

Causeway Coast and Glens

Housing Investment Plan

2015-2019



Contents

3	Foreword
5	Executive Summary
11	Introduction
15	Theme one - Identify and meet housing need and demand
23	Theme two - Improving people's homes
31	Theme three - Transforming people's lives
39	Theme four - Enabling sustainable neighbourhoods
49	Theme five - Delivering quality services
51	Governance
53	Appendix one - Social housing development programme
56	Appendix two - Maintenance programme and grants information
60	Appendix three - Social housing waiting list details
69	Appendix four - Housing Executive stock data
75	Appendix five - Contact details
76	Appendix six - Glossary

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ACHIEVEMENTS

2014/15 has been an exceptional year for the Housing Executive. Over this period:

- Our core landlord services of response maintenance exceeded targets in terms of tenant satisfaction and completion rates;
- Over 28,000 of our homes were included in our largest planned maintenance programme for many years, which saw expenditure of £100 million;
- Working alongside housing associations we saw 2,013 new homes started last year;
- Over £200 million has been channelled into Regional Services, helping vulnerable people across Northern Ireland, including £10 million on tackling homelessness and £72 million has been administered through the Supporting People programme;
- 19,138 private sector grants were approved, including a spend of £15 million on fuel poverty schemes and £13.5 million was spent on grants for private homeowners;
- £667 million in housing benefit has also been administered in the last year to 167,000 customers.

In May, the organisation secured the Investors in People 'Silver Award' accreditation. The organisation has also recently been informed that it has been re-credited Customer Service Excellence (CSE) with overall customer satisfaction levels for the current year running above 88%.

The Housing Executive has met all of its key targets for 2014/15. Importantly, we have delivered positive outcomes for customers across the range of Housing Executive functions in both Landlord and Regional Services. The Housing Executive is well placed to continue to deliver much needed investment and services to people in Northern Ireland in the years ahead.

Foreword

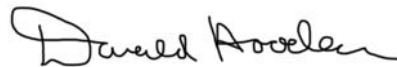
Welcome to the Housing Executive's first Housing Investment Plan (HIP) for your District which is intended to initiate discussion on delivering improved housing outcomes. As a Community Planning partner, the Housing Executive looks forward to working with our partners in delivering better services for all citizens in the District.

The Housing Executive's 'Journey to Excellence' aims to deliver top class regeneration and housing solutions that meet the needs of our communities and partners now and in the future. It is essential that we give equal attention to the people, property and place aspects of the business.

Although the Housing Executive has a responsibility for the entirety of the homes and sustainable place agenda, the Landlord Services Division has a particular responsibility for managing its social housing stock. The Regional Services Division within the Housing Executive has the major responsibility for ensuring the effective delivery of the people, property and place programme

in collaboration with a wide range of partners. Crucially, the work of the Regional Services Division also provides the Department for Social Development (DSD) and other central government departments with expertise and knowledge through local understanding and experience.

Put simply, the Housing Executive has to maintain a balance between delivering good housing and ensuring the long-term future of all neighbourhoods in Northern Ireland. To do the first of these tasks without the other would be to fail to maximise the use of public resources. This wider mission, set out in the introduction, is at the core of the Regional Services Division, will require innovation in terms of both what we do and how we do it.



Donald Hoodless
Chairman

Geography of Causeway Coast and Glens Borough



Causeway Coast and Glens Borough is divided into seven district electoral areas.



Executive Summary

Introduction

This HIP will be the 'comprehensive conversation piece' for the housing element of community planning, involving consultation from a range of stakeholders in the sector. It is intended the HIP will initiate further discussion amongst partners to shape the future of housing in Causeway Coast and Glens.

The HIP will be renewed every four years. In the intervening years, the Housing Executive will publish an annual update and performance report.

The vision of the HIP is to deliver sustainable communities, living in dwellings of a decent standard and in sufficient numbers to meet local needs in both urban and rural areas. Its longer strategic vision encompasses a 10-year period.

The HIP contains five themes, with a number of related outcomes on which performance will be measured annually.

The five themes are:

- 1) Identify and meet housing need and demand
- 2) Improving peoples' homes
- 3) Transforming peoples' lives
- 4) Enabling sustainable neighbourhoods
- 5) Delivering quality services

The HIP has taken account of the Programme for Government, NI Housing Strategy, Regional Development Strategy, Sustainable Development Strategy for Northern Ireland, Planning Reform, Reform of Local Government, and the Social Housing Reform Programme.

The HIP will assist the community plan to target public resources more effectively. The Housing Executive budget for the council area is projected to be £21.8m in 2015/16.

The population of the council area is growing (approximately 142,000). Unemployment is comparable to the NI average.

The council area lies substantially within the Coleraine Housing Market Area, whose key housing issues are affordability, private rented sector growth, fuel poverty, public expenditure cuts, and the growth in the number of elderly citizens.

Theme One: Identify and meet housing need and demand

Performance outcomes:

1. Identify new housing requirements
2. Increase the supply of affordable renting to meet the needs of communities
3. Assist home ownership
 - The Population is projected to increase to 145,198 by 2023, and older people will represent approximately a fifth of the population (20.3%);
 - DOE Land Availability Report for 2013 shows a potential capacity for 13,858 additional dwellings in the council area, which is sufficient at current building rates. Household formation is currently less than previously projected;
 - A new Causeway Coast and Glens Local Development Plan will identify and zone new housing land;
 - DSD has established a Housing Supply Forum, as recommended by the NI Housing Strategy. It is to report with recommendations and actions in 2015/16;
 - Census 2011 demonstrates the continued popularity of home ownership. It also highlights

- the significance of the private rented sector, which increased by 143% between 2001 and 2011 across Causeway Coast and Glens. Private sector sales have also increased despite tighter mortgage lending conditions and negative equity;
- Low income households are faring worst in terms of accessing the property ladder, however the demand for intermediate housing is increasing, with 37 approvals in the council area in 2014/15;
 - There are 7,187 registered tenancies in the council area, according to the Landlord Registration Scheme. Approximately 6,110 private tenants in the council area are receiving private housing benefit;
 - There are 674 registered HMO (Houses in Multiple Occupation) in the council area, all in compliance with the HMO regulations. New HMO legislation is currently being drafted;
 - Projected new-build social housing need is 528 units over the five-year period 2014-19. The areas of greatest need are Coleraine town, Portrush, Portstewart, Ballycastle and Ballymoney town. 72% of those in housing stress include singles, the elderly and small adult households;
 - There were a total of 12 new-build social housing units completed Causeway Coast and Glens, at sites in Coleraine and Ballycastle. At March 2015, there were 109 general needs units on site across the borough including developments in Coleraine, Dungiven and Portballintrae;
- Latent demand tests will be carried out in selected areas to establish hidden social housing need;
 - The Housing Executive publishes the Unmet Need Prospectus each year on its website to inform housing associations where there is a shortage of programmed sites to meet the projected social housing need;
 - The Housing Executive undertakes site identification studies for locations of unmet need. A number of these studies have been carried out across Causeway Coast and Glens at the following locations: Portstewart, Portrush, Cushendall, Cushendun/ Knocknacarry, Artikelly/ Bellarena/Drumavalley, and Greysteel. Further studies are scheduled to commence in the coming year;
 - The Housing Executive, in partnership with DSD and others, is devising a Delivery Strategy for the Social Housing Development Programme, to be implemented in 2016;
 - Welfare Reforms are likely to increase the demand for smaller social housing units.

Theme Two: Improving people's homes

Performance outcomes:

4. Improve the quality of the housing stock
 5. Develop low carbon homes and reduce fuel poverty
- Unfitness rates have generally fallen across the council area between 2001 and 2011, but there have been increases in unfitness since 2006. Less disposable income and reduced

public expenditure are the main causes;

- Unfitness rates are generally higher in older properties, vacant properties, and in isolated rural areas;
- The number of homes meeting the Decent Homes Standard is increasing in the council area, with the improvement of thermal comfort;
- In the context of reduced grant aid to private homeowners (including landlords) DSD will introduce a pilot loans scheme in 2015/16 to reduce unfitness levels in private homes;
- The Housing Executive is Northern Ireland's Home Energy Conservation Authority. It identifies, promotes and monitors home energy efficiency through Housing Condition Surveys;
- In 2011, home energy efficiency had improved by over 22% on the 1996 baseline figure for Northern Ireland;
- Approximately 54% of homes in the council area are in fuel poverty;
- Under the Affordable Warmth Scheme, the council is expected to deliver 1,000 completed household surveys annually to the Housing Executive, up to March 2017;
- The Boiler Replacement Scheme has received approval to run one more year (2015/16) with funding of £2m for Northern Ireland;
- The Northern Ireland Building Regulations legislative amendments in February 2014 mean that by 2020 there will be a new regulatory requirement for all new buildings to be nearly zero-energy buildings;
- The Housing Executive's

Maintenance Investment Strategy continues to deliver improvements to its housing stock despite reductions in public funding. An Asset Management Strategy is to be developed for the period 2016-2021;

- Funding for improvements to Housing Executive homes is partly raised by rental income from tenants. DSD has set a target to transfer 2,000 Housing Executive homes to housing associations.

