81 units were completed across Lisburn & Castlereagh, including development of nine CAT 1 Elderly units in Dundonald and 16 family houses in Glenavy. At March 2019 there were 351 units on-site including schemes in Ballybeen for 28 houses and 30 family houses acquired for rehabilitation in the Lambeg area of Lisburn (Appendix 3).

Homelessness

The number of households presenting as homeless has decreased from 1,045 at March 2018 to 946 at March 2019. There has also been a decrease in applicants being awarded ‘Full Duty Applicant’ status (statutorily homeless) over the same period.

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2014/15	1,860	1,053	372
2015/16	1,711	942	392
2016/17	1,701	1,033	318
2017/18	1,045	675	291
2018/19	946	716	216

Source: NIHE

The main causes for homelessness acceptances were due to accommodation not being reasonable or family dispute/sharing breakdown. Other significant reasons include loss of rented accommodation, neighbourhood harassment and domestic violence.

Supporting People

£4.1m was spent delivering the Supporting People Programme for 2018/19 with £4.2m approved for 2019/20. Appendix 5 details Supporting People provider’s information for the area.

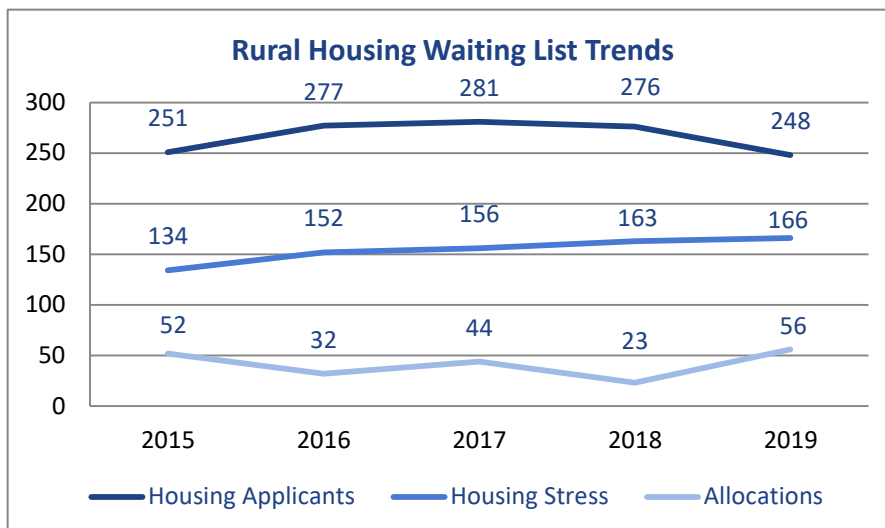
Work is continuing on the development of an Accessible Housing Register (AHR). This will minimise waste and allow social landlords to make more effective use of their existing adapted stock. Within Lisburn & Castlereagh Council area there is social housing need for wheelchair units. There are currently 37 housing stress applicants on the waiting list at March 2019 who require wheelchair accommodation, an increase of six over the past year. During the past year there were four allocations. DfC has introduced a percentage provision of wheelchair accommodation into every social new build scheme. This will be based on need and by 2020, 10% of new build units should be considered for wheelchair applicants. The three year SHDP has the potential to deliver a total of 18 wheelchair units. This will be closely monitored with the Complex Needs officer to ensure applicant compatibility with any wheelchair housing provision.

Rural Areas

Outside of the urban settlements, the LCCC area encompasses a significant rural landscape, including the popular towns of Glenavy, Moira and Carryduff. Rural communities within the Council area benefit from their close proximity to these locations and also from their commutable distance to Belfast and its wider urban settlements.

For many young rural households, house and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term. The propensity for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation.

Whilst the Housing Executive works closely with rural communities to identify housing need, housing association delivery of new social housing schemes is becoming increasingly difficult due to the smaller numbers often required in rural schemes and the economies of scale associated with delivery and management. In 2016, the Housing Executive launched ‘Sustainable Rural Communities’ the refreshed Rural Strategy & Action Plan 2016-2020, which is aimed at identifying the housing needs of rural communities and working with housing providers, councils, public bodies and rural stakeholders to ensure that where possible, needs are addressed.



During 2018/19 a feasibility site study was undertaken in Moneyreagh to identify suitable land that had the potential for social housing. Within the development limit there was significant private new build recently completed and under construction. Due to its proximity to the Belfast Metropolitan Area Moneyreagh is proving to be popular with the owner occupation sector. The possibility of social housing

new build is limited due to the lack of potential sites. In the interim the Housing Executive will target any need by the acquisition of ESP’s (Existing Satisfactory Purchases) and buy backs of ex-public sector stock. Further studies in LCCC rural areas are planned along with reviews of previous studies in Hillsborough and Moira.

Community Planning

In May 2017 the Lisburn & Castlereagh Community Planning Partnership launched its first Community Plan which brought together many who are involved in delivering public services, and the community to develop and implement a shared vision for promoting social, economic and environmental well-being for everyone who lives and works in Lisburn & Castlereagh.

