



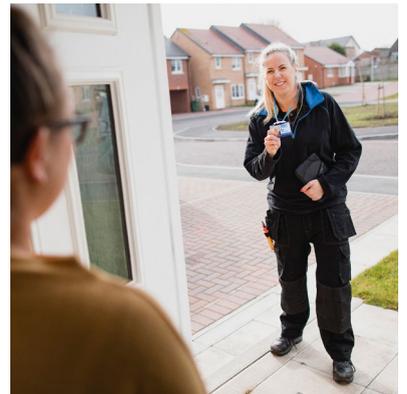
Lisburn and Castlereagh

# Housing Investment Plan

Annual Update 2020

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**Housing**  
Executive



# Contents

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**2 FOREWORD**

---

**3 INTRODUCTION**

---

**4 OUR VISION**

---

**5 STRATEGIC CONTEXT**

---

**14 LOCAL CONTEXT**

---

**34 OUTCOME 1**

Helping people find housing support and solutions

---

**37 OUTCOME 2**

Delivering better homes

---

**40 OUTCOME 3**

Fostering vibrant sustainable communities

---

**45 OUTCOME 4**

Delivering quality public services

---

---

**49 APPENDIX 1**

---

Community Plan themes and outcomes

---

**51 APPENDIX 2**

Social Housing Need by settlement 2019-2024

---

**52 APPENDIX 3**

Social Housing Development Programme

---

**55 APPENDIX 4**

Maintenance Programme, Grants and Adaptations information

---

**58 APPENDIX 5**

Supporting People Information and Homelessness

---

**59 APPENDIX 6**

NIHE Stock at March 2020

---

**63 APPENDIX 7**

Applicants and Allocations at March 2020

---

**64 APPENDIX 8**

Management Team contact details

---

**66 APPENDIX 9**

Glossary

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This document is available in alternative formats.

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# Foreword

**W**elcome to our Housing Investment Plan, which sets out our local plans for the next year. Following feedback from our customers, we trust this report is reader friendly and that information is easy to find.

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

The COVID-19 (Coronavirus) outbreak has made it necessary for us to make changes in the way we deliver our services. These changes are intended to protect our customers and staff while ensuring that we continue to provide key essential services throughout this difficult time.

Four high level outcomes that are 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 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 we continue to engage with Community Planning partners to deliver housing services locally.



Professor Peter Roberts  
Chair



**we face many challenges in the current financial climate, we continue to do our best to deliver our services across the board**

# Introduction

**W**e are delighted to present the first annual update for the 'Housing Investment Plan 2019-2023' (HIP). Launched in 2019 the HIP is aligned to the outcomes of each Community Plan to show how our work supports the work of the council. We look forward to continuing to contribute to shaping the future of housing in each council with our Community Planning partners.

This first annual update should be read in conjunction with [Lisburn and Castlereagh Housing Investment Plan 2019-23](#) and will:

- Provide updates on Strategy progress where available (a full list of current strategies is available in the HIP);
- Report on new and upcoming strategies and initiatives including our COVID-19 response;
- Provide a local area update; and
- Update on progress in 2019/20 against the four outcomes contained within the HIP.

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

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**Launched in 2019 the HIP is aligned to the outcomes of each Community Plan to show how our work supports the work of the council**

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# Our Vision

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

## OUR OVERARCHING STRATEGIC THEMES

each have their 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

## OUR HIGH LEVEL OUTCOMES ARE

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

## OUR VALUES ARE

Making a difference;  
Fairness;  
Passion;  
Expertise

# Strategic Context

**T**he HIP 2019-23 provided detailed information on the Housing Executive's current strategies and initiatives and should be read in conjunction with the updates provided in the table below.

Further information on Housing Executive Strategies can also be found at [Housing Executive Corporate Strategies](#).

The most up to date information on the Housing Executive's response to the COVID-19 (Coronavirus) emergency can be found on our website via the following link [Housing Executive COVID-19 Response](#).

Title	Update
<b>Accessible Housing Register (AHR)</b>	<p>The Housing Executive in conjunction with the Northern Ireland Federation of Housing Associations (NIFHA) is currently developing an in-house Accessible Housing Register (AHR) solution for social housing in Northern Ireland which will facilitate the classification of that stock based upon its accessibility features. This will enable people with disabilities to make more informed housing choices.</p> <p>The AHR was programmed for completion and 'go live' in May 2020, however this originally anticipated completion date has been delayed due to the impact of the COVID-19 pandemic. Both the Housing Executive and NIFHA are committed to the implementation of the AHR and intend to have the system fully operational as early as is practically possible during 2020/21.</p> <p>The Housing Executive is also exploring the potential for a web based module to advertise private sector accessible stock either for sale/to let on its website. This will be restricted to those properties adapted via Disabled Facilities Grants, or accessible properties sold under the Right To Buy schemes. The development of this module has also been impacted by the pandemic.</p>

*Table continues*

Title	Update
<b>Affordable Housing</b>	<p>In June 2019, the Department for Communities (DfC) launched a consultation on a new overarching definition of affordable housing, which aims to extend the range of affordable housing products, as envisaged by the Strategic Planning Policy Statement. The proposed definition is:</p> <p>‘Affordable housing is housing provided for sale or rent 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’.</p> <p>DfC’s consultation document states that a new definition of affordable housing, will not materially affect the established and agreed meaning of social housing.</p> <p>Intermediate housing may be funded by loans through a combination of Financial Transaction Capital loans from DfC, private capital and loans.</p>
<b>Asset Management Strategy</b>	<p>The Housing Executive continues to implement the revised Strategic Investment Strategy for its stock that was approved by DfC in October 2017 and aimed at ensuring that our investment was directed at optimising the level of lettable stock available to help address rising housing need. Consequently our investment programme has been focused on compliance and Health and Safety activities, adaptations, External Cyclical Maintenance and a programme of major component upgrading (e.g. bathrooms, kitchens, wiring, doors, windows, heating etc.). The three year period for this revised approach ends in late 2020 and, therefore, we are undertaking a review of the Strategy this year. The key imperative remains the development of a sustainable funding solution to meet our future stock investment needs and, while we welcome the potential measures set out in the <a href="#">New Decade New Approach</a> agreement to addressing this issue, we will be developing a range of strategic options for discussion with DfC in the event that our future funding requirement remains unresolved.</p>
<b>Cavity Wall Insulation</b>	<p>In August 2017, the Housing Executive commissioned a research report on <a href="#">Cavity Wall Insulation</a> in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément using their Consultancy Investigation and Training 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. We consulted widely on the report and are currently preparing a draft action plan in light of its findings and recommendations. The draft action plan will be issued for consultation in mid 2020/21.</p>

Table continues

Title	Update
<b>Community Asset Transfer</b>	Community Asset Transfer (the change in management and/or the ownership of land or buildings, from public bodies to communities) fulfils a number of government commitments. It supports the NI Executive's commitment to 'invest in social enterprise growth to increase sustainability in the broad community sector'. This work also supports the agreement between the Voluntary and Community Sector and the Government. The framework will also help delivery of other Executive priorities including the Economic Strategy and the Delivering Social Change programme. DfC has engaged Development Trusts Northern Ireland as a delivery partner to support the implementation of Community Asset Transfer and to build capacity and expertise within the Third Sector to enable community organisations to take advantage of future opportunities.
<b>Community Involvement Strategy</b>	In 2018, the Housing Executive published the <a href="#">Community Involvement Strategy</a> . 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 a flexible approach to work with the community in a way that suits them and reflects our commitment to work with our partners to get the best outcomes for local communities.
<b>Customer Excellence Strategy</b>	Our <a href="#">Customer Excellence Strategy</a> set out the direction for how we aimed to improve the way we delivered services for our customers during 2017/18 – 2019/20. Significant progress was achieved against each of the five key themes detailed in the strategy. We have reported progress against each annual action plans and published these updates on our website. Year 3 progress report, completing this work, will be published in Summer 2020.
<b>Social Housing Development Programme (SHDP)</b>	The Housing Executive manages the Social Housing Development Programme (SHDP) on a three-year rolling basis. 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. Delivery of the SHDP is supported by the transfer of public sector land (including Housing Executive land) to housing associations. A wide range of new social homes are delivered through the SHDP, including general needs housing, wheelchair accessible housing, housing for applicants with Complex Needs, housing for older people, and housing for rural communities. The Housing Executive also continues to support new build Shared Housing schemes under the 'Housing for All' programme.

Table continues

Title	Update
<b>Fundamental Review of the Private Rented Sector (PRS)</b>	<p>DfC is currently carrying out a comprehensive review of the role and regulation of the private rented sector to ensure the regulatory framework and supporting policy improve standards for the benefit of both tenants and landlords. The areas being reviewed include: supply; affordability; security of tenure; tenancy management; property standards; and dispute resolution.</p> <p>It is expected that the review will inform future legislative proposals for Minister’s consideration and will also include consideration of regulation of letting agents, including if further legislation is required to prevent letting agents charging tenants unfair fees.</p>
<b>Fundamental Review of Social Housing Allocations</b>	<p>DfC are finalising a report on the consultation exercise which was carried out on proposals for changes to social housing allocations in Northern Ireland. The Housing Executive is working closely with DfC to develop implementation plans to take forward the proposals for change.</p>
<b>Homelessness Strategy</b>	<p>The second annual report on the Housing Executive’s <a href="#">Homelessness Strategy 2017/22 - Ending Homelessness Together</a> was published in October 2019. The third annual progress report will be published in September 2020. 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.</p> <p>Key achievements in Year 2 included the commencement of a review of temporary accommodation and further embedding of our Housing Solutions and Support Approach. The report notes that 15 of the 17 actions were completed in line with the milestones in the Year 2 Implementation Plan, with delayed milestones brought forward to Year 3.</p>
<b>Homelessness Communication Action Plan</b>	<p>The Housing Executive continues to work on the implementation of a Communication Action Plan which aims to ensure households approaching crisis can access the right support quickly. In 2020/21 there will be an increased focus on this Action Plan as part of Objective 1 of the Homelessness Strategy which is to prioritise homelessness prevention. A series of awareness raising events were organised by Local Area Groups across Northern Ireland and building on the success of these events to improve collaborative working with be a key focus going forward.</p>



Title	Update
<b>Irish Travellers</b>	The Housing Executive have regularly published comprehensive accommodation needs research in 2002, 2008 and 2015 for the Irish Traveller Community across Northern Ireland. Our Research Unit has recently completed the Irish Travellers' Accommodation Survey 2018/19 which will inform the development of our Irish Travellers Accommodation Strategy 2020 – 2025. The Strategy includes proposals for a Travellers housing needs assessment. The Strategy was submitted to the Housing Executive Board for approval in May 2020 and subsequent release for formal consultation.
<b>Older People Strategy</b>	Following the completion of a 12 week public consultation period, an Older People's Housing Strategy 2020/21 – 2025/26 is scheduled to be published in Summer 2020. The Strategy takes into account the projected changing demography of Northern Ireland, including that of our own tenant profile, and aims to ensure that the services, policies, initiatives and activities that we deliver consider and meet the needs of our ageing population. The Strategy also seeks to bring together the range of existing activities that we currently deliver for older people and outlines our plans to develop and deliver new services and initiatives under four broad themes. These themes are: Planning for the future; Promoting and maintaining dignity; Providing Housing Advice for Older People; and Promoting Participation. We will report regularly on progress against our high level action plan at regular intervals and publish this information on our website.
<b>Research Programme</b>	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; 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. During the past year, reports have also been published on: the impacts to date, and potential future impacts, of the social sector size criteria (bedroom tax) in Northern Ireland; Brexit and the housing market; and the housing issues, needs and aspirations of older people.  Work currently under way or due to commence soon includes: a number of strands of research to help inform the Homelessness Strategy; a survey to gather evidence on the views and experiences of tenants living in the private rented sector; a survey to help inform policy development on provision of a wider range of options for housing applicants, and further projects to help the Housing Executive assess and plan for the impacts of welfare reform, particularly the full roll-out of Universal Credit.

