



Causeway Coast and Glens

# Housing Investment Plan 2021

Annual Update

**Housing**  
Executive

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This document is available in alternative formats.

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# Foreword

**Fifty years ago, the Housing Executive was established as Northern Ireland's strategic housing authority, bringing equality and fairness to the allocation of social housing in Northern Ireland.**

Since the formation of the Housing Executive in 1971, we've assisted countless households in need of housing and support, built and improved hundreds of thousands of properties, and regenerated many neighbourhoods across Northern Ireland. Most importantly we have won widespread support from the communities we serve and are recognised locally, nationally and internationally for the positive social impact of our work.

This has been achieved through the hard work, capacity for innovation, partnership with residents, and professionalism of our staff, and by adhering to the objectives set out by the first Housing Executive Board: to deliver local, accountable and quality housing services; to build and maintain decent homes and to support thriving communities. Vital to all these activities has been an absolute commitment to fairness and honesty in everything the organisation does. We believe that our continuous engagement with local councils over the last five decades has been central to our success over this period.

We would like to pay tribute to all the local government staff and representatives who have worked with the Housing Executive over the last 50 years: they have made - and continue to make -

a huge contribution to communities across Northern Ireland and have made a real difference to many people's lives in this time.

This anniversary marks an important time for the Housing Executive, and for housing in Northern Ireland. It comes as we are now seeing a pathway out of the COVID-19 pandemic. However, we face a period of economic and social uncertainty, and we believe that housing will play a key role in assisting individuals, households, communities and the economy to recover from the pandemic.

At this time, there is a pressing need to reform how social housing is delivered in Northern Ireland so that we can build on the successes of the past 50 years. The Minister for Communities' statement of November 2020 on the revitalisation of our organisation offers the key to a future that will deliver additional, better, more energy efficient and more appropriate homes to those in need and, as a bonus, it also provides the prospect of creating new jobs and skills training that will boost the economy. This will be a fitting way to celebrate our half century of work and achievement, and will stand for decades as a beacon of hope for underserved communities, families and individuals.



Professor Peter Roberts  
Chair



Grainia Long  
Chief Executive

# Introduction

**I**n this report we present the second 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 delivery of the plan's objectives. We look forward to continuing to contribute to shaping the future of housing in each council area with our Community Planning partners.

This annual update should be read in conjunction with [Causeway Coast and Glens 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 2020/21 against the four outcomes contained within the HIP.

When writing our HIP update, we have taken account of the wider strategic context, including the consultation on the Programme for Government Draft Outcomes Framework 2021, New Decade New Approach, the Communities Minister's November 2020 statement on housing reform, together with other regional documentation including the Regional Development Strategy, the Sustainable Development Strategy, Strategic Planning Policy Statement, the Call for Evidence for a new Housing Supply Strategy, and the emerging suite of new Local Development Plans.

The Housing Executive has experienced one of its most challenging years since its formation in 1971.

COVID-19 has forced us to adapt our services over a remarkably short period of time enabling our workforce to work remotely to ensure we continue to deliver a service to our customers. Despite the difficulties we faced we experienced many successes, we secured an additional £10m of funding to help those most in need provided by Department for Communities (DfC) to support homelessness and Supporting People providers in Northern Ireland. The Supporting People Programme continued to support and protect 19,000 vulnerable clients during the first lockdown.

**The Housing Executive has experienced one of its most challenging years since its formation in 1971.**

In addition to core homelessness funding of £13.7m, the DfC provided £6.6m to support a range of activities associated with our homelessness response to the ongoing pandemic; this funding enabled the Housing Executive to support a range of initiatives which included:

- The ‘Everyone In’ approach which supported rough sleepers, including those with No Recourse to Public Funds, via a Memorandum of Understanding with DfC and DoH;
- The acquisition of approximately 650 units of temporary accommodation to meet the significant increase in demand;
- 150 void properties were brought back into use as furnished hostel accommodation.

At the end of March 2021, there were 117,676 live Housing Benefit claims, with 18,023 new Housing Benefit claims assessed in the year to 31 March 2021. A total of 18,025 awards of Discretionary Housing Payments were made during 2020/21 and our staff also assisted in the associated work with new claims for Universal Credit.

In the past year we worked with our contractors to carry out almost 110,000 emergency home repairs, we also equipped our staff and customers with 3.8m PPE items. We secured new contracts with an estimated value of £79m per annum awarded, guaranteeing jobs in the local construction industry. We paid out almost £280k through the emergency COVID Fund, supporting 205 community groups to deliver help to their communities.

# 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

# Strategies and Programmes that impact on Community Planning Partnerships

**T**he HIP 2019-23 is not developed or delivered in a policy vacuum; it sits alongside a range of interrelated strategies and programmes, which impact on the daily lives of Housing Executive customers and tenants. In this section, we have set out some of the primary strategies and programmes underway in 2021, which will have direct implications for delivery of housing outcomes at a local level, and which are therefore highly relevant to the work of Community Planning Partnerships.

Title	Update
<b>Accessible Housing Register</b>	<p>The Housing Executive, in conjunction with the Northern Ireland Federation of Housing Associations (NIFHA), has developed 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 development of the In-House AHR Solution was completed in March 2021. We now have facilities to capture accessible data via an electronic AHR survey form and an electronic calculation engine which will assign the appropriate AHR classification based upon the property attributes being matched against the relevant design standards i.e. wheelchair, lifetime home, mobility etc. (Links in with National Register of Social Housing standards). The next stage is implementation by both the Northern Ireland Housing Executive and Housing Associations.</p>

*Table continues*

Title	Update
	<p>The priority going forward is to build the pool of accessible stock information and for Landlords to implement the AHR. The Housing Executive's AHR data collection will be included within the Asset Management Stock Condition Survey which aims to survey 66,000+ properties on a rolling basis and was set to complete in 2023 however COVID-19 has impacted upon completion of the surveys. In order to realise the benefits it is also prudent to consider targeting specific accessible properties such as those with adaptation extensions, bungalows and ground floor flats.</p> <p>The majority of Housing Association stock is built to specific design standards and can therefore be classified based upon the relevant design standard. Housing Association AHR data collection will therefore focus on those properties that are bought in, properties where major adaptation extensions have been provided and older stock. AHR training is currently being arranged for Housing Association staff.</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 been impacted by the pandemic.</p>
<b>Affordable Housing</b>	<p>During 2020/21, the Housing Executive continued to collaborate with Department for Communities (DfC) and a range of stakeholders to help meet the housing needs of everyone, as set out in the 2016 draft Programme for Government (PfG), Regional Development Strategy (RDS) and Strategic Planning Policy Statement (SPPS). This partnership working contributed to DfCs new definition of affordable housing, which is:</p> <p>'Affordable housing is:</p> <ol style="list-style-type: none"> <li>a) Social rented housing; or</li> <li>b) Intermediate housing for sale; or</li> <li>c) Intermediate housing for rent</li> </ol> <p>that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing'.</p> <p>This new definition will allow the expansion of intermediate housing products, including intermediate rent, the provision of which is a commitment made by the Minister for Communities, in November 2020.</p> <p>To support the development of new products, the Housing Executive is undertaking an assessment of intermediate housing need, which for the first time, provides data at Council level in line with the new definition of affordable housing. It is intended that we will have a full understanding of intermediate housing need and all affordable housing need by Council area, across Northern Ireland by March 2022.</p>

*Table continues*



Title	Update
<b>Asset Management Strategy</b>	<p>Following the Minister for Communities statement in November 2020 on the future of the Housing Executive, DfC has approved the extension of the temporary revised strategic investment approach that has been in place since October 2017 for a further three years. This is to allow the necessary time for DfC's Housing Executive Revitalisation Programme to develop a sustainable funding solution to meet the Housing Executive's future stock investment needs.</p> <p>The Housing Executive's investment programme will, therefore, continue to be focused on compliance and Health and Safety activities, Adaptations, External Cyclical Maintenance and a programme of major component upgrading (bathrooms, kitchens, wiring, doors, windows, heating etc.). Our maintenance programme aims to invest up to £217m in our homes in the year 2021/22.</p> <p>A recent Tender for CT055 Planned Maintenance Contract has resulted in the successful award of 13 local Contractors (Contract Start Date 1 August 2021). Each Contractor has been awarded an individual Lot which aligns with the geographical area offices. This contract is of three years duration with facility to extend by a further four years or part thereof.</p> <p>This Planned Maintenance Contract alone will potentially invest £446 million in our homes for the next seven years. The introduction of social value clauses within the contract ensures contractor investment in the local communities by way of employing trade apprentices, providing community training and technical days and providing community activity grants.</p>
<b>Cavity Wall Insulation</b>	<p>In August 2017, the Housing Executive commissioned a research report on Cavity Wall Insulation (CWI) in both its own stock and private sector housing. The research was undertaken by the British Board of Agrément (BBA) using its Consultancy Investigation and Training subsidiary body. The BBA's report was published in May 2019 and indicated a significant issue with cavity wall installations that are not compliant with current standards. We consulted widely on the report and on 22 December 2020 published for public consultation a Draft CWI Action Plan for our own housing stock. A number of responses were received and a final Action Plan will be published in summer 2021.</p>
<b>Community Response Fund</b>	<p>A COVID-19 Community Response Fund was established to meet the emerging needs of our communities and to promote the welfare and comfort of Housing Executive tenants and their families. The fund went live in April 2020 and it was open to constituted groups including Housing Community Network groups, organisations and social enterprises working within Housing Executive communities. Groups could apply for funding up to a maximum of £1,500 to provide support and assistance to those considered vulnerable within our communities, to assist those most vulnerable within our communities stay connected and to reduce isolation. The response was extraordinary and we engaged with a range of new groups, working in local areas, improving our local networks and local impact. Awards totalling almost £280K were made to 205 groups to provide a range of activities and assistance in line with Government guidelines.</p>

Table continues

Title	Update
<b>Community Safety Strategy</b>	<p>The Housing Executive has launched its new Community Safety Strategy ‘Working Together For Safer Communities’, which runs until 2023. This Strategy builds on the strategic themes from the previous Strategy ‘Safer Together’ and outlines key priorities and objectives. It strongly supports working together with a range of strategic partners across the statutory, voluntary and community sectors.</p> <p>Community Safety is a quality of life issue which impacts on all of society, individually and collectively and this is recognised as a key element of ‘Working Together for Safer Communities’.</p> <p>In order to meet the challenging objectives required to address anti-social behaviour, our Community Safety Strategy spans three main themes supported by annual action plans:</p> <ul style="list-style-type: none"> <li>• Building Community Confidence – We will work to build community confidence in the ability of the organisation to tackle ASB effectively.</li> <li>• Ensuring Local Solutions – We will ensure that all our efforts to tackle ASB are relevant to the needs of local communities.</li> <li>• Working Together – We will work closely with other agencies to improve community safety in our estates.</li> </ul>
<b>Customer Charter</b>	<p>Customer needs are at the centre of everything that we do, and our goal is to meet those needs to a high standard of quality and performance. With this in mind, we have recently developed our new <a href="#">Customer Charter and Service Standards</a>, which were published during 2020/21. These will help us to understand our customers’ experiences and improve our services.</p> <p>Our Customer Charter sets out how we aim to treat our customers when they interact with us in a number of ways including; in the office, by telephone, when they request information from us and if they make a complaint. We will publish and update our results each year, with the first update due in the autumn of 2021.</p>
<b>Fundamental Review of the Private Rented Sector (PRS)</b>	<p>DfC’s Housing Policy and Performance Division recently published the Department’s response to the consultation on the Private Rented Sector (PRS) a series of policy and legislative proposals to help make the private rented sector a safer, more secure and more attractive housing option. DfC is now working on a two phased implementation approach: proposals able to be progressed quickly are being brought forward in a Bill to be delivered during this mandate; with more detailed, cross cutting proposals brought forward during a second phase in the future.</p> <p>A draft Private Tenancies Bill has been completed and was agreed by the Executive on 24 June 2021. The first stage of the legislative process completed on 6 July 2021.</p> <p>The key proposals in the first phase bill include restriction on rent increases, extension of the length of the Notice to Quit (NTQ) to be provided by landlords, a limit on the tenancy deposit amount requested for a private tenancy and making it mandatory for private landlords to have working smoke and carbon detectors installed in their rented properties and to carry out periodic electrical checks.</p> <p>Key areas for a second phase bill include Letting Agent Regulation and the introduction of grounds for eviction. <a href="#">Departmental Response Consultation on the Review of the Role and Regulation of the Private Rented Sector (communities-ni.gov.uk)</a></p>

Table continues

Title	Update
<b>Fundamental Review of Social Housing Allocations</b>	<p>During the past year the Housing Executive has been working closely with the DfC to progress the Fundamental Review of Allocations. Implementation of the changes to the Housing Selection Scheme and allocations process is a key Ministerial priority. The <a href="#">Consultation Outcome Report</a> for the Fundamental Review of Social Housing Allocations was published by DfC in December 2020. Eighteen of the Twenty proposals for change will proceed as per the original 2017 consultation. Two of the proposals (Proposal 7: the removal of intimidation points and Proposal 9: the removal of interim accommodation points from the Housing Selection Scheme) will not proceed as per the 2017 consultation and, instead, options will be explored for alternative approaches for each. In relation to intimidation points this will investigate how to strengthen the verification process and also consideration of how to address other households facing trauma or violence e.g. victims of domestic abuse, who do not currently receive intimidation points. For interim accommodation points, this will involve the need to consider the additional stress associated with being in any form of temporary accommodation.</p> <p>The Housing Executive is currently working on the establishment of a project team and implementation plan to deliver the changes. Commencement of the Phase 1 delivery of the Project is due to take place later in 2021/22. Given the scope of the proposed changes, the Minister requested that the Housing Executive set up a stakeholder advisory group that will represent other landlord and tenant interests as well as the wider housing sector to inform the implementation of the changes.</p> <p>In June 2019, the Housing Executive commissioned independent modelling and analysis of Waiting List data. The analysis examined the potential impacts of a number of the proposals for change, with particular regard to the potential cumulative impact of those changes on Proposal 10: the Selection Scheme should place applicants into bands based on similar levels of need to meet longstanding housing need more effectively. The analysis, which was carried out by Economic Research and Evaluation, will inform the implementation approach. The <a href="#">full report</a> was published on the Housing Executive's website in April 2021.</p>
<b>Homelessness Strategy 2017-22</b>	<p>The Homelessness Strategy 2017/22 contains 19 actions which support the delivery of the following five objectives:</p> <ul style="list-style-type: none"> <li>• To prioritise homelessness prevention.</li> <li>• To secure sustainable accommodation and appropriate support solutions for homeless households.</li> <li>• To further understand and address the complexities of chronic homelessness across Northern Ireland.</li> <li>• To ensure the right mechanisms are in place to oversee and deliver this strategy.</li> <li>• To measure and monitor existing and emerging need to inform the ongoing development of appropriate services.</li> </ul> <p>The third annual report on the Housing Executive's Homelessness Strategy 2017/22 - Ending Homelessness Together was published in February 2021. The fourth annual progress report will be published in October 2021. The report demonstrates the multi-agency approach adopted by the Strategy to both prevent homelessness and to ensure that all clients are provided with the right support to sustain a long term tenancy when one becomes available.</p>

Table continues

Title	Update
	<p>During 2019/20 the Housing Executive facilitated a Homelessness Prevention Fund and this has continued into 2020/21 with the Housing Executive supporting over 30 homelessness prevention specific projects across Northern Ireland.</p> <p>Work has commenced on the development of the Homelessness Strategy 2022-27 in order to ensure the Housing Executive meets its statutory duty of publishing a new strategy by April 2022. The development of this strategy is being brought forward in partnership with statutory and voluntary partners who sit on the Central Homelessness Forum. As part of the development of the strategy there will be a 13 week public consultation on a draft Homelessness Strategy 2022-27 in autumn 2021.</p>
<p><b>Homelessness</b> <b>‘The Way Home - Response to COVID-19’</b></p>	<p>In the wider context in responding to the challenge of COVID-19, in November 2020, the Housing Executive detailed our overall response to the ongoing pandemic in our publication The Way Home – Homelessness Response to COVID-19 (the Reset Plan). The Housing Executive has adopted a co-ordinated response to address the impacts of COVID-19 in terms of homelessness in Northern Ireland and the Reset Plan identifies a range of actions across the five themes noted below:</p> <ul style="list-style-type: none"> <li>• Rough Sleeping</li> <li>• Ensure there is an adequate supply of temporary accommodation</li> <li>• Prevention</li> <li>• Homelessness Services</li> <li>• Collaborative Working</li> </ul> <p>The plan complements the Homelessness Strategy and sets out a summary of the response so far; highlights the challenges evident; but more importantly outlines the key priority areas (immediate, medium and longer-term) which the Housing Executive, in conjunction with our sectoral partners, must consider as part of our review of strategic and operational plans to tackle homelessness, and its prevention in the future.</p> <p>Key achievements over the past year have included:</p> <ul style="list-style-type: none"> <li>• The Excellence in Customer Service award at the CIH Northern Ireland annual conference for the ‘Everyone In’ approach. The ‘Everyone In’ approach reflected partnership working between the Housing Executive, DfC, Department of Health and a range of voluntary agencies such as Welcome, Depaul and Extern. This partnership working delivered temporary accommodation and additional support to a number of individuals who were previously rough sleeping.</li> <li>• The acquisition of an additional 650 units of temporary accommodation to meet the significant increase in demand (up to 110%) which has arisen over the course of our pandemic response.</li> <li>• The provision of a number of social isolation units which facilitated temporary accommodation for any households who were homeless or threatened with homelessness and required to self-isolate in line with public health guidance.</li> </ul>