Theme Three: Transforming people's lives

Performance outcomes:

6. Provide suitable accommodation and support services for vulnerable residents
7. Homelessness is prevented or addressed effectively
 - The Housing Executive will provide housing related support services to address social exclusion through its supporting people programme;
 - It is projected that older persons will make up 20.3% of the population of Causeway Coast and Glens by 2023. As a result the Housing Executive has commissioned research to determine the level of housing need among older people;
 - Smartmove Housing are delivering a private rented sector access scheme across Northern Ireland;
 - The third Travellers Accommodation Needs assessment was carried out across Northern Ireland in 2013/14 and is being used to plan future accommodation schemes;

- It is forecast that the need for adaptations will continue to rise. The Housing Executive's Adaptations Service is therefore key to sustaining independent living;
- In 2014/15, 100 disabled facilities grants were approved in the Causeway Coast and Glens area through our private sector grants scheme;
- Over the last five years, 224 major adaptations for Housing Executive tenants were completed within the Causeway Coast and Glens area at a cost of £3.58m.

Theme Four: Enabling sustainable neighbourhoods

Performance outcomes:

8. Regenerate neighbourhoods
9. Create safer and cohesive communities

- Within the Causeway Coast and Glens area deprivation is most prevalent in social housing estates;
- The Housing Executive will continue to work with local areas identified under the 'Areas at Risk' programme;
- The Housing Executive will work with DSD to bring long term empty homes back into use for social renting through the delivery of an 'Empty Homes Action Plan';
- The Housing Executive has developed a 'Social Enterprise Strategy' promoting social enterprise within its estates;
- The Housing Executive will ensure that affordable housing matters are identified in masterplans for town and village

- centres throughout the area;
- The Housing Executive will continue with information sharing protocols with other agencies and participate in Anti-Social Behaviour (ASB) interagency forums;
- The Housing Executive will support government in the delivery of housing related strands of the Together Building a United Community (TBUC) strategy;
- The Housing Executive continues to implement the Race Relations policy;
- A new BRIC 2 programme has been approved and will run over a three year period (2015/18) based in 76 estates across Northern Ireland;
- The Housing Executive will continue to facilitate the Tenant Scrutiny Panel in Causeway.

Theme Five: Delivering quality services

Performance outcome:

10. Deliver better services
 - The Housing Executive's Causeway Area is made up of four local offices at Coleraine, Limavady, Ballycastle and Ballymoney, with responsibility for 6,710 tenancies;
 - In 2014/15 the Area Office successfully achieved all performance targets;
 - 99.76% of rent was collected;
 - Rent arrears decreased by £29k;
 - Voids were 0.42% at March 2015;
 - Customer engagement involved over 24,000 customers calling at the local offices and over 30,000 telephone calls received.

Population 2013 **141,699**



Population 2023 **145,198**



New Build

£8.25m

in 2014/15



Completions

12

in 2014/15

On site

124

at March 2015



Housing need

528

2014/19

Housing stress

1,286

March 2015

Allocations

467

in 2014/15

There are

53,722

homes in the district



Owner Occupied **68%**

Private Rented **16%**

Social rented **13%**

Ave house price

£136k

2014/15



Ave house price NI

£140k

2014/15



Introduction

Introduction

The Housing Executive is a statutory partner in community planning under the Local Government Act (Northern Ireland) 2014. The Act requires each council to provide a framework within which councils, departments, statutory bodies and other relevant agencies and sectors can work together. This Housing Investment Plan (HIP) has been developed as a 'Comprehensive Conversation piece' for the housing sector informed by a range of stakeholders. As the strategic housing authority, the Housing Executive has prepared the HIP to inform the community planning partnership on the state of the housing market, housing needs, policy priorities and public sector investment proposals for the Causeway Coast and Glens Borough between 2015 and 2019. A longer ten-year horizon is also considered.

The HIP will be renewed every four years. In the intervening years, the Housing Executive will publish an annual update and report on the performance of proposals set out in the HIP as well as incorporating new initiatives as necessary. The HIP is not a fixed plan. It is a living document, subject to consultation, annual monitoring and review in the light of priorities and funding.

The HIP also fulfils the Housing Executive's statutory obligations under the 1981 Housing Order to consult with councils on its performance and future plans on an annual basis.

Vision

The housing sector throughout Northern Ireland faces a number of challenges in the current economic climate but is committed to working in a way that goes beyond a simple 'bricks and mortar'

approach. The housing vision for the Causeway Coast and Glens is one where:

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

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

Themes and outcomes

The HIP framework is structured around five themes that reflect the objectives of the Housing Executive. The themes also embrace those of the Northern Ireland Sustainable Development Strategy, which puts cohesive communities at the heart of housing development constructed within environmental limits. Success for housing providers is about measuring the impact of their interventions against policy and strategy recommendations; therefore, under each theme, a number of outcomes have been identified. The themes and outcomes are noted in the adjacent box.

Under themes one to four, the report examines the challenges facing the Causeway Coast and Glens housing market and identifies strategies to address imbalances. While work under these themes is undertaken across both regional and landlord aspects of the Housing executive's business, a fifth theme, 'Delivering quality services' relates entirely to the landlord function, which has responsibility for approximately 90,000 tenants' homes. The report sets out investment performance for 2014/15

Themes and Outcomes

THEME ONE

Identify and meet housing need and demand

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

THEME TWO

Improving people's homes

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

THEME THREE

Transforming people's lives

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

THEME FOUR

Enabling sustainable neighbourhoods

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

THEME FIVE

Delivering Quality Services

10. Deliver better services.

Strategic Policy Context

1. Programme for Government;
2. Northern Ireland Housing Strategy (Facing the Future 2012-17);
3. Planning reform and the Regional Development Strategy;
4. Sustainable Development Strategy for Northern Ireland;
5. Welfare Reform Act;
6. Reform of Local Government;
7. Social Housing Reform Programme.

and programmes to achieve the HIP's outcomes for the period 2015 to 2019. The HIP will also consider the long-term aspirations (10 years) and targets for the local area. Detailed information of actions and proposals are set out in the Appendices. All statistics in this document refer to Causeway Coast and Glens Borough Council area unless otherwise stated. The Housing Executive, as a statutory community planning partner and in consultation with key stakeholders will publish annual updates on the HIP to inform the community planning process.

Shaping the HIP

The HIP has been developed within the context of the Northern Ireland policy framework. The key documents and strategies, listed left, set the financial, legal and policy parameters within which the housing industry currently

operates. These strategies are discussed further within the HIP.

Resources

In Northern Ireland, there is a practical requirement for stakeholders in the housing market to work together to deliver effective and efficient housing and related neighbourhood services, guided by the community. Many examples of strong partnership already operate in the sector, across private, public and voluntary agencies.

The recent introduction of the community planning legislation offers the Housing Executive an exciting opportunity to collaborate with the 11 new councils, statutory partners and the community and voluntary sector over the next year in the production of a community plan. Community planning will seek to target limited public sector resources more effectively by working in collaboration with others.