*Table continues*

Title	Update
<b>Rural Strategy &amp; Action Plan</b>	<p>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.</p> <p>For many rural households, housing choices can be more limited due to unsuitable stock, unaffordable prices and a lack of rental accommodation. Our <a href="#">Rural Strategy and Action Plan 2016-20</a> 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.</p> <p>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 2020/21, the Housing Executive will also continue to celebrate the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p>
<b>Social Housing Enterprise</b>	<p>The <a href="#">2015-2018 Social Housing Enterprise Strategy</a> was launched by the Housing Executive in September 2015. The aim was to support individuals and organisations in the growth and development of social enterprises to improve economic activity in Housing Executive communities. A total of £1.4 million was spent over the 2015-2018 period in Northern Ireland.</p> <p>An external evaluation of the 2015-2018 Strategy resulted in extremely positive findings. These findings and other recommendations helped shape our forthcoming Social Enterprise Plus Strategy 2020-2024 which received Housing Executive Board approval in December 2019, the launch of which has been delayed until later this year due to the COVID-19 pandemic. It is anticipated that when we can open invitations for applications to the new Social Enterprise Awards programme there is an initial budget of £300k available for the two year period 2020-2022.</p>

Table continues

Title	Update
<b>Supporting People Strategy and Action Plan</b>	<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 approximately 86 providers who provide over 850 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 2020/21, the SP budget is £72.8m. In response to COVID-19 an additional £10 million has been made available to SP providers specifically for COVID-19 pressures. The SP contract management and reporting regime was relaxed temporarily to allow providers time to cope with the challenges of responding to the impact of COVID-19.</p> <p>SP are producing a three year strategy for 2020-2023. The main thematic areas of Disability and Mental Health, Young People, Older People and Homelessness remain strategically relevant. For further information on the SP programme see the NIHE website (<a href="#">Supporting People Programme</a>).</p>
<b>Sustainable Communities</b>	<p>Now in its second year of a three year programme, the HANDIHEAT EU project is progressing its outputs with European partners from Iceland, Shetland, Republic of Ireland, Finland and Northern Ireland with a focus on identifying renewable energy solutions, best practice, toolkits, training and road maps for rural communities affected by fuel poverty and fuel inequality due to heavy reliance on imported fossil fuels for the production of energy. Two pilot demonstration sites in Northern Ireland and northern Finland have been identified to investigate means by which households can be improved through upgraded energy performance and a renewable energy supply with resulting greenhouse gas savings.</p> <p>The second pilot demonstration led by HANDIHEAT's Lead Partner, the Housing Executive, is progressing its outputs with associate partners and suppliers across Ireland to investigate possible hybrid energy solutions for six houses in a sparsely rural settlement in Lisnaskea, Co. Fermanagh. The Climote monitoring kits installed in the six houses during February 2020 will focus on the electrification of heat with an additional house (control house) fitted with the monitoring kit to collect data for a one-year period, and will monitor oil use and temperature of thermostats in each of the dwellings. Hybrid boiler solutions have been developed by Grant Engineering in the Republic of Ireland and will be installed in the dwellings during July 2020. The results of the pilot demonstrations in Northern Ireland and Finland will inform and influence energy policies going forward.</p>

*Table continues*

Title	Update
<p><b>Temporary Accommodation Strategy</b></p>	<p>A strategic review of temporary accommodation commenced in January 2019 to examine how effectively the current portfolio of accommodation meets the needs of homeless customers. It has been analysing supply and demand, comparing options and performance with other UK jurisdictions, identifying key measures and working to project future needs. It will also seek to examine best practice on homeless prevention with a view to minimising a need for temporary accommodation or making stays as short as possible. Additionally, it will try to build an understanding of both customer and provider experiences and produce a strategic action plan to address issues identified. As part of the project, a number of pilot initiatives are being developed to test different models. These include modular housing, shared housing, community hosting and long term leasing. The Action Plan is expected to be completed by the end of 2020.</p>
<p><b>Tower Blocks</b></p>	<p>Following a major consultation exercise on our initial proposals with stakeholders in 2018, our final Tower Blocks Action Plan was approved by our Board in March 2019 and by DfC in August 2019. A Delivery Team has been put in place to drive and manage the implementation of the Action Plan.</p>

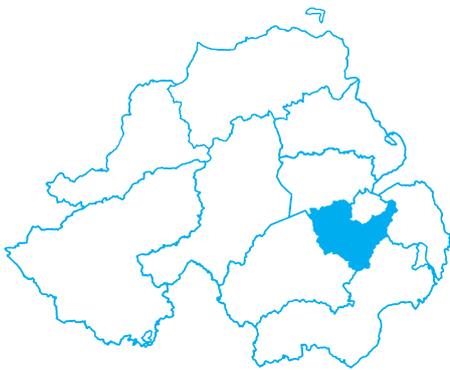
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Title	Update
<b>Welfare Reform</b>	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact are Social Sector Size Criteria (Bedroom Tax), Universal Credit and Benefit Cap.</p> <p>In March 2020, Social Sector Size Criteria was directly impacting on 23,619 Housing Executive tenants and 155 were affected by Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020, however, Communities Minister Deirdre Hargey MLA announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments have continued.</p> <p>By March 2020, the Housing Executive had 13,019 tenants claiming Universal Credit, with a significant increase in the number of tenants making a new claim for Universal Credit during March 2020 due to the economic impacts of the COVID-19 outbreak. 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. This phase is due to commence in early 2021. It is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when 'Move to UC' 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, 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> <p>The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants.</p>

# Local Context

## Demographic Context

### District Electoral Area Population Estimates (2018)\*



Castlereagh East	20,440	
Castlereagh South	23,820	
Downshire East	16,600	
Downshire West	16,930	
Killultagh	21,040	
Lisburn North	22,800	
Lisburn South	23,440	
<b>TOTAL 145,070</b>		

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.

### Population of Lisburn & Castlereagh Borough

The population of Lisburn & Castlereagh Borough is projected to increase by 7.4% from 145,070 in 2018 to 155,877 in 2028. It represents 7.7% of the NI population at 2018.

Source: NISRA

In light of demographic changes and the evolving policy context around older people, the Housing Executive published research in 2019 which sought to examine the views of older people toward their housing circumstances now and what they will need in the future. The report [Understanding the Housing Needs and Aspirations of Older People](#) will contribute to the knowledge available on this subject and will be important to a range of policy makers and stakeholders both within and beyond the housing sector. Within Lisburn & Castlereagh the percentage of older people in the population is projected to increase by 3.7% over the period 2018 to 2028. Therefore social stock to meet this specific future need will need to increase over the same period.

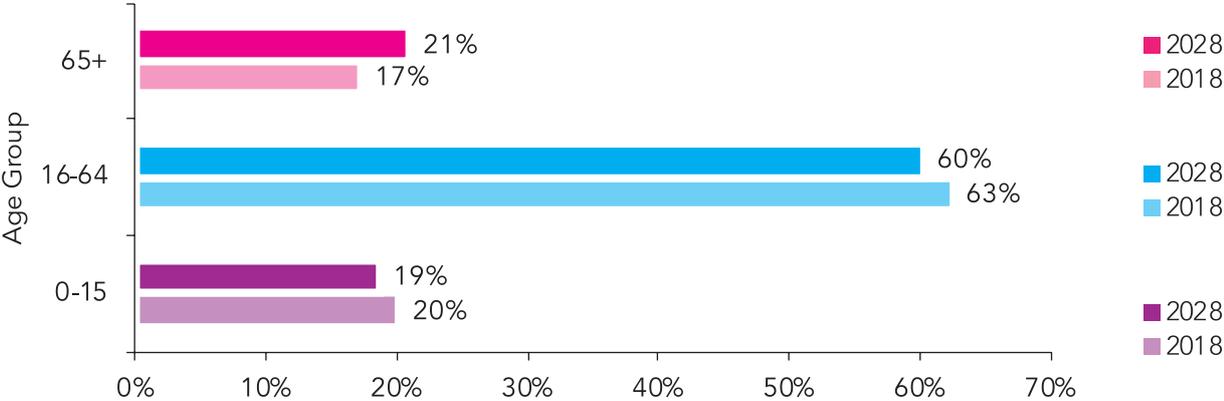


**7.7%**  
OF NI POPULATION



**7.4%**  
PROJECTED INCREASE  
FROM 2018 TO 2028

### Population Change 2018-2028



Source: NISRA

# The Housing Market

## Projected Housing Growth Indicator new dwelling requirement



**10,700**

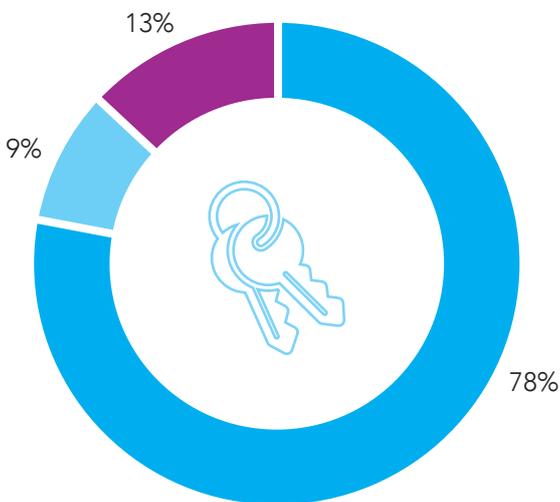
**PROJECTED HOUSING GROWTH INDICATOR** new dwelling requirement for the period **2016 to 2030**

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

This data will inform the Council’s Local Development Plan on the need for additional development land.

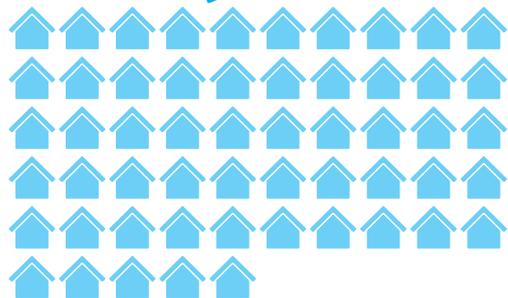
At 2016 there were 58,300 households in Lisburn & Castlereagh, of these 78% were Owner Occupied; 9% Private Rented and 13% Social Rented (2016 NIHE House Condition Survey). These figures include ‘vacants when last occupied’ within the three main tenure groups.