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Title	Update
<p><b>Housing Supply Strategy</b></p>	<p>The Housing Executive welcomes the launch of the Housing Supply Strategy Call for Evidence in May 2021, and is engaging with DfC to develop and deliver a new Housing Supply Strategy for Northern Ireland. The Housing Executive strongly supports the ambition of the Strategy, not only in increasing housing numbers, but to also examine the sustainability of housing and how new and existing housing can be built or adapted to meet future needs.</p> <p>We recognise that housing is central to the development of sustainable communities and that it provides cross-cutting benefits across society.</p> <p>Therefore we welcome the proposal in the Housing Supply Strategy Call for Evidence document that a whole system based approach is a preferred option when developing the Strategy. This whole system based approach to developing the Strategy will be key, acknowledging the interconnected nature of housing and the housing supply system.</p> <p>We welcome the intended collaboration with a range of partners and Government departments as this will be fundamental to developing and implementing a holistic and comprehensive Strategy that can address challenges and importantly, increase the quality of life for households across Northern Ireland.</p> <p>The new Housing Supply Strategy will offer an opportunity to reduce inequality and promote development, to improve health and well-being in the long term, and create attractive, inclusive, and successful places for all. The Consultation on the New Housing Supply Strategy Call for Evidence opened on 19 May 2021 and closed on 16 July 2021.</p>
<p><b>Local Development Plans</b></p>	<p>As a statutory consultee in the development plan process we have also been working with Councils to assist in the preparation of Local Development Plans (LDP). These Plans are central to enable positive place making and ambitious development that will shape local areas over a long term 15-year period. LDPs are a valuable way to provide affordable, accessible and sustainable housing for those in need and can support the development of balanced and cohesive communities.</p> <p>This partnership working with different agencies will be important to help more people access suitable housing to meet their needs, and to improve wellbeing and quality of life. Our role in these areas will help meet the newly proposed Key Priority Area for housing to ‘ensure everyone has access to good-quality, affordable housing and in promoting an integrated, shared society’, as set out in the PfG Draft Outcomes Framework, under its proposed outcome ‘People want to live, work and visit here’.</p>
<p><b>Modern Methods of Construction/ Low Energy pilot scheme</b></p>	<p>The development of new technology to support new social and affordable housing supply will be a critical success factor in ensuring we meet local need, and deliver on community planning partnership objectives. This programme presents a unique opportunity to improve our approaches to building technology and potentially improve the speed and sustainability of new development. Working in partnership with DfC, the Housing Executive will construct a small number of new social housing dwellings on a site at Sunningdale in North Belfast. This will be our first new build scheme in twenty years and is aimed at delivering dwellings that will incur low energy usage through Modern Methods of Construction technology. The scheme will start on site in late 2021/22.</p>

Table continues

Title	Update
	<p>This new build pilot will be a new exemplar social housing model, where it is intended that lessons can be learned on the building techniques adopted using Modern Methods of Construction and the site benefits realised in terms of speed of delivery, fabric performance and value for money. The drive for improved energy efficiency in house building in light of international/national targets for reductions in carbon emissions/greenhouse gases is a key objective. This will help inform future policy that would address the government’s commitment to reduce carbon emissions, whilst future-proofing new stock.</p> <p>There will be ongoing monitoring carried out when these dwellings are occupied to gauge the benefits to the occupants in terms of reduced fuel costs, comfortable and healthy indoor environments thus providing wider societal health benefits. All of the data captured during and after construction, will culminate in an independent research report which will be used for open source publication for the benefits of all housing providers.</p>
<p><b>NIHE Annual Research Programme</b></p>	<p>As the strategic housing authority in Northern Ireland, the Housing Executive has a statutory responsibility to regularly examine housing conditions and need and may also conduct or promote research into any matter relating to any of its functions. Some of the key projects providing data on an ongoing or regular basis include: the Northern Ireland House Condition Survey; the Continuous Tenant Omnibus Survey; and a number of strands of research on house prices, rents and affordability, which are carried out in partnership with Ulster University and propertynews.com.</p> <p>During 2020/21, our research work continued with relatively little disruption, thanks to the responsiveness of clients, contractors and customers in adapting to telephone and online survey and interview methodologies. We published reports on: a survey of private landlords undertaken in 2019; the 2018/19 Irish Traveller Accommodation Survey; an examination of the factors involved in homelessness acceptances in Northern Ireland; the Housing Executive House Sales Scheme; and – an additional project in light of the unfolding impacts of the pandemic – COVID-19 and housing with a focus on Northern Ireland.</p> <p>Work that commenced or continued to progress in 2020/21 included: 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 substantial project to inform approaches to housing market analysis and need assessment; 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.</p> <p>We also spent some time considering the feasibility of proceeding with fieldwork for a full Northern Ireland House Condition Survey in 2021, as originally planned. Having taken the views of data users, stakeholders and other organisations involved in similar research, a decision was taken in February 2021 to postpone the fieldwork until 2022, when it is hoped that the wider circumstances will be more suited to this in-depth research, which requires surveyors to spend between 60 and 90 minutes in the dwelling.</p>

*Table continues*

Title	Update
<b>NIHE Revitalisation</b>	<p>Over the last decade it has become clear that financial and policy constraints have greatly curtailed the Housing Executive's ability to maintain and improve its own housing stock and to tackle the growing housing demand in Northern Ireland. This is already having an impact on our citizens and communities, and will exacerbate further if the investment challenge facing the Housing Executive is not addressed.</p> <p>In January 2020, New Decade New Approach committed the Northern Ireland Executive to:</p> <ul style="list-style-type: none"> <li>• tackle the investment challenge and maintenance backlog facing the Housing Executive;</li> <li>• examine options to remove historical debt;</li> <li>• and provide a long term trajectory for Housing Executive rental charges that are affordable to tenants and landlord.</li> </ul> <p>Following a statement to the Northern Ireland Assembly by the Minister for Communities in November 2020, the Housing Executive Revitalisation Programme was established. The objectives of this programme are to consider and assess options which will meet the investment challenge through a revitalised strategic housing authority and a sustainable social landlord that can maintain and provide good quality and affordable social homes for current tenants and future generations.</p> <p>The main focus of the Pre-Implementation (first) Stage of the Housing Executive Revitalisation Programme will be to produce a recommendation on how best to address the Housing Executive Landlord investment challenge to the Minister. This will be presented to the Executive for agreement, by March 2022.</p> <p>The Implementation (second) Phase of the Executive Revitalisation Programme planned for May 2022 to May 2025 and will focus on:</p> <ul style="list-style-type: none"> <li>• Primary Legislation</li> <li>• Identify people and stock implications</li> <li>• Develop and implement any required new governance arrangements</li> <li>• Development of Borrowing package</li> <li>• Establishment and appointment of new designate landlord</li> <li>• Preparation of standalone Strategic Housing Authority</li> </ul> <p>The Post-Implementation (third) Phase from May 2025 onwards plans:</p> <ul style="list-style-type: none"> <li>• Major Investment Programme in Housing Executive Homes by reclassified Landlord</li> <li>• Ability to borrow for Landlord</li> <li>• Enable Housing Executive Landlord to contribute to increasing housing supply.</li> </ul>

*Table continues*

Title	Update
<p><b>Older People’s Housing Strategy</b></p>	<p>In March 2021, the Housing Executive published the <a href="#">Older People’s Housing Strategy 2021/22 - 2025/26</a> and accompanying <a href="#">Action Plan for Year 1 (2021/22)</a>.</p> <p>The Strategy takes into account the changing demography of Northern Ireland, including our tenant profile and aims to ensure the services and activities that the Housing Executive delivers, considers and meets the needs of our ageing population.</p> <p>The Strategy is set out under the following four key themes:</p> <ul style="list-style-type: none"> <li>• Planning for the future;</li> <li>• Promoting and maintaining dignity;</li> <li>• Providing housing advice for older people; and</li> <li>• Promoting participation.</li> </ul> <p>We are confident that through our expertise, and, working with a range of partners and stakeholders, we will achieve our objectives and improve housing related services for older people across Northern Ireland.</p>
<p><b>Rural Strategy &amp; Action Plan</b></p>	<p>The Housing Executive has long recognised that in rural areas, we need to take additional measures to identify housing need which can often be hidden due to more dispersed communities and less availability of existing social housing stock. For many rural households, housing choices can be limited due to a low turnover of existing homes and a lack of new, affordable homes in the area. A more focused approach for rural areas is often necessary to ensure that we deliver our statutory housing functions and reach out to those who need our support. The introduction of the Rural Needs Act (NI) 2016, presented an opportunity for us to reaffirm our commitment to rural communities by ensuring that we pay due regard to their needs through the delivery of a fair and equitable housing service which takes account of local issues and circumstances.</p> <p>During 2020/21, we delivered a programme of 12 rural housing need tests in line with the various restrictions in place due to COVID-19. Although we could not accommodate face-to-face events, we continued to communicate and promote our services with rural communities through local press and social media. In August 2020, we partnered with NIFHA and Rural Community Network to deliver a 2 week digital campaign aimed at raising awareness of the importance of new housing in sustaining and enhancing our rural communities. As part of the campaign, we also published our first online edition of Rural Matters and received positive feedback on the quality and relevance of the information provided for both tenants and stakeholders in rural areas during the pandemic.</p> <p>Our draft Rural Strategy 2021-2025 was published for consultation in July 2021. The Strategy identifies through high level outcomes and priorities, the need to support our rural customers, to increase the provision of affordable housing in rural areas and to enable the sustainable growth of our rural communities. We hope to build on the achievements of the last Strategy including the continuation and development of the annual programme of Rural Housing Need Tests, contributing to collaborative funding support for the development and improvement of rural community infrastructure and celebrating the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p>

*Table continues*



Title	Update
<b>Social Enterprise Plus Strategy 2020-24</b>	<p>The new Social Enterprise Plus Awards scheme was launched at a Central Housing Community Network event on 8 July 2020. The Awards were open for applications from July 2020 until mid-August 2020. An Independent Awards Panels met in late 2020 to assess and determine successful awardees in the respective £10k and £25k categories. The process of releasing funding payments then began in December 2020.</p> <p>All visits by the Social Enterprise Team to awardees were subject to risk assessment and the ever-changing COVID-19 guidelines and regulations. Social Enterprise Plus 2020/2021 funding was earmarked by December 2020 and the monies awarded issued to successful applicants (some on a two-staged basis) by early March 2021.</p>
<b>Social Housing Development Programme (SHDP)</b>	<p>The Housing Executive's Development Programme Group (DPG) manages the Social Housing Development Programme (SHDP) on behalf of DfC. This work contributes to the draft PfG Outcome 11: 'We connect people and opportunities through our infrastructure'. The SHDP is managed on a rolling 3-year basis, with each iteration subject to approval from both the Housing Executive's Board and the Minister for Communities.</p> <p>For the 2020/21 year, a budget of c. £136m was in place to deliver on key headline targets of 1,850 new social housing starts and 1,200 social housing completions, as well as a number of ancillary targets. Despite the adjustment period in Q1 to digital/ remote ways of working for a range of key stakeholders in the delivery of new social housing, housing associations were able to bounce back from the impact of the COVID-19 pandemic on the 2019/20 programme, achieving 2,403 new social housing Starts (121 schemes) and 1,304 new social housing Completions (103 schemes).</p> <p>In addition to these headline targets; (a) the highest-ever level of annual Wheelchair-Accessible new social housing Starts was recorded in 2020/21 (179 units), representing 8.5% of all new build social housing (against a target of 10%), (b) 178 units were started on former Housing Executive-owned land (against a target of 50 units), (c) work commenced on 408 one-bed properties (against a target of 200 units), (d) 98 Starts were confirmed in Rural areas (5.2% against a target of 11.4%).</p> <p>As well as enabling delivery of new social housing across Northern Ireland, DPG also provides grant assistance to housing associations to carry out vital adaptations to their properties for tenants with disabilities. In 2020/21, a total of 619 adaptation claims were assessed, providing Grant funding of £2.78m to housing associations for the works, including 17 major adaptations (extensions, ground floor bedrooms etc.). The Housing Executive also worked closely with DfC to ensure that any additional funding required as a result of the impact of the COVID-19 pandemic on planned construction works was administered in a timely fashion to support housing associations and construction firms to continue to deliver new homes.</p> <p>Looking forward, the Minister for Communities has indicated her ambition to prepare the SHDP to deliver a step-increase in its capacity; and to change and support the SHDP so that it is better at providing new social homes in greater numbers in areas of acute housing need. This commitment to increasing new social housing provision across Northern Ireland was followed up with an announcement in April 2021 that £162m has been made available to deliver Starts on a minimum of 1,900 new social homes via the SHDP in 2021/22. The key priority for the next three years is therefore to work with DfC officials and the housing association movement to support the delivery</p>

Table continues

Title	Update
	<p>of higher numbers of new social homes annually, and to ensure that the programme is addressing acute housing need. In addition to achieving higher overall delivery, the Housing Executive will seek to work with DfC and associations to bring forward pilot schemes for delivery of improved design standards in a range of areas – including city centre living, housing for older people, and more energy efficient housing.</p>
<p><b>Strategic Review of Temporary Accommodation</b></p>	<p>The Strategic Review of Temporary Accommodation was paused last year in order to implement the COVID-19 Homelessness response. The pandemic has had a significant impact on demand for temporary accommodation and we have had to acquire additional accommodation in order to ensure we continue to be able to meet the needs of homeless applicants. At this point we have acquired approximately 650 additional units of accommodation which is an increase to the portfolio of about 25%. Many lessons have been learned and new models tested as part of our response. We have published a Reset Plan, entitled ‘The Way Home’ (detailed above) which sets out our emergency response, the next steps to respond to the ongoing pandemic as well as our longer term ambitions. One of these ambitions is ensuring adequate provision of temporary accommodation and the Plan details how we intend to do this.</p> <p>Our Strategic Action Plan for Temporary Accommodation will build on our learning and experiences during the pandemic and will be issued for consultation in autumn this year. It will outline our ambitions and actions to ensure we are in a position to meet the accommodation and support needs of homeless customers at the point of that need. It will include actions to prevent homelessness and the need for temporary accommodation in the first place, minimise the length of time people spend in temporary accommodation, ensure value for money, shift towards housing led responses, reduce reliance on hotel/B&amp;B accommodation and develop new models of temporary accommodation. This Action Plan will be launched along with the new Homelessness Strategy for 2022-27.</p>
<p><b>Supporting People Strategy and Action Plan</b></p>	<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 85 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 and 2021/22, the annual SP budget is £72.8m (excluding COVID-19 fund).</p> <p><b>‘Exceptional’ Work: COVID-19</b></p> <p>The challenges faced by the sector due to the emergence of COVID-19 were unprecedented. However, organisations adapted quickly to the change in circumstances and worked effectively in partnership across the sector.</p> <p>With approval from DfC, the SP team responded to COVID-19 by allowing Providers to spend previously frozen SP reserves on COVID-related expenditure. An additional £11.56m was made available specifically for COVID-19 pressures including staffing, cleaning and Personal Protective Equipment (PPE). Contract management and reporting was relaxed temporarily in March 2020 to allow Providers time to cope with the challenges of responding to the impact of COVID-19. This was resumed in quarter 2 of 2020/21 with Contract Management activities being carried out remotely.</p>

Table continues

Title	Update
	<p><b>Major Adverse Incidents (MAIs)</b></p> <p>SP continues to monitor major adverse incidents across SP funded services. Societal issues affecting the Homelessness theme have intensified over several years, as can be evidenced by the increase in reporting of major adverse incidents by 41% from 2019/20 to 2020/21. The effects of isolating, social distancing and the lockdown has led to an increased decline in many service users' mental health. In the year 2020/21, the most prominent Major Adverse Incident reported was in the drug-related non-fatal overdose category (14), followed by unexpected deaths (7) and service user deaths (7). The SP team continues to support Provider staff in their effort to keep service users safe.</p> <p><b>Supporting People 'Business as Usual' Activities</b></p> <p>In quarter 2 of 2020/21, SP revised the contract management approach and began to operate a remote regime, which has continued throughout 2020/21. During the pandemic the SP Team maintained a 'business as usual' approach and achieved a significant amount whilst working from home.</p> <p><b>Supporting People Outcomes</b></p> <p>A new system for Providers to submit Outcomes data was developed by SP and was introduced in October 2020, along with online training materials and sessions on how to use the new system for both SP staff and Providers. In the 2020/21 year, the SP Programme showed an overall average success rate of 90% against the Outcomes Indicators across 84 Providers, delivering 853 services.</p> <p><b>Supporting People Provider Innovation Fund (PIF)</b></p> <p>The Provider Innovation Fund is a competitive fund that aims to support improvements to the delivery of the SP Programme, thus assisting efficiency and effectiveness within the SP sector. Existing SP Providers are able to bid for support to help them innovate and improve their service delivery thus enabling more resources to be channelled to frontline delivery. A total of 28 bids with a value of £1,286,969 were received for the 2020/21 year and awards of £916,819 were made to 21 of the applicants.</p> <p><b>Supporting People Ministerial Review Recommendations</b></p> <p>In the past year (2020/21), the SP team has been working on completion of the remaining recommendations from the review carried out in 2015 by the Department for Social Development, now DfC.</p> <p><b>Strategic Needs Assessment (SNA)</b></p> <p>SP has developed a Strategic Needs Assessment which includes demographic trends and other social factors to identify current and future patterns of need. The report has been approved by the Housing Executive Board, the Programme Board, and has been shared with DfC.</p> <p>The emerging picture from the needs assessment process and the scale of the estimated gap highlights a range of strategic challenges for the SP Programme over the lifetime of the SP Three Year Strategy. This emerging evidence base will help to inform decisions on how services can be best delivered, will support future planning and decision-making, and will be aligned to wider strategic priorities set by the NI Executive and PfG.</p>