Table 1: Actual/Projected Public Sector Housing Spend

Activity areas	Actual spend £m	Projected spend £m
	2014/15	2015/16
Capital improvement work	0.60	1.36
Planned maintenance work	6.71	11.09
Response maintenance*	3.57	3.52
Private Sector Grants	1.02	0.91
Warm Homes/Affordable Warmth	0.81	**
Supporting People	3.82	3.95
Investment in New Build***	8.25	****
Grounds Maintenance	0.94	0.99
Total	25.72	21.81

Source: Northern Ireland Housing Executive

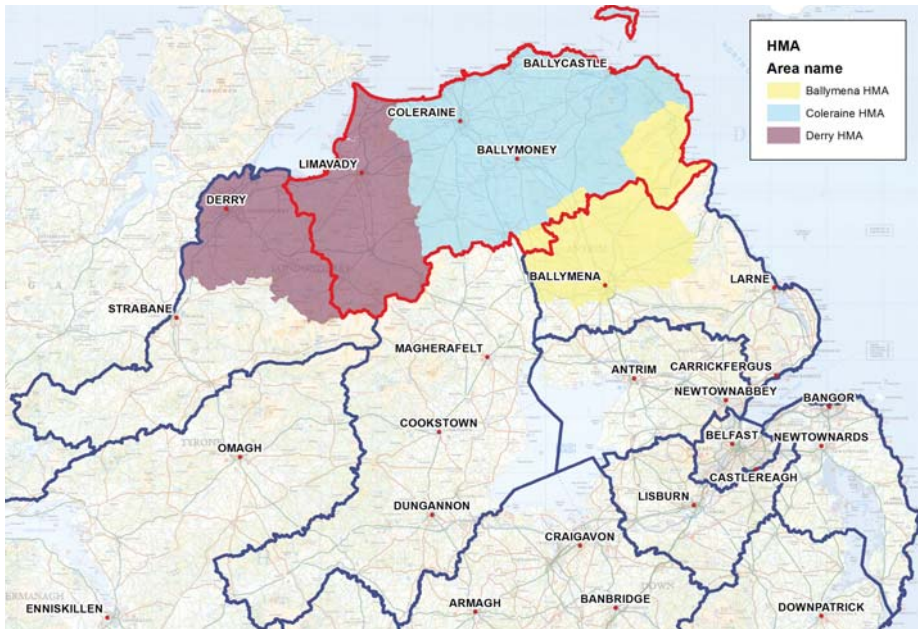
* Includes minor disabled person adaptations, redecoration and displacement grants.

** Warm Homes spend is demand led and cannot be projected at district level.

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

**** The total cost of units in the gross SHDP for 2015/16 has not been finalised.

Causeway Coast and Glens HMA Area



Source: NIHE

The total public sector projected housing investment within the Causeway Coast and Glens Borough in 2015/16 is £21.8 million, not including new-build and the Affordable Warmth scheme which are both demand-led. Expenditure is set out in Table 1.

Area profile

Causeway Coast and Glens comprises the northern part of counties Derry/Londonderry and Antrim, including Rathlin Island. The borough population is approximately 140,000, half of whom live in its seven towns.

The largest centre of commercial and economic activity is the university town of Coleraine. The borough has a mixed economic base centred on the service industry, manufacturing, construction and primary or primary-related industries (mainly agriculture). Unemployment and claimant counts are comparable to the Northern Ireland average, however due

to a larger proportion of retirees the economic inactivity rate is higher than adjacent areas.

The borough's North Coast is a valuable tourism asset which has also made the borough an attractive place to live. Apartments and holiday home developments also characterise many of the coastal towns and villages, which impact on local housing markets. The property crash of 2008 also had reverberations on supply in the local property market.

The housing context for the borough mostly sits within the Housing Executive's Coleraine Housing Market Assessment (HMA) area as shown in the map above. Housing markets are often not coterminous with local government district boundaries, and therefore there is a need for adjoining councils to cooperate to address any potential land use requirements.

Causeway Coast and Glens HMA Key Issues

- House prices have become more affordable. However, tighter lending to both developers and prospective buyers is likely to lead to the continuation of low rates of private housing construction;
- There has been significant growth in the size of the private rented sector since 2001;
- In parts of Causeway's north coast, housing associations have been unable to compete financially with the private sector housing market, leading to areas of consistent social housing need, such as Portrush and Portstewart;
- House conditions are likely to deteriorate with a lack of available private sector grant funding for housing and reduced disposable income;
- Fuel poverty will remain an issue;
- An ageing society will have implications in terms of the demand for housing adaptations, specialist housing and personal or nursing care;
- Public expenditure cuts in Northern Ireland suggest that they will have implications across the HMAs for the next decade and possibly beyond.



THEME ONE

Identify and meet housing need and demand

Challenges and opportunities

Changing economic conditions, tenure trends and household numbers and types will influence housing market dynamics and the requirement for new housing. Analysis of these changes will allow us to determine the scale and mix of housing provision and affordable housing provision needed in any given area. Research and market intelligence guide the Housing Executive's plans and programmes, and support other decision-makers by identifying housing need and demand across Northern Ireland. Key issues relating to housing in the Causeway Coast and Glens are outlined right.

Changing demographics, particularly in age profile and average household size, are important factors when considering numbers and design of new housing. The Causeway Coast and Glens population continues to grow modestly, with an increasingly aging population and smaller households. It is projected that by 2023 older people will represent 20.3% of the population in the borough.

The rate of new house building is approximately half of the annualised requirement (947) as set out in the Regional Development Strategy 2035 (RDS). However, this may be revised downwards following a review of

housing growth indicators, currently underway by DRD. The DOE's Northern Ireland Housing Land Availability Report for 2013 (Planning NI: 2014) shows potential capacity for 13,858 additional dwellings in Causeway Coast and Glens which is sufficient at current build rates. A new Local Development Plan for the borough will identify and zone land for new housing.

DSD established a Housing Supply Forum in January 2014, made up of key stakeholders, to consider how to improve housing supply in a sustainable way, as recommended by the Housing Strategy 'Facing the Future'. A final report with recommendations and agreed actions is due to be published in 2015/16.

The 2011 census demonstrates the continued popularity of home ownership. The private rented sector is an increasingly important sector in the district, with numbers rising by 143% between 2001 and 2011. Census 2011 showed that the social rented stock in the District (7,145 units) has fallen by 23% compared to the 2001 figure.

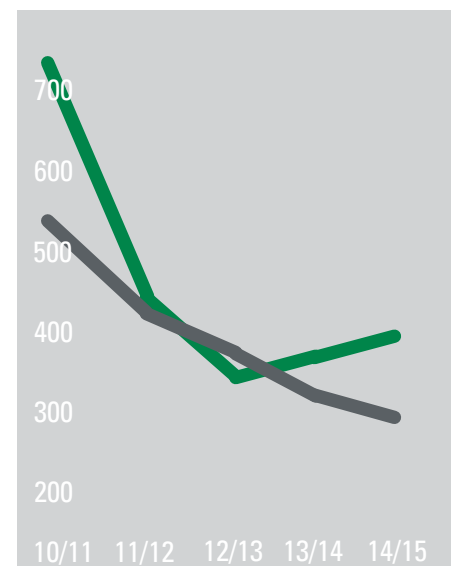
Owner occupied housing sector

The private housing market is now showing signs of recovery as the number of house sales in Causeway Coast and Glens has increased from 1,050 in 2010 to 1,620 in 2014 (LPS), and is the highest

Key Issues

- An increasing population;
- The forecasted rate of new household formation has significantly reduced;
- Requirement for smaller units particularly from existing elderly households;
- Reduction in the level of new housing starts;
- Negative equity levels in NI highest in UK;
- Demand is rising for private rented accommodation;
- Consistent need for additional social housing;
- Potential for Welfare Reform to impact on the social housing requirement.