## 2016 Tenure Breakdown



■ Owner occupation ■ Private rented ■ Social rented

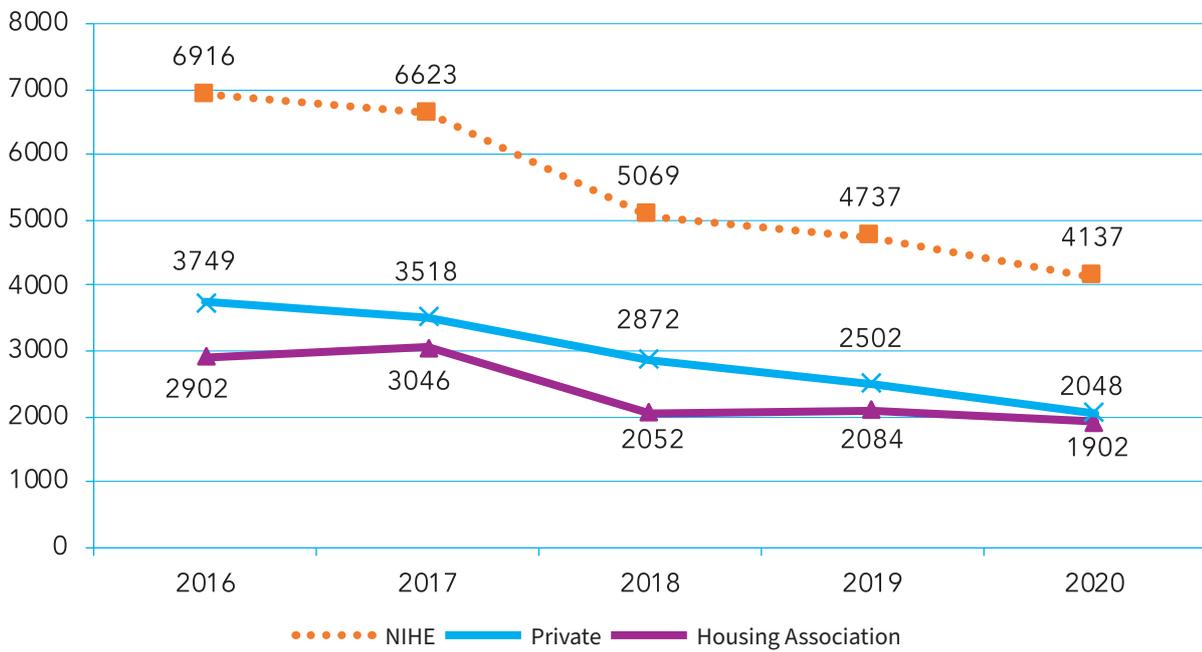
**58,300**



**HOMES** in the borough (2016)

Source: Northern Ireland House Condition Survey 2016

## Housing Benefit



Source: NIHE

The reduction in Housing Benefit claimants may be as a result of the migration exercise underway from Housing Benefit to Universal Credit.

There were 652 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Lisburn & Castlereagh at end of March 2020.

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 borough. Ulster University state that the average house price in Lisburn & Castlereagh in 2019 was £191,393 which represents an increase of 3.2% on 2018 figures.

### Average Annual House Prices

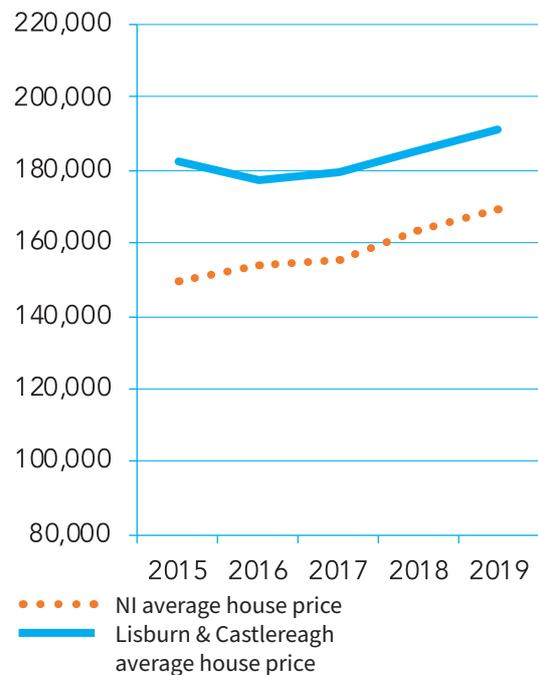


Average house price in Lisburn & Castlereagh in 2019

£ **191,393**



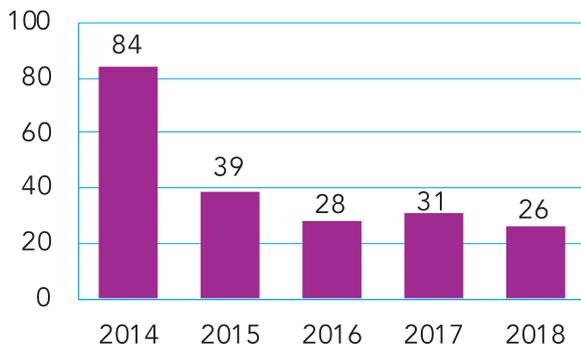
**3.2%**  
INCREASE FROM 2018



Source: Ulster University

## Repossessions

During 2018, there were 26 repossessions in Lisburn & Castlereagh. This represents a 69% decrease since 2014.



Source: NI Courts and Tribunals Service



## Intermediate need

Demand for intermediate housing aimed at low income households in Lisburn & Castlereagh is estimated at 1,460 units between 2019-2029.

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 1,081 dwellings at March 2020, 98 of which were purchased during 2019/20.

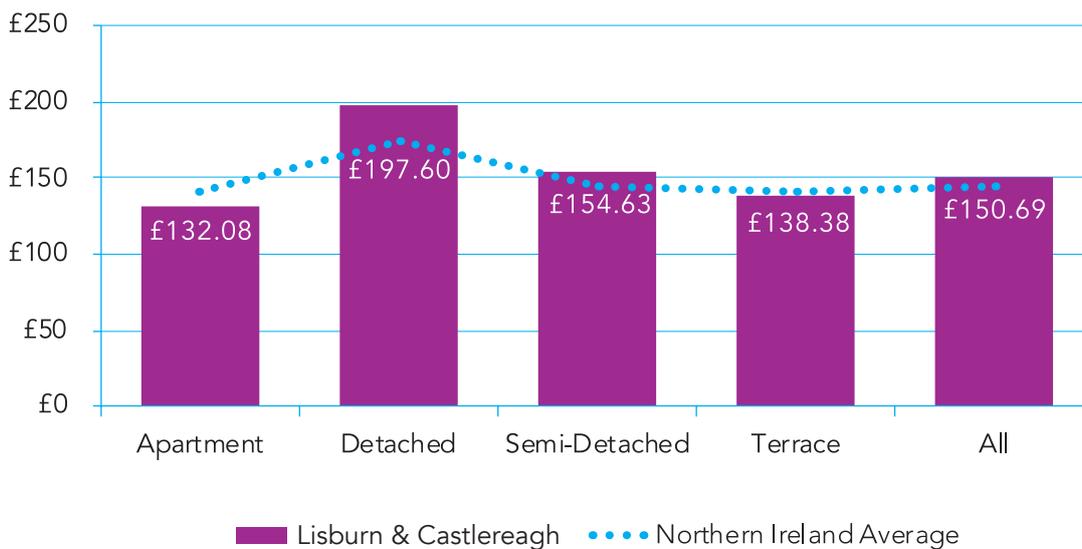


Source: Co ownership Housing Association

## Private Rented Sector (PRS)

The Private Rented Sector comprises 9% of homes in Lisburn & Castlereagh.

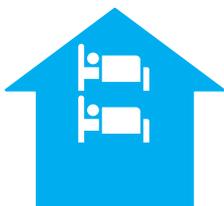
### Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

## Local Housing Allowance

The Local Housing Allowance from April 2020 for 2 bedroom dwellings within the South East Broad Rental Market Area (BRMA) is £97.51 per week. For 3 bedroom dwellings the allowance is £107.81.



The Local Housing Allowance, from April 2020, for **2 BEDROOM DWELLINGS** within the BRMA is **£97.51** per week



The Local Housing Allowance, from April 2020, for **3 BEDROOM DWELLINGS** within the BRMA is **£107.81** per week

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## Landlord Registration Scheme

DfC's Landlord Registration scheme identified 4,398 properties registered by 4,268 landlords in Lisburn & Castlereagh at February 2020. Due to the ongoing COVID-19 Pandemic, DfC are unable to report end of March 2020 information.

## 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 1st 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 City Council area was 13% at 2016. (Northern Ireland House Condition Survey 2016)

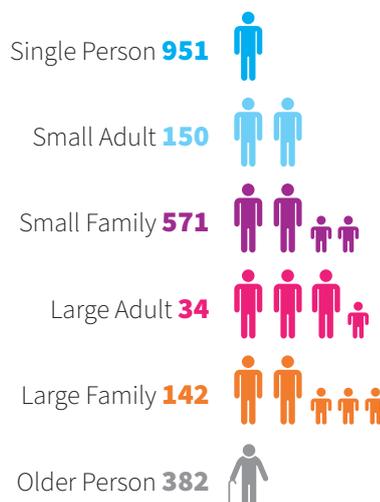
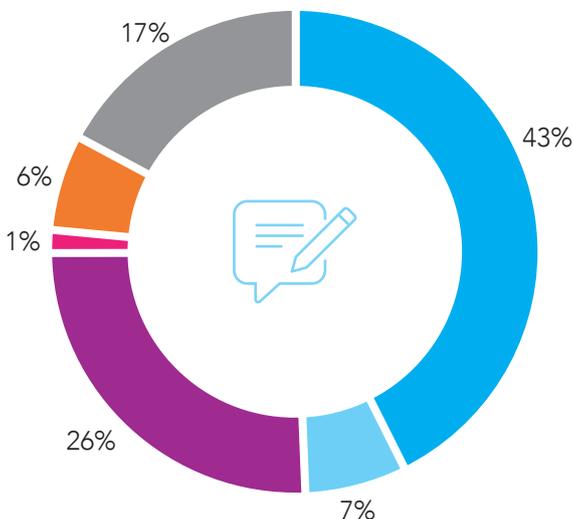
Social housing need for Lisburn & Castlereagh increased in 2019. At March 2020 there were 2,230 applicants on the waiting list for Lisburn & Castlereagh City Council area with 1,677 in housing stress. There were 402 allocations over the year. Single, older persons and small family households comprise 87% 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.