Title	Update
	<p><b>Supporting People Three Year Strategy 2021-24</b></p> <p>Through engagement with Providers and service users we have developed ‘The Supporting People Three Year Strategy 2021- 2024’. High-level information from the SNA has been considered, in order to inform and develop the strategy and direct priorities within it. There is a particular focus on COVID-19, and service user voices. The Strategy is due to go to Public Consultation later in 2021.</p>
<p><b>Sustainability and Energy Transition</b></p>	<p>Within the Housing Executive’s statutory responsibility as Northern Ireland’s regional Home Energy Conservation Authority (HECA), there is a continued focus on reducing greenhouse gases (GHG) and improving energy efficiency across all NI’s housing sector. The key highlights of this year has been the launch of a refreshed NI Energy Advice Service, relaunching our NI Schools Energy Efficiency Awareness Programme, growing the NI Oil Buying Club Network, reporting the annual progress of reducing GHG and improving domestic energy efficiency, continuing to lead on the transnational EU funded HANDIHEAT project with seven partners across five EU countries and planning for future energy efficiency and decarbonised heating pilots.</p> <p>Within the current HECA Annual Progress Report (2020), the Housing Executive invested over £37.5m in energy efficiency measures in both public and private housing through its landlord commitments and private grant funds managed on behalf of DfC, namely the Affordable Warmth and Boiler Replacement Scheme.</p> <p><b>HANDIHEAT Project</b></p> <p>The aim of the €2m EU-funded HANDIHEAT Project, which is in the third year of its implementation phase, is to contribute to improvements in energy efficiency by demonstrating the effectiveness of renewable energy solutions in isolated rural communities across northern Europe. There is a further focus on identifying best practice and providing evidence to support future policy interventions in this area of activity. The Housing Executive fulfils dual roles in the context of the Project, acting as the Lead Partner with partners across Ireland, Scotland, Finland and Iceland. The Housing Executive’s secondary role is to run the demonstration pilot involving a small number of Housing Executive owned homes in Lisnaskea, Co Fermanagh. The aim of the HANDIHEAT pilot in Fermanagh is to assess the capital cost, household energy bills and carbon savings with the installation of non-intrusive energy efficiency measures within a budget of under £7,000 per house, with new lower carbon heating systems.</p> <p>The results of the pilot demonstration sites in Lisnaskea, will seek to inform and influence energy policies in NI going forward. You can find out more about the HANDIHEAT project at <a href="http://handiheatreproject.eu/">http://handiheatreproject.eu/</a>.</p>

*Table continues*

Title	Update
<b>Tower Blocks</b>	<p>The Tower Blocks Action Plan sets out the Housing Executive’s strategic approach and implementation plan for addressing the 33 tower blocks in its ownership. The Action Plan was approved by the Board of the Housing Executive in March 2019 and by the DfC in August 2019. When delivered, the plan will deliver a mix of retention, re-provision and disposal of blocks at various points in time. Given the complexity and scale of this plan the blocks have been categorised into 3 phases:</p> <ul style="list-style-type: none"> <li>• Phase 1: Demolition (or disposal in some cases) in a 1 to 5 year time period - 14 ‘Short’ term blocks (Monkscoole, Abbotscoole, Latharna, Moylena, Kilbroney, Clarawood, Oisin, Coolmoyne, Rathmoyne, Breda, Ross, Woodland, Beechwood, Magowan)</li> <li>• Phase 2: Demolition in a 6 to 10 year period, with remedial works to be carried out in the interim - 7 ‘Medium’ term blocks (Finn, Fianna, Belvoir, Parkdale, Riverdale, Ferndale, Mount Vernon)</li> <li>• Phase 3: Demolition at a point beyond a 10 year period, with improvement works carried out as required - 12 ‘Long’ term blocks. (Divis, Grainne, Maeve, Eithne, Cuchulainn, Moveen, Woodstock, Willowbrook, Carnet, Whincroft, Glencoole, Carncoole)</li> </ul> <p>The Action Plan is a high level document that sets out the broad timescales, actions and estimated funding required over the next fifteen to twenty years. Implementation of the proposals will be subject to approval of business cases for individual or groups of blocks as appropriate.</p> <p>A Delivery Team is in place to drive and manage the implementation of the Action Plan and there has been significant progress despite the impact of the COVID-19 pandemic. A consultant is being appointed to advise on and prepare the refurbishment programme for the long term blocks. The Housing Executive Board has approved the installation of sprinklers in the blocks and a contract to deliver this is being procured. Four blocks, Monkscoole, Latharna, Rathmoyne and Coolmoyne have been approved for demolition, and business case proposals have been prepared for several other blocks.</p>
<b>Traveller Accommodation</b>	<p>The Housing Executive has regularly published comprehensive accommodation research in 2002, 2008 and 2015 for the Irish Traveller Community across Northern Ireland. The most recent Irish Travellers’ Accommodation Survey 2018/19 was completed in 2019 and is an important evidence base in the development of our Irish Travellers Accommodation Strategy 2021 – 2026. The draft Strategy was released for a twelve week consultation period on 1 July 2020. Due to restrictions imposed by the COVID-19 pandemic the consultation period was extended for an additional eight weeks and concluded on 18 November 2020.</p> <p>The Strategy aims to provide safe and sustainable accommodation that meets the accommodation and cultural needs of the Irish Traveller community through the implementation of 12 key actions in a five year Action Plan. In the coming year the Housing Executive will initiate:</p> <ul style="list-style-type: none"> <li>• a research project to scope the development of a Irish Traveller needs assessment methodology;</li> </ul>

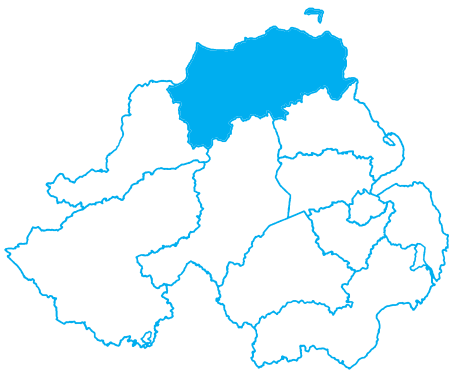
Table continues

Title	Update
	<ul style="list-style-type: none"> <li>• policy development to screen Housing Executive policies and procedures to ensure no adverse impact on Irish Travellers;</li> <li>• a review on housing management policies for Irish Travellers;</li> <li>• the development of an Irish Travellers forum to give feedback on relevant policies and procedures.</li> </ul> <p>The Strategy has now been finalised and will be released on the Housing Executive website and social media later in the year.</p>
<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>At the end of March 2021, Social Sector Size Criteria was directly impacting on 24,288 Housing Executive tenants and 115 Housing Executive tenants in receipt of Housing Benefit were affected by Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020; however the Minister for Communities announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments have continued. The Minister is expected to bring new legislation to the Assembly in the current financial year, which will permanently extend the mitigations.</p> <p>At the end of March 2021, 19,546 Housing Executive tenants had made a claim for Universal Credit, with a significant increase in the number of tenants making a new claim for Universal Credit due to the economic impacts of the COVID-19 pandemic.</p> <p>During March and April 2020, an additional approx 1,150 tenants made a claim for Universal Credit due to being impacted by business closures due to lockdown. However, following the announcement of the Government's income support schemes in mid-April 2020, the number of new claimants per month (approx. 450) returned to normal levels and remained broadly consistent thereafter.</p> <p>Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through the 'Move to UC' phase of roll out, where working-age customers on the relevant benefits will be advised when they should move to Universal Credit. The 'Move to UC' is currently on hold; however, it is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when it is complete.</p> <p>Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's 'Move to UC' phase takes effect; however, it should be noted that the caseload is decreasing at a much slower rate than previously anticipated. Once the 'Move to UC' is complete, Housing Benefit will still have a significant number of customers, approximately 42,000, of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.</p> <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 (2019)\*



Ballymoney	<b>25,140</b>	
Bann	<b>17,710</b>	
Benbradagh	<b>18,180</b>	
Causeway	<b>25,060</b>	
Coleraine	<b>24,490</b>	
Limavady	<b>16,650</b>	
The Glens	<b>17,620</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. These figures have been rounded.

### Population of Causeway Coast and Glens Borough

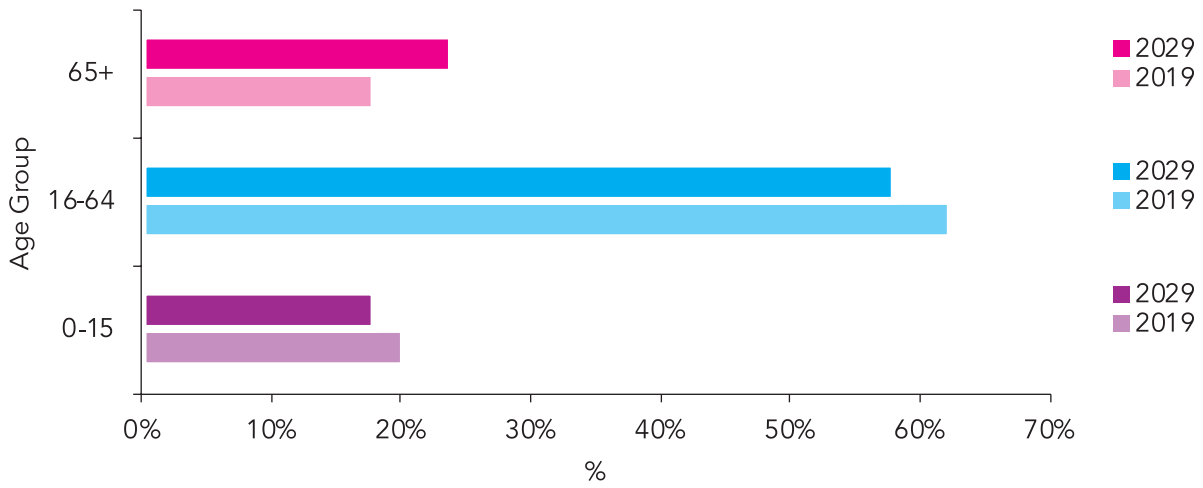
The population of Causeway Coast and Glens Borough is projected to increase by 0.3% from 144,838 in 2019 to 145,258 in 2029. It represents 7.6% of the NI population at 2019.

Within Causeway Coast and Glens the percentage of older people (65+ years) in the population is projected to increase by 30% over the period 2019 to 2029. Therefore social stock to meet this specific future need will need to increase over the same period.



Source: NISRA

### Population Change 2019-2029



Source: NISRA



# The Housing Market

## Projected Housing Growth Indicator new dwelling requirement



# 5,600

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

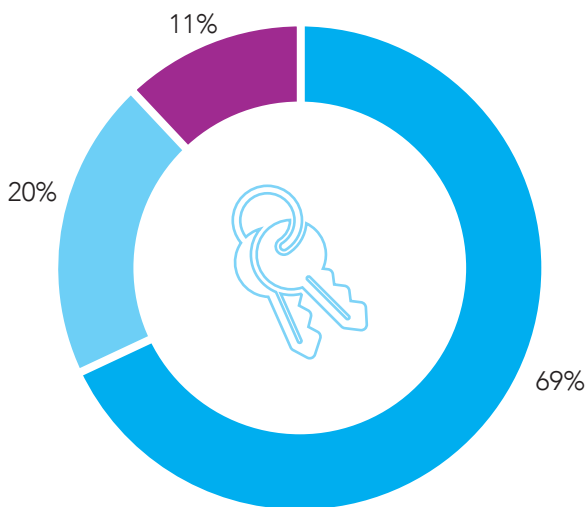
*Source: Department for Infrastructure HGIs 2016-2030*

There is a projected Housing Growth Indicator (HGI) new dwelling requirement of 5,600 for the period 2016-2030 in Causeway Coast and Glens. The overall NI requirement for the same period is 84,800.

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

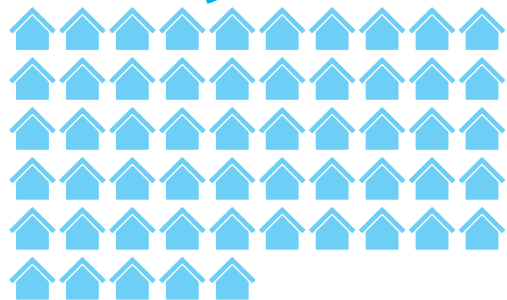
At 2016 there were 62,400 households in Causeway Coast & Glens, of these 69% were Owner Occupied; 20% Private Rented and 11% Social Rented (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

## 2016 Tenure Breakdown



■ Owner occupation ■ Private rented ■ Social rented

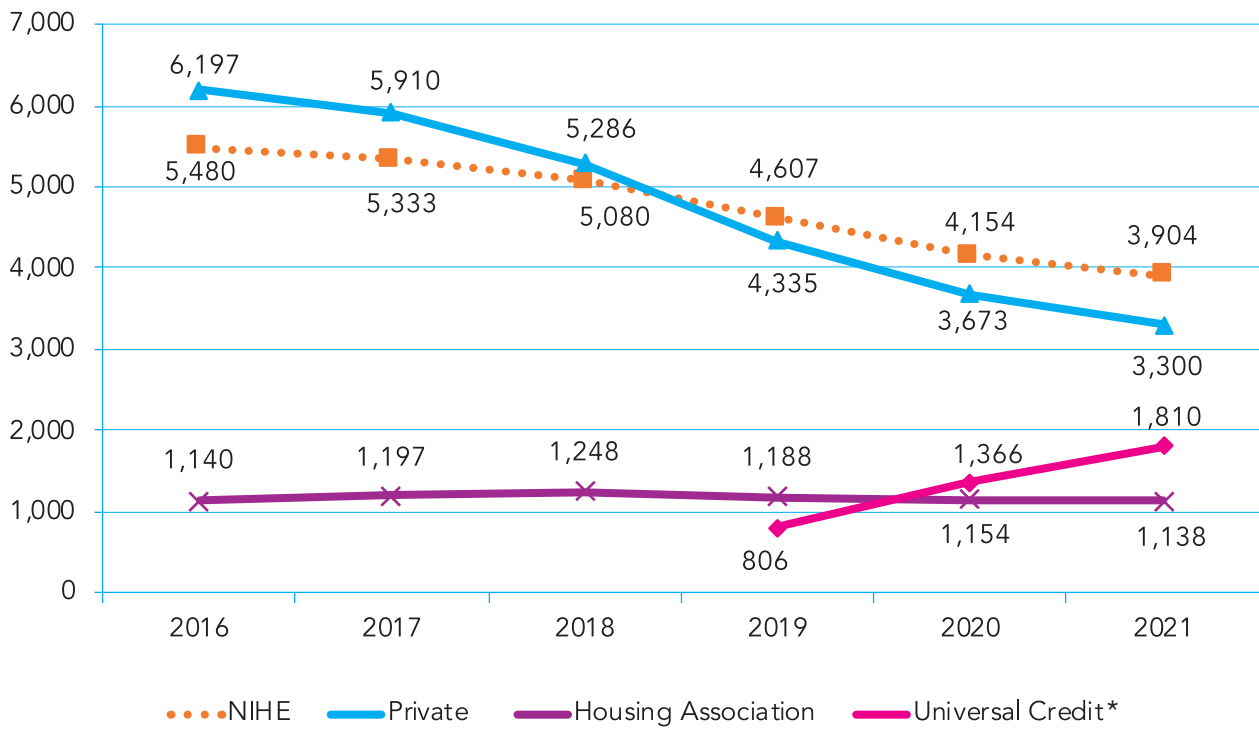
# 62,400



**HOMES** in the borough (2016)

*Source: Northern Ireland House Condition Survey 2016*

## Housing Benefit



Source: NIHE & DfC

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

The rollout of Universal Credit for new claimants commenced in September 2017 and was completed in December 2018. Since the introduction of Universal Credit in Northern Ireland, the number of Housing Benefit claimants has continued to reduce. Working age benefit claimants will naturally move to Universal Credit when they have a relevant change of circumstances.

There were 1,810 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Causeway Coast & Glens at end of March 2021.

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

## Owner Occupied Sector

Owner Occupation comprises 69% of the overall homes in the borough (HCS 2016). Ulster University state that the average house price in Causeway Coast & Glens in 2020 was £189,452 which represents an increase of 9.6% on 2019 figures. Over the past two years average house prices in Causeway Coast and Glens have been 5% above the NI average.

### Average Annual House Prices

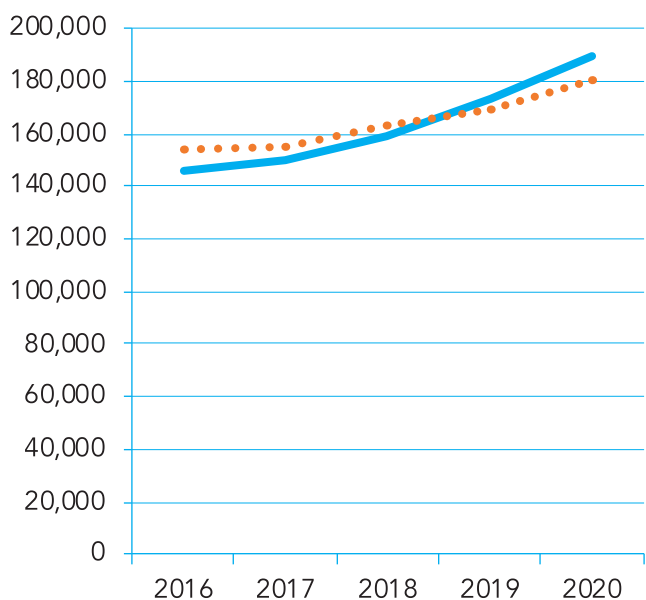


Average house price in Causeway Coast & Glens in 2020

£ **189,452**



**9.6%**  
INCREASE FROM 2019

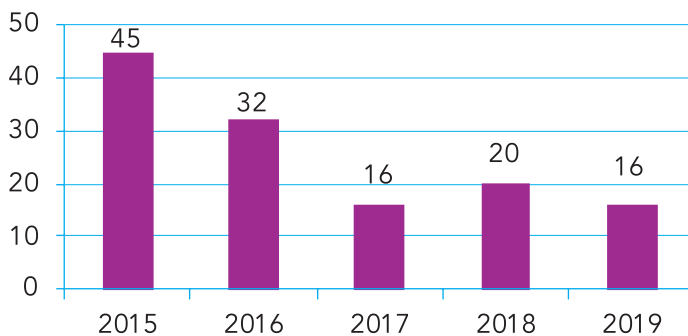


●●●● NI average house price  
 — Causeway Coast & Glens average house price

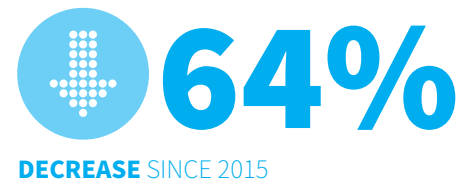
Source: Ulster University

## Repossessions

During 2019, there were 16 repossessions in Causeway Coast & Glens. This represents a 64% decrease since 2015.



Source: NI Courts and Tribunals Service



## Intermediate need

Demand for intermediate housing aimed at low income households in Causeway Coast & Glens is estimated at 510 units between 2020-2030.