Residential planning applications and new build starts



- New build starts
- Residential planning applications

Source: LPS and DOE Statistics Branch

Table 2: Demographic Trends

Demographics	Mid-Year Estimate 2003	Mid-Year Estimate 2013	Projected 2023
Children	29,895 (22.3%)	28,542 (20.1%)	28,347 (19.5%)
Working age	86,270 (64.3%)	90,056 (63.6%)	87,359 (60.2%)
Older people	17,987 (13.4%)	23,101 (16.3%)	29,492 (20.3%)
Total Population	134,152	141,699	145,198
Households	n/a	54,346	56,851
Ave Household Size	n/a	2.57	2.51

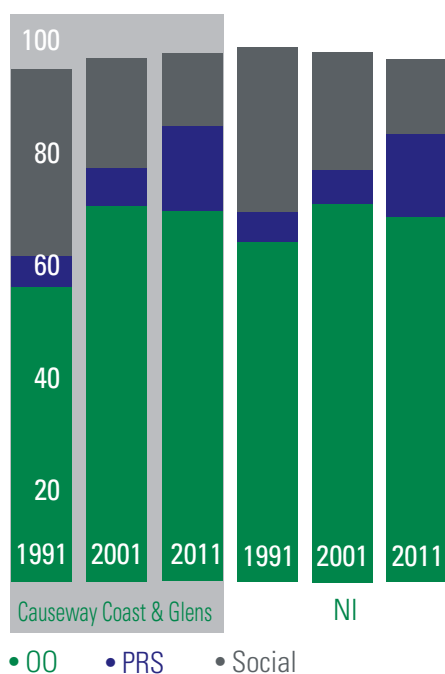
Source: NISRA

Causeway Coast and Glens

Housing Investment Plan

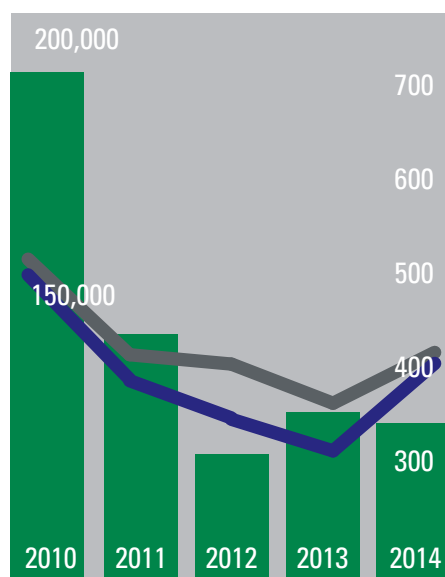
2015-2019

% households in owner occupation, private rented sector and social housing



Source: Census

Average house prices and new build starts



Source: LPS & University of Ulster

annual number of sales since 2007. The average house price for Causeway Coast and Glens increased to £136k in 2014, £4k below the Northern Ireland average. Popular locations are the main towns and large villages of the borough.

The desirability of the north coast has also resulted in pockets of unaffordability, where site values are comparatively high. The area is popular for retirees and second homes increasing demand and limiting availability of homes for sale and private rental accommodation in some north coast areas. Finding ways to increase access to housing for local people should be a priority in order to sustain communities and services, particularly where locals are routinely priced out of the market.

Despite lower house prices and low interest rates, negative equity and tighter bank lending practices have constrained the housing market. The mortgage administration company HML estimated in 2013, that more than 68,000 mortgages advanced since 2005 (41% of the NI total) were now in negative equity; an increase from 44,000 (28%) in 2011. The DSD Housing Repossessions Taskforce 2015, report that Northern Ireland's repossession rate is likely to continue to outstrip other UK regions.

<http://www.dsdni.gov.uk/housing-repossessions-taskforce-final-report.pdf>

Low-income households can find difficulty accessing the owner occupied market creating demand for intermediate housing. The Housing Executive estimates intermediate housing demand for Causeway Coast and Glens at approximately 129 units per annum for the 2013 to 2023 period. Co-ownership approved 37 applications in 2014/15 for the borough. DSD are currently piloting a number of initiatives to deliver affordable housing with the potential to be rolled out across Northern Ireland,

including a scheme at Coastguard Road, Portballintrae.

Private rented housing sector

Census information has shown a significant increase in private renting from 2001 to 2011, and local estate agents report a continued demand and high turnover for rental accommodation across the borough. The shortage of supply to meet demand has begun to impact on rents in most urban areas. Buy-to-Let investors are now prominent buyers of housing who will add to the private rented housing stock. The stock for private rental has also been affected by the popularity of tourism in the area. Some landlords prefer to rent houses as more lucrative short term holiday lets particularly in coastal towns and villages.

There is also some evidence that properties which could not be sold in the property market crash ended up in the rental sector by accident. With the slight upturn in sales in the past one to two years, some of these dwellings could exit the rental sector.

However, it is expected that the popularity of the rental sector will continue to grow with the increase in temporary and contract employment, growing social housing waiting lists, mortgage restrictions, and negative equity issues.

The DSD's Landlord Registration Scheme identified 7,187 tenancies registered for Causeway Coast and Glens in March 2015. This registration scheme will provide evidence to assist monitoring and regulation of the sector. The current DSD led review of the role and regulation of the private rented sector, due to complete in spring 2016, will provide further analysis.

Housing benefit continues to play a vital role in supporting the private rented

sector. At March 2015, 6,110 private tenants in Causeway Coast and Glens were in receipt of housing benefit. Research completed by Sheffield Hallam University in 2013 and stakeholder feedback indicates that Welfare Reform measures have had no significant impacts, including tenant or landlord movements in or out of the sector. There are also some reports that despite the availability of discretionary housing payments some tenants are having difficulty in making up the difference between the housing benefit allowance (LHA) and the rent. Therefore, anecdotal evidence suggests some young people opt to live at home.

The Housing Executive is funding Smartmove Housing to deliver a private rented sector access scheme as part of a housing options approach, to expand peoples housing choice and to prevent and/or reduce homelessness by using good quality, affordable property in the private rented sector. The scheme provides support, information and effective advice to clients by helping them to live independently and sustain their tenancy.

As household groups continue to 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. There are currently an estimated 5,240 HMOs in Northern Ireland, and of those registered, 674 are in the Causeway Coast and Glens area. There are an additional 49 properties identified as potential HMOs in the borough that will be inspected for compliance. DSD is currently drafting new HMO legislation, which may introduce a Licensing Scheme with a new definition for HMOs and new regulatory standards. It is expected this legislation will be introduced within the current Assembly timeframe.

Social housing sector

Social housing need has remained consistent in certain areas of the borough between 2010 and 2015. The 5-year (2014/19) projected housing need is 528 units with the greatest areas of need being Coleraine town, Portrush, Portstewart, Ballycastle and Ballymoney town.

Single, elderly and small adult households comprised almost 72% of the borough's waiting list in housing stress. Future housing mix in new-build developments will need to cater for these household groups along with any potential changes associated with Welfare Reform.

The Housing Executive continues to undertake latent demand tests in rural areas to assess hidden demand, in consultation with local community representatives. Housing needs for supported and traveller accommodation is dealt with under Theme Three: Transforming people's lives.

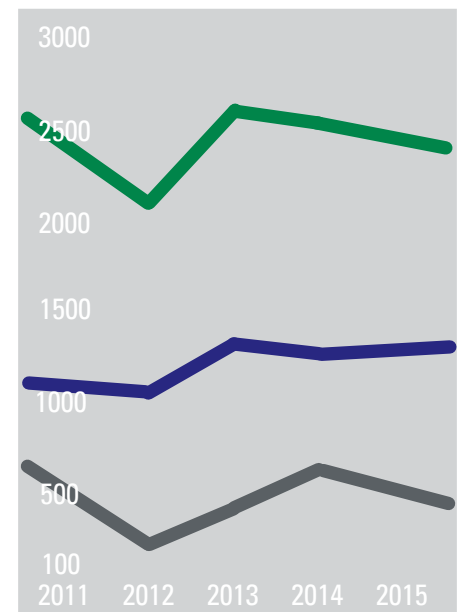
Historically, most of the social housing has been delivered by housing associations on Housing Executive land across the borough. This included land in Dungiven, Ballykelly, Cloughmills, Coleraine town, Portballintrae and Ballycastle. During 2014/15, 12 units were completed, comprising seven in Ballycastle and five in Coleraine town. At March 2015, there were 109 general needs units on-site including 60 in Coleraine town, 19 in Dungiven and 14 in Portballintrae.

There is a consistent high need for additional social housing in Portstewart and Portrush, with the local exceptions of Dhu Varren and Glenmanus areas of Portrush where there is a high turnover. The relatively high cost of development land in these towns has impeded housing associations from acquiring land where the need is. To advise



New private housing scheme at Drenagh Park, Limavady.
- Recipient of NHBC Pride in the Job Award, 2014.