**20** 

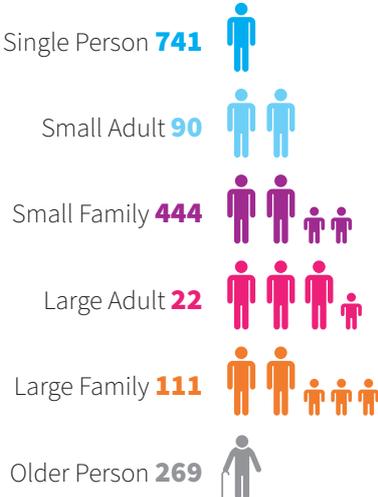
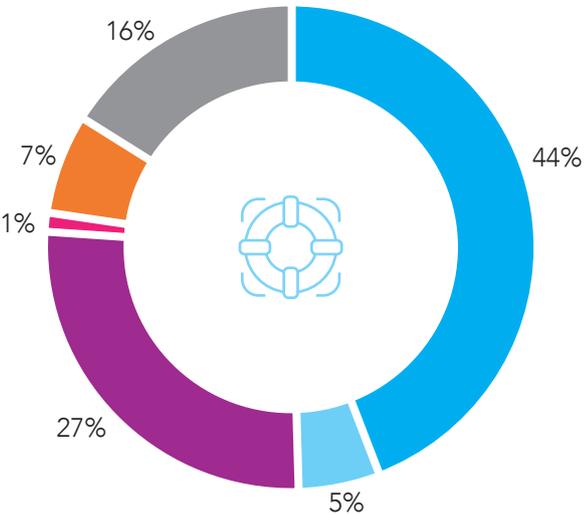
Housing Executive properties were sold to tenants in Lisburn & Castlereagh under the House Sales Scheme during 2019/20. The average selling price was

**£54,469**

## Waiting List Applicants

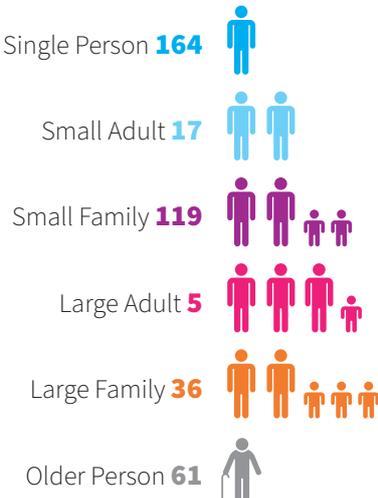
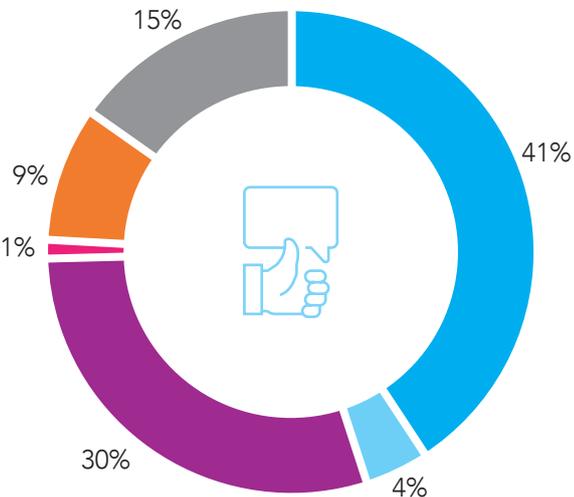


### Applicants in Housing Stress



Source: NIHE, March 2020

### Allocations to Applicants

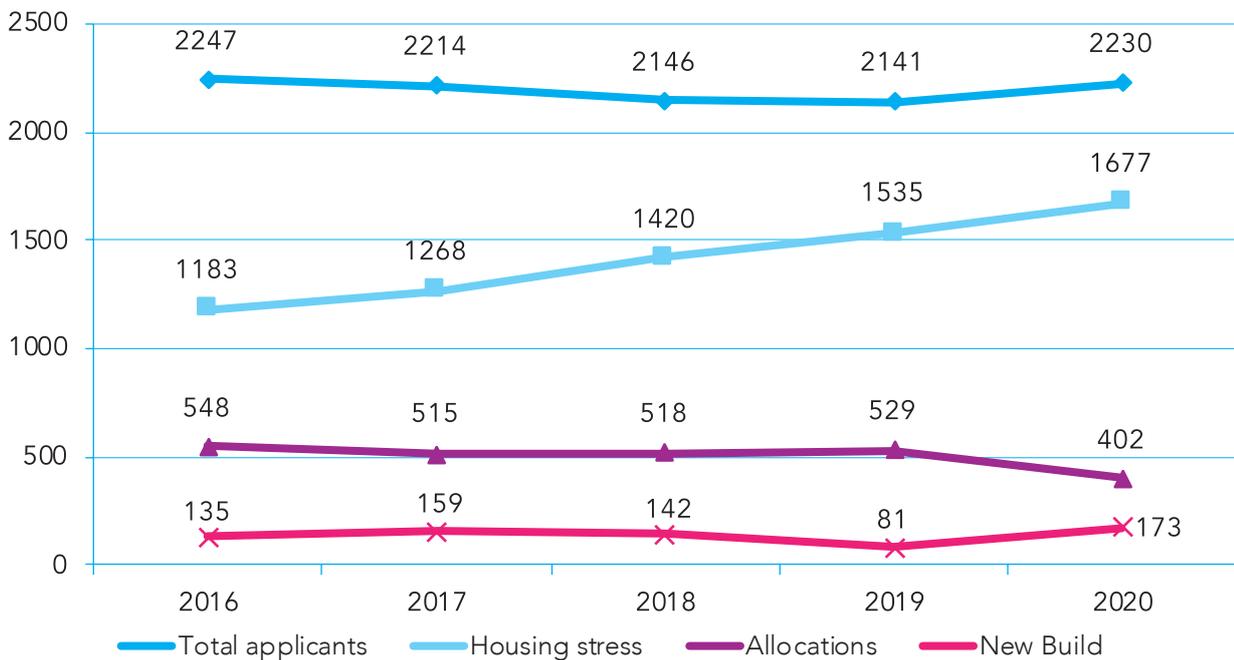


Source: NIHE, March 2020

### Definition of Household Types

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

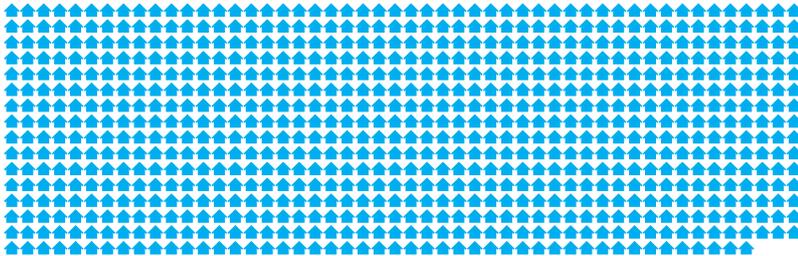
### Social Housing Waiting List Trends



Source: NIHE

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The requirement for new social housing in the Lisburn & Castlereagh has increased between 2019 and 2020.



**1,058** The five-year assessment for 2019-24 shows a need for 1,058 units in the council area. Refer to Appendix 2, which shows projected housing need which is concentrated in the main towns.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 861 housing units planned.

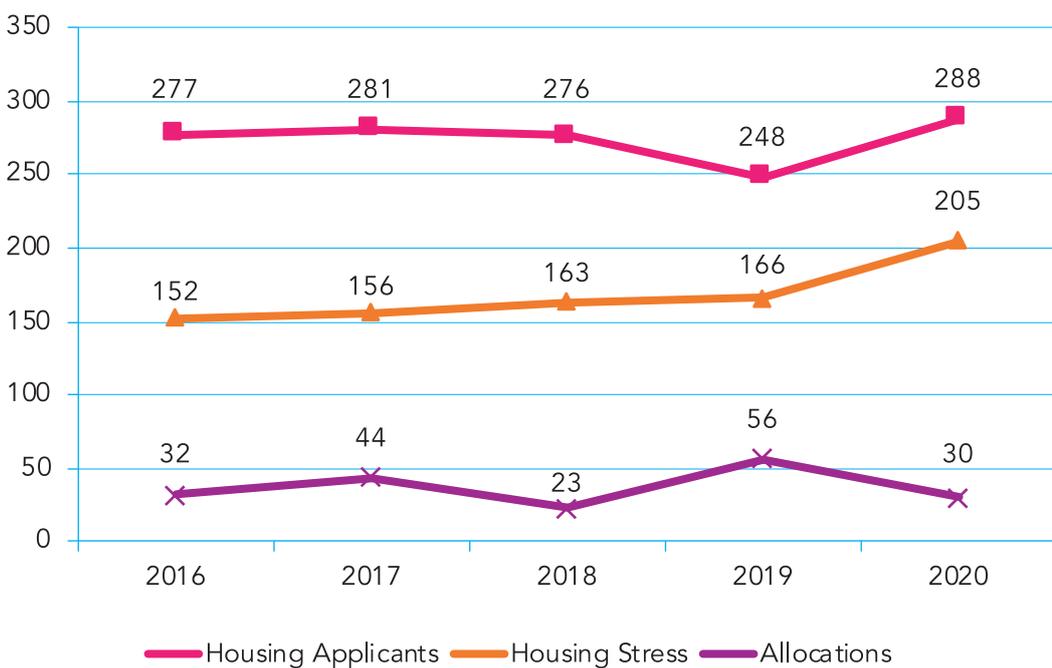
During 2019/20, 173 homes were completed across Lisburn & Castlereagh City Council area and 199 units were under construction at 31st March 2020. See Appendix 3 for details of the programme, completions and on-site schemes.

## Rural Areas

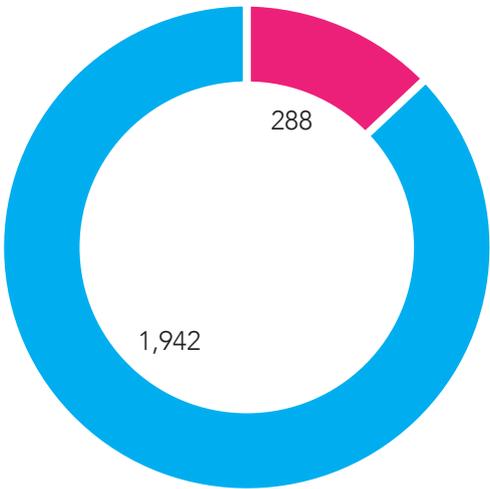
House and land prices, land availability and rates of development will slow down owner occupation in the short to medium term for many young rural households within Lisburn & Castlereagh City Council area. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation.

The Housing Executive will 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. Place Shaping Team will be carrying out a Site Identification Study and Needs Assessment for Annahilt. Recommendations from this report will agree a strategy and potential for a housing needs test.