The Housing Executive has developed a new assessment of intermediate housing need, as contained in the Strategic Housing Market Analysis (SHMA) reports, which better aligns with DfC's new definition of affordable housing. This method estimates demand for both shared ownership and intermediate rent (the current method is based on shared ownership only). Similar to the current method, it uses household projection figures and income data, and also includes contextual, cross tenure housing market information. As the SHMAs are being prepared in two phases, there will be a transitional period this year.

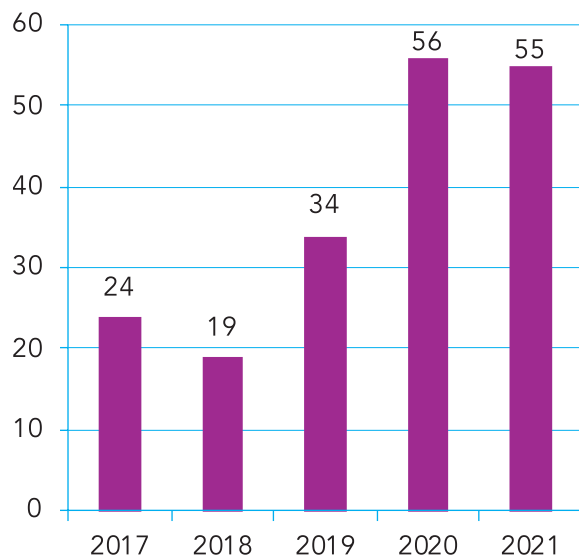
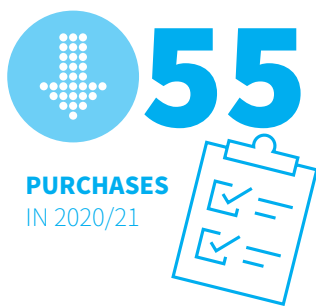
The new SHMA method is being reported in the HIP updates for Antrim & Newtownabbey, Ards & North Down, Belfast, Derry City & Strabane and Lisburn & Castlereagh, with the current assessment of shared ownership being used for the remaining council areas until the second phase is complete.



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 495 dwellings at March 2021, 55 of which were purchased during 2020/21 in the Council area.

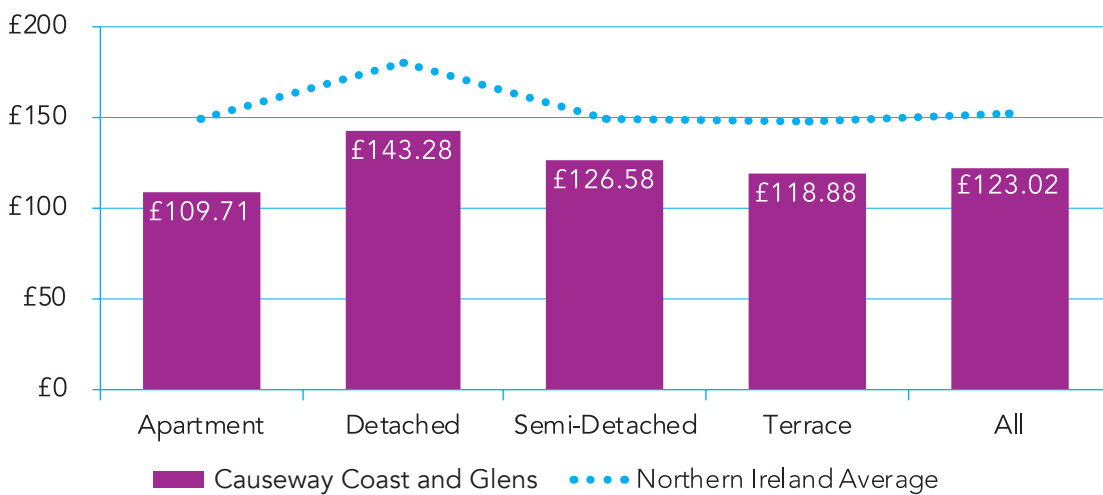


Source: Co-Ownership Housing Association

## Private Rented Sector (PRS)

The Private Rented Sector comprises 20% of homes in Causeway Coast & Glens (HCS 2016).

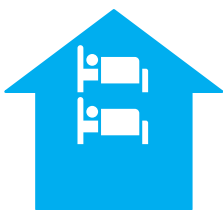
### Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

### Local Housing Allowance

Causeway Coast and Glens falls within the North Broad Rental Market Area (BRMA).



The Local Housing Allowance for 2021/22 for **2 BEDROOM DWELLINGS** within the BRMA is **£92.07** per week



The Local Housing Allowance for 2021/22 for **3 BEDROOM DWELLINGS** within the BRMA is **£100.56** per week

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## Landlord Registration Scheme

DfC's Landlord Registration scheme identified 5,202 properties registered by 3,074 landlords in Causeway Coast & Glens at March 2021.

## Houses in Multiple Occupation (HMO)


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



## Social Housing Sector

The Social Housing sector share of the housing market in Causeway Coast & Glens Borough Council area was 11% (HCS 2016).

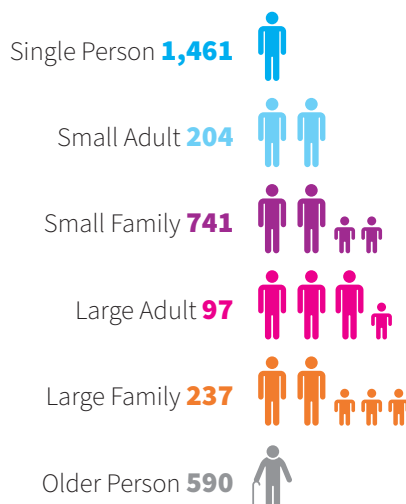
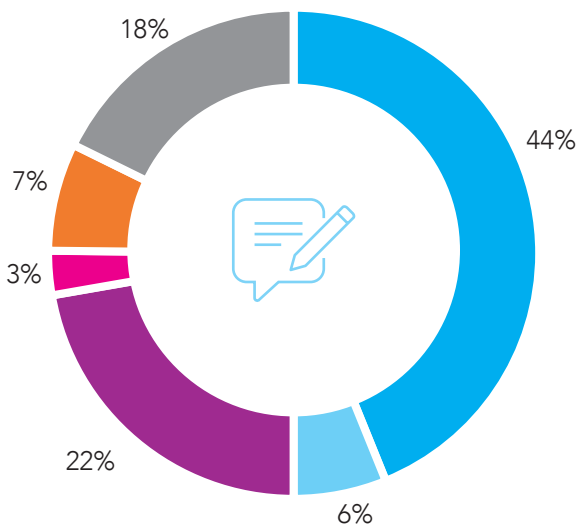
Social housing demand for Causeway Coast & Glens increased in 2020. At March 2021 there were 3,330 applicants on the waiting list for Causeway Coast & Glens Council area with 1,753 in housing stress. There were 390 allocations over the year. Single, older persons and small family households comprise 86% of the housing stress waiting list in the council area. The need for single person and small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for area breakdown.



**18**  
Housing Executive properties were sold to tenants in Causeway Coast & Glens under the House Sales Scheme during 2020/21. The average selling price, after discount was

**£46,684**

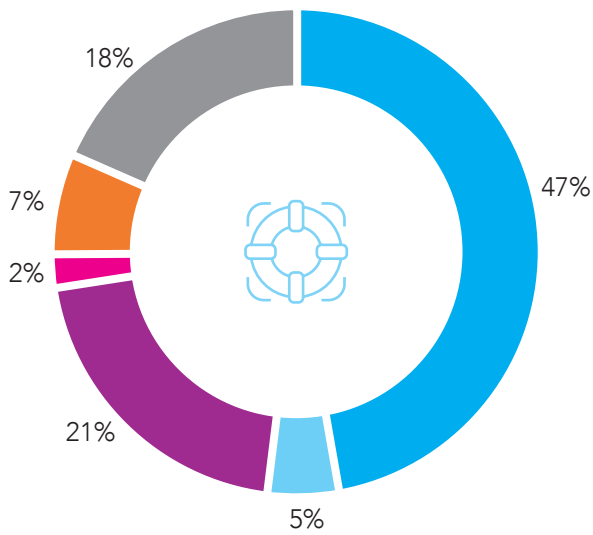
## Waiting List Applicants



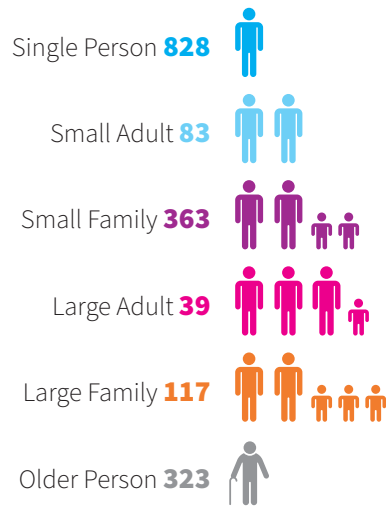
Source: NIHE, March 2021



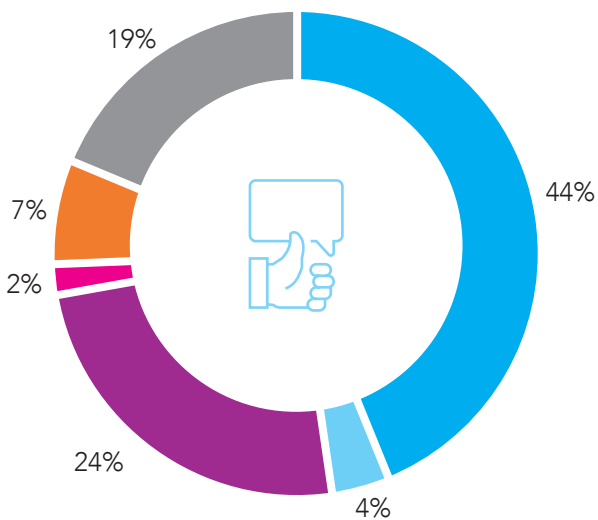
## Applicants in Housing Stress



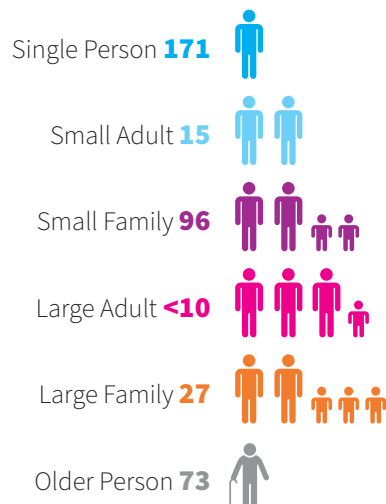
Source: NIHE, March 2021



## Allocations to Applicants



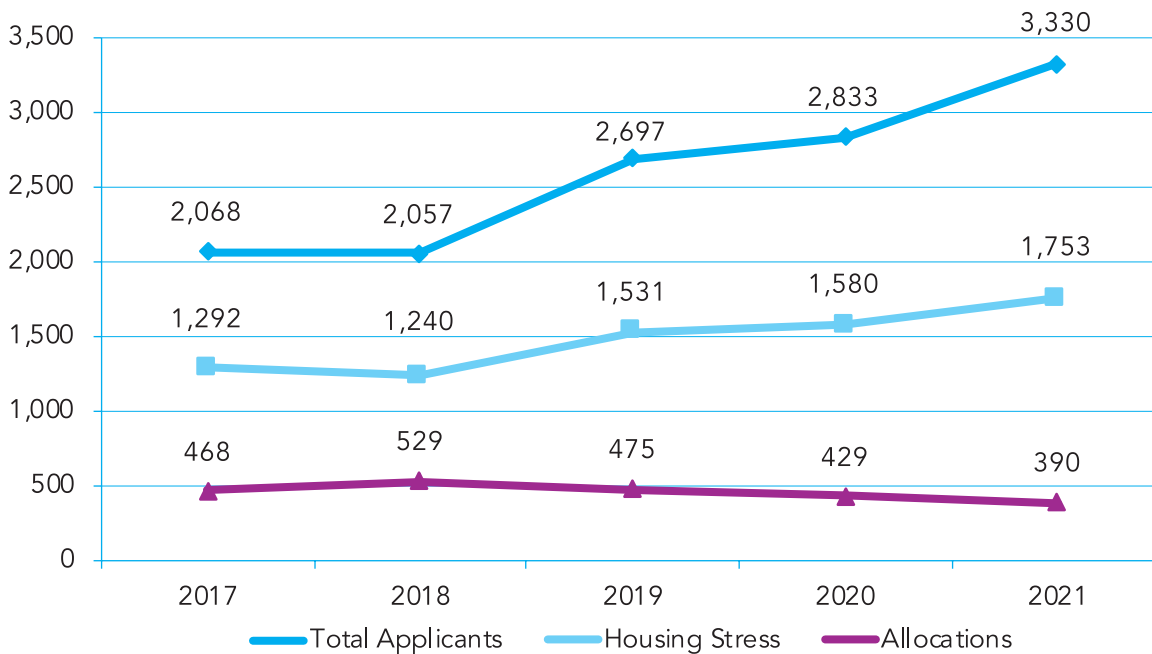
Source: NIHE, March 2021



### 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

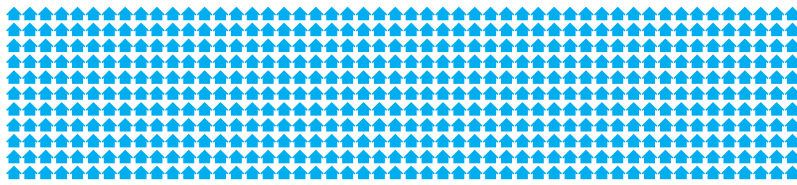
### Social Housing Waiting List Trends



Source: NIHE

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The requirement for new social housing in Causeway Coast & Glens has increased between 2020 and 2021. Refer to Appendix 2, which shows projected housing need which is concentrated in the main towns.



**1,010** The five year assessment for 2020-25 shows a need for 1,010 units in the council area.

To address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 221 housing units planned.

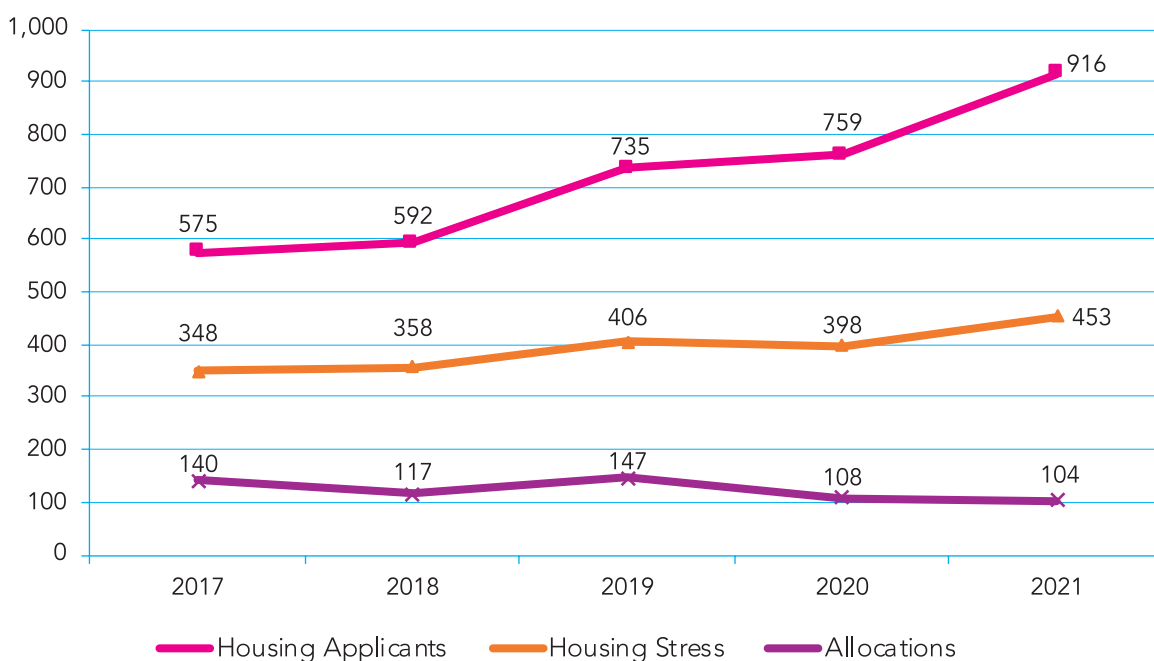
During 2020/21, 98 homes were completed across Causeway Coast & Glens Borough Council area and 154 units were under construction at end of March 2021. See Appendix 3 for details of the programme, completions and on-site schemes.

## Rural Areas

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

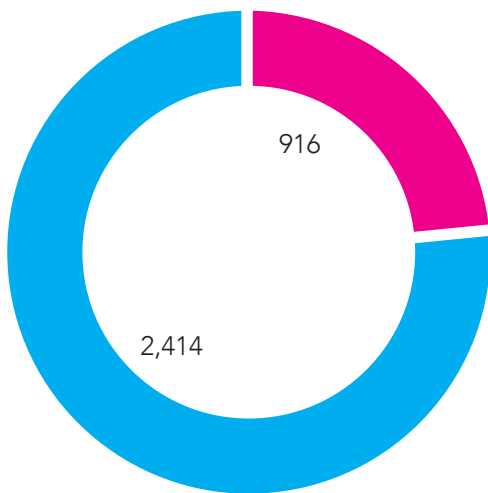
The Housing Executive will continue to work with rural communities to identify hidden or ‘latent’ housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. The Rural Unit will be carrying out rural housing needs tests for Gortnaghey, Ballintoy, Ballybogy, Burnfoot and Moneydig in 2021.