Waiting Lists and Housing Needs trends for Causeway Coast and Glens



- Total applicants
- Allocations
- Housing stress

Source: NIHE

Causeway Coast and Glens

Housing Investment Plan

2015-2019



Social housing at Hass Road, Dungiven (Phase 1 completed and Phase 2 under construction)

housing associations and developers on locations where there is a shortage of programmed development sites to meet the projected social housing need the Housing Executive publishes an Unmet Need Prospectus, found on the following link:

http://www.nihe.gov.uk/unmet_social_housing_need_prospectus.pdf

To further assist in this process the Housing Executive undertakes site identification studies for locations of unmet need. These studies investigate potential sites; engage landowners and provide these details to housing associations for investigation/acquisition. A number of these studies have been carried out across borough

at the following locations: Portstewart, Portrush, Cushendall, Cushendun/ Knocknacarry, Artikelly/Bellarena/ Drumavally, and Greysteel. Further studies are scheduled to commence in the coming year.

Delivery

There is a need for additional housing across all tenures. Outcome 1 details action to identify housing need across tenures. Outcome 2 reports the provision of affordable rented housing in Causeway Coast and Glens. Outcome 3 looks at ways to support increasing numbers of households entering the owner occupied market. All figures relate to the Causeway Coast and Glens area unless otherwise stated.

CASE STUDY 1

Refurbishment of Empty Social Housing at Ballysally

In the past year, Choice Housing (formerly Oaklee, Trinity and Ulidia) refurbished ten homes at Mossvale Park, Ballysally. Choice Housing is now refurbishing an additional 15 homes at Mossvale Park/Glendara Drive as part of the Housing Executive's commitment to regenerate Ballysally - an area of high deprivation.

Ballysally was built on the outskirts of Coleraine between 1971 and 1981. Initially the estate was reasonably popular, but by the 1980s it could not compete with the private sector, and the lack of demand was exacerbated by poor design and layout of some areas within the estate. The situation deteriorated in the 1990s with community tensions and anti-social behaviour. The Housing Executive found it difficult to fully let all the properties in the estate. By 2002, 10% of the total stock of 881 dwellings was unoccupied.

The Housing Executive began a demolition and refurbishment programme as part of its estate strategy. As part of this, 25 properties owned by SHAC Housing Association and managed by Choice Housing Association were identified for refurbishment. Previously, only five of the properties were inhabited, but were in a bad state of repair and 20 of the homes were empty.

The long term strategy for Ballysally is finally paying dividends, and the signs of urban blight have now been reversed. The estate now has a healthy waiting list and only one void property was recorded in March 2015. The strategy demonstrates the success of working in partnership. The refurbishment is also bringing much-needed social homes back into use, and supports the community in rejuvenating the estate as part of the Neighbourhood Renewal Programme.



Extensive refurbishment of social housing at Mossvale Park, Ballysally

**OUTCOME 1
IDENTIFY NEW HOUSING REQUIREMENTS**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE Net Stock Model identified a social housing requirement for 2,000 social units per annum for NI;</p> <p>In 2014 there were 380 new build housing starts (LPS) in the borough, well below the Housing Growth Indicator of 947 units per annum;</p> <p>Latent demand tests were carried out for Rathlin, Armoy, Balmore, Kilrea, Rasharkin and Cloughmills;</p> <p>NIHE assessed demand for intermediate housing in the borough at 129 units per annum between 2013/23;</p> <p>NIHE studies to examine sites for social housing were completed for six locations in the borough.</p>	<p>DRD will review Housing Growth Indicators for local development plans as part of the ongoing review of the RDS;</p> <p>NIHE will update the Net Stock Model (NSM) in 2015 following the 2015 review of household projections by NISRA. The NSM will also be updated in 2017 and 2019;</p> <p>NIHE will carry out a 5-year social housing need assessment for the district for 2017/22;</p> <p>NIHE will inform council of affordable housing need for production of local development and community plan;</p> <p>NIHE will review Housing Market Geographies for NI and deliver Housing Market Assessments across NI;</p> <p>NIHE will carry out latent demand tests in rural areas to identify need;</p> <p>NIHE will annually assess demand for intermediate housing for the district;</p> <p>During 2015/16, site identification studies will be carried out by NIHE at Articlave and Rathlin.</p>	<p>Determine new housing requirements for local development planning through collaborative working between Housing Executive, DSD, NISRA and DRD;</p> <p>NIHE will deliver updated objective assessments of affordable housing (social and intermediate) need by household type;</p> <p>NIHE's Housing Market Assessment will provide an evidence based cross tenure trend analysis of the local housing market to supplement housing need assessment to inform local development and community planning;</p> <p>Continuously evaluate and update housing need assessment methodologies to ensure they are validated and based on best practice.</p>

**OUTCOME 2
INCREASE THE SUPPLY OF AFFORDABLE RENTING TO MEET THE NEEDS OF
COMMUNITIES**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE committed £4.139m Housing Association Grant (HAG) to part fund the new development of 80 new homes in five general needs schemes. HAs supplemented HAG with private funding commitment of £3.333m;</p> <p>The new homes will provide a mix of house types and sizes including 18 one-bed units;</p> <p>At 1/4/2015, there were 14 new-build/acquisition/refurbishment schemes on-site, to provide 109 additional social dwellings, including 22 one-bed units;</p> <p>10 social housing units have been extensively refurbished (Phase 1) at Mossvale Park, Ballysally, adding to the social housing stock;</p> <p>DSD's Landlord Registration scheme commenced. At April 2015, there were 7,187 tenancies registered in the district;</p> <p>NIHE processed 5,056 new social and private housing benefit claims;</p> <p>NIHE average processing time (22.4 days) for new public and private housing benefit claims was within the 25 day target and 6.7 days for claim amendments was also within the 8 day target;</p> <p>NIHE funded the Smartmove private rented sector access scheme across NI for approximately £110k.</p>	<p>DSD approved a gross, 3-year (2015/18) SHDP that includes 32 schemes with 413 units for the borough;</p> <p>The gross SHDP 2015/16 for the borough has 15 schemes providing 140 units with 12 confirmed one-bed units;</p> <p>15 social housing units (Phase 2) are to be extensively refurbished at Mossvale Pk./ Glendara Drive, Ballysally;</p> <p>NIHE will work with council to identify sites for social housing in the local development plan;</p> <p>NIHE with DSD and HAs will formulate a Delivery Strategy for the SHDP ready for implementation in April 2016;</p> <p>DOE and DSD will publish PPS 22 'Affordable Housing';</p> <p>DSD will continue to implement landlord registration and tenancy deposit schemes and analyse the data received;</p> <p>DSD will complete a fundamental review of the private rented sector in 2016;</p> <p>NIHE plan to process new public and private housing benefit claims within the 25 day target and housing benefit claim amendments within 8 days;</p> <p>NIHE have made £450k available to fund Smartmove private rented sector access scheme across NI for 2015/16.</p>	<p>Housing and planning authorities will introduce effective policies to identify land for mixed tenure and shared housing development through the community planning and development plan processes;</p> <p>Maximise public funding in the procurement and delivery of affordable housing;</p> <p>Introduce developer contributions for social housing;</p> <p>Monitor and evaluate the performance of the private rented sector to assess effectiveness in meeting affordable housing need;</p> <p>Introduce effective regulation for the private rented sector to maintain physical and management standards.</p>

**OUTCOME 3
ASSIST HOME OWNERSHIP**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>38 NIHE properties were sold to tenants;</p> <p>Co-ownership Housing Association approved 37 applications for the district;</p> <p>NIHE agreed three surplus sites across Northern Ireland to pilot intermediate housing schemes using the Affordable Housing Fund. This includes a site at Coastguard Road, Portballintrae.</p>	<p>NIHE and housing associations will implement the House Sales and Equity Sharing Scheme;</p> <p>DSD has committed funding of £15m to Co-ownership for 2015/16 with a target of 300 approvals for NI;</p> <p>DSD will pilot a number of initiatives using the Affordable Housing Fund across Northern Ireland to deliver affordable housing. These include:</p> <ol style="list-style-type: none"> 1. £19m to provide up to 600 affordable homes; 2. £5m to date in Financial Transactions Capital (FTC) funding for a Rent to Purchase scheme (being delivered by Co-Ownership); 3. £9.2m in FTC funding to an Empty Homes scheme (being delivered by Clanmil); 4. developing intermediate housing on surplus NIHE land (Clanmil and APEX). <p>DDOE and DSD will work to finalise PPS 22 'Affordable Housing' to facilitate intermediate housing;</p> <p>NIHE with HAs will investigate potential for community self-build products for home ownership.</p>	<p>Deliver mixed tenure housing schemes in communities through planning;</p> <p>Introduce a developer contribution to increase the supply of intermediate housing;</p> <p>Deliver finance models to make better use of funding for intermediate housing;</p> <p>Deliver a range of intermediate housing products, such as intermediate rent;</p> <p>Deliver a self-build affordable housing model.</p>



THEME TWO

Improving people's homes

Challenges and opportunities

The condition and environmental performance of housing across all tenures is directly related to wellbeing, physical and mental health, household income, and educational and economic prospects, and is therefore an important strand of housing investment. Investment should particularly benefit lower income households. This section considers the condition of the Causeway Coast and Glens housing stock and outlines the various strategies to address unfitness, disrepair and energy inefficiency.