### Rural Housing Waiting List Trends

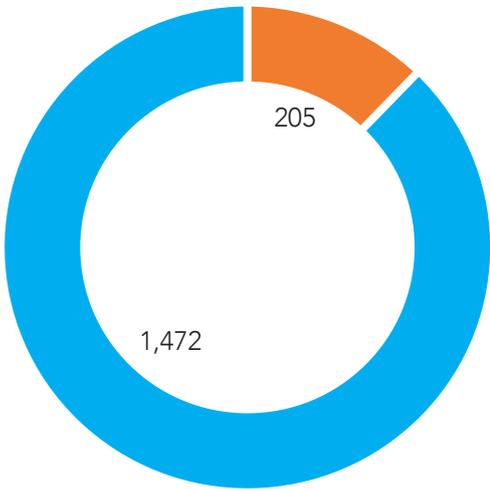


### Waiting List Applicants 2020



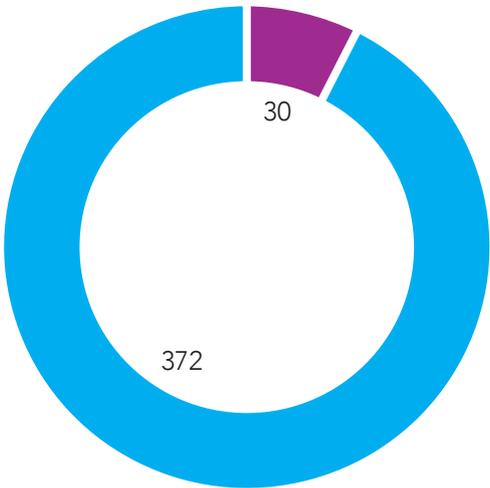
- LCCC Rural
- LCCC Urban

### Waiting List Applicants in Housing Stress 2020



- LCCC Rural
- LCCC Urban

### Allocation to Applicants 2020



- LCCC Rural
- LCCC Urban

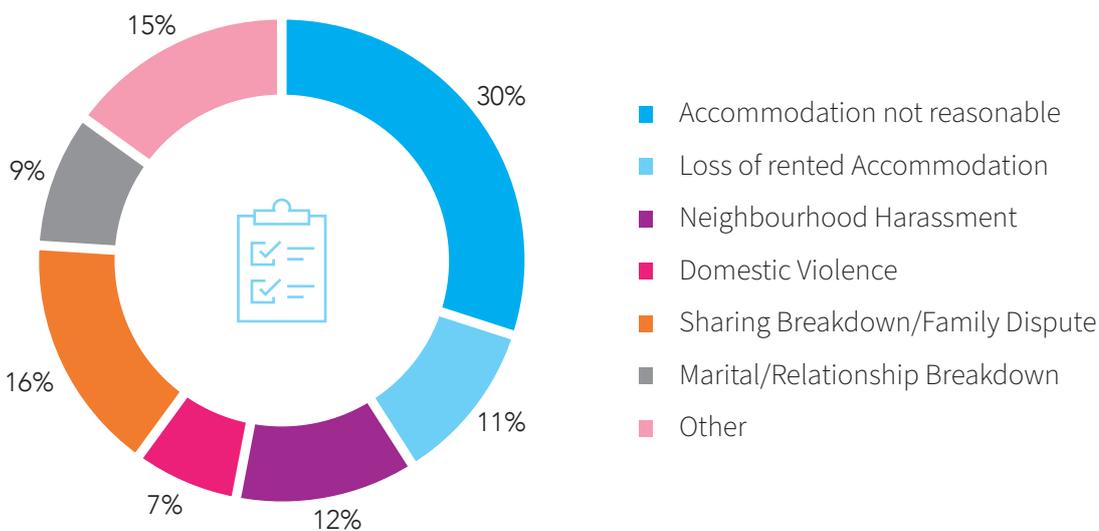
Source: NIHE

# Homelessness

The number of households presenting as homeless in Lisburn & Castlereagh remained fairly static between March 2019 and March 2020 with 1,034 presenters by the end of March 2020, see Appendix 5. The main reasons for homelessness acceptances continue to be as a result of accommodation not being reasonable and breakdown of sharing relationship.

There is a range of temporary accommodation options available in Lisburn & Castlereagh City Council area. During 2019/20 the Housing Executive made 49 placements into voluntary sector hostels and 121 placements in single let properties.

## Reasons for Homelessness



# Specialised Housing and Housing Support Services

## Accessible Housing

Work is continuing on the development of an Accessible Housing Register (AHR). This will allow social landlords to make more effective use of their existing adapted stock. Within Lisburn & Castlereagh City Council area there is an identified social housing need at March 2019 for 39 wheelchair units.

## Adaptations

During 2019/20 the Housing Executive spent £1.05m on adaptations to their properties in Lisburn & Castlereagh City Council area. See Appendix 4.

**£1.05m**  
SPENT ON ADAPTATIONS 2019/20

## Disabled Facilities Grants

During 2019/20 the Housing Executive approved 41 Disabled Facilities Grants for private sector dwellings and completed 22. Total spend in Lisburn & Castlereagh City Council area in 2019/20 was £669k. See Appendix 4.

DISABLED FACILITIES GRANTS

**£669k**

SPENT 2019/20

**22 COMPLETIONS**

## Irish Travellers

The Housing Executive has responsibility for identifying and meeting the accommodation needs of Irish Travellers. We are currently finalising a five year Irish Travellers Accommodation Strategy 2020-2025.

## Supporting People

The Housing Executive, through the Supporting People Grant, funds 71 Housing Support Services across Lisburn & Castlereagh City Council area at a cost of £4.65m, providing housing support to 1,547 clients per year. These are set out in Appendix 5.

**£4.65m**  
ON FUNDING 71 HOUSING  
SUPPORT SERVICES

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## 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 will work with statutory bodies and the wider community to develop a shared vision and a Community Plan.

Lisburn & Castlereagh City Council's Community plan has now been launched outlining a collective vision of how the community can be improved in the future for everyone who lives, works or visits the area. The Plan not only represents the aspirations of the entire community, it also ensures that there is a unified approach in creating a better future for everyone.

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

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## Local Development Plan

The Local Development Plan (LDP) will 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.

One of the key aims of the new LDP will be 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 draft Plan Strategy

The [draft Plan Strategy](#) takes account of the particular characteristics of our district and the views of our residents, council members and key consultees. It provides the statutory policy framework for the future development of the council area from 2017-2032 aligned with the council's Community Plan.

The draft Plan Strategy sets out how the area will develop and grow over the period up to 2032. It will provide the strategic policy framework across a range of areas such as housing, employment, tourism and infrastructure. It takes account of the 'Regional Development Strategy 2035' (RDS), the Strategic Planning Policy Statement (SPPS) and other advice and guidance issued by the Northern Ireland Government.

The draft Plan Strategy contains strategic policies and the following six objectives:

- A: A Quality Place
- B: A Thriving Place
- C: A Vibrant Place
- D: An Attractive Place
- E: A Green Place
- F: A Connected Place

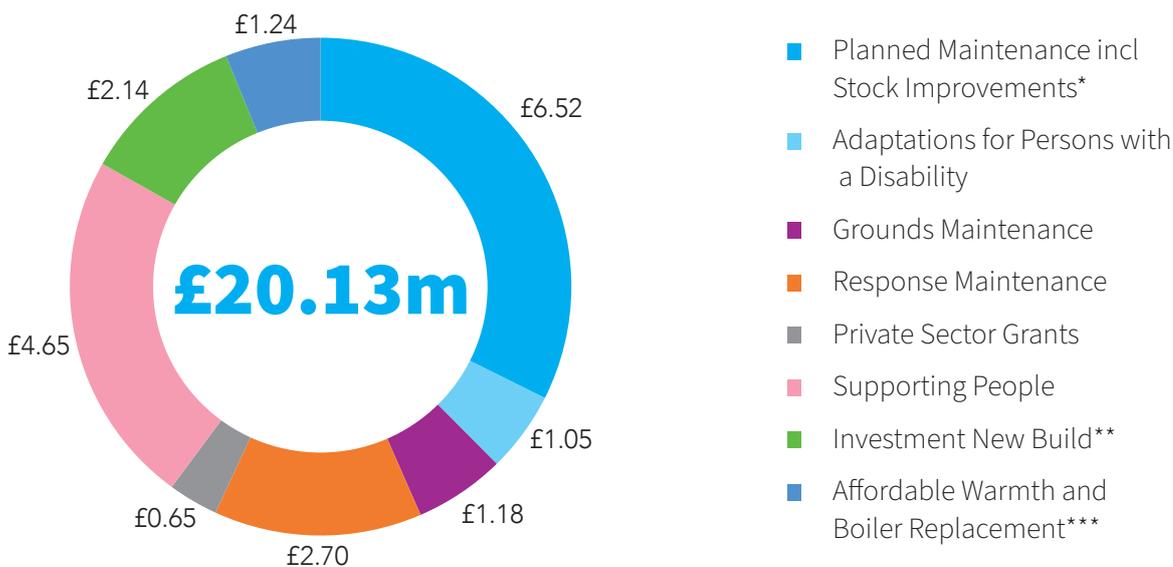
### Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2019/20 public sector housing investment totalled £20.13m for Lisburn & Castlereagh.

The Housing Executive originally intended to deliver investment of £227 million across all improvement and maintenance activities in its stock in 2020/21. However, other than for emergency situations and the undertaking of statutory inspections and servicing, these activities were suspended in late March 2020 due to the lockdown measures that were put in place by government in response to the COVID-19 pandemic. We have continued to review what works we can undertake in light of the further development of these measures, and in June 2020 we recommenced works to external areas and vacant properties. We will continue to inform all stakeholders as the situation progresses and we have greater certainty on the type and level of stock investment that can be delivered this year.

Aside from work to Housing Executive Stock, the projected spend for 2020/21 is £0.68m for Private Sector Grants and £4.67m for Supporting People.

### Lisburn & Castlereagh Council 2019/20 Public Sector Housing Spend (£m)



Source: NIHE

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £4.76 million and Stock Improvement Spend was £1.76 million.

\*\*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 £1.13 million and Boiler Replacement spend was £0.109

NB: 2019/20 expenditure figures in the chart above are with Northern Ireland Audit Office for auditing at present, although they are unlikely to be fully audited until late summer, due to delays arising from the COVID-19 pandemic.

# Housing Plans & Services - Outcomes



**Helping people find housing support and solutions**



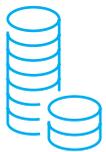
**Delivering better homes**



**Fostering vibrant sustainable communities**



**Delivering quality public services**



**Community Grants**  
**£17,084**  
funding awarded



**Community Cohesion**  
**£19,831**  
funding awarded



**Community Safety**  
**£6,000**  
funding awarded



**Areas At Risk**  
**£29,323**  
funding



**Energy Efficiency**  
**£1.09m**  
spend



**Affordable Warmth**  
**530** installations  
**£1.13m**  
spend



**Supporting People**  
**£4.65m**  
spend



**Disabled Facilities Grants (DFGs)**  
**£669,251**  
approval value



**Adaptations**  
**£1.05m**  
spend



**New Build**  
**£2.14m**  
spend

# Outcome 1

## Helping people find housing support and solutions

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p><b>Development and publication of the Chronic Homelessness Action Plan.</b></p>	<p>Following extensive public consultation, the Chronic Homelessness Action Plan was amended and approved by NIHE Board in November 2019.</p>	<p>Two Research projects have been commissioned. The first project will look at the impact of chronic homelessness on women and the second will consider the role of day services in delivering help to clients experiencing chronic homelessness.</p>	<p>4b 4c</p>
<p><b>Implementation of year one actions in Chronic Homelessness Action Plan.</b></p>	<p>The number of objectives was reduced from ten to seven to ensure a more streamlined plan and avoid duplication. The indicators for chronic homelessness were adjusted to reflect the views of the sector, and ratified by the Central Homelessness Forum.</p> <p>1,034 homelessness presenters and 756 homelessness acceptances.</p>	<p>Work will continue to incorporate chronic homelessness indicators into the Housing Management System to provide an evidence base to inform policy and strategic decisions going forward.</p> <p>NIHE is also exploring funding options for the delivery of housing led solutions for clients experiencing chronic homelessness.</p>	

Table continues

\*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p><b>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</b></p> <p><b>Conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</b></p>	<p>The Housing Solutions approach is used 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. Housing Solutions Handbook for staff was reviewed and updated during 2019/20.</p> <p>The National Practitioner Support Service (NPSS) has been appointed to conduct peer reviews of NIHE's Housing Solutions Service.</p>	<p>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Continue to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p>	<p>4b</p> <p>4c</p>
<p><b>Work has been ongoing to investigate and develop a replacement Private Rented Sector Access Scheme (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.</b></p>	<p>Due to budgetary pressures arising in dealing with NIHE's statutory duties in respect of addressing homelessness, the delivery of a PRSAS has had to be put on hold until such times as sufficient funding can be secured.</p>	<p>Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured from DfC.</p>	<p>4b</p> <p>4c</p>