### Rural Housing Waiting List Trends



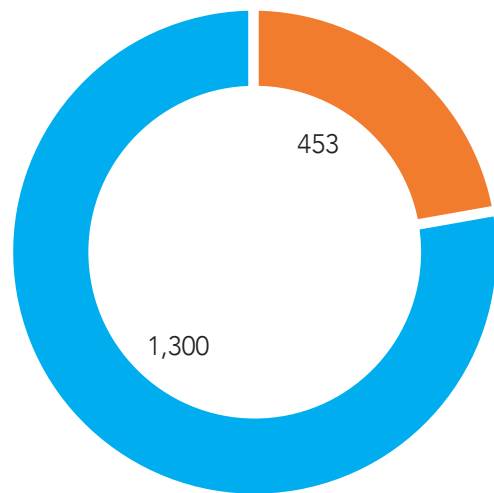
Source: NIHE, March 2021

### Waiting List Applicants 2021



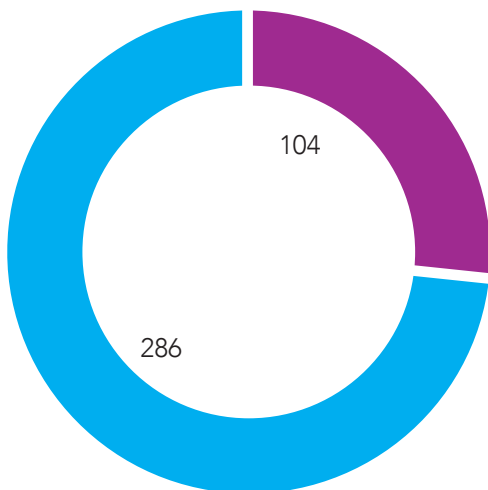
- CC&GC Rural
- CC&GC Urban

### Waiting List Applicants in Housing Stress 2021



- CC&GC Rural
- CC&GC Urban

### Allocation to Applicants 2021



- CC&GC Rural
- CC&GC Urban

Source: NIHE

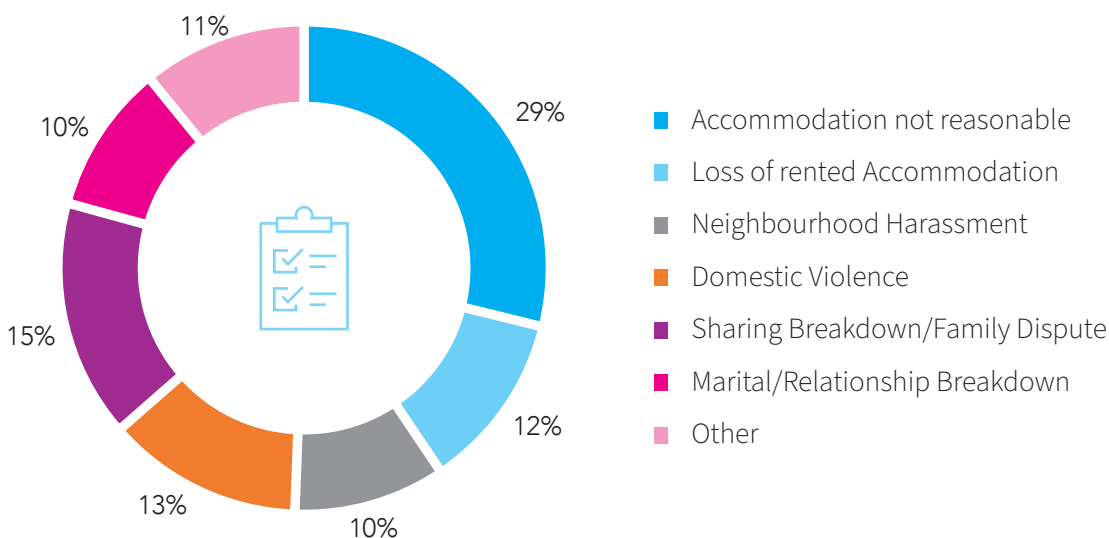
# Homelessness

The number of households presenting as homeless in Causeway Coast & Glens remains high at March 2021 with 885 presenters by the end of March 2021, see Appendix 5. Homelessness became an even bigger challenge in 2020 due to the COVID-19 pandemic. The Housing Executive has responded in our publication ‘The Way Home – Homelessness Response to COVID-19 (the Reset Plan)’ outlining our operational plans to tackle homelessness and prevent it in the future.

The main reasons for homelessness acceptances continue to be as a result of ‘accommodation not reasonable’ and ‘sharing breakdown/family dispute’. Additional homelessness funding of £7.3m was provided by DfC and the Department of Health during the COVID-19 pandemic to enable the Housing Executive bring 150 void properties back into use as furnished hostel accommodation, to ensure there was no one sleeping rough on our streets.

There are a range of temporary accommodation options available in Causeway Coast & Glens Borough Council area. During 2020/21 the Housing Executive made 467 placements, which included 44 placements into Housing Executive hostels, 114 into voluntary sector hostels, 267 in Hotels and B&B’s and 32 placements in single let properties.

## Reasons for Homelessness



Source: NIHE

# Specialised Housing and Housing Support Services

## Accessible Housing

The development of the In-House Accessible Housing Register (AHR) Solution was completed in March 2021. The Housing Executive's AHR data collection will be included within the Asset Management Stock Condition Survey which aims to survey 66,000+ properties on a rolling basis and was set to complete in 2023, however the COVID-19 pandemic has impacted upon completion of the surveys. In order to realise the benefits it is also prudent to consider targeting specific accessible properties such as those with adaptation extensions, bungalows and ground floor flats. AHR training has been completed for Housing Executive surveyors and is currently being arranged for Housing Association staff.

Within Causeway Coast and Glens Borough Council area there is an identified social housing need at March 2020 for 55 wheelchair units.

## Adaptations

During 2020/21 the Housing Executive spent £1.15m on adaptations to their properties in Causeway Coast & Glens Council area. See Appendix 4.

**£1.15m**  
SPENT ON ADAPTATIONS 2020/21

## Disabled Facilities Grants

During 2020/21 the Housing Executive approved 83 Disabled Facilities Grants for private sector dwellings and completed 65. Total spend in Causeway Coast & Glens Council area in 2020/21 was £1.2m. See Appendix 4.

### DISABLED FACILITIES GRANTS

**£1.2m**  
TOTAL SPEND 2020/21  
65 COMPLETIONS

## Irish Travellers

The Housing Executive has responsibility for identifying and meeting the accommodation needs of Irish Travellers. The Irish Travellers Accommodation Strategy 2021-2026 has been approved by the Housing Executive Board and includes a five year implementation plan of 12 key actions.

## Supporting People

The Housing Executive, through the Supporting People Grant, funds 77 Housing Support Services across Causeway Coast & Glens Borough Council area at a cost of £4.55m, providing housing support to 1,305 clients per year. Additional funding was secured for Supporting People Providers to use specifically for COVID-19 pressures. Details are set out in Appendix 5.

**£4.55m**  
ON FUNDING 77 HOUSING  
SUPPORT SERVICES

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## Community Planning

The Causeway Coast and Glens Borough Council published A Better Future Together – A Community Plan for Causeway Coast and Glens 2017-2030 on 15 June 2017. The Delivery Plan [Community Delivery Plan 2020](#) was revised in December 2020 and it highlights the progress on the outcomes to date, successful findings; it introduces a new suite of actions and lists delivery plan actions for the future using an outcomes based approach and taking account of effects of the Covid-19 pandemic. Some of the new actions address poverty, loneliness, mental health issues, the economic situation and impacts that Covid-19 has had on the community.

The Housing Executive is a statutory partner and our Place Shaping staff attend quarterly Community Planning meetings. We contribute to a number of actions in the delivery plan and we have contributed to 'A Better Future Together' Statement of Progress.

Our Housing Investment Plan (HIP) themes are complementary to many of community planning themes. This HIP has aligned our housing actions against Community Planning and this is shown in Appendix 1.

Further information on Community Planning in the Causeway Coast and Glens area can be found at [Causeway Coast and Glens Community Planning](#).



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## Local Development Plan

The Causeway Coast and Glens Local Development Plan (LDP) 2035 will replace the Northern Area Plan 2016 and the existing suite of Regional Planning Policy Statements. As the statutory development plan, the LDP will be the main policy vehicle to influence housing in the borough for 15 years. It is a spatial reflection of the Council's Community Plan and it is appropriate that the HIP is considered in the preparation of the LDP.

The LDP will address the amount of land needed for housing across the borough, in addition to setting out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing.

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

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

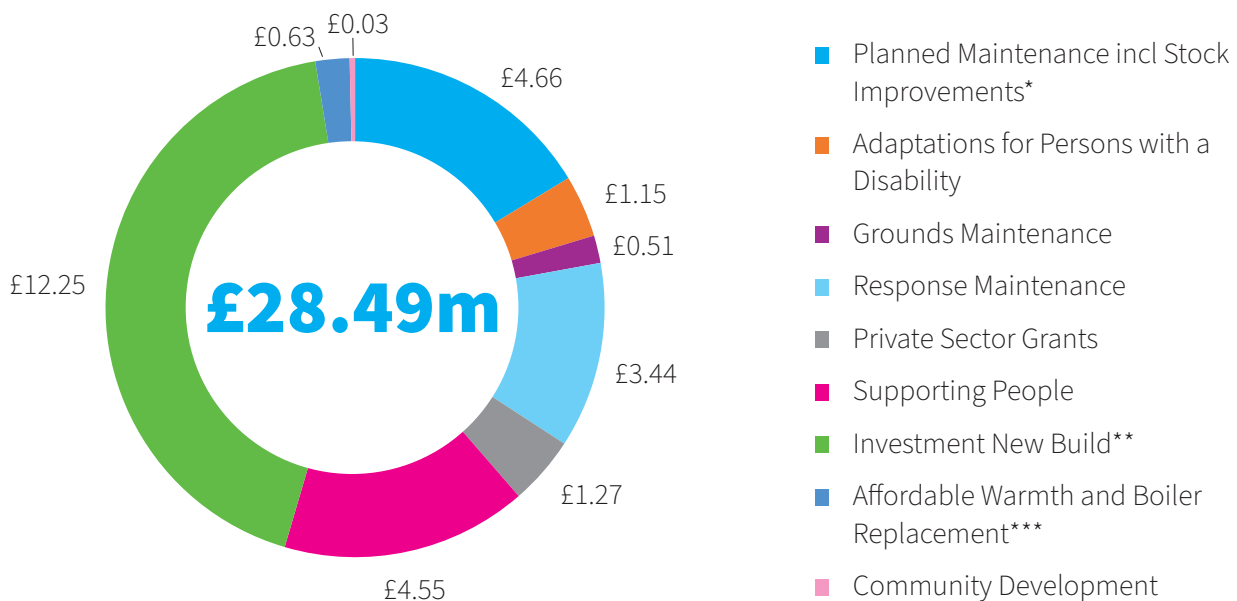
The Council's timetable was revised in March 2021. The revision is available to view on the Council's website at: [Local Development Plan Timetable](#). The Housing Executive have made representations to the Council with regard to the Preferred Options Paper in August 2019 and these have been analysed.

The draft Plan Strategy is timetabled to be published with an eight week consultation period during Spring/Summer 2022. The Housing Executive will be involved in the consultation. There is a new stage called 'Focused Changes' and this new (non-statutory) stage of LDP preparation has not been taken into account in the indicative dates specified in the timetable. Therefore, if the Council considers it necessary to carry out this additional stage, a revision to the LDP Timetable may be required.

### Causeway Coast & Glens actual/projected public sector housing spend

The past year has delivered significant housing investment for a wide range of services, and the 2020/21 public sector housing investment totalled £28.49m for Causeway Coast & Glens.

### Causeway Coast & Glens Council 2020/21 Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £4.57m and Stock Improvement Spend was £0.09m.

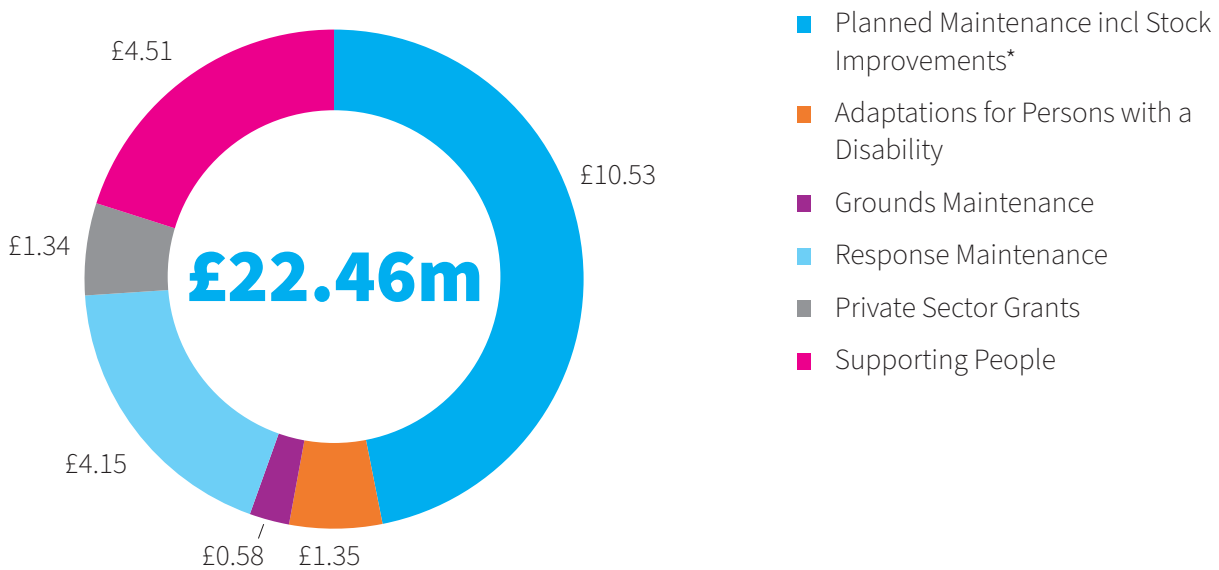
\*\*Investment in new build is the total cost of schemes starting in the programme year but which may be spent over more than one year.

\*\*\*Affordable Warmth spend was £0.56m and Boiler Replacement spend was £0.07m.

NB: 2020/21 expenditure figures in the chart above are with Northern Ireland Audit Office for auditing at present. The audit is expected to complete late summer.

The Housing Executive will continue to deliver significant housing investment across a wide range of services, with the planned 2021/22 public sector housing spend in Causeway Coast & Glens totalling £22.46m.

### Causeway Coast & Glens Council 2021/22 Projected Public Sector Housing Spend (£m)



Source: NIHE

Notes:

\*Planned Maintenance work (Planned, Cyclical, and MS running costs) projected spend is £6.81m and Stock Improvement Spend is £3.72m.

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

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

NB: As noted in the local and national media recently, ongoing material supply issues and contractor capacity issues have the potential to impact 2021/22 expenditure plans.

# Housing Plans & Services - Outcomes



**Helping people find housing support and solutions**



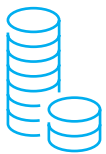
**Delivering better homes**



**Fostering vibrant sustainable communities**



**Delivering quality public services**



**Community Grants**  
**£19,878**  
funding awarded



**Community Cohesion**  
**£2,798**  
funding awarded



**Community Safety**  
**£8,000**  
funding awarded



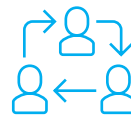
**Neighbourhood Renewal**  
**£640,828**  
funding awarded



**Energy Efficiency**  
**£1.06m**  
spend



**Affordable Warmth**  
**229** installations  
**£0.56m**  
spend



**Supporting People**  
**£4.55m**  
spend



**Disabled Facilities Grants (DFGs)**  
**£1.2m**  
spend



**Adaptations**  
**£1.15m**  
spend



**New Build**  
**£12.25m**  
spend



Leyland Road, Ballycastle, Radius, 40 units



Foreglen, (Rural scheme) site adjacent to 299 Foreglen Road, Rural Housing



Beresford Ave, Coleraine, Choice, 14 units



Volunteers from a 'women in the garden' course in Spring 2020 ran by Cloughmills Community Action Team and funded by the HE community grants programme.



Hilary Canning, Housing Executive Team Leader, J P McCloskey, Chairperson of Foreglen Development Group and Martin Wheeler, Housing Executive Grounds Supervisor at the new Community Garden in Columbia Park, Foreglen funded by NIHE. It transformed an unused hard surfaced area.