The [Lisburn & Castlereagh Community Plan 2017/2032](#) identifies five themes and associated outcomes which reflect the needs and aspirations of all citizens. See Appendix 1.



Theme 1 - Children and Young People

Our children and young people have the best start in life

Theme 2 - The Economy

Everyone benefits from a vibrant economy

Theme 3 - Health and Well-being

We live healthy, fulfilling and long lives

Theme 4 - Where we live

We live and work in attractive, resilient and environmentally-friendly places

Theme 5 - Our Community

We live in empowered, harmonious, safe and welcoming communities

Since the launch, statutory and support partners along with local community representatives have been developing a series of actions which will help the Partnership to achieve these outcomes. This was accomplished through a number of workshops focused on each of the themes. The outcomes and supporting outcomes identified in the Community Plan were the starting point for discussion and through collaboration and true partnership working a set of agreed actions were generated.

Most partners engaged fully in the process and agreement was reached on who should lead on the delivery of each of the actions. The outworking of the development of the actions is a process of work that each of the partners is currently doing in partnership as part of their remit to the Community Plan.

Local Development Plan

The Lisburn & Castlereagh Local Development Plan (LDP) will be the main policy vehicle to influence housing in the district for 15 years. It is therefore appropriate that the Community Plan and HIP are considered in the preparation of the LDP.

The LDP will address the amount of land needed for housing across the district, in addition to setting out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing up to 2030. This will provide a framework to support economic and social needs in the area, in line with regional strategies and policies, while providing the delivery of sustainable development.

The amount of land needed for new housing will be determined by:

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

The LDP may also set out a settlement strategy in relation to new housing across the Council area. We recommend that the emerging LDP, through engagement with local communities and elected representatives, takes the opportunity to develop a housing strategy for the whole Council area.

It is estimated that the population of the Council area is expected to grow from 140,205 in 2015 to 158,618 in 2030, an increase of 18,413 (13.1%) and that 13,300 new dwellings are required over the Plan period.

One of the key aims of the new Local Development Plan will be to support the growth and regeneration of the area economically, environmentally and socially. The new Local Development Plan will have a significant role to play in achieving key vision and strategic objectives.

The Local Development Plan will be delivered through the Spatial Framework to address the following LDP Strategic Objectives which are set out in the [Preferred Options Paper](#):

- a. Enabling Sustainable Communities & Delivery of New Homes
- b. Driving Sustainable Economic Growth
- c. Growing our City, Town Centres, Retailing & Offices
- d. Promoting Sustainable Tourism, Open Space & Recreation
- e. Supporting Sustainable Transport and Other Infrastructure
- f. Protecting and Enhancing Built and Natural Environment

Housing Executive Spend

In the absence of the Northern Ireland Executive, Budget Allocations to Northern Ireland Departments for 2019/20 were provided by the Secretary of State for Northern Ireland. DfC has provided Housing Executive allocations for 2019/20. These allocations have been incorporated in the Board approved budget for 2019/20. The Housing Executive, along with other public bodies, will continue to adapt with new, more effective ways of delivering high quality services for citizens in Northern Ireland.

Locally, we will continue to work alongside our Community Plan partners to direct limited public sector resources more efficiently. The past year has delivered significant housing investment, for a wide range of services, and the 2018/19 public sector housing investment totalled £43.91m for Lisburn & Castlereagh Council area. Housing expenditure and projected housing investment is set out below.

Lisburn & Castlereagh actual/projected public sector housing spend

Activity areas	Actual spend £m 2018/19	Projected spend £m 2019/20
Stock Improvements	1.02	2.62
Adaptations for Persons with a Disability (APD's)	0.65	0.83
Planned Maintenance Work (planned, cyclical and MS running costs)	6.19	6.32
Grounds Maintenance	1.13	1.08
Response Maintenance	2.44	2.62
Private Sector Grants	0.59	0.36
Supporting People	4.17	4.22
Investment in New Build*	27.6	**
Boiler Replacement Scheme	0.12	***
Total	43.91	18.05

Source: NIHE

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

** The total cost of units in the gross Social Housing Development Programme (SHDP) for 2019/20 has not been finalised.


*** Demand led, therefore budget cannot be allocated.

It should be noted that the 2019/20 Stock Improvement and Planned Maintenance budgets are dependent upon in-year procurement exercises which will result in a significant proportion of the 2019/20 expenditure being back-loaded. The risk of legal challenge to the ongoing procurement exercises and regrettably the potential for resultant delays should be recognised by readers of this report.