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>£4.22m has been approved to deliver the Supporting People Programme for 2019/20.</b>	<p>£4.65m was spent delivering the Supporting People Programme for 2019/20.</p> <p>65 accommodation based services for 1,166 service users.</p> <p>Six floating support schemes for 381 service users.</p>	£4.6m has been approved to deliver the Supporting People Programme for 2020/21, Appendix 5.	4b 4c
<b>There were no new supported housing schemes in 2019/20.</b>	There is currently no identified or known requirement for additional supported housing in Lisburn & Castlereagh area.	The gross, three-year (2020/23) SHDP contains no new supported housing schemes. This will be kept under annual review.	4b 4c
<b>The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.</b>	Four wheelchair units were on-site and six units completed at March 2020.	The Wheelchair Standard Accommodation target for 2020/21 is 10%.	4b 4c 4d 5d
<b>NIHE has funding of approximately £9.5m for DFGs for the private sector in 2019/20 across NI. The funding for Lisburn &amp; Castlereagh is £0.47m.</b>	NIHE approved 41 DFGs spending £0.67m during 2019/20. 22 DFGs were completed during the year.	NIHE has funding of approximately £12m for DFGs for the private sector in 2020/21 across NI. The funding for Lisburn & Castlereagh is £0.58m.	4b 4c
<b>NIHE have a budget of £1.05m to provide adaptations to their properties in the Lisburn &amp; Castlereagh in 2019/20.</b>	NIHE spent £1.05m on adaptations in 2019/20.	We are unable to provide detail on our budget for 2020/21 at this time.	4b 4c

\*See Appendix 1 for Community Planning Themes

# Outcome 2

## Delivering better homes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>Identifying housing needs, increasing supply of affordable renting and assisting home ownership</b>			
<b>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</b>	Achieved. The five year social housing need for the Council area is 1,058, Appendix 2.	NIHE will carry out an annual five-year projected social housing need assessment for the Council area.	4b 4c
<b>NIHE will annually assess demand for intermediate housing for the Council area.</b>	Achieved. The ten year intermediate housing need is 1,460.	NIHE will annually assess demand for intermediate housing for the Council area.	
<b>NIHE will continue its programme to deliver Housing Market Assessments across NI by completing Phase 1 of this process in March 2020 which includes Strategic Housing Market Analyses of Belfast and Derry/Strabane HMAs.</b>	The Strategic Housing Market Analyses of Belfast Metropolitan Area and Derry/Strabane HMAs are due to complete in July 2020.	NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas. Northern Area - Ballymena HMA and Causeway Coast HMA Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs South Eastern Area – Newry and Craigavon Urban Area HMAs.	4b
<b>DfC will approve a gross, three-year 2019/22 SHDP.</b>	There are 199 units on-site, of which, 21 units started in 2019/20. There were 173 units completed during 2019/20, Appendix 3.	DfC will approve a gross, three-year 2020/23 SHDP.	4b 4c

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>Site identification studies will be completed as identified.</b>	No site identification studies completed in LCCC.	Annahilt has been identified as an area of study. Other site identification studies will be completed as identified.	4c
<b>The 2019/20 investment in intermediate housing, which is delivered through the Co-Ownership, Shared Ownership scheme, was £34m with a target of 1,091 homes.</b>	In 2019/20, there were 98 properties purchased through Co-Ownership in the Lisburn & Castlereagh area.	Due to the impacts of COVID-19, funding and targets have not yet been confirmed for this period.	4c
<b>NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.</b>	20 NIHE properties were sold to tenants through the House Sales Scheme during 2019/20.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	4c
<b>Improving People's Homes – NIHE Stock</b>			
<b>Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £6.32m.</b>	In 2019/20, NIHE spent £4.76m on planned maintenance schemes in the Council area, Appendix 4.	We are unable to provide detail on our programmes for 2020/21 at this time.	4b 4c
<b>Funding for NIHE stock improvement work in 2019/20 is £2.62m.</b>	In 2019/20, NIHE spent £1.76m on stock improvement work.	We are unable to provide detail on our programmes for 2020/21 at this time.	4b 4c
<b>NIHE will complete response maintenance repairs within the required target time.</b>	83.9% 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.	
<b>NIHE will carry out response maintenance repairs to customers' satisfaction.</b>	91.1% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>Improving People's Homes – Private Stock</b>			
<b>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.</b>	In the Council area, 530 measures were carried out to 275 private properties under the Affordable Warmth Scheme in 2019/20, at a cost of £1.14m.	NIHE will implement the Affordable Warmth Scheme with available funding of £4m for 2020/21 across NI, subject to change following current monitoring round outcome. A new five year business case was approved for 2019-2024, with the emphasis being on a whole house approach.	4a 4g
<b>NIHE will implement the Boiler Replacement Scheme 2016-19, with anticipated funding of £1m for 2019/20 across NI, subject to change following current monitoring round outcome.</b>	In Lisburn & Castlereagh 166 properties had boilers replaced at cost of £109k.	NIHE will implement the Boiler Replacement Scheme, with anticipated funding of £350k for 2020/21 across NI, subject to change following current monitoring round outcome.	4a 4g
<b>Funding of discretionary grants will continue in 2019/20.</b>	Discretionary grant approval in 2019/20 was £61.5k, Appendix 4.	Funding of discretionary grants will continue in 2020/21.	4c
<b>Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.</b>	There were 11 mandatory repair grants approved in 2019/20, with an approval value of £21.8k, Appendix 4.	NIHE will issue mandatory repair grants as required.	4c
<b>NIHE's 2019/22 Energy Efficiency Programme includes 1,642 units at a cost of £4.7m.</b>	In 2019/20, the Energy Efficiency Programme included 501 units at a cost of £1.09m.	NIHE's 2020/23 Energy Efficiency Programme includes 2,064 units at a cost of £7.70m.	4a 4g
<b>Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions over to local community groups.</b>	5,200 households have become members of the 27 oil buying clubs established in NI.	Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	4g

# Outcome 3

## Fostering vibrant sustainable communities

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>Community Planning</b>			
<b>Promote housing led regeneration through master planning proposals in urban and village centres.</b>	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
<b>DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2019/20.</b>	£29,323 Areas at Risk funding was spent in Lisburn & Castlereagh.  DfC has funded £402k for SPOD in NI in 2019/20.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2020/21.	4b 4c
<b>NIHE will work with rural communities to identify hidden rural housing need.</b>	No Rural Housing Needs Tests carried out in 2019/20.	NIHE will work with rural communities to identify hidden rural housing need. We have identified Annahilt as potential for testing in 2020/21.	4a 4b 4c
<b>The NI target for 2019/20 is to fund a minimum of three projects across the Townscape Heritage Initiative areas.</b>	One project received Heritage in Housing funding of £21,000 in 2019/20. NIHE funding contributed to the provision of two units of accommodation at 22-24 High Street, Donaghadee.	The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)	4a 4b

\*See Appendix 1 for Community Planning Themes

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>NIHE will implement a match funding programme for the Rural Development Programme in 2019/20, for a minimum of seven projects across NI.</b>	In 2019/20, 19 projects were funded in rural areas with a total spend of over £300k. No projects were funded in Lisburn & Castlereagh.	This is the final year of the NIHE match funding programme corresponding with the final year of the NI Rural Development Programme (2014-2020).	4b 4c
<b>NIHE will implement and promote the annual 'Rural Community Awards' competition.</b>	The 2019/20 Rural Community Awards were presented to various community groups throughout NI in November 2019.	NIHE hopes to offer the Rural Community Awards on an annual basis.	4c
<b>Building Successful Communities</b>			
<b>DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.</b>	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
<b>NIHE's Social Housing Enterprise (SHE) Strategy will continue to invest in local communities to support social housing enterprise developments.</b>	The Social Enterprise Plus Strategy 2020-2024 will be launched later this year.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	2c

Table continues

\*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>Consult on the new Community Safety Strategy.</b>	Public consultation on the new strategy has concluded. The Strategy Responses received are being reviewed and the Strategy is being finalised.	Launch and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.	5a 5f
<b>We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.</b>	During 2019/20, NIHE dealt with 88 cases of ASB within the Council area.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	5f
<b>NIHE will work to prevent people leaving their homes as a consequence of hate crimes.</b>	During 2019/20, no Hate Incident Practical Action scheme (HIPA) incidents were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	5a 5f
<b>NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).</b>	NIHE Area Managers continue to attend their respective PCSP meetings.	NIHE will continue to be a designated agency in the PCSPs.	4b 5d

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<b>NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.</b>	During 2019/20, £6000 was awarded in the Council area for the Lisburn Safe volunteer expenses.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	
<b>NIHE will continue to partner at ASB Forum.</b>	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.	
<b>NIHE will work to raise awareness and promote integration through its Community Cohesion Strategy.</b>	NIHE continues to engage at a local level to deliver programmes that raise awareness and promote integration.  This can be measured by the number of Race Relations programmes funded.	NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote integration.	
<b>NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.</b>	Community Cohesion grants of £19,831 was spent on 12 projects in Lisburn & Castlereagh.	We will continue to support a community led approach across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	5f

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p><b>NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.</b></p>	<p>NIHE staff will continue to engage with local community groups.</p>	<p>Continue to work with groups to ensure we give the best outcomes for our communities.</p>	<p>5c</p>
<p><b>The Community Involvement Strategy includes a one year action plan which will be monitored.</b></p>	<p>All actions have been delivered or are on target.</p>	<p>New action plan will incorporate new ways of supporting and engaging our communities to reflect current and future restrictions due to the COVID-19 pandemic.</p>	<p>5c</p>
<p><b>Funding of £20k for Community Grants and £4,307 per area for the Housing Community Network will be made available by NIHE.</b></p>	<p>£17,084 was spent in 2019/20 on Community Grants in Lisburn &amp; Castlereagh.</p>	<p>The Community Grants 2020-21 budget has been agreed as £20,000 per Area Office, but has been redirected and released as a COVID-19 Community Support Fund. Funding of £3153.85 per area for Housing Community Network is also available.</p>	<p>5a 5b 5c</p>

\*See Appendix 1 for Community Planning Themes

# Outcome 4

## Delivering quality public services

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p><b>Increase rent collection to reinvest and improve services.</b></p> <p><b>Reduce arrears to maximise income.</b></p> <p><b>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</b></p>	<p>NIHE collected 98.49% of rent at March 2020.</p> <p>Arrears increased by £111k during 2019/20.</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. Monitor and reduce tenancy fraud.</p>	4c
<p><b>Implement the welfare reform project plan as required.</b></p>	<p>NIHE has:</p> <ul style="list-style-type: none"> <li>• an established Welfare Reform Project Team;</li> <li>• continued to implement the welfare reform project plan as required;</li> <li>• continued to identify the impact of the changes on our customers and on the business;</li> <li>• developed appropriate processes to implement changes;</li> <li>• developed an Income Collection project plan to deal with the impacts of welfare reform;</li> </ul>	<p>NIHE will:</p> <ul style="list-style-type: none"> <li>• continue to implement the welfare reform project plan as required;</li> <li>• communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform;</li> <li>• continue to carry out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>• assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; and</li> </ul>	4b 4c

Table continues

\*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
	<ul style="list-style-type: none"> <li>worked with DfC and Department for Work and Pensions (DWP) to align social rented sector payments with the claimants UC payment date;</li> <li>carried out research to help the business plan how to deal with the impacts of welfare reform;</li> <li>instigated measures to lessen the impacts; and</li> <li>worked closely with DfC and DWP on the implementation of welfare reform and the mitigation processes.</li> </ul>	<ul style="list-style-type: none"> <li>continue to work with DfC as a trusted partner for the Move to UC.</li> </ul>	
<b>NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.</b>	In 2019/20, new claims were processed in an average of 11.1 days. Claim amendments were processed in an average of 2.9 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	2a 4c
<b>Develop and implement a new Voids Action Plan 2019-2022; maintain voids below 1% of total stock, make best use of housing stock and increase revenue from rents.</b>	Actionable Voids Action Plan 2019-22 was approved in June 2019. NIHE has continued to perform strongly in its void management functions, showing improvement across all key performance metrics in the period covered by the previous void strategy.  NIHE actionable voids at April 2020 were 0.58% of total stock.	Continue to implement Actionable Voids Action Plan 2019-22.	4b 4c