Housing conditions

Between 2006 and 2011, the unfitness rate for the average Causeway Coast and Glens area increased from 3% to 4.3%. The main causes of rising unfitness levels have been identified as reduced grant funding and decreased consumer spending on housing maintenance. The Northern Ireland Housing Market Review 2014 also highlighted a link between the increasing level of unfitness and a rise in the rate of vacancies, particularly in isolated rural areas. The graph adjacent shows unfitness between 2001 and 2011 in the former boroughs/districts of Ballymoney, Coleraine, Limavady and Moyle. Moyle experienced the most improvement to 2011.

A decent home considers a wider range of indicators beyond unfitness and is one that meets modern standards in terms of fitness, structure, energy efficiency and facilities. The 2011 House Condition Survey (HCS) estimated that an average of 8.6% of dwellings in the Causeway Coast and Glens area were recorded as failing Decent Home Standards.

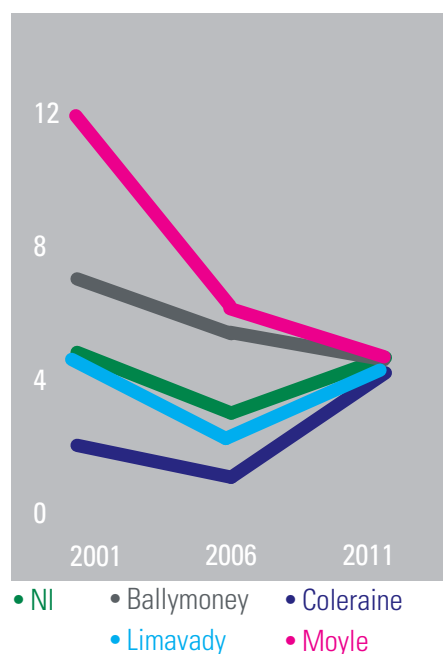
The 2011 HCS also found that a high level of the most vulnerable households are residing within the oldest properties and will continue to rely on some form of assistance to maintain their homes.

The Housing Executive provides grants to private sector landlords and owner occupiers to assist them to maintain their properties and prevent them from falling into unfitness or disrepair. However, discretionary grant funding has reduced to £1.4m for 2015/16 across Northern Ireland. Therefore, the objective to reduce unfitness in private housing will require more innovative ways of maximising outcomes within the funding available. DSD's "Review of Support for Repair and Improvement in the Private Housing Sector" consultation document reports that a pilot loans scheme will be introduced in 2015/16.

Key Issues

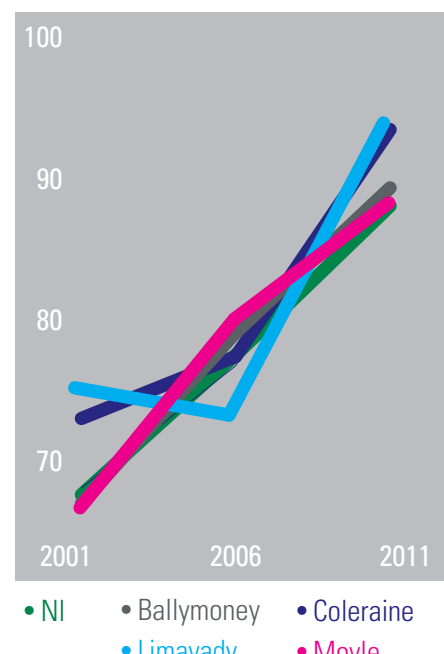
- Unfitness is recorded at 4.3% of dwellings in Causeway Coast and Glens;
- Grant funding for house improvements across all tenures is reducing;
- Households living in dwellings with lower energy efficient ratings are most likely to be vulnerable people including older people or those on low incomes;
- The cost of fuel and low incomes remain important determinants of whether a household is in fuel poverty. Other issues linked to fuel poverty include older dwellings, households in isolated rural locations, households headed by older persons and unemployment.

Unfitness rates %



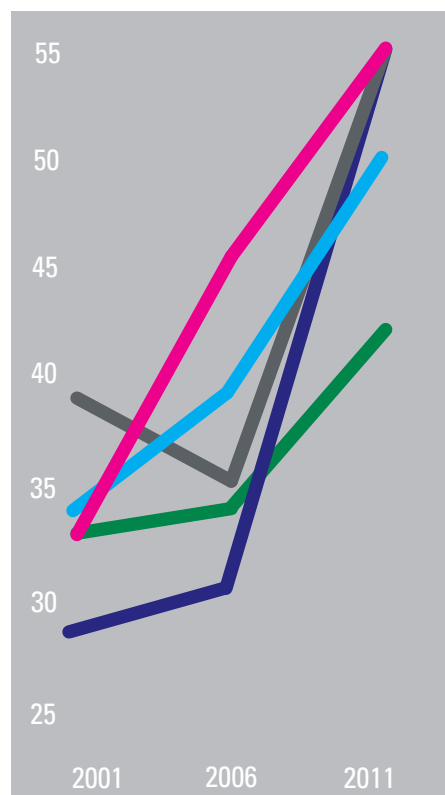
Source: House Condition Survey

Decent Homes Standards %



Source: House Condition Survey

Fuel Poverty Rates %



• NI • Ballymoney • Coleraine
• Limavady • Moyle

Source: House Condition Survey

Table 3: Household heating costs

	Housecoal (£) 50 Kg	Electricity Standard Domestic Tariff 1 Unit (Pence)	Oil (Kerosene) Litre (Pence)	Firmus First 2000 kWh (Pence)
% Change	40.8%	57%	71%	48%

Source: NIHE

Energy efficiency

The Housing Executive has a key role under the 1995 Home Energy Conservation Act to identify, promote and monitor progress of energy efficiency throughout all tenures in the residential sector in Northern Ireland. The last House Condition Survey (HCS) carried out in 2011, recorded a 22.5% improvement in the energy efficiency of the occupied housing stock in Northern Ireland between 1996 and 2011. Evidence would suggest that the Northern Ireland figures are broadly representative of Causeway Coast and Glens.

Considerable progress has been made to date in upgrading the energy efficiency of all housing stock across all tenures in Northern Ireland. However, fuel poverty remains an issue, mainly due to high fuel prices and low household incomes. In Northern Ireland, there is a high level of dependency on home heating oil with 68% of households continuing to rely on kerosene to heat their homes. Table 3 shows the increase in the cost of key sources of energy between April 2007 and July 2014.

DSD’s vision of eradicating fuel poverty remains a challenge in Causeway Coast and Glens, given that between an average of 54% of households were classified as being in fuel poverty in 2011 (HCS 2011). This is greater than the Northern Ireland figure of 42%. Despite the fall in oil and gas prices in early 2015,

this objective will remain a challenge, as this price trend is unlikely to be lasting

In tackling fuel poverty, the Warm Homes Scheme has seen £150m invested in Northern Ireland across 120,000 properties since 2001. The Housing Executive has now developed the Affordable Warmth Scheme to replace the Warm Homes Scheme. Aimed at helping to alleviate fuel poverty in targeted vulnerable households in the owner-occupied and private rented sectors, the key objectives of the scheme are:

1. to deliver energy efficiency measures to 9,000 households annually by 31 March 2017;
2. each new council is expected to deliver 1,000 completed Affordable Warmth surveys to the Housing Executive annually.

In Northern Ireland, the Boiler Replacement Scheme has helped more than 17,500 households to upgrade their central heating boilers. The scheme has received approval to run for one more year with funding for £2m. Bryson House has also engaged to develop a network of oil buying clubs across Northern Ireland to deliver better value for tenants.