Some of the women who took part in the online Phenomenal Women programme. From left to right are Janet Bamford, Carolann North, Yvonne Boyle, Barbara Donnelly, Lisa Mooney (programme co-ordinator, Building Communities Resource Centre), Indu Jairath and Stephanie Hill who all contributed

# Outcome 1

## Helping people find housing support and solutions

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>Two Chronic Homelessness Research projects have been commissioned. One to look at the impact of chronic homelessness on women and the second to consider the role of day services in delivering help to clients experiencing chronic homelessness.</b></p> <p><b>Implementation of year two actions in Chronic Homelessness Action Plan (CHAP).</b></p>	<p>A final report on the role of day services in delivering help to clients experiencing chronic homelessness, with amended objectives due to the impact of COVID-19 in how services were delivered, has been approved. A final draft of the report into the impact of chronic homelessness on women has been received. Final comments from the Project Advisory Group will be provided to the Researcher and it is anticipated the report will be complete and approved later in the year. Outcomes from both projects will inform the development of the next Homelessness Strategy.</p> <p>The COVID-19 pandemic has had a major impact on the delivery of homelessness services and particularly in relation to clients most likely to be experiencing chronic homelessness such as rough sleepers. Actions within the CHAP have been advanced and delivered via a COVID Response Team and in the longer term, the NIHE Reset Plan will examine how CHAP actions need to be addressed in the future.</p> <p>Specific actions included:</p> <ul style="list-style-type: none"> <li>The introduction of shared housing options for young people moving from supported accommodation while ensuring social distancing guidelines are implemented;</li> </ul>	<p>Work will continue to incorporate chronic homelessness indicators into the Housing Management System following a delay to this due to COVID-19.</p> <p>NIHE is also exploring funding options for the delivery of additional housing led solutions for clients experiencing chronic homelessness.</p>	1C-1E

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
	<ul style="list-style-type: none"> <li>• The approval of a range of housing led measures including wraparound support, support to those in the private rented sector and Housing First;</li> <li>• The creation of dispersed support models; and,</li> <li>• Provision of PPE/self-isolation units and other initiatives.</li> </ul> <p>In addition, an analysis of repeat homelessness has been completed and a dashboard developed to allow local tracking of repeat cases.</p> <p>885 homelessness presenters and 579 homelessness acceptances.</p>		
<p><b>Ensure the Housing Solutions and Support Approach continues to be effectively embedded across the organisation.</b></p> <p><b>Further develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</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 utilised for all customers who contact the NIHE with a housing issue. This continues to be embedded across the organisation through the delivery of training to new staff on the approach.</p> <p>The National Practitioner Support Service (NPSS) was due to conduct peer reviews of NIHE’s Housing Solutions Service however this was unable to take place due to lockdown restrictions. Furthermore NPSS ceased to operate as an organisation in November 2020 due to the impact of COVID-19 on their business.</p>	<p>Continue to develop the Housing Solutions and Support approach, including through exploring the potential of accreditation of staff.</p> <p>Procure an appropriate organisation to conduct peer reviews to benchmark the NIHE Housing Solutions service, identify good practice and areas for improvement.</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service.</p>	<p>1C-1F</p>

Table continues

\*CP Ref - Community Planning Reference - see Appendix 1 for details



Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>Work on the development and implementation of a Private Rented Sector Access Scheme (PRSAS) was put on hold during 2020/21, whilst Homelessness Policy and Strategy responded to the impact of the COVID-19 pandemic on the Homeless population.</b></p>	<p>In the interim whilst work continues to deal with the impact of COVID-19 on homelessness, several small projects have been funded through the Homeless Prevention fund to facilitate access to the private rented sector and lessons learned will be considered. Also a piece of research titled ‘Preventing Homelessness and Sustaining Tenancies in the Private Rented Sector: Scoping Project’ was commissioned and will provide further insight and inform future requirements for a PRSAS.</p>	<p>Any further developments in respect of implementing a new PRSAS will be subject to the necessary funding being secured. However, as part of our ongoing response to COVID-19 and the implementation of a Reset Plan, the development of a scheme which provides support for those seeking to access or maintain private rented accommodation will be a priority for the NIHE.</p> <p>Additionally, it is vital that the NIHE considers the impact of the Fundamental Review of Allocations as any decision to discharge our statutory homelessness duty to the private rented sector will significantly influence support available for those living in this sector.</p>	<p>1C</p>
<p><b>4.17m has been approved to deliver the Supporting People Programme for 2020/21.</b></p>	<p>£4.55m was spent delivering the Supporting People Programme for 2020/21.</p> <p>66 accommodation based services for 965 service users.</p> <p>11 floating support schemes for 340 service users.</p>	<p>£4.51m has been approved to deliver the Supporting People Programme for 2021/22, Appendix 5.</p>	<p>1A, 1C, 1F</p>

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>The gross, three-year (2020/23) Social Housing Development Programme (SHDP) contains no new supported housing schemes.</b></p>	<p>There is currently no identified or known requirement for additional supported housing in Causeway Coast &amp; Glens area.</p>	<p>The gross, three-year (2021/24) SHDP contains no new supported housing schemes. This will be kept under annual review.</p>	
<p><b>The Wheelchair Standard Accommodation target for general needs new build for 2020/21 is 10%.</b></p>	<p>17 wheelchair units were on-site and 5 units completed at March 2021.</p>	<p>The Wheelchair Standard Accommodation target for general needs is 10% on an annual basis.</p>	<p>1A, 1C, 1E, 1F</p>
<p><b>NIHE has funding of approximately £12m for Disabled Facilities Grants (DFGs) for the private sector in 2020/21 across NI. The funding for Causeway Coast &amp; Glens is £1.17m.</b></p>	<p>NIHE approved 83 DFGs spending £1.2m during 2020/21. 65 DFGs were completed during the year.</p>	<p>NIHE has funding of approximately £9.7m for DFGs for the private sector in 2021/22 across NI. The funding for Causeway Coast &amp; Glens is £1.26m.</p>	<p>1A, 1C, 1F</p>
<p><b>NIHE were unable to provide details on our budget for adaptations in 2020/21 due to the COVID-19 pandemic.</b></p>	<p>NIHE spent £1.15m on adaptations in the Council area in 2020/21.</p>	<p>NIHE have a budget of £1.35m to provide adaptations to their properties in the Council area in 2021/22.</p>	<p>1C-1F</p>

# Outcome 2

## Delivering better homes

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>Identifying housing needs, increasing supply of affordable renting and assisting home ownership</b>			
<p><b>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</b></p> <p><b>NIHE will annually assess demand for intermediate housing for the Council area.</b></p>	<p>Achieved. The five year social housing need for the Council area is 1,010, Appendix 2.</p> <p>Achieved. The ten year intermediate housing need is 510.</p>	<p>NIHE will carry out an annual five-year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	1C, 3A
<p><b>NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas.</b></p> <ul style="list-style-type: none"> <li>• Northern Area - Ballymena HMA and Causeway Coast HMAs</li> <li>• Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs</li> <li>• South Eastern Area – Newry and Craigavon Urban Area HMAs.</li> </ul>	<p>The completed Belfast Metropolitan Area and Derry/Strabane Strategic Housing Market Analysis reports were presented to and approved by NIHE Board in April 2021.</p>	<p>A procurement exercise to complete the remaining Housing Market Areas will commence later in 2021.</p>	1E, 2A-2C

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>DfC will approve a gross, three-year 2020/23 Social Housing Development Programme (SHDP).</b>	There are 154 units on-site, of which, 79 units started in 2020/21. There were 98 units completed during 2020/21, Appendix 3.	DfC will approve a gross, three-year 2021/24 SHDP.	1C, 2A, 2C
<b>Ballintoy and Burnfoot have been identified as areas of study.</b>	Site Identification Studies are planned for Ballintoy and Burnfoot during Summer 2021.	Site Identification Studies will be completed as identified.	2C, 3A
<b>Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.</b>	In 2020/21, there were 55 properties purchased through Co-Ownership in the Causeway Coast & Glens area.	Funding of £145m has been allocated to Co-Ownership for 20/21-23/24 to deliver 4,000 shared ownership homes.	1C, 2A, 2C, 3A
<b>NIHE will continue to implement the House Sales and Equity Sharing Scheme.</b>	18 NIHE properties were sold to tenants through the House Sales Scheme during 2020/21.	NIHE will continue to implement the House Sales and Equity Sharing Scheme.	1E, 2C, 3A
<b>Improving People's Homes – NIHE Stock</b>			
<b>We were unable to provide detail on our planned maintenance schemes for 2020/21 due to the COVID-19 pandemic.</b>	In 2020/21, NIHE spent £4.57m on planned maintenance schemes in the Council area, Appendix 4.	Funding for NIHE planned maintenance schemes for the Council area in 2021/22 is estimated at £6.81m, for details see Appendix 4.	1C, 2A-2C

*Table continues*

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>We were unable to provide detail on our stock improvement work in 2020/21 due to the COVID-19 pandemic.</b></p> <p><b>NIHE will complete response maintenance repairs within the required target time.</b></p> <p><b>NIHE will carry out response maintenance repairs to customers' satisfaction.</b></p>	<p>In 2020/21, NIHE spent £0.09m on stock improvement work.</p> <p>92.6% of NIHE response maintenance repairs in NI were completed within the required target time.</p> <p>A range between 97.5% and 99.6% of NIHE response maintenance repairs were carried out to the customers' satisfaction.</p>	<p>Funding for NIHE stock improvement work for the Council area in 2021/22 is estimated at £3.72m, for details see Appendix 4.</p> <p>NIHE will complete response maintenance repairs within the required target time.</p> <p>NIHE will carry out response maintenance repairs to customers' satisfaction.</p>	<p>1E, 2A-2C</p>
<b>Improving People's Homes – Private Stock</b>			
<p><b>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.</b></p>	<p>In the Council area, 229 measures were carried out to 137 private properties under the Affordable Warmth Scheme in 2020/21, at a cost of £0.56m.</p>	<p>NIHE will implement the Affordable Warmth Scheme with available funding of £16m for 2021/22 across NI, subject to change following current monitoring round outcome.</p>	<p>1A, 1C-1F</p>

*Table continues*

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>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.</b>	In Causeway Coast & Glens 103 properties had boilers replaced at cost of £68k.	NIHE will implement the Boiler Replacement Scheme with a budget of £1.5m for 2021/22 across NI, subject to change following current monitoring round.	2C, 3A
<b>Funding of discretionary grants will continue in 2020/21.</b>	Discretionary grant approval in 2019/20 was £53k, Appendix 4.	Funding of discretionary grants will continue in 2021/22.	1A, 1C, 3A
<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 a small number of repair grants approved in 2020/21, with an approval value of £2.8k, Appendix 4.	NIHE will issue repair grants as required.	1C, 3A
<b>NIHE's 2020/23 Energy Efficiency Programme includes 2,613 units at a cost of £11.9m.</b>	In 2020/21, the Energy Efficiency Programme included 263 units at a cost of £1.06m.	NIHE's 2021/24 Energy Efficiency Programme includes 2,138 units at a cost of £8.01m.	2C
<b>Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.</b>	5,200 households have become members of the 27 Oil Buying Clubs established in NI. NIHE has set up the Ballykelly and Maydown Club, which covers Ballykelly, Greysteel and Limavady.	The Housing Executive plans to increase the number of Oil Clubs within the service and expand current membership across NI. Membership is now open and the service is free to join.	1C, 1E, 1F, 2C

# Outcome 3

## Fostering vibrant sustainable communities

Plans 2020/21	Progress	Plans 2021/23	CP 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 and we continue to lead on actions relating to interagency work around homelessness prevention and to meeting local housing need.	Promote housing led regeneration through master planning proposals in urban and village centres. In 2021/22 work will continue to identify and address social housing need in rural areas.	2A-2C, 3A
<b>DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2020/21.</b>	Funding of £36.2k Areas at Risk, £640.8k Neighbourhood Renewal and £23.1k SPOD was received by groups in Causeway Coast & Glens.  DfC has funded £402k for SPOD in NI in 2020/21.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2021/22.	1C-1E, 2C, 3A
<b>NIHE will work with rural communities to identify hidden rural housing need. We have identified Gortnaghey, Ballintoy, Ballybogy, Moneydig and Burnfoot as potential for testing in 2020/21.</b>	A rural housing needs test was carried out in Gortnaghey and promoted in partnership with Causeway Coast & Glens Community Planning Team. The results of the test are being analysed.	NIHE will work with rural communities to identify hidden rural housing need.	1E, 2C

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)</b>	In 2020/21, delivery of the Heritage in Housing programme was impacted by COVID-19 restrictions. One project in Donaghadee was completed in full. Projects which were offered funding support in Carrickfergus, Lurgan and Armagh were unable to progress as planned and it is hoped that they will be delivered in 2021/22.	It is hoped that we will achieve funding to deliver a Heritage in Housing programme in 2021/22. (subject to budget allocation).	3A, 3C
<b>NIHE hopes to offer the Rural Community Awards on an annual basis.</b>	The 2020/21 Rural Community Awards were presented to various community groups throughout NI. Moneydig received awards for Community Spirit (small village), £1,000. They also won the Community Champion award (small village) receiving £500.	NIHE hopes to offer the Rural Community Awards on an annual basis.	1E, 3A, 3C
<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.	1E, 3A-3D
<b>Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.</b>	Applications opened during summer 2020 and were oversubscribed. Successful applications received funding in the last quarter of 20/21. The Limavady Community Initiative and Millburn café in the Council area were awarded £34.2k.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	1E, 3A-3D
<b>Launch and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.</b>	Working Together For Safer Communities has been launched and will run until 2023, supporting working together with a range of partners across statutory, voluntary and community sectors.	Our Community Safety Strategy spans three main themes supported by annual action plans: <ul style="list-style-type: none"> <li>• Building Community Confidence;</li> <li>• Ensuring Local Solutions;</li> <li>• Working Together.</li> </ul>	1D, 1E, 2C

Table continues



Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<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 2020/21, NIHE dealt with 182 cases of ASB within the Council area of which a small number were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	1D, 1E
<b>NIHE will work to prevent people leaving their homes as a consequence of hate crimes.</b>	During 2020/21, no Hate Incident Practical Action scheme (HIPA) incidents were actioned in the Council area.	NIHE will continue to implement the HIPA scheme.	
<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.	1D- 1F, 2C
<b>NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.</b>	During 2020/21, £8k was awarded in the Council area for Coleraine Street Pastors and Ballykelly Residents' Association.	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	1D
<b>NIHE will continue to partner on 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.	1D
<b>NIHE will work to raise awareness and promote diversity and integration through its Community Cohesion Strategy.</b>	NIHE continues to engage at a local level to deliver programmes that raise awareness and promote diversity and 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 diversity and integration.	1E

*Table continues*

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<b>NIHE will promote Good Relations across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.</b>	Community Cohesion funding of £2.8k was spent on three projects in Causeway Coast & Glens.	We will continue to support a community led approach across the five cohesion themes of Communities in Transition, Segregation/Integration, Interfaces, Race Relations and Flags, Emblems and Sectional Symbols.	1E
<b>NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.</b>	NIHE staff will continue to engage with local community groups.	Continue to work with groups to ensure we achieve the best outcomes for our communities.	1A, 1B, 1D- 1F, 2C
<b>The Community Involvement Strategy includes a one year action plan which will be monitored.</b>	All actions have been delivered or are on target.	The action plan will incorporate new ways of supporting and engaging our communities to reflect current and future restrictions due to the COVID-19 pandemic.	1A, 1B, 1E, 1F, 3C, 3D
<b>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 £3,153.85 per area for Housing Community Network (HCN) is also available.</b>	<p>The Community Grants 2020/21 budget was initially agreed as £20,000 per Area Office, however, 50% was redirected and released as COVID-19 Community Support Fund.</p> <p>Additional funding of £12,000 per area was made available to cover a shortfall in Community Grants.</p> <p>The HCN budget was reduced to £2,153.85 per area and this funding was used to replenish the Community Grants budget, after its initial budget was diverted to COVID-19 Response funding.</p> <p>A total of £19.9k was spent in 2020/21 on Community Grants in Causeway Coast &amp; Glens.</p>	<p>The Community Grants 2021/22 budget has been agreed as £20,000 per Area Office.</p> <p>Funding of £2,000 per area for HCN is also available.</p>	1E, 3A, 3C

\*CP Ref - Community Planning Reference - see Appendix 1 for details

# Outcome 4

## Delivering quality public services

Plans 2020/21	Progress	Plans 2021/23	CP Ref*
<p><b>Maximise rent collection to reinvest and improve services.</b></p> <p><b>Manage arrears as effectively as possible to maximise income.</b></p> <p><b>Continue to report Tenancy Fraud statistics to DfC.</b></p> <p><b>Monitor and reduce tenancy fraud.</b></p>	<p>NIHE collected 99.86% of rent at March 2021.</p> <p>Arrears increased by £58k during 2020/21.</p> <p>Statistics reported quarterly to DfC.</p>	<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC.</p> <p>Monitor and reduce tenancy fraud.</p>	3A
<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 Project Team which oversees Welfare Reform;</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>	1C, 3A

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP 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 15 day target and HB claim amendment within five days.</b>	In 2020/21, new claims were processed in an average of 3.7 days. Claim amendments were processed in an average of 1.4 days.	NIHE plan to process new public/private HB claims within the 15 day target and HB claim amendment within five days.	1C, 3A
<b>Continue to implement Actionable Voids Action Plan 2019-22; maintain voids below 1% of total stock, make best use of housing stock and increase revenue from rents.</b>	<p>Progress in implementing the Voids Action Plan 2019-2022 has been significantly impacted by the COVID-19 pandemic due to a number of factors including Public Health restrictions (including restriction on movement) and social distancing requirements.</p> <p>NIHE actionable voids at March 2021 were 0.23% of total stock.</p> <p>The Voids Action Plan will be extended for an additional year in order to complete objectives previously identified.</p>	Continue to implement Actionable Voids Action Plan 2019-23 and work towards mitigating the impacts of the COVID-19 pandemic.	2B, 2C

Table continues

Plans 2020/21	Progress	Plans 2021/23	CP 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>The Customer Support &amp; Tenancy Sustainment Strategy was published in 2020 following completion of the consultation exercise.</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; and,</li> <li>• Neighbourhood/Community Support.</li> </ul> <p>Whilst progress has been impeded by the COVID-19 pandemic and social restrictions, a number of pilots, projects and research exercises are in development, and grant funding has been awarded to external voluntary and community organisations undertaking projects which align with the strategic objectives.</p>	<p>Continue to implement Action Plan 2019-22 through a combination of internal projects and grant awards.</p> <p>We will also seek to extend the lifetime of the strategy until the end of 2023/24 financial year – this will enable us to, not only, more fully implement the action plan in light of delays, but also to review this Action Plan in light of the social and economic landscape our social housing communities now face, and ensure that we are meeting the new and unprecedented support and tenancy sustainment needs of our customers.</p> <p>We will continue to report on the number of tenancies lasting &lt;12 months against a baseline of 86%.</p>	<p>1C, 2E, 2C</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>In 2020/21 we achieved a sustainment rate of 87% for tenancies beyond 1 year. (The way that this statistic is calculated is proportionate to overall terminations and therefore, to date, pandemic restrictions have not caused fluctuations in the reporting).</p>		<p>1C</p>
<p><b>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</b></p>	<p>The 2020 survey found that 83% of tenants were satisfied with the overall service provided by NIHE. Work on the 2021 survey is under way.</p>	<p>Continue to monitor tenants' satisfaction through the Continuous Tenant Omnibus Survey (CTOS).</p>	<p>1E</p>

# Appendices

# Appendix 1

## Community Plan themes and outcomes

[Causeway Coast and Glens Community Plan](#)

Theme	Indicators	Reference
<b>A Healthy Safe Community</b>	All people of the Causeway Coast and Glens will benefit from improved physical health and mental well-being.	1A
	Our children and young people will have the very best start in life.	1B
	All people in the Causeway Coast and Glens can live independently as far as possible and access support services when needed.	1C
	The Causeway Coast and Glens feels safe.	1D
	The Causeway Coast and Glens promotes and supports positive relationships.	1E
	The particular needs of the most vulnerable in our community are met so that they can live active and healthy lives. These needs may include access to leisure or play facilities, access to appropriate advice and support or access to services.	1F
<b>A Sustainable and Accessible Environment</b>	The Causeway Coast and Glens area is widely recognised and celebrated for its unique natural and built landscapes.	2A
	The Causeway Coast and Glens area has physical structures and facilities that further growth, access and connections.	2B
	The Causeway Coast and Glens area has a sustainably managed natural and built environment.	2C
<b>A Thriving Economy</b>	The Causeway Coast and Glens area provides opportunities for all to contribute to and engage in a more prosperous and fair economy.	3A
	The Causeway Coast and Glens area attracts and grows more profitable businesses.	3B
	The Causeway Coast and Glens drives entrepreneurship and fosters innovation.	3C
	All people of the Causeway Coast and Glens will be knowledgeable and skilled.	3D

# Appendix 2

## Social Housing Need by Settlement 2020-2025

Settlement	Social Housing Need Units 5 Year (2020-25)
Ballycastle town	93
Ballymoney town	100
Coleraine town	320
Limavady town	78
Aghadowey	4
Ardgarvan	1
Armoy	9
Articlave	2
Artikelly	5
Atlantic	2
Ballintoy	4
Ballybogy	5
Ballykelly	30
Ballyrashane	1
Ballyvoy	1
Balnamore	14
Bellarena	4
Bendooragh	3
Bushmills	3
Castlerock	11
Cloughmills	8
Cushendall	23
Cushendun	5
Dernaflaw	1

Table continues



Settlement	Social Housing Need Units 5 Year (2020-25)
Druckendult	2
Drumsumn	2
Dungiven	43
Dunloy	4
Dunluce	2
Feeny	4
Garvagh	3
Glack	4
Greysteel	12
Grove	1
Killyrammer	1
Kilrea	4
Largy	1
Macosquin	2
Portballintrae	15
Portrush	153
Portstewart	5
Rasharkin	3
Rathlin	10
Seacon	2
Stranocum	2
Waterfoot	5
Windyhall	3
<b>Total Social New build Requirement Causeway Coast and Glens</b>	<b>1,010</b>

Source: NIHE

**There is currently no projected need for:** Ballywoodock, Boveedy, Burnfoot, Castleroe, Clintyfinnan, Corkey, Craigmore, Dervock, Drumadraw, Dunaghy, Farrenlester, Foreglen, Glenleary, Glenullin, Gortnaghey, Liscolman, Loughguile, Macfin, Maybouy and Mosside. This will be kept under annual review.