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p><b>Develop and Implement a new Customer Support &amp; Tenancy Sustainment Strategy (2019-2022) which builds upon the success of the previous strategy.</b></p> <p><b>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.</b></p>	<p>The Customer Support &amp; Tenancy Sustainment Strategy was approved in October 2019. Public consultation on the strategy closed in February 2020.</p> <p>The Strategy (and associated Action Plan) offers five key pillars of support to our customers:</p> <ul style="list-style-type: none"> <li>• Housing Support;</li> <li>• Employment Support;</li> <li>• Money Support;</li> <li>• Proactive/Responsive Support for At Risk Customers;</li> <li>• Neighbourhood/Community Support.</li> </ul> <p>86% of tenancies were sustained beyond 1 year.</p>	<p>Continue to implement Action Plan 2019-22.</p> <p>Continue to report on the number of tenancies lasting &lt; 12 months against a baseline of 86%.</p>	<p>4b 4c</p>
<p><b>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</b></p>	<p>The 2019 survey found that 88% of tenants were satisfied with the overall service provided by NIHE. Work on the 2020 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 2017/2032](#)

Theme	Indicators	Reference
<b>CHILDREN AND YOUNG PEOPLE</b> <b>Our children and young people have the best start in life.</b>	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
<b>THE ECONOMY</b> <b>Everyone benefits from a vibrant economy.</b>	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
<b>HEALTH AND WELL-BEING</b> <b>We live healthy, fulfilling and long lives.</b>	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
<b>WHERE WE LIVE</b> <b>We live and work in attractive, resilient and environmentally friendly places</b>	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
<b>OUR COMMUNITY</b> <b>We live in empowered, harmonious, safe and welcoming communities.</b>	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 2019-2024

Settlement	Social Housing Need (Units) 5 Year (2019-2024)
Lisburn/Dunmurry Urban	770
Castlereagh Urban	97
Aghalee	4
Annahilt	0
Ballynadolly	0
Boardmills	0
Carryduff	38
Culcavey	6
Dromara	8
Drumbo	0
Dundrod	2
Glenavy	25
Hillsborough	29
Lambeg	38
Lisburn Rural	0
Lower and Upper Ballinderry	2
Maze	0
Meghaberry	3
Milltown	3
Moira	26
Moneyrea	5
Purdysburn	0
Ravarnette	2
Stoneyford	0
<b>Total Social New Build Requirement Lisburn and Castlereagh</b>	<b>1058</b>

Source: NIHE

### New Intermediate Housing Demand for Lisburn & Castlereagh 2019/29

Council	Intermediate Housing Demand 2019/29
Lisburn & Castlereagh	1,460

Source: NIHE

# Appendix 3

## Social Housing Development Programme

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

### Schemes completed April 2019 – March 2020

Scheme Name	Units	Client Group	Housing Association	Theme
Dunmurry High School	92	General Needs	Connswater	Urban
Dunmurry High School	6	Wheelchair	Connswater	Urban
12-16 Graham Gardens	36	General Needs	Clanmil	Urban
OTS***	9	Active Older People	Clanmil	Urban
ESP's*	30	General Needs	Clanmil	Urban
	<b>173</b>			

Source: NIHE

\*ESP - Existing Satisfactory Purchase \*\*\* OTS – Off the Shelf

## Schemes on-site at March 2020

Scheme Name	Units	Client Group	Housing Association	Theme
Ballybeen Square Phase 2 (T)*	26	General Needs	Choice	Urban
Ballybeen Square Phase 2 (T)*	2	Wheelchair	Choice	Urban
Killynure Phase 2 (T)*	16	General Needs	Choice	Urban
Killynure Phase 2 (T)*	6	Active Older People	Choice	Urban
Killynure Phase 2 (T)*	2	Wheelchair	Choice	Urban
Wardsborough Avenue	28	General Needs	Clanmil	Urban
Mountview Drive & Skyline Drive	30	General Needs	Clanmil	Urban
Redwoods Phase 6	24	Active Older People	Clanmil	Urban
Redwoods Phase 6	6	Active Older People	Clanmil	Urban
ESP**	5	General Needs	Clanmil	Urban
3a & 3b Graham Street	15	General Needs	Connswater	Urban
2&4 Glen Road	23	General Needs	South Ulster	Rural
Causeway End Road	14	General Needs	South Ulster	Urban
OTS***	2	General Needs	Triangle	Rural
	<b>199</b>			

Source: NIHE

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

**Schemes programmed 2020/23**

Scheme Name	Units	Client Group	Year	Housing Association	Theme
18-22 Grand Street	6	General Needs	Ark	2020/21	Urban
58 Hillsborough Road	12	General Needs	Ark	2020/21	Urban
149-151 Warren Gardens	20	General Needs	Ark	2020/21	Urban
ESP**	1	General Needs	Choice	2020/21	Urban
OTS Phase 2***	2	General Needs	Clanmil	2020/21	Urban
Brokerstown Road	88	General Needs	Clanmil	2020/21	Urban
Ballinderry Road	121	General Needs	Apex Housing	2021/22	Urban
Ballinderry Road	4	Wheelchair	Apex Housing	2021/22	Urban
Morven Park *(T)	20	General Needs	Choice	2021/22	Urban
14 Cedarhurst Road	45	Active Older People (CAT1)	Choice	2021/22	Urban
Parklands, Belsize Road	15	Active Older People (CAT1)	Choice	2021/22	Urban
Leamington Place	15	General Needs	Choice	2021/22	Urban
164 Moira Road	12	General Needs	Connswater	2021/22	Urban
Lands at Hillsborough Old Road	50	General Needs	Radius	2021/22	Urban
Hilden Mill	200	General Needs	Choice	2022/23	Urban
Dunmurry High School Phase 2	28	General Needs	Connswater	2022/23	Urban
Moira Road	150	General Needs	South Ulster	2022/23	Urban
Meeting House Lane	63	General Needs	South Ulster	2022/23	Urban
48-50 Bridge Street	9	General Needs	Ark	2022/23	Urban
<b>Total</b>	<b>861</b>				

Source: NIHE

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

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
External Cyclical Maintenance	Ballybeen/ Breda	218
	Elm/ Rowan	135
	Rathvarna	91
	Old Warren Estate Phase 1	93
	Hill Street/ Greenwood Street	59
	Hilden/ Low Road	31
Heating Installation	Lisburn Antrim Street 15 Year old Oil Heating Phase 1	7
	Lisburn Antrim Street	13
	South & East Heating (2016/17)	12
	Castlereagh 15 Year old Heating replacements	52
	Lisburn Antrim Street	31
	Lisburn/Castlereagh Emergency scheme Phase 1	40
	Lisburn/Castlereagh Emergency scheme Phase 2	5
	Castlereagh 15 Year old Heating replacements Phase 2	74
	Lisburn Antrim Street (Previous refusals) Phase 2	46
	Lisburn Antrim Street 15 Year old Oil Heating Phase 2	83
	Lisburn Antrim Street 15 Year old Oil Heating Phase 3	98
	Castlereagh 15 Year old Heating replacements Phase 3	27
	Lisburn/Castlereagh Emergency scheme Phase 3	11
Bathroom /Kitchen/ Rewire	Purdysburn /Ravarnette/ Dunbeg	36
	Ballybeen Phase 2	113
	Seymour Hill	179

Table continues

## Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
Bathrooms	Manor Bathrooms	17
	Conway/Culcavy Bathrooms	47
<b>Total</b>		<b>1,518</b>

Source: NIHE

Note: Some schemes may start and complete in year.

As reported earlier, other than carrying out emergency works and undertaking statutory inspections and servicing, we are unable to provide further detail on our programmes for 2020/21 at this time.

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

## Grants Performance 2019/20

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	41	669	22
Repairs Grant	11	21.8	11
<b>Discretionary Grants</b>			
Replacement Grant	0	0	0
Renovation Grant	<10	40.7	<10
Home Repair Assistance Grant	<10	20.7	<10
<b>Total</b>	<b>61</b>	<b>752</b>	<b>37</b>

Source: NIHE

There may be a discrepancy in calculation due to rounding.

### Adaptations to Housing Executive stock in 2019/20

Type of Adaptation	Adaptations 2019/20	Actual spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	15	0.74
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	<10	0.05
Showers**	35	0.07
Minor APD repairs***	357	0.19
<b>Total</b>	<b>-</b>	<b>1.05</b>

Source: NIHE

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

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

\*\*\*Minor ADP 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	2015/16	2016/17	2017/18	2018/19	2019/20
Approved	52	81	57	42	41
Funding (£k)	486	651	728	527	669

Source: NIHE

# Appendix 5

## Supporting People Information and Homelessness

### Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2019-20 (£k)	Budget 2020-21 (£k)	Max. no of services users
Accommodation Based Services	Older People	33	3	579	597	854
	Homeless	3	3	904	907	60
	Disability	28	9	2,254	2,202	243
	Young People	1	1	190	191	9
	<b>Sub Total**</b>	<b>65</b>	<b>-</b>	<b>3,927</b>	<b>3,896</b>	<b>1,166</b>
Floating Support Services	Older People	1	1	156	156	75
	Homeless	3	3	390	391	264
	Young People	2	2	180	234	42
	<b>Sub Total**</b>	<b>6</b>	<b>-</b>	<b>725</b>	<b>782</b>	<b>381</b>
<b>Grand Total*</b>		<b>71</b>	<b>**</b>	<b>4,652</b>	<b>4,678</b>	<b>1,547</b>

Source: NIHE

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

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

### Homelessness

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2015/16	1711	942	392
2016/17	1701	1033	318
2017/18	1045	675	291
2018/19	946	716	216
2019/20	1034	756	220

Source: NIHE

# Appendix 6

## NIHE Stock at March 2020

Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
<b>Castlereagh Rural</b>							
Carryduff	43	0	8	26	0	77	2
	<b>2</b>	<b>0</b>	<b>4</b>	<b>92</b>	<b>0</b>	<b>98</b>	
Castlereagh-Rural	1	11	0	1	0	13	1
	<b>1</b>	<b>47</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>62</b>	
Moneyrea	31	0	5	11	0	47	0
	<b>32</b>	<b>0</b>	<b>3</b>	<b>100</b>	<b>0</b>	<b>135</b>	
Purdysburn	15	0	0	1	0	16	1
	<b>2</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>15</b>	
Castlereagh Rural Total	90	11	13	39	0	153	4
	<b>37</b>	<b>47</b>	<b>7</b>	<b>219</b>	<b>0</b>	<b>310</b>	
<b>Castlereagh Urban</b>							
Ballybeen	171	0	293	337	106	907	5
	<b>18</b>	<b>0</b>	<b>118</b>	<b>1099</b>	<b>41</b>	<b>1276</b>	
Bests Hill	6	0	7	6	0	19	0
	<b>0</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>12</b>	
Brooklands	7	0	15	42	0	64	0
	<b>3</b>	<b>0</b>	<b>9</b>	<b>128</b>	<b>0</b>	<b>140</b>	
Coronation Park	19	0	2	28	0	49	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>49</b>	<b>0</b>	<b>51</b>	
Mawhinney Park	0	0	0	6	0	6	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>28</b>	
Moatview Park	0	0	12	13	0	25	0
	<b>0</b>	<b>0</b>	<b>9</b>	<b>53</b>	<b>0</b>	<b>62</b>	
Newtownbreda	2	0	15	34	0	51	2
	<b>0</b>	<b>0</b>	<b>15</b>	<b>117</b>	<b>0</b>	<b>132</b>	