HOUSING PLANS & SERVICES - OUTCOMES

1  **Helping people find housing support and solutions**

2  **Delivering better homes**

3  **Fostering vibrant sustainable communities**

4  **Delivering quality public services**

Outcome 1 – Help people find housing support and solutions

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2017-22.	946 homelessness presentations and 716 homelessness acceptances during 2018/19.	Development and publication of the Chronic Homelessness Action Plan. Implementation of year one actions in Chronic Homelessness Action Plan.	4b 4c
Roll in of the Housing Solutions and Support Approach will continue across NI.	<p>This approach is used for all customers who contact the NIHE with a housing issue. Staff explore a range of suitable housing and support options with customers and provide them with information to allow them to make informed decisions about their housing options. The approach has been developed to focus on tenancy sustainment and homeless prevention. Housing Solutions and Support teams now operate across all Housing Executive local Offices.</p> <p>The Customer Management System (CMS) is now being used by all Housing Solutions staff and Patch Managers in order to allow better case management of customer's housing journeys.</p>	<p>Ensure the new approach continues to be effectively embedded across the organisation.</p> <p>Conduct peer reviews to benchmark the NIHE Housing Solutions service and identify good practice and areas for improvement.</p> <p>Further develop the Housing Solutions and Support approach. Including through accreditation of staff.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p> <p>Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.</p>	4b 4c
NIHE has made £390k available to fund Smartmove private rented access scheme across NI for 2018/19.	The contract with Smartmove for the provision of a Private Rented Sector Access Scheme (PRSAS) ended on 30 September 2018. All referrals made prior to that date, which resulted in a tenancy being created continued to receive the 6 month tenancy management service as per the agreed contract. This resulted in a total spend of £360k for 2018/19.	Work has been ongoing to investigate and develop a replacement PRSAS. A number of consultation events have taken place and a specification has been produced. A business case is ongoing with the aim of having a new PRSAS procured and in place by September 2019.	4b 4c
£4.17m has been approved to deliver the Supporting People Programme for 2018/19.	£4.17m was spent delivering the Supporting People Programme for 2018/19. 68 accommodation based services for 1,219 service users. Two floating support schemes for 87 service users.	£4.22m has been approved to deliver the Supporting People Programme for 2019/20 The target number of service users is 4,228.	4b 4c

Plans 2018/19	Progress	Plans 2019/23	CP Ref
The 2019/20 SHDP contains 214 units from nine schemes	During 2018/19, Choice HA's development of 16 family houses in Glenavy was completed.	The gross, three-year (2019/22) SHDP has a total of 696 units planned	4a 4b 4c 4d 5d
NIHE will assess need for social housing wheelchair housing. The 2019/22 SHDP incorporates support for 18 wheelchair units. DfC has agreed an initial Wheelchair Standard Accommodation target of 8.5% of general needs new build for 2019/20.	Ten wheelchair units were on-site at March 2019.	The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5% and for 2020/21 equates to 10%.	4b 4c 4d 5d
NIHE has funding of approximately £9.5m for Disabled Facilities Grants (DFG) for the private sector in 2018/19 across NI.	NIHE spent £527,492 on DFGs in LCCC. Projected spend for 2019/20 is £471,758.	NIHE has funding of approximately £9.5m for DFGs for the private sector in 2019/20 across NI.	4b 4c
NIHE will provide adaptations to their properties as required.	NIHE spent £0.65k on adaptations in 2018/19.	NIHE will provide adaptations to their properties as required.	4b 4c

Outcome 2 – Deliver better homes

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
NIHE will carry out an annual five year projected social housing need assessment for the Council.	The five year social housing need for the Council is 1,015.	NIHE will carry out an annual five-year projected social housing need assessment for the Council.	4b 4c
NIHE will annually assess demand for intermediate housing for the Council.	The ten year intermediate housing need is 1,450.	NIHE will annually assess demand for intermediate housing for the Council.	
NIHE will commence a programme to deliver Housing Market Assessments (HMAs) across NI upon the completion of the housing market geographies research.	The Housing Executive has now appointed a research contractor to undertake Phase 2 of this research, to conduct a Strategic Housing Market Analysis for the Belfast Metropolitan and Derry and Strabane Housing Markets Areas.	Housing Market Area reports are due for completion in March 2020. Further reports will be commissioned for remaining areas	4b
DfC will approve a gross, three-year 2019/22 SHDP.	There are 351 units on-site, of which, 212 units started in 2018/19. There were 81 units completed during 2018/19.	DfC will approve a gross, three-year 2020/23 SHDP.	4b 4c
NIHE will carry out site identification studies to examine sites for social housing as necessary.	Site investigation studies have been carried out in the LCCC area. Any viable sites are being discussed on an on-going basis with housing associations.	Site identification studies have been scheduled for Glenavy, Culcavy and Halftown and Dundonald.	4c
DfC will administer committed funding of £96.3m to Co-Ownership for 2015/16 – 2018/19 with a target of 2,643 affordable homes for NI.	In 2018/19, there were 104 properties purchased through Co-Ownership in Lisburn & Castlereagh	DfC has committed funding of £100m to Co-Ownership for four years, which along with £65m of private finance will allow for the provision of 2,800 new homes in NI.	4c
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	56 applications were received during 2018/19 and 21 NIHE properties were sold to tenants under the House Sales Scheme.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	4c