The Northern Ireland Building Regulations legislative amendments in February 2014 mean that by 2020 there will be a new regulatory requirement for all new buildings to be nearly zero-energy buildings.

Housing Executive Maintenance Investment Strategy

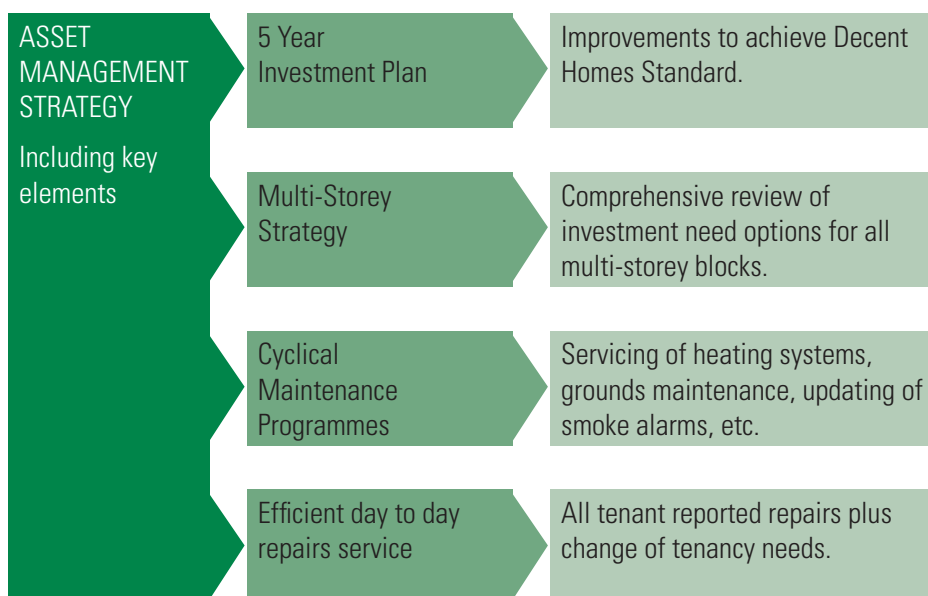
In its aim to achieve the Decent Homes Standards for all its tenants by 2020/21, the Housing Executive's Landlord Services first delivered its Maintenance Investment Strategy in 2004. The reduction in capital funding from 2008/09, meant the strategy was revised in 2011 to adopt programme priorities of kitchen replacements and heating upgrading as the optimum approach to achieving Decent Homes Standards within the budgets available. In the interim, the Programme for Government introduced a target of all social housing having double-glazing installed by 2015.

In taking forward a future investment strategy, the Housing Executive's Landlord Services and the DSD jointly commissioned an independent stock condition survey of the Housing Executive's properties in summer 2014. The findings from this will be used to develop a new Asset Management Strategy. The Strategy will set out long-

term priorities for investment in stock, as well as establishing an initial 5 Year Investment Plan to cover the period 2016-2021. The overall approach to effective asset management is designed to ensure delivery and maintenance of better homes for the long term, and is illustrated below.

An interim investment programme has been developed for the 2015/16 period, which will reintroduce a programme of capital improvements across the Housing Executive stock. For further information on scheme details please see Appendix 2.

The Housing Executive's Stock Transfer Programme is also being undertaken in response to the Minister's target to transfer 2,000 homes to housing associations. The programme will be based on estates where there are demonstrable and significant investment needs. Tenants will decide on transfer proposals for their estate through a Tenant Ballot. Tranche one of the programme has been confirmed and





New double glazing installed in Housing Executive homes in Ballymoney in the past year

four estates have been selected. None of the first tranche of estates are in the Causeway Coast and Glens area.

Housing association stock

Most housing association properties were constructed during the past twenty to thirty years and have been built to lifetime home standards. Each housing association prepares maintenance programmes for its own stock however, housing associations report that the majority of their dwellings are in good condition and the programme for planned maintenance work is therefore limited.

Social housing rents

DSD, under the Social Housing Reform Programme, is developing a rent policy for social housing in Northern Ireland which will determine future social housing rent charges when completed. Rents collected provide funding to allow the social housing landlords (including the Housing Executive Landlord Services) to carry out programmes of

work on their dwellings. For 2015/16, the Housing Executive's average rent charge increased by £3.08 per week, raising it to £66.60, excluding rates. Housing Executive rents are lower than housing associations in Northern Ireland, and around £20 a week less than the average rent for similar local authority accommodation in England.

Delivery

Improving housing conditions for new and existing housing stock will lead to better living conditions, bringing immediate and longer term social, economic and environmental benefits. Investment in the energy efficiency of a home affects health, household expenditure and the environment. Listed overleaf are investment and actions to help achieve the two outcomes associated with Theme 2; 'improve the quality of the housing stock' and 'develop low carbon homes and reduce fuel poverty'.

CASE STUDY 2

Tackling Fuel Poverty in Causeway

Fuel poverty affects over half of homes in the Causeway Coast and Glens area, which exceeds the Northern Ireland average. Tackling fuel poverty requires both immediate and longer term actions, but mostly affects older houses with inadequate insulation or inefficient heating systems.

In the past year the Housing Executive invested £0.65m in its housing stock in the former Moyle district through heating replacement work. Similar work has also been carried out in the former boroughs of Ballymoney, Limavady and Coleraine. This forms part of an overall investment of £32.4 million in heating installations to 6,000 of its homes across Northern Ireland.

In the area covered by the Ballycastle Office, 111 homes have had their heating upgraded to a more energy efficient system, offering assistance to some of the most affected homes.

Working in partnership with H&A Mechanical Services Ltd, we started our upgrade heating systems to 'A' rated boilers in April 2014 and it has now been completed in properties stretching from Bushmills to Cushendall. This will prove more cost effective to run and support the Housing Executive's commitment to reduce fuel poverty in Northern Ireland.



A tenant at Carnduff Park, Ballycastle, pictured with Housing Executive manager Breige Mullaghan and Noeleen Connolly from the Housing Executive's Ballycastle office

OUTCOME 4 IMPROVE THE QUALITY OF THE HOUSING STOCK		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>Funding for discretionary renovation grants was £26k, for a small number of approvals/completions;</p> <p>NIHE funded £13.8k for a small number of discretionary Home Repair Assistance grants/ Replacement Grants;</p> <p>NIHE administered approximately £0.7k for mandatory repair notice;</p> <p>NIHE registered 674 identified HMOs; 8 properties were fully inspected and 66 dwellings inspected for management standards;</p> <p>NIHE completed 23,541 response maintenance jobs at a cost of £3.57m;</p> <p>94% of NIHE response maintenance repairs were completed within the required target time;</p> <p>97.8% of all response maintenance repairs were carried out to the customers satisfaction;</p> <p>NIHE carried out maintenance work to 1,125 of its properties at a cost of £6.71m.</p>	<p>Funding of discretionary maintenance grants for 2015/16 is £35k;</p> <p>DSD and NIHE will introduce a pilot loan scheme for private house maintenance in NI in 2015/16 with funding of £1m;</p> <p>Repair notices issued by councils on private rented landlords can be recovered through a mandatory grant of up to £7,500;</p> <p>NIHE stock condition survey will complete in 2015 and inform Asset Management Strategy;</p> <p>Funding for all NIHE planned maintenance schemes in 2015/16 is estimated at £11.09m for 36 schemes;</p> <p>Funding for NIHE Capital Improvement schemes in 2015/16 is estimated at £1.36m;</p> <p>Implement Tranche 1 of the NIHE Stock Transfer programme across Northern Ireland.</p>	<p>Identify unfitness and decent home standards through House Condition Survey reports;</p> <p>Deliver policies to support sustainable design and improve the building fabric of dwellings;</p> <p>NIHE will maintain properties in line with its Asset Management Strategy;</p> <p>Deliver innovative approaches to finance the maintenance of the housing stock across all tenures.</p>