Table continues

Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Ryan Park	0	0	0	15	0	15	1
	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>50</b>	
Castlereagh Urban Total	205	0	344	481	106	1136	8
	<b>21</b>	<b>0</b>	<b>154</b>	<b>1535</b>	<b>41</b>	<b>1751</b>	
Lisburn Rural							
Aghalee	8	1	0	2	0	11	0
	<b>2</b>	<b>18</b>	<b>0</b>	<b>26</b>	<b>0</b>	<b>46</b>	
Ballinderry	8	11	0	8	0	27	1
	<b>11</b>	<b>38</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>89</b>	
Ballycrune	5	0	0	11	0	16	0
	<b>1</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>21</b>	
Ballynadolly	0	0	0	3	0	3	0
	<b>0</b>	<b>8</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>23</b>	
Culcavey	24	0	0	12	0	36	2
	<b>2</b>	<b>3</b>	<b>0</b>	<b>73</b>	<b>0</b>	<b>78</b>	
Dromara	7	0	0	7	0	14	0
	<b>1</b>	<b>7</b>	<b>0</b>	<b>63</b>	<b>0</b>	<b>71</b>	
Drumbo	8	0	17	5	0	30	0
	<b>22</b>	<b>0</b>	<b>3</b>	<b>39</b>	<b>0</b>	<b>64</b>	
Dundrod	0	0	0	3	0	3	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>15</b>	
Dunmurry Rural-Cottages	15	6	0	0	0	21	0
	<b>44</b>	<b>63</b>	<b>1</b>	<b>28</b>	<b>0</b>	<b>136</b>	
Feumore	0	1	0	0	0	1	0
	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Glenavy	12	1	0	13	0	26	1
	<b>3</b>	<b>14</b>	<b>0</b>	<b>32</b>	<b>0</b>	<b>49</b>	
Hillsborough	39	6	11	15	0	71	1
	<b>14</b>	<b>40</b>	<b>13</b>	<b>135</b>	<b>0</b>	<b>202</b>	

Table continues

## Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Lambeg	21	0	29	31	0	81	3
	<b>5</b>	<b>0</b>	<b>19</b>	<b>116</b>	<b>0</b>	<b>140</b>	
Lisburn Rural-Cottages	0	1	0	1	0	2	0
	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Long Kesh-Eglantine	5	0	0	17	0	22	0
	<b>0</b>	<b>1</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>26</b>	
Magheragall	0	5	0	0	0	5	0
	<b>5</b>	<b>25</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>32</b>	
Maze	0	2	7	31	0	40	0
	<b>1</b>	<b>16</b>	<b>5</b>	<b>69</b>	<b>0</b>	<b>91</b>	
Meghaberry	10	2	0	5	0	17	0
	<b>8</b>	<b>4</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>41</b>	
Milltown-Derriaghy	14	0	0	116	0	130	1
	<b>1</b>	<b>0</b>	<b>0</b>	<b>181</b>	<b>0</b>	<b>182</b>	
Moirá	30	4	12	24	0	70	0
	<b>9</b>	<b>36</b>	<b>8</b>	<b>178</b>	<b>0</b>	<b>231</b>	
Porters Row	10	0	0	0	0	10	0
	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
Ravarnette	9	2	0	30	0	41	0
	<b>0</b>	<b>2</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>26</b>	
Rockview	0	0	0	2	0	2	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>12</b>	
Stoneyford	4	1	0	2	0	7	0
	<b>18</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>22</b>	
Lisburn Rural Total	<b>229</b>	<b>43</b>	<b>76</b>	<b>338</b>	<b>0</b>	<b>686</b>	<b>9</b>
	<b>151</b>	<b>285</b>	<b>49</b>	<b>1126</b>	<b>0</b>	<b>1611</b>	
<b>Lisburn Urban</b>							
Ballymacoss	202	0	107	267	0	576	1
	<b>37</b>	<b>10</b>	<b>59</b>	<b>650</b>	<b>0</b>	<b>756</b>	

Table continues

## Sold Stock in bold

CLA	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Greenwood	57	0	76	75	0	208	4
	<b>5</b>	<b>0</b>	<b>14</b>	<b>271</b>	<b>0</b>	<b>290</b>	
Hilden-Low Road	57	0	124	118	15	314	4
	<b>35</b>	<b>0</b>	<b>52</b>	<b>514</b>	<b>1</b>	<b>602</b>	
Hill Street	14	0	16	60	0	90	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>127</b>	<b>0</b>	<b>129</b>	
Hillhall	43	0	0	192	0	235	2
	<b>2</b>	<b>0</b>	<b>0</b>	<b>174</b>	<b>0</b>	<b>176</b>	
Knockmore	14	0	47	76	37	174	0
	<b>3</b>	<b>0</b>	<b>18</b>	<b>317</b>	<b>2</b>	<b>340</b>	
Old Warren	79	0	130	413	5	627	7
	<b>2</b>	<b>0</b>	<b>15</b>	<b>322</b>	<b>0</b>	<b>339</b>	
Seymour Hill-Conway	104	0	405	176	21	706	21
	<b>3</b>	<b>0</b>	<b>242</b>	<b>688</b>	<b>8</b>	<b>941</b>	
Tonagh-Manor-Causeway	59	0	68	186	16	329	3
	<b>2</b>	<b>0</b>	<b>38</b>	<b>531</b>	<b>5</b>	<b>576</b>	
Warren	17	0	58	18	0	93	0
	<b>0</b>	<b>0</b>	<b>22</b>	<b>107</b>	<b>0</b>	<b>129</b>	
Lisburn Urban Total	646	0	1031	1581	94	3352	42
	<b>89</b>	<b>10</b>	<b>462</b>	<b>3701</b>	<b>16</b>	<b>4278</b>	
Lisburn and Castlereagh Total	1170	54	1464	2439	200	5327	63
	<b>298</b>	<b>342</b>	<b>672</b>	<b>6581</b>	<b>57</b>	<b>7950</b>	

\*Of the total stock these properties are void and do not include properties for sale or demolition  
(i) Bungalow (ii) Maisonette

# Appendix 7

## Applicants and Allocations at March 2020

Area	Applicants (Total)	Applicants (HS)	Allocations
Lisburn Urban	1350	1045	277
Lisburn Rural	407	294	35
Castlereagh Urban	366	247	82
Castlereagh Rural	107	91	8
<b>Total</b>	<b>2,230</b>	<b>1,677</b>	<b>402</b>

Source: NIHE

# 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
Lisburn Antrim St Office 29 Antrim Street Lisburn, BT28 1AU		<a href="mailto:lisburndistrict@nihe.gov.uk">lisburndistrict@nihe.gov.uk</a>
Castlereagh Office 30 Church Rd, Dundonald, BT16 2LN		<a href="mailto:castlereagh@nihe.gov.uk">castlereagh@nihe.gov.uk</a>
	<b>Desmond Marley</b> Area Manager	<a href="mailto:des.marley@nihe.gov.uk">des.marley@nihe.gov.uk</a>
	<b>Gerard Flynn</b> Housing Services Manager	<a href="mailto:gerard.flynn@nihe.gov.uk">gerard.flynn@nihe.gov.uk</a>
	<b>Michael Kelly</b> Maintenance Manager	<a href="mailto:michael.kelly3@nihe.gov.uk">michael.kelly3@nihe.gov.uk</a>

<b>Regional Services</b>		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street, Belfast, BT2 8PB	<b>Elma Newberry</b> Assistant Director	<a href="mailto:elma.newberry@nihe.gov.uk">elma.newberry@nihe.gov.uk</a>
Central Grants 2 Adelaide Street Belfast, BT2 8PB	<b>Danny O'Reilly</b> Senior Principal Officer	<a href="mailto:daniel.o'reilly@nihe.gov.uk">daniel.o'reilly@nihe.gov.uk</a>
Place Shaping Belfast Housing Centre 2 Adelaide Street Belfast, BT2 8PB	<b>Roberta Taylor</b> Head of Place Shaping (Acting)	<a href="mailto:roberta.taylor@nihe.gov.uk">roberta.taylor@nihe.gov.uk</a>
Development Programme Group 2 Adelaide Street Belfast, BT2 8PB	<b>Roy Baillie</b> Head of Development Programme Group	<a href="mailto:roy.baillie@nihe.gov.uk">roy.baillie@nihe.gov.uk</a>
Supporting People 2 Adelaide Street, Belfast BT2 8PB	<b>Alistair Mawhinney</b> Assistant Director (Acting)	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

<b>Affordable Housing</b>	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
<b>Affordable Housing Fund</b>	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
<b>Areas at Risk</b>	This programme aims to intervene in areas at risk of slipping into social or environmental decline by working with residents.
<b>Building Successful Communities (BSC)</b>	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
<b>Community Asset Transfer (CAT)</b>	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
<b>Community Cohesion</b>	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
<b>Continuous Tenant Omnibus Survey (CTOS)</b>	CTOS is an assessment of the attitudes of Housing Executive tenants.
<b>Department for Communities (DfC)</b>	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
<b>Disabled Facilities Grant (DFG)</b>	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
<b>Discretionary Grants</b>	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.
<b>Equity Sharing</b>	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
<b>Floating Support</b>	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.

<b>Fuel Poverty</b>	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
<b>Full Duty Applicant (FDA)</b>	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to 'ensure that accommodation becomes available for his/her occupation'.
<b>Home Energy Conservation Authority (HECA)</b>	The Housing Executive is the HECA for Northern Ireland.
<b>House in Multiple Occupation (HMO)</b>	A HMO is a house occupied by more than two qualifying persons, who are not members of the same family.
<b>House Sales Scheme</b>	The House Sales Scheme gives eligible tenants of the Housing Executive, or registered housing associations, the right to buy their property from their landlord, at a discount.
<b>Housing for All</b>	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as 'Housing for All'.
<b>Housing Growth Indicators (HGI)</b>	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2012-25.
<b>Housing Market Area</b>	A housing market area is the geographic area within which the majority of households move, work and live.
<b>Housing Market Assessment (HMA)</b>	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
<b>Housing Needs Assessment (HNA)</b>	This is an assessment of local housing needs, primarily in relation to general needs social housing, supported housing, Travellers and affordable housing.

<b>Housing Stress</b>	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
<b>Intermediate Housing</b>	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.
<b>Rural Housing Needs Test</b>	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
<b>Mandatory Grants</b>	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
<b>Neighbourhood Renewal</b>	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
<b>NIFHA</b>	Northern Ireland Federation of Housing Associations.
<b>NISRA</b>	Northern Ireland Statistics and Research Agency.
<b>Oil Buying Clubs Scheme</b>	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
<b>PCSPs</b>	Policing and Community Safety Partnerships.
<b>PPS</b>	Planning Policy Statement.
<b>Supporting Communities Northern Ireland (SCNI)</b>	Supporting Communities Northern Ireland provides training and funding for community groups.
<b>Shared Housing</b>	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
<b>Site Investigation Study (SIS)</b>	A Site Investigation 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 Placeshaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.

<b>Social Housing Development Programme (SHDP)</b>	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
<b>Social Enterprise</b>	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
<b>Social Rented Housing</b>	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
<b>Small Pockets of Deprivation (SPOD)</b>	SPOD is a delivery vehicle for neighbourhood renewal.
<b>Supported Housing</b>	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.
<b>Supporting People Programme</b>	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.
<b>Temporary Accommodation</b>	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (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.
<b>Universal Credit</b>	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.

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