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2018/19 is estimated at £4.65m.	In 2018/19, NIHE spent £6.19m on 1,551 properties in planned maintenance schemes in the Council area. 564 properties received ECM works; 224 received bathroom/kitchen replacements; 600 Heating installations.	Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £6.32m. 2,004 properties will receive ECM works; 540 properties will receive bathroom/kitchen replacements; 249 Heating installations.	4b 4c
Funding for NIHE stock improvement work in 2018/19 is c. £3m. NIHE will complete response maintenance repairs within the required target time. NIHE will carry out response maintenance repairs to customers' satisfaction.	In 2018/19, NIHE spent £1.02m on stock improvement work. 93.7% of NIHE response maintenance repairs in NI were completed within the required target time. 94.28% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	Funding for NIHE stock improvement work in 2019/20 is £2.62m. NIHE will complete response maintenance repairs within the required target time. NIHE will carry out response maintenance repairs to customers' satisfaction.	4b 4c

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Improving People's Homes – Private Stock			
NIHE will implement the Affordable Warmth Scheme. Funding of £16m is available for 2018/19 across NI.	In the Council, 526 measures were carried out to 245 private properties under the Affordable Warmth Scheme in 2018/19.	NIHE will implement the Affordable Warmth Scheme with available funding of £12m for 2019/20 across NI, subject to change following current monitoring round outcome.	4a 4g
NIHE will continue to administer the Boiler Replacement Scheme on behalf of DfC for the period 2016-19.	In Lisburn & Castlereagh, in 2018/19, 197 properties had boilers replaced at cost of £124,400.	NIHE will implement the Boiler Replacement Scheme with anticipated funding of £1m for 2019/20 across NI.	4a 4g
Funding of discretionary grants will continue in 2018/19.	Discretionary grant approval in 2018/19 was £51,661.	Funding of discretionary grants will continue in 2019/20 with a budget of £48,582.	4c
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	Mandatory repair grants approved in 2018/19, with an approval value of £541,830.	Funding of Mandatory grants for 2019/20 is set at £487,686.	4c

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will register and inspect Houses in Multiple Occupation (HMOs) for building and management standards.	At March 2019, there were 38 properties registered as HMOs in the Council area. In the past year, a small number of Article 80 Notice (fit for number of occupants) and Article 79 Notices (Management Regulations) were served.	Administration of HMOs has now passed to Belfast City Council and is no longer a Housing Executive function.	4b 4c
NIHE's NI wide Energy Efficiency Programme for 2018/19 budget spend of £19.98m.	In 2018/19, the Energy Efficiency Programme for LCCC included 600 installations at a cost of £2.46m.	NIHE's 2019/22 Energy Efficiency Programme includes 1,584 installations at a cost of £4.40m.	4a 4g
NIHE aims to increase membership of the established Oil Buying Clubs Scheme.	4,900 households have become members of the 27 oil buying clubs established in NI.	Bryson Energy will continue to maintain the Oil Buying Clubs scheme until the services transitions over to the local community groups.	4g

Outcome 3 – Fostering vibrant sustainable communities

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Community Planning			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	4b 4c
DfC will continue to fund Areas at Risk, Small Pockets Of Deprivation (SPOD), and Neighbourhood Renewal programmes for 2018/19.	DfC funded £29,786 for Areas at Risk in LCCC. DfC has funded £402k for SPOD in NI in 2018/19.	DfC hopes to fund the Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2019/20.	4b 4c
NIHE will work with rural communities to identify hidden or 'latent' housing need. These rural locations will be determined following the annual review of the Housing Need Assessment and will take account of any requests from community representatives.	Moneyreagh is currently under investigation for increasing social housing provision. Feasibility and site studies will be undertaken in Glenavy, Halftown and Culcavy during 2019/20.	Identify rural housing need/demand.	4a 4b 4c
NIHE will implement the Heritage in Housing scheme throughout NI to bring empty town centre properties back into use, addressing blight and providing accommodation for affordable rent.	An additional year of the scheme will operate in 2019/20.	The NI target for the 2019/20 scheme is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	4a 4b 4c
NIHE will implement a match funding programme for the Rural Development Programme in 2019/20.	In 2018/19, eight projects were funded in rural areas with a total spend of £133,000.	The target for 2019/20 is to fund a minimum of seven projects across NI.	4b 4c
NIHE will implement and promote the annual 'Rural Community Awards' competition.	The 2018/19 Rural Community Awards were presented to the winning community groups in October 2018.	NIHE hope to offer the Rural Community Awards on an annual basis.	