# Appendix 3

## Social Housing Development Programme

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

### Schemes completed April 2020 – March 2021

Scheme	No of units	Client Group	Housing Association	Theme
Beresford Avenue, Coleraine	14	General Needs	Choice	Urban
13 Union Street, Coleraine	18	Active Older People	Clanmil	Urban
Girona Avenue, Portrush	7	General Needs	Habinteg	Urban
Girona Avenue, Portrush	3	Wheelchair	Habinteg	Urban
Leyland Road, Ballycastle	38	General Needs	Radius	Urban
Leyland Road, Ballycastle	2	Wheelchair	Radius	Urban
Site adjacent to 299 Foreglen Road, Foreglen	3	General Needs	Rural	Rural
Portstewart ESP**	1	General Needs	Triangle	Urban
Coleraine ESP's **	6	General Needs	Triangle	Urban
Portstewart Road, Coleraine***	6	General Needs	Triangle	Urban
	<b>98</b>			

Source: NIHE

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

**Schemes on-site at March 2021**

<b>Scheme</b>	<b>No of units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Theme</b>
Rathmoyle, Ballycastle	25	Active Older People	Apex	Urban
Rathmoyle, Ballycastle	3	Wheelchair	Apex	Urban
Hass Road, Dungiven, Phase 3 (T)*	18	General Needs	Apex	Rural
Hass Road, Dungiven, Phase 3 (T)*	4	Wheelchair	Apex	Rural
Hass Road, Dungiven, Phase 3A (T)*	1	Wheelchair	Apex	Rural
Railway Road, Coleraine ***	12	General Needs	Ark	Urban
The Hill, Portstewart	9	General Needs	Choice	Urban
Site adjacent to 191, Coleraine Road, Portstewart	57	General Needs	Radius	Urban
Site adjacent to 191, Coleraine Road, Portstewart	12	Active Older People	Radius	Urban
Site adjacent to 191, Coleraine Road, Portstewart	6	Wheelchair	Radius	Urban
Harpurs Hill, Coleraine, Phase 2 (T)*	4	General Needs	Triangle	Urban
Harpurs Hill, Coleraine, Phase 2 (T)*	3	Wheelchair	Triangle	Urban
	<b>154</b>			

Source: NIHE

\* (T) Transfer Scheme built on NIHE land \*\*\* OTS – Off the Shelf

**Schemes programmed 2021/24**

<b>Scheme</b>	<b>Units</b>	<b>Client Group</b>	<b>Housing Association</b>	<b>Onsite Year</b>	<b>Theme</b>
Parkers Avenue, Portrush (T) *	1	Wheelchair	Habinteg	2021/22	Urban
Glenmanus Road, Portrush (T) *	15	Active Older People	Habinteg	2021/22	Urban
Ballymoney Music Centre, Ballymoney	13	Active Older People	Radius	2021/22	Urban
Site located south of McQuaig's Bar	8	General Needs	Rural	2021/22	Rural
Site located south of McQuaig's Bar	2	Wheelchair	Rural	2021/22	Rural
Beech Road, Drumsurn (T) *	2	General Needs	Rural	2021/22	Rural
Fenton Park, Cloughmills	2	General Needs	Triangle	2021/22	Rural
Ramoan Road, Ballycastle (T) *	6	General Needs	Triangle	2021/22	Urban
Ramoan Road, Ballycastle (T) *	1	Wheelchair	Triangle	2021/22	Urban
Broombeg, Ballycastle (T) *	13	General Needs	Triangle	2021/22	Urban
Broombeg, Ballycastle (T) *	1	Wheelchair	Triangle	2021/22	Urban
Garryduff Road, Ballymoney	10	General Needs	Triangle	2021/22	Urban
Coastguard Road, Portballintrae	6	General Needs	Apex Housing	2022/23	Rural
Ballaghmore Road, Portballintrae	14	General Needs	Ark	2022/23	Rural
Keely Gardens, Aghadowey (T) *	4	General Needs	Choice	2022/23	Rural
Captain Street, Coleraine	31	General Needs	Choice	2022/23	Urban
Captain Street, Coleraine	4	Wheelchair	Choice	2022/23	Urban
Beresford Avenue, Coleraine	50	General Needs	Choice	2022/23	Urban
Taughey Road, Balnamore	14	General Needs	Rural	2022/23	Rural
New Street, Armoy	9	General Needs	Triangle	2022/23	Rural
Killyrammer (Surplus)	3	General Needs	Triangle	2022/23	Urban
Edward Street, Ballymoney	12	General Needs	Triangle	2022/23	Urban
<b>Total</b>	<b>221</b>				

Source: NIHE

\* (T) Transfer Scheme built on NIHE land

# Appendix 4

## Maintenance Programme, Grants and Adaptations information

Schemes completed April 2020 – March 2021

Work Category	Scheme	Units
External Cyclical Maintenance	Cloughmills, Ballymoney	12
	Ballycastle	4
	Coleraine Area	18
	Coleraine Town/Killowen	17
	Limavady	101
	Articlave/ Castlerock	37
Heating Installation	Limavady	40
	Ballysally Phase 1	128
	Ballymoney	50
	Ballycastle	25
	Coleraine Heating Electric	20
	Emergency One Offs	37
Bathroom /Kitchen/ Rewire	Alexander Road/ Sperrin Road, Limavady	12
Bathrooms	The Heights, Coleraine Bathrooms Phase 2	66
	Ballymoney bathrooms	34
Double Glazing	Causeway DG	176
Roof Replacement	Coleraine and Portrush Roofs (scheme on site)	14
<b>Total</b>		<b>791</b>

Source: NIHE

Note: Some schemes may start and complete in year.

## Causeway Area scheme activity and expected completions up to March 2022

Work Category	Scheme	Units
Double Glazing	Causeway	129
External Cyclical Maintenance	Limavady	84
	Castlerock	50
	The Heights, Coleraine	229
	Dervock/Clintyfinnan	224
	Rasharkin/Killyrammer	142
Heating Installation	Coleraine	62
Bathroom /Kitchen/ Rewire	Alexander Road/ Sperrin Road, Limavady	96
	Glebeside, Ballymoney	95
	Somerset Drive, Coleraine	87
Bathrooms	The Heights, Coleraine	51
	Roemill/Kennaught, Limavady	64
	Ballycastle	98
Kitchens	Bellany/Fairview Coleraine	64
Thermal Improvements (ERDF)	Drumard/Churchlands, No Fines Coleraine	43
	Causeway Aluminum Bungalows	23
Fence Painting	Fence Painting Causeway Area	636
Incremental Improvements	Coleraine and Portrush Roof Replacement	52
<b>Total</b>		<b>2,229</b>

Source: NIHE

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>Double Glazing</b>	Replacement of single glazed with double glazed units.
<b>Roof Replacement</b>	Cyclical roof replacement, with associated works.
<b>Thermal Improvements (ERDF)</b>	European Regional Development Fund
<b>Fence Painting</b>	Fence painting which traditionally was an element within the External Cyclical Maintenance (ECM) programme.
<b>Incremental Improvements</b>	Tackles the elements of work listed under Multi-Element Improvements on a phased basis to reflect availability of funds
<b>Capital Scheme</b>	Improvement works.
<b>Special Scheme</b>	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.

## Grants Performance 2020/21

Grant Type	Approved	Approval Value £k	Completed
<b>Mandatory Grants</b>			
Disabled Facilities Grant	83	1,461	65
Repairs Grant	<10	2.79	<10
<b>Discretionary Grants</b>			
Replacement Grant	0	0	0
Renovation Grant	<10	42.1	<10
Home Repair Assistance Grant	<10	10.9	<10
<b>Total</b>	<b>90</b>	<b>1,517</b>	<b>76</b>

Source: NIHE

There may be a discrepancy in calculation due to rounding.

## Adaptations to Housing Executive stock in 2020/21

Type of Adaptation	Adaptations 2020/21	Actual spend 2020/21 £m
Adaptations for Persons with a Disability (APD's) Starts*	14	0.64
Adaptations for Persons with a Disability (APD's) Completions*	16	
Lifts**	30	0.15
Showers**	81	0.20
Minor APD repairs***	187	0.16
<b>Total</b>	<b>328</b>	<b>1.15</b>

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

## Disabled Facilities Grants (DFG's)

Year	2016/17	2017/18	2018/19	2019/20	2020/21
Approved	113	98	95	123	83
Funding (£m)	1.17	1.06	1.04	1.05	1.20

Source: NIHE

# Appendix 5

## Supporting People Information and Homelessness

### Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2020/21 (£k)	Budget 2021/22 (£k)	Max. no of services users
Accommodation Based Services	Older People	33	8	1,082	1,088	726
	Homeless	4	3	577	577	38
	Disability	24	8	1,739	1,701	178
	Young People	5	4	239	237	23
	<b>Sub Total**</b>	<b>66</b>	<b>-</b>	<b>3,638</b>	<b>3,602</b>	<b>965</b>
Floating Support Services	Older People	3	3	138	138	65
	Homeless	5	5	540	536	189
	Disability	2	2	154	154	49
	Young People	1	1	80	80	38
	<b>Sub Total**</b>	<b>11</b>	<b>-</b>	<b>912</b>	<b>907</b>	<b>340</b>
<b>Grand Total*</b>		<b>77</b>	<b>**</b>	<b>4,550</b>	<b>4,509</b>	<b>1,305</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*
2016/17	1050	795	156
2017/18	1002	716	151
2018/19	1001	689	113
2019/20	949	690	146
2020/21	885	579	467

Source: NIHE

\* Applicants may have multiple placements over the period



# Appendix 6

## NIHE Stock at March 2021

Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Aghadowey	6	0	0	12	0	18	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>10</b>	
Aghanloo	7	0	0	17	0	24	0
	<b>11</b>	<b>0</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>51</b>	
Ardgarvan	7	0	0	0	0	7	0
	<b>16</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>34</b>	
Armoy	29	8	0	36	0	73	0
	<b>31</b>	<b>38</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>103</b>	
Articlave	14	0	0	59	0	73	2
	<b>5</b>	<b>0</b>	<b>0</b>	<b>41</b>	<b>0</b>	<b>46</b>	
Atlantic	2	10	0	2	0	14	0
	<b>27</b>	<b>50</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>92</b>	
Aughill	4	0	0	0	0	4	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
Ballintoy	3	6	0	6	0	15	0
	<b>7</b>	<b>24</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>61</b>	
Ballybogey	12	2	0	2	0	16	0
	<b>28</b>	<b>11</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>52</b>	
Ballycastle	120	12	12	135	0	279	1
	<b>55</b>	<b>23</b>	<b>2</b>	<b>324</b>	<b>0</b>	<b>404</b>	
Ballycrum	0	0	0	0	0	0	0
	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Ballykean	2	0	0	0	0	2	0
	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	
Ballykelly	31	0	2	57	0	90	0
	<b>15</b>	<b>0</b>	<b>2</b>	<b>144</b>	<b>0</b>	<b>161</b>	

Table continues

## Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Ballymacallion	2	0	0	0	0	2	0
	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Ballymonie	5	0	0	9	0	14	0
	<b>11</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>0</b>	<b>33</b>	
Ballyquin	0	0	0	6	0	6	0
	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	
Ballyrashane	0	12	0	0	0	12	0
	<b>0</b>	<b>57</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>64</b>	
Ballysally	49	0	108	414	0	571	3
	<b>4</b>	<b>0</b>	<b>3</b>	<b>168</b>	<b>0</b>	<b>175</b>	
Ballyvoy	7	3	0	2	0	12	0
	<b>18</b>	<b>15</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>41</b>	
Ballywoodock	0	12	0	15	0	27	0
	<b>22</b>	<b>73</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>123</b>	
Balnamore	42	14	0	13	0	69	0
	<b>63</b>	<b>22</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>101</b>	
Bellarena	3	0	0	1	0	4	0
	<b>15</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>34</b>	
Bendooragh	23	11	0	10	0	44	0
	<b>66</b>	<b>3</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>122</b>	
Bonnaboigh	15	0	0	20	0	35	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>25</b>	
Boveedy	6	4	0	2	0	12	0
	<b>9</b>	<b>19</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>42</b>	
Brook Green	19	0	0	0	0	19	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Bushmills	51	12	9	160	0	232	0
	<b>38</b>	<b>45</b>	<b>0</b>	<b>174</b>	<b>0</b>	<b>257</b>	
Carnanbane	2	0	0	0	0	2	0
	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Carnany	38	0	22	122	0	182	0
	<b>2</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>13</b>	
Carrydoo	8	0	0	4	0	12	0
	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>7</b>	
Castlerock	8	0	5	28	0	41	0
	<b>5</b>	<b>0</b>	<b>3</b>	<b>46</b>	<b>0</b>	<b>54</b>	
Castleroe	3	0	0	31	0	34	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>36</b>	
Churchlands	4	0	6	14	0	24	0
	<b>1</b>	<b>0</b>	<b>4</b>	<b>21</b>	<b>0</b>	<b>26</b>	
Circular Road	8	0	7	3	0	18	0
	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>6</b>	
Clintyfinnan	17	11	0	9	0	37	0
	<b>9</b>	<b>19</b>	<b>0</b>	<b>23</b>	<b>0</b>	<b>51</b>	
Cloughmills	31	6	0	29	0	66	1
	<b>17</b>	<b>38</b>	<b>0</b>	<b>138</b>	<b>0</b>	<b>193</b>	
Corkey	7	0	0	11	0	18	0
	<b>20</b>	<b>5</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>45</b>	
Craigmore	0	6	0	2	0	8	0
	<b>0</b>	<b>17</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>21</b>	
Crebarkey	4	0	0	0	0	4	0
	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
Curraghmore Park	0	0	0	8	0	8	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>19</b>	
Cushendall	29	0	0	11	0	40	0
	<b>100</b>	<b>12</b>	<b>0</b>	<b>73</b>	<b>0</b>	<b>185</b>	
Cushendun	4	0	0	10	0	14	0
	<b>20</b>	<b>7</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>44</b>	
Dernaflaw	4	0	0	0	0	4	0
	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Dervock	40	20	0	68	0	128	0
	<b>29</b>	<b>45</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>124</b>	
Dromore, Limavady	1	0	0	2	0	3	0
	<b>12</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>30</b>	
Druckendult	2	2	0	0	0	4	0
	<b>10</b>	<b>9</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>25</b>	
Drumadraw	5	0	0	4	0	9	0
	<b>23</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>37</b>	
Drumavalley	9	0	0	18	0	27	0
	<b>15</b>	<b>0</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>62</b>	
Drumneechy	2	0	0	0	0	2	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Drumsumn	12	0	0	8	0	20	0
	<b>41</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>61</b>	
Dunaghy	4	6	0	6	0	16	0
	<b>0</b>	<b>30</b>	<b>0</b>	<b>38</b>	<b>0</b>	<b>68</b>	
Dungiven	25	0	10	60	0	95	1
	<b>34</b>	<b>0</b>	<b>4</b>	<b>240</b>	<b>0</b>	<b>278</b>	
Dunloy	48	5	0	19	0	72	0
	<b>55</b>	<b>32</b>	<b>0</b>	<b>76</b>	<b>0</b>	<b>163</b>	
Dunluce	8	18	0	1	0	27	0
	<b>35</b>	<b>55</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>101</b>	
Eastermeade	13	0	5	11	0	29	0
	<b>14</b>	<b>0</b>	<b>1</b>	<b>37</b>	<b>0</b>	<b>52</b>	
Edenmore	66	0	20	87	0	173	1
	<b>17</b>	<b>0</b>	<b>2</b>	<b>160</b>	<b>0</b>	<b>179</b>	
Farrenlester	4	13	0	0	0	17	0
	<b>6</b>	<b>38</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>48</b>	
Feeny	16	0	0	12	0	28	0
	<b>9</b>	<b>0</b>	<b>0</b>	<b>74</b>	<b>0</b>	<b>83</b>	
Ferryquay Street	0	0	11	11	0	22	1
	<b>0</b>	<b>0</b>	<b>9</b>	<b>12</b>	<b>0</b>	<b>21</b>	