Plans 2018/19	Progress	Plans 2019/23	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.	2c
NIHE's Social Housing Enterprise (SHE) Strategy will invest £0.5m in NI annually to support social housing enterprise developments.	There were four awards made by the Social Housing Enterprise Strategy, during 2018/19, in LCCC totalling £39,878.	NIHE's SHE Strategy will continue to invest in local communities to support social housing enterprise developments.	2c
Complete new Community Safety Strategy 2019-23.	Work is nearing completion on the new Community Safety Strategy.	Consult on the new Community Safety Strategy, launch and implement.	5a 5d
NIHE will work to prevent hate crimes.	A hate harassment tool kit was launched in 2016. The Hate Incident Practical Action (HIPA) scheme continues to be available to address damage to properties.	Continue to work to prevent hate harassment.	5e 5f
NIHE will continue to be a designated agency in the PCSPs.	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.	
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2018/19, £6,676 was awarded in the Council area for two initiatives.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates where money is available.	5a 5d 5e
NIHE will continue to partner at Anti-Social Behaviour Forum.	Local office staff continue to work with statutory partners in addressing ASB issues and attend the Anti-Social Behaviour Forum with PSNI and Council to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	4b 5a 5f
NIHE will deal with reported cases of ASB in its estates.	During 2018/19, NIHE dealt with 97 cases of ASB within the Council.	NIHE will deal with reported cases of ASB in its estates.	5a 5d 5f

Plans 2018/19	Progress	Plans 2019/23	CP Ref
NIHE will work to raise awareness and promote integration through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime training to staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	5d 5e 5f
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	Funding of £16,863 was provided for Communities in Transition projects during 2018/19.	The BRIC Programme has now completed.	5d 5e 5f
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	SCNI continues to support community groups. There is a dedicated Supporting Communities worker for the local office which allows NIHE to encourage new groups to form. To date staff engages with community groups.	NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	5a 5b 5d
NIHE will launch the Community Involvement Strategy and update for 2018/23.	The Community Involvement Strategy was launched in December 2018.	The Community Involvement Strategy includes a one year action plan which will be monitored.	5a 5b 5c 5d 5e 5f
Funding of £20k for 2018/19 for Community Grants will be made available by NIHE.	£16,483 has been spent to date in 2018/19 on Community Grants with this expected to increase at the year end.	Funding of £20k for 2019/20 for Community Grants and £4,307 per area HCN will be made available by NIHE.	5a 5d

Outcome 4 – Deliver quality public services

Plans 2018/19	Progress	Plans 2019/23	CP Ref
Increase rent collection to reinvest to improve services.	NIHE collected 99.07% of rent during 2018/19.	Increase rent collection to reinvest to improve services.	4c
Reduce arrears to maximise income.	Landlord Arrears increased by 8% from the previous year.	Reduce arrears to maximise income.	
Implement the Tenancy Fraud Action Plan.	Action Plan in place & statistics reported quarterly to DfC.	Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.	
Implement the welfare reform project plan as required.	<p>NIHE has:</p> <ul style="list-style-type: none"> • established a Welfare Reform Project Team; • developed a project plan to manage the introduction of welfare reform; • identified the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • instigated measures to lessen the impacts; and, • worked closely with DfC on the implementation of welfare reform and the mitigation processes. 	<p>NIHE will:</p> <ul style="list-style-type: none"> • continue to implement the welfare reform project plan as required; • develop an Income Collection project plan to deal with the impacts of welfare reform • carry out research to help the business plan how to deal with the impacts of welfare reform • communicate with staff, tenants and applicants for housing to provide advice and assistance on the impacts of welfare reform; and, • assist DfC to deliver the processes necessary to implement reform and associated mitigations. 	4b 4c
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2018/19, new claims were processed in an average of 14.5 days. There were 2,857 new cases during the year	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	2a 4c
Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	NIHE voids at April 2019 were 0.27% of total stock.	Develop and implement a new Voids Action Plan 2019-2022 in order to maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.	4b 4c
2016/19 Sustaining Tenancy Strategy fully implemented with new ways of working (Build Yes) fully	The approach outlined in the strategy is now fully operational throughout Housing Executive. A review of the Strategy is	Develop and Implement a new Customer Support & Tenancy Sustainment Strategy 2019-20 which builds upon the success	4b

Plans 2018/19	Progress	Plans 2019/23	CP Ref
mainstreamed.	complete and findings will be incorporated into the new Strategy.	of the previous strategy. 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.	4c
Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	The 2018 survey found that 86% of tenants were satisfied with the overall service provided by the Housing Executive. Work on the 2019 survey is under way.	Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).	4b 4c

APPENDICES

Appendix 1 Community Plan themes and outcomes

Theme	Indicators	Reference
CHILDREN AND YOUNG PEOPLE <i>Our children and young people have the best start in life.</i>	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 <i>Everyone benefits from a vibrant economy.</i>	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 <i>We live healthy, fulfilling and long lives.</i>	Good health will no longer be dependent on where we live or what income we have.	3a
	Older people age actively and more independently to stay well and connected.	3b
	People of all ages are more physically active more often.	3c
	There is good access to countryside and other green spaces for everyone.	3d
	Substance abuse including hazardous drinking and smoking are reduced.	3e
	We enjoy good mental health.	3f
	Our home environments are safe and healthy.	3g
	Poverty and disadvantage is reduced.	3h
WHERE WE LIVE <i>We live and work in attractive, resilient and environmentally friendly places</i>	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

Theme	Indicators	Reference
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 2018-2023

Settlement	Social Housing Need (Units) 5 Year (2018-2023)
Lisburn/Dunmurry Urban	786
Castlereagh Urban	61
Aghalee	0
Annahilt	0
Ballynadolly	0
Boardmills	0
Carryduff	10
Culcavy	6
Dromara	8
Drumbo	0
Dundrod	2
Glenavy	25
Hillsborough	29
Lambeg	56
Lisburn Rural	0
Lower and Upper Ballinderry	0
Maze	0
Meghaberry	2
Milltown	3
Moira	26
Moneyreagh	0
Purdysburn	0
Ravarnette	1
Stoneyford	0
Total Social New Build Requirement Lisburn and Castlereagh	1,015

New Intermediate Housing Demand for Lisburn & Castlereagh 2018/28

Council	Intermediate Housing Demand 2018/28
Lisburn & Castlereagh City	1,450

Appendix 3 Social Housing Development Programme

Schemes completed 2018-19

Scheme	No of units	Client Group	Housing Association	Policy Theme
52-58 Main Street, Glenavy	16	General Needs	Choice	Rural
1-5 Belvoir Court, 168-174 Longstone Street, Lisburn	5	General Needs	Radius	Urban
9-14 Kensington Mews, Lisburn	6	General Needs	South Ulster	Urban
136 Ballynahinch Road, Lisburn	6	General Needs	South Ulster	Urban
761-765 Upper Newtownards Road, Dundonald	6	General Needs	Triangle	Urban
761-765 Upper Newtownards Road, Dundonald	9	Active Older People	Triangle	Urban
Existing Satisfactory Purchase	5	General Needs	Ark	Urban
Existing Satisfactory Purchase	1	General Needs	Choice	Urban
Existing Satisfactory Purchase	1	General Needs	Clanmil	Urban
Existing Satisfactory Purchase	11	General Needs	Connswater	Urban
Existing Satisfactory Purchase	1	General Needs	Radius	Urban
Existing Satisfactory Purchase	3	General Needs	Rural	Rural
Existing Satisfactory Purchase	11	General Needs	South Ulster	Urban
Total	81			

Schemes on-site 2018-19

Scheme	No of units	Client Group	Housing Association	Policy Theme
Ballybeen Square Phase 2 (T)	26	General Needs	Choice	Urban
Ballybeen Square Phase 2 (T)	2	Wheelchair	Choice	Urban
Killynure Phase 2 (T), Carryduff	16	General Needs	Choice	Urban
Killynure Phase 2 (T), Carryduff	6	Active Older People	Choice	Urban
Killynure Phase 2 (T), Carryduff	2	Wheelchair	Choice	Urban
12-16 Graham Gardens, Lisburn	36	General Needs	Clanmil	Urban
19 Market Square, Lisburn	9	Active Older People	Clanmil	Urban
Mountview Drive & Skyline Drive, Lisburn	30	General Needs	Clanmil	Urban
Redwoods Phase 6, Dunmurry	24	General Needs	Clanmil	Urban
Wardsborough Avenue, Lisburn	28	General Needs	Clanmil	Urban
3a & 3b Graham Street, Lisburn	15	General Needs	Connswater	Urban
Dunmurry High School	92	General Needs	Connswater	Urban
Dunmurry High School	6	Wheelchair	Connswater	Urban
2&4 Glen Road, Glenavy	23	General Needs	South Ulster	Rural
Causeway End Road, Lisburn	14	General Needs	South Ulster	Urban
Existing Satisfactory Purchase	8	General Needs	Ark	Urban
Existing Satisfactory Purchase	3	General Needs	Choice	Urban
Existing Satisfactory Purchase	1	General Needs	Clanmil	Urban
Existing Satisfactory Purchase	7	General Needs	Connswater	Urban
Existing Satisfactory Purchase	1	General Needs	Habinteg	Urban
Existing Satisfactory Purchase	2	General Needs	South Ulster	Urban
Total	351			

(T) Transfer Scheme built on NIHE land

Schemes programmed 2019-22

Scheme	Units	Client Group	Onsite Year	Housing Association	Policy Theme
Ballinderry Road, Lisburn	121	General Needs	2019/20	Apex Housing	Urban
Ballinderry Road, Lisburn	4	Wheelchair	2019/20	Apex Housing	Urban
18-22 Grand Street, Lisburn	8	General Needs	2019/20	Ark	Urban
58 Hillsborough Road, Lisburn	12	General Needs	2019/20	Ark	Urban
Lisburn & Castlereagh ESPs	15	General Needs	2019/20	Ark	Urban
Beechland Way, Lisburn	27	Vulnerable Women	2019/20	Choice	Supported
164 Moira Road, Lisburn	12	General Needs	2019/20	Connswater	Urban
Existing Satisfactory Purchases Glenavy	3	General Needs	2019/20	Rural	Rural
Existing Satisfactory Purchases Lisburn	12	General Needs	2019/20	South Ulster	Urban
Morven Park (T), Dundonald	20	General Needs	2020/21	Choice	Urban
Brokerstown Phase 1, Lisburn	119	General Needs	2020/21	Clanmil	Urban
Gobrana Road, Glenavy	20	General Needs	2020/21	Radius	Rural
Moira Road, Lisburn	38	General Needs	2020/21	South Ulster	Urban
14 Cedarhurst Road, Castlereagh	45	Active Older People	2021/22	Choice	Urban
Hilden Mill, Lisburn	100	General Needs	2021/22	Choice	Urban
Dunmurry High School Phase 2	18	General Needs	2021/22	Connswater	Urban
Warren Gardens, Lisburn	10	General Needs	2021/22	Connswater	Urban
Moira Road, Lisburn	112	General Needs	2021/22	South Ulster	Urban
Total	696				