Table continues

## Sold Stock in bold

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Garvagh/Mettican	34	1	6	87	0	128	0
	<b>19</b>	<b>0</b>	<b>2</b>	<b>92</b>	<b>0</b>	<b>113</b>	
Glack	4	0	0	6	0	10	0
	<b>10</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>14</b>	
Glebeside	47	0	38	191	0	276	0
	<b>20</b>	<b>0</b>	<b>10</b>	<b>200</b>	<b>0</b>	<b>230</b>	
Glenkeen	3	12	0	5	0	20	0
	<b>15</b>	<b>39</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>71</b>	
Glenleary	0	1	0	0	0	1	0
	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	
Glenmanus	4	0	0	20	0	24	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>49</b>	<b>0</b>	<b>49</b>	
Gortnaghey	7	0	0	6	0	13	0
	<b>13</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>22</b>	
Greysteel	57	3	2	17	0	79	0
	<b>82</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>135</b>	
Grove (Coleraine)	0	3	0	0	0	3	0
	<b>12</b>	<b>41</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>61</b>	
Harpurs Hill	71	0	23	238	23	355	1
	<b>2</b>	<b>0</b>	<b>9</b>	<b>254</b>	<b>1</b>	<b>266</b>	
Killowen	27	0	0	138	0	165	1
	<b>2</b>	<b>0</b>	<b>0</b>	<b>63</b>	<b>0</b>	<b>65</b>	
Killylane	4	0	0	0	0	4	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
Killyrammer	7	4	0	9	0	20	0
	<b>9</b>	<b>32</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>70</b>	
Kilrea	42	0	26	57	0	125	0
	<b>10</b>	<b>0</b>	<b>9</b>	<b>121</b>	<b>0</b>	<b>140</b>	
Largy	1	0	0	0	0	1	0
	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Limavady Area 1	70	0	58	188	19	335	2
	<b>17</b>	<b>0</b>	<b>19</b>	<b>346</b>	<b>0</b>	<b>382</b>	
Limavady Area 2	6	0	18	10	0	34	0
	<b>2</b>	<b>0</b>	<b>8</b>	<b>75</b>	<b>0</b>	<b>85</b>	
Limavady Area 3 (Dungiven Road)	85	0	6	118	0	209	1
	<b>45</b>	<b>0</b>	<b>6</b>	<b>332</b>	<b>0</b>	<b>383</b>	
Limavady Area 4	12	0	31	72	0	115	0
	<b>1</b>	<b>0</b>	<b>5</b>	<b>157</b>	<b>0</b>	<b>163</b>	
Limavady Rural Area	0	23	0	3	0	26	0
	<b>2</b>	<b>158</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>164</b>	
Liscolman	8	5	0	12	0	25	0
	<b>4</b>	<b>7</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>27</b>	
Long Commons	0	0	0	16	0	16	1
	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>19</b>	
Loughguile	16	6	0	25	0	47	0
	<b>9</b>	<b>30</b>	<b>0</b>	<b>57</b>	<b>0</b>	<b>96</b>	
Macfin	3	1	0	6	0	10	0
	<b>12</b>	<b>11</b>	<b>0</b>	<b>20</b>	<b>0</b>	<b>43</b>	
Macosquin	18	0	0	60	0	78	0
	<b>20</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>0</b>	<b>72</b>	
Magherabuoy	3	0	0	0	0	3	0
	<b>14</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>18</b>	
Margaret Avenue	0	0	0	21	0	21	1
	<b>1</b>	<b>0</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>48</b>	
Maybouy	3	0	0	7	0	10	0
	<b>6</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>24</b>	
Millburn	37	0	20	113	12	182	0
	<b>1</b>	<b>0</b>	<b>6</b>	<b>235</b>	<b>4</b>	<b>246</b>	
Mosside	15	6	0	46	0	67	0
	<b>19</b>	<b>20</b>	<b>0</b>	<b>28</b>	<b>0</b>	<b>67</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
Muldonagh	3	0	0	0	0	3	0
	<b>19</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	
Myroe	4	0	0	5	0	9	0
	<b>3</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>17</b>	
Newmills Road	14	0	21	28	0	63	0
	<b>1</b>	<b>0</b>	<b>5</b>	<b>64</b>	<b>0</b>	<b>70</b>	
Owenbeg	0	0	0	0	0	0	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>	
Park Street	0	0	2	1	0	3	0
	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>5</b>	
Portballintrae	14	1	0	1	0	16	0
	<b>71</b>	<b>3</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>99</b>	
Portrush	52	0	67	148	10	277	3
	<b>2</b>	<b>0</b>	<b>20</b>	<b>227</b>	<b>28</b>	<b>277</b>	
Portstewart	57	0	51	81	0	189	2
	<b>7</b>	<b>2</b>	<b>71</b>	<b>217</b>	<b>0</b>	<b>297</b>	
Rasharkin	61	6	0	54	0	121	0
	<b>61</b>	<b>3</b>	<b>0</b>	<b>151</b>	<b>0</b>	<b>215</b>	
Rathlin	2	1	0	2	0	5	0
	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	
Seacon	7	4	0	4	0	15	0
	<b>9</b>	<b>16</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>35</b>	
Sistrokeel	4	0	0	0	0	4	0
	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	
Society Street	2	0	3	1	0	6	0
	<b>1</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>8</b>	
Stranocum	9	7	0	9	0	25	0
	<b>22</b>	<b>28</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>74</b>	
The Crescent, Coleraine	0	0	0	22	0	22	0
	<b>0</b>	<b>0</b>	<b>0</b>	<b>86</b>	<b>0</b>	<b>86</b>	

Table continues

**Sold Stock in bold**

Common Landlord Area	Bung (i)	Cottage	Flat	House	Mais (ii)	Total	Void *
The Heights, Coleraine	11	0	114	120	0	245	2
	<b>9</b>	<b>0</b>	<b>21</b>	<b>368</b>	<b>0</b>	<b>398</b>	
Townparks, Ballymoney	44	2	0	37	0	83	0
	<b>154</b>	<b>8</b>	<b>0</b>	<b>210</b>	<b>0</b>	<b>372</b>	
Trinity Drive	0	0	25	12	0	37	0
	<b>0</b>	<b>0</b>	<b>3</b>	<b>58</b>	<b>0</b>	<b>61</b>	
Waterfoot	15	1	0	7	0	23	0
	<b>19</b>	<b>2</b>	<b>0</b>	<b>43</b>	<b>0</b>	<b>64</b>	
Westgate	0	0	22	16	18	56	0
	<b>0</b>	<b>0</b>	<b>4</b>	<b>33</b>	<b>6</b>	<b>43</b>	
Windyhall	4	0	0	63	0	67	0
	<b>24</b>	<b>0</b>	<b>0</b>	<b>78</b>	<b>0</b>	<b>102</b>	
Causeway Total	1,768	280	750	3,649	82	6,529	24
	<b>1,772</b>	<b>1,114</b>	<b>236</b>	<b>6,339</b>	<b>39</b>	<b>9,500</b>	

Source: NIHE

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

(i) Bungalow (ii) Maisonette



# Appendix 7

## Applicants and Allocations at March 2021

	Applicants (Total)	Applicants (HS)	Allocations
Limavady Town	402	200	49
Limavady Rural Cottages	<10	<10	<10
Drumsum	<10	<10	<10
Dromore Limavady	<10	<10	<10
Dungiven	140	69	14
Ballykelly	76	44	<10
Artikelly	10	<10	<10
Feeney	16	<10	<10
Greysteel	31	15	<10
Ardgarvan	<10	<10	<10
Bellarena/Magilligan	15	<10	<10
Burnfoot	<10	<10	<10
Foreglen	<10	<10	<10
Glack	<10	<10	<10
Gortnaghey	<10	<10	<10
Largy	<10	<10	<10
Dernaflaw	<10	<10	<10
<b>Limavady Total</b>	<b>729</b>	<b>364</b>	<b>81</b>
Ballycastle	223	108	26
Bushmills	51	23	11
Cushendall	46	32	<10
Armoy	21	10	<10
Ballintoy	<10	<10	<10
Ballyvoy	<10	<10	<10
Mosside	<10	<10	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Waterfoot	11	<10	<10
Cushendun	14	<10	<10
Rathlin	17	<10	<10
<b>Ballycastle Total</b>	<b>402</b>	<b>207</b>	<b>52</b>
Carnary	64	34	<10
Ballymoney North East	106	43	19
Ballymoney North West	99	50	11
Ballymoney South East	89	57	<10
Ballymoney South West	26	13	<10
Ballybogey	11	<10	<10
Balnamore	29	15	<10
Cloughmills	28	10	<10
Dervock	18	<10	<10
Dunloy	16	<10	<10
Dunaghy	<10	<10	<10
Loughgiel	16	<10	<10
Rasharkin	23	15	<10
Stranocum	<10	<10	<10
Bendooragh	11	<10	<10
Corkey	<10	<10	<10
Druckendult	<10	<10	<10
Killyrammer	<10	<10	<10
Seacon	<10	<10	<10
Clintyfinnan	<10	<10	<10
<b>Ballymoney Total</b>	<b>565</b>	<b>288</b>	<b>66</b>

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Aghadowey	10	<10	<10
Boveedy	<10	<10	<10
Atlantic	<10	<10	<10
Ballysally	209	106	32
Churchlands	29	20	<10
Coleraine Central	155	88	36
Harpurs Hill	116	66	14
The Heights	166	97	16
Killowen	41	28	14
Garvagh/Mettican	40	16	<10
Kilrea	42	12	<10
Articlave	33	16	<10
Milburn/Cherry Place	82	46	<10
Newmills Road	41	24	<10
Portballintrae	19	14	<10
Portrush	281	157	26
Portstewart	263	150	14
Castlerock	39	14	<10
Castleroe	<10	<10	<10
Macosquin	15	<10	<10
Ballyrashane	<10	<10	<10
Ballywoodock	<10	<10	<10
Craigmore	<10	<10	<10
Drumadraw	<10	<10	<10
Dunluce	<10	<10	<10

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Farrenlester	<10	<10	<10
Glenkeen	<10	<10	<10
Grove	<10	<10	<10
Maybouy	<10	<10	<10
Windyhall	13	<10	13
The Crescent	<10	<10	<10
<b>Coleraine Total</b>	<b>1,634</b>	<b>894</b>	<b>191</b>
<b>Overall Total</b>	<b>3,330</b>	<b>1,753</b>	<b>390</b>

Source: NIHE

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

# Appendix 8

## Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Ballycastle Office Fleming House, Coleraine Road, Ballycastle, BT54 6EY	<b>Leonna Laverty</b>	<a href="mailto:ballycastle@nihe.gov.uk">ballycastle@nihe.gov.uk</a>
Ballymoney Office 54 Main Street, Ballymoney, BT53 6AL	<b>Leonna Laverty</b>	<a href="mailto:ballymoney@nihe.gov.uk">ballymoney@nihe.gov.uk</a>
Coleraine Office 19 Abbey Street, Coleraine, BT52 1DU	<b>Laura Nutt</b>	<a href="mailto:colerainedistrict@nihe.gov.uk">colerainedistrict@nihe.gov.uk</a>
Limavady Office Unit A, 2 Fleming Way, 57-59 Main Street, Limavady, BT49 0FB	<b>Hilary Canning</b>	<a href="mailto:limavady@nihe.gov.uk">limavady@nihe.gov.uk</a>
North Region Manager	<b>Frank O' Connor</b>	<a href="mailto:frank.oconnor@nihe.gov.uk">frank.oconnor@nihe.gov.uk</a>
Causeway Area Manager	<b>Mark Alexander</b>	<a href="mailto:mark.alexander@nihe.gov.uk">mark.alexander@nihe.gov.uk</a>
Assistant Area Manager	<b>Noeleen Connolly (A)</b>	<a href="mailto:noeleen.connolly@nihe.gov.uk">noeleen.connolly@nihe.gov.uk</a>
Area Maintenance Manager	<b>Frankie McBride</b>	<a href="mailto:frankie.mcbride@nihe.gov.uk">frankie.mcbride@nihe.gov.uk</a>
Housing Solutions Manager	<b>Carolyn Crawford</b>	<a href="mailto:carolyn.crawford@nihe.gov.uk">carolyn.crawford@nihe.gov.uk</a>
Housing Landlord Managers	<b>Hilary Canning</b>	<a href="mailto:hilary.canning@nihe.gov.uk">hilary.canning@nihe.gov.uk</a>
	<b>Leonna Laverty</b>	<a href="mailto:leonna.laverty@nihe.gov.uk">leonna.laverty@nihe.gov.uk</a>
	<b>Laura Nutt</b>	<a href="mailto:laura.nutt@nihe.gov.uk">laura.nutt@nihe.gov.uk</a>
Lettings Managers	<b>Fraser Cathcart</b>	<a href="mailto:fraser.cathcart@nihe.gov.uk">fraser.cathcart@nihe.gov.uk</a>

<b>Regional Services</b>		
All enquiries 03448 920 900		
<b>Office</b>	<b>Contact</b>	<b>Contact Information</b>
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 North Richmond Chambers, The Diamond, Londonderry, BT48 6QP	<b>Louise Clarke</b> Head of Place Shaping	<a href="mailto:louise.clarke@nihe.gov.uk">louise.clarke@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	<a href="mailto:alistair.mawhinney@nihe.gov.uk">alistair.mawhinney@nihe.gov.uk</a>

# Appendix 9

## Glossary

<b>Affordable Housing</b>	<p>Affordable housing is:</p> <ul style="list-style-type: none"> <li>a) Social rented housing; or</li> <li>b) Intermediate housing for sale; or</li> <li>c) Intermediate housing for rent</li> </ul> <p>that is provided outside of the general market, for those whose needs are not met by the market. Affordable housing which is funded by Government must remain affordable or alternatively there must be provision for the public subsidy to be repaid or recycled in the provision of new affordable housing.</p>
<b>Affordable Housing Fund</b>	Administered by DfC, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
<b>Areas at Risk</b>	This programme aims to intervene, by working with residents, in areas at risk of slipping into social or environmental decline.
<b>Building Successful Communities (BSC)</b>	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
<b>Community Asset Transfer (CAT)</b>	CAT provides for a change in management and/or ownership of land or buildings, from public bodies to communities.
<b>Community Cohesion</b>	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
<b>Continuous Tenant Omnibus Survey (CTOS)</b>	CTOS is an assessment of the attitudes of Housing Executive tenants.
<b>Department for Communities (DfC)</b>	A government department in Northern Ireland, which came into effect in May 2016 and replaced the Department for Social Development (DSD).
<b>Disabled Facilities Grant (DFG)</b>	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
<b>Discretionary Grants</b>	Renovation, Replacement or Home Repair Assistance grants are grants that the Housing Executive may approve applications for assistance.

<b>Equity Sharing</b>	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or a registered housing association.
<b>Floating Support</b>	This support enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to the individual users.
<b>Fuel Poverty</b>	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, they would have to spend more than 10% of their income on all household fuel.
<b>Full Duty Applicant (FDA)</b>	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988, to ‘ensure that accommodation becomes available for his/her occupation’.
<b>Home Energy Conservation Authority (HECA)</b>	The Housing Executive is the HECA for Northern Ireland.
<b>House in Multiple Occupation (HMO)</b>	HMO is a house occupied by more than two qualifying persons, being persons who are not members of the same family.
<b>House Sales Scheme</b>	The House Sales Scheme gives eligible tenants of the Housing Executive the right to buy their property at a discount.
<b>Housing for All</b>	Having met the Together Building a United Community (TBUC) commitment of delivering 10 shared schemes, commitment will be continued through the Programme for Government to support the delivery of 200 units annually, through the Shared New Build Programme, re-branded as ‘Housing for All’.
<b>Housing Growth Indicators (HGI)</b>	Figures contained in the Regional Development Strategy, to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2016-2030.
<b>Housing Market Area</b>	A housing market area is the geographic area within which the majority of households move, work and live.



<b>Housing Market Assessment (HMA)</b>	This is an evidence base for housing and planning policies, which examines the operation of housing market areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
<b>Housing Needs Assessment (HNA)</b>	This is an assessment of local housing needs, primarily in relation to general needs social housing and wheelchair accessible accommodation.
<b>Housing Stress</b>	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress.
<b>Intermediate Housing</b>	Intermediate Housing currently consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association. The new definition of affordable housing includes both intermediate housing for sale and intermediate housing for rent.
<b>Landlord Registration scheme</b>	Under the Landlord Registration Scheme Regulations (NI) 2014 all private landlords must provide accurate and up to date information about themselves and their properties to the Registrar.
<b>Rural Housing Needs Test</b>	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
<b>Mandatory Grants</b>	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
<b>Neighbourhood Renewal</b>	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
<b>NIFHA</b>	Northern Ireland Federation of Housing Associations.
<b>NISRA</b>	Northern Ireland Statistics and Research Agency.
<b>Oil 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>Repossession</b>	Repossession is where a court order has been granted ordering a debtor to hand back a property to a creditor where the property was either used as collateral (for a mortgage, loan or an unsecured debt or loan which has been secured by an order charging land) or rented or leased in a previous contract between the creditor and the debtor.
<b>Supporting Communities Northern Ireland (SCNI)</b>	Supporting Communities Northern Ireland provides training and funding for community groups.
<b>Shared Housing</b>	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
<b>Site Identification Study (SIS)</b>	A Site Identification Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Place Shaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.
<b>Social Housing Development Programme (SHDP)</b>	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
<b>Social Enterprise</b>	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
<b>Social Rented Housing</b>	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
<b>Small Pockets of Deprivation (SPOD)</b>	SPOD is a delivery vehicle for neighbourhood renewal.
<b>Supported Housing</b>	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.

<b>Supporting People Programme</b>	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.
<b>Temporary Accommodation</b>	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (Dispersed Intensively Managed Emergency accommodation – DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.
<b>Tenancy Deposit Scheme</b>	When a tenant rents a property from a private landlord, they will usually pay a deposit. The private landlord must protect the deposit under the Tenancy Deposit Scheme. This scheme makes sure a tenant gets their deposit back when they move out if they have looked after the property and paid their rent.
<b>Universal Credit</b>	Universal Credit is a payment for people over 18, but under State Pension age that are on a low income or out of work. It includes support for the cost of housing (rent), children and childcare, as well as financial support for people with disabilities, carers and people too ill to work.
<b>Welfare Reform</b>	The term Welfare Reform is used to cover a wide range of changes to the social security (benefits) system. The main reforms that the Housing Executive have been involved with have included changes to Local Housing Allowance for Housing Benefit claimants living in the private rented sector, Universal Credit, Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.

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