Appendix 4 Maintenance Programme, Grants and Adaptations information

Schemes activity and completions from 1 April 2018 – 31 March 2019

Work Category	Scheme Area	Units
External Cyclical Maintenance	Lisburn	136
	Castlereagh	428
Revenue Replacement (BKR)	Lisburn	183
	Castlereagh	41
Revenue Replacement (Bathrooms)	Lisburn	163
Heating Installation	Lisburn	574
	Castlereagh	26
Total		1,551

Note: Some schemes may start and complete in year.

Scheme activity and expected completions up to 31 March 2020

Work Category	Scheme Area	Units
External Cyclical Maintenance	Lisburn	1,561
	Castlereagh	443
Revenue Replacement (BKR)	Lisburn	340
	Castlereagh	114
Revenue Replacement (Bathrooms)	Lisburn	86
Heating Installation	Lisburn	249
Capital Scheme	Lisburn	19
Total		2,812

Note: Some schemes may start and complete in year.

Definition of Work Categories

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

Grants Performance

Grant Type	2018/19 Budget	2019/20 Budget
Mandatory Grants		
Disabled Facilities Grant	£527,492	£471,758
Repairs Grant	£14,338	£15,928
Discretionary Grants		
Renovation Grant	£32,064	£28,114
Home Repair Assistance Grant	£19,597	£20,468
Total	£593,491	£536,268

Disabled Facilities Grants (DFGs)

Year	2014/15	2015/16	2016/17	2017/18	2018/19
DFGs approved	73	52	81	57	42
Funding £k	478	486	651	728	527

Source: NIHE

Adaptations to Housing Executive stock in 2018/19

Type of Adaptation	Adaptations 2018/19	Actual spend 2018/19 £m	Projected Spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	<10	0.28	0.43
Adaptations for Persons with a Disability (APD's) Completions*	<10		
Lifts**	13	0.07	0.10
Showers**	61	0.14	0.19
Minor APD repairs***	310	0.16	0.12
Total		0.65	0.84

*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 Table in Local Context

***Minor ADP repairs are also included in Response Maintenance in Finance Table in Local Context

There may be a discrepancy in calculation due to rounding.

Appendix 5 Supporting People Information

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2018-19 (£k)	Budget 2019-20 (£k)	Max. no of services users
Accommodation Based Services	Older People	38	6	635	650	963
	Homelessness	4	3	1,108	1,114	72
	Disability	30	10	2,345	2,379	269
	Sub Total*	72	*	4,088	4,144	1,304
Floating Support Services	Homelessness	1	1	126	126	45
	Young People	1	1	174	175	42
	Sub Total*	2	*	299	301	87
Grand Total*		74	*	4,387	4,444	1,391

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

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

Appendix 6 NIHE Stock at March 2019

Sold Stock in bold

CLA	BUNGALOW	COTTAGE	FLAT	HOUSE	MAISONETTE	TOTAL
Aghalee	8	1	0	2	0	11
	2	18	0	26	0	46
Ballinderry	8	11	0	9	0	28
	11	38	0	39	0	88
Ballybeen	171	0	295	338	106	910
	18	0	117	1,096	41	1,272
Ballycrune	5	0	0	11	0	16
	1	0	0	20	0	21
Ballymacoss	202	0	107	267	0	576
	37	10	58	649	0	754
Ballynadolly	0	0	0	3	0	3
	0	8	0	15	0	23
Bests Hill	6	0	7	6	0	19
	0	0	1	11	0	12
Brooklands	7	0	15	42	0	64
	3	0	9	127	0	139
Carryduff	43	0	8	26	0	77
	2	0	4	91	0	97
Coronation Park	19	0	2	28	0	49
	0	0	2	48	0	50
Culcavy	24	0	0	12	0	36
	2	3	0	73	0	78
Dromara	7	0	0	7	0	14
	1	7	0	63	0	71
Drumbo	8	0	17	5	0	30
	22	0	3	39	0	64
Dundrod	0	0	0	3	0	3
	0	0	0	15	0	15
Dunmurry Rural	15	6	0	0	0	21
	44	63	1	28	0	136
Feumore	0	1	0	0	0	1
	0	7	0	0	0	7
Glenavy	12	1	0	13	0	26
	3	14	0	32	0	49
Greenwood	57	0	77	75	0	209
	5	0	13	271	0	289
Hilden	57	0	124	120	15	316
	35	0	52	514	1	602
Hill Hall	43	0	0	194	0	237
	2	0	0	171	0	173
Hill Street	14	0	16	60	0	90
	0	0	2	127	0	129
Hillsborough	39	6	11	16	0	72
	14	40	13	134	0	201
Knockmore	14	0	47	78	37	176
	3	0	18	314	2	337

CLA	BUNGALOW	COTTAGE	FLAT	HOUSE	MAISONETTE	TOTAL
Lambeg	21	0	29	31	0	81
	5	0	19	116	0	140
Lisburn Rural	0	1	0	1	0	2
	3	3	0	0	0	6
Long Kesh/Eglantine	5	0	0	17	0	22
	0	1	0	25	0	26
Magheragall	0	5	0	0	0	5
	5	25	0	2	0	32
Mawhinney Park	0	0	0	6	0	6
	0	0	0	28	0	28
Maze	0	2	7	31	0	40
	1	16	5	69	0	91
Meghaberry	10	2	0	5	0	17
	8	4	0	29	0	41
Milltown Lisburn	14	0	0	116	0	130
	1	0	0	181	0	182
Moatview Park	0	0	12	13	0	25
	0	0	9	53	0	62
Moirá	30	4	13	24	0	71
	9	36	7	178	0	230
Moneyreagh	31	0	5	11	0	47
	32	0	3	100	0	135
Newtownbreda Village	2	0	17	34	0	53
	0	0	13	116	0	129
Old Warren	79	0	136	417	5	637
	2	0	14	314	0	330
Porters Row	10	0	0	0	0	10
	1	0	0	0	0	1
Purdysburn	15	0	0	1	0	16
	2	0	0	13	0	15
Ravarnette	9	2	0	30	0	41
	0	2	0	24	0	26
Rockview	0	0	0	2	0	2
	0	0	0	12	0	12
Ryan Park	0	0	0	15	0	15
	0	0	0	49	0	49
Seymour Hill & Conway	104	0	405	176	21	706
	3	0	242	688	8	941
South Castlereagh (Rural)	1	11	0	1	0	13
	0	0	0	0	0	0
Stoneyford	4	1	0	2	0	7
	18	0	0	4	0	22
Tonagh/Manor/Longstone/ Jubilee/Causeway End	59	0	68	188	16	331
	2	0	38	531	5	576
Warren	17	0	58	19	0	94
	0	0	22	106	0	128
Total	1,170	54	1,476	2,455	200	5,355
Total Sold Stock	298	342	665	6,555	57	7,917

Appendix 7 Applicants and Allocations at March 2019

Area	Applicants (Total)	Applicants (HS)	Allocations
Lisburn Urban	1,320	979	354
Lisburn Rural	329	226	62
Castlereagh Urban	404	265	91
Castlereagh Rural	88	65	22
Total	2,141	1,535	529

Applicants (Total) – Total housing applicants at March 2019 (i.e. those in housing stress and those not in housing stress)

Applicants (HS) – Housing stress applicants at March 2019 (i.e. 30 points or more)

Allocations – Annual allocations for year ending March 2019

Appendix 8 Management Team contact details

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street Belfast, BT2 8PB	Elma Newberry Assistant Director	elma.newberry@nihe.gov.uk
Central Grants 2 Adelaide Street Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	daniel.o'reilly@nihe.gov.uk
Place Shaping Belfast Housing Centre 2 Adelaide Street Belfast, BT2 8PB	Fiona McGrath Head of Place Shaping	fiona.mcgrath@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	Anne Sweeney Assistant Director	anne.sweeney@nihe.gov.uk

Landlord Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
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
	Aengus Hannaway Area Manager	aengus.hannaway@nihe.gov.uk
	Gerard Flynn Housing Services Manager	gerard.flynn@nihe.gov.uk
	Michael Kelly Maintenance Manager	michael.kelly3@nihe.gov.uk

Appendix 9 Glossary

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
Areas at Risk	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans.
Building Successful Communities (BSC)	Carried out in 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 and Home Repair Assistance grants are grants where 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)	A HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Housing Executive, or registered housing associations, the right to buy their property from their landlord, at a discount.
Housing 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 2012-25.
Housing Market Area	A housing market area is the geographic area within which the majority of households move, work and live.
Housing Market 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, supported housing, Travellers and affordable housing.
Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. 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.
Latent Demand Test (LDT)	LDT 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.
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.
Social Housing	The SHDP provides grant funding to housing associations to build

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Development Programme (SHDP)	social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by the Department for Communities (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.
Universal Credit	Universal Credit is a new payment being introduced in Northern Ireland, for people of working age (over 18 and under qualifying age for State Pension Credit). It includes support for the cost of housing (rent), children and childcare, as well as support for disabled people, carers and people who are too ill to work.