**OUTCOME 5
DEVELOP LOW CARBON HOMES AND REDUCE FUEL POVERTY**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE funded £811.5k for the installation of insulation, new heating systems or both to 563 private properties;</p> <p>NIHE funded replacement of 603 boilers at a cost of £422k;</p> <p>NIHE installed double-glazing to 251 dwellings at a cost of £451.8k;</p> <p>NIHE completed heating installations to 346 dwellings at a cost of £1.955m;</p> <p>NIHE funded Bryson House to provide energy efficiency awareness visits to 16 schools.</p>	<p>NIHE will implement Affordable Warmth scheme. Funding of £16.5m is available for 2015/16 across 11 districts;</p> <p>NIHE will implement Boiler Replacement scheme to 2016 with a budget of £2m for all of NI;</p> <p>NIHE's 2015/18 energy efficiency programme includes 7 double glazing/ heating schemes for 1,305 units at a cost of £3.78m;</p> <p>NIHE funded energy efficiency awareness programme will be delivered annually to 160 schools across NI by Bryson House;</p> <p>Bryson House have been appointed by NIHE to develop a network of oil buying clubs across NI until 2018 to negotiate lower fuel prices for club members;</p> <p>During 2015/16, 1,000 PV panels will be installed in NIHE properties across NI, valued at £6m.</p>	<p>Deliver research on</p> <ol style="list-style-type: none"> 1. fuel poverty, 2. energy efficiency of housing stock, 3. good design and building materials; <p>Promote energy efficiency awareness;</p> <p>Develop and promote alternative natural energies to improve environmental wellbeing and combat fuel poverty in the home;</p> <p>Deliver zero carbon dwellings within the SHDP;</p> <p>Reduce fuel poverty.</p>



THEME THREE

Transforming people's lives

Challenges and opportunities

Community planning offers an opportunity to foster a more holistic environment for health and social care for all citizens. Community planning can lead to better quality services and more efficient use of resources which will be essential within the context of an ageing community and increasing austerity measures.

A strong and sustainable community benefits from inclusion and responds to the needs of all its members, including those who are vulnerable. It recognises that vulnerability is not necessarily permanent and therefore provides for a range of general needs and specialist support services, regardless of age. A sustainable community also requires that individuals can access housing to the minimum decent home standards to remain independent in housing for as long as possible. The Housing Executive's Supporting People Programme, Homeless Services and Travellers Programme aim to provide people with the right housing options and support to enable and sustain independent living in the community. A partnership approach is required to ensure the allocation of resources effectively to those with the greatest need.

Supporting People

The Supporting People programme is a government programme for housing related support, which brings together a number of separate programmes that fund both specialised accommodation and accommodation based support services for a range of client groups. The programme establishes the means to manage accommodation on a partnership basis, and to strategically commission housing related support services to tackle social exclusion by preventing crisis and more costly interventions. To ensure

quality services are delivered, providers are assessed and monitored via a Quality Assessment Framework.

The Housing Executive's Supporting People programme combines services of three separate government functions: housing, health and probation. These can commission services at a local Trust level through the Area Supporting People Partnerships (ASPP). This forum facilitates any of these agencies in bringing forward a proposal for the development of a service based on an established need. The ASPP will determine which priorities require a full business case to be progressed to the Commissioning Body. The future commissioning housing support services will focus on three priority groups: older people, those with learning disabilities and mental health problems, and the homeless.

Supporting People services provide:

- Short term accommodation based support for those in housing need;
- Longer term support to enable sustained tenancies;
- Short term floating support for vulnerable adults to maintain independence in their own home; and
- For clients with complex needs, support is delivered on a peripatetic basis in their home.

The 2014/15 programme for Causeway Coast and Glens was funded to the value of £4.55m. The programme consisted of 64 services, supporting over 1,059 vulnerable people at any time and delivered by 24 organisations, the majority of which are voluntary and community based. Other service providers include Housing Associations, Health and Social Care Trusts and the Housing Executive. A breakdown is set out in Table 4.

Key Issues

- Identify a needs assessment model for Supported Housing;
- Resettlement of clients from long stay hospital into the community;
- Development of community services to meet the needs of older people;
- Tackle homelessness in line with the Homelessness Strategy;
- Improve housing options for homeless clients;
- Develop a new Traveller Accommodation Programme;
- Implement recommendations of Inter Departmental Review of Housing Adaptations Services.

Supporting People Programme



Table 4: Supported Housing Services 2014/15

Type of service	Client group	No. of schemes	No. of Providers	Max. annual contracted funding (£k)	Actual payments 2014/15 (£k)	Max. no. of Service Users
Accommodation Based Services	Older People	33	8	1,806	1,303	725
	Homelessness	4	3	675	675	45
	Learning Disability	16	3	1,180	1,010	105
	Mental Health	4	3	536	508	46
	Physical Disability	1	1	8	5	3
	Young People	1	1	25	25	3
			59	19	4,230	3,526
Floating Support Services	Older People	2	2	57	57	25
	Mental Health	2	2	154	154	49
	Homeless	1	1	111	82	58
			5	5	322	293
Grand Total		64	24	4,552	3,819	1,059

Source: NIHE

Following the Bamford Review, the majority of long-stay hospital clients with a learning disability or mental illness who were identified for resettlement within the community have been rehoused.

The final phase of this process to resettle clients with the most complex needs is expected to complete in the near future. Future planning will mean consideration being given to broadening housing options for people with learning disabilities and to respond to the needs of people living with ageing carers.

The proportion of older persons in the borough population is projected to increase to 20.3% by 2023. Longer life expectancy is associated with greater prevalence of health conditions, such as strokes, dementia, mobility problems and ability to manage “self-care” tasks, which affect housing, support and care requirements. The Housing Executive has appointed research to assess older people needs to feed into future commissioning.

Further research and policy reviews for the sector includes:

1. A strategic review of the Supporting People policy, programme and procedures;
2. Develop a needs assessment methodology for supported housing services;
3. Evaluate accommodation based Supporting People schemes.

Homelessness

The Northern Ireland Homelessness Strategy 2012-17 was launched in May 2012 with a vision to eliminate long-term homelessness and rough sleeping across Northern Ireland by 2020. Across the Causeway Coast and Glens area the three main reasons for homeless presentation are:

1. Sharing breakdown/family dispute;
2. Accommodation not reasonable; and
3. Loss of rented accommodation.

Table 5 shows the trends of homelessness in Causeway Coast and Glens area over the past five years.

There is a relatively small range of temporary accommodation available within the Causeway Coast and Glens area including seven units in the Ballycastle area (comprising 1, 2, 3 and 4 bed properties) and one 2 bed ground floor property in Portrush.

The Housing Executive introduced a Private Rented Sector Access Scheme operated by Smartmove in 2014. The scheme is now operational across Northern Ireland. This frontline service provides the customer with an alternative housing option to waiting for social housing in high demand areas. The scheme removes the need for costly up front deposits. In addition, the service will seek to prevent homelessness where a customer's existing private tenancy is in danger of breaking down.

Homelessness services within the Housing Executive are currently undergoing significant redesign as part of the organisation's 'Journey to Excellence'. Central to this, is the implementation of a housing options service, including agreement on a common assessment framework with partner agencies and access to a centralised homeless support service. The review will seek to provide a framework against which homeless support services are tested in order to identify gaps and inform commissioning priorities.

Travellers programme

The Housing Executive has a statutory responsibility for the provision and management of accommodation and the assessment of need for the Traveller Community across Northern Ireland.

The third Travellers Accommodation Needs assessment carried out across Northern Ireland in 2013/14 updates the previous Needs Assessments of 2002 and 2008. Information from the 2013/14 needs assessment identified no additional requirement for the Travelling Community in the borough but this will be kept under review.

Adaptations services

The Adaptations Service forms a key element of the Housing Executive's strategic commitment to sustaining independent living, developing arrangements for effective joined up working between housing and health organisations, improving standards and targeting resources towards those most in need.

A range of demographic, social and medical indicators forecast a significant increase in future demand on health, social care and housing services in Northern Ireland. As a result, the need for adaptations will continue to rise. The DSD and Department of Health, Social Services and Public Safety (DHSSPS) in partnership with the Housing Executive have therefore completed an Inter-Departmental Review of Housing Adaptation Service.

The Review recommendations include the need for improvements in inter departmental and cross agency co operation in the development and delivery of policy and services and the provision of a housing options service pilot to support people in making choices about their housing. Recommendations from the Review have been incorporated into an Action Plan, which is currently being considered for approval by the Northern Ireland Executive. The Review recommendations can be viewed at the following link:

Table 5: Homeless statistics

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households placed in temporary acc.
2010/11	1,238	781	186
2011/12	1,304	669	175
2012/13	1,130	645	156
2013/14	1,084	655	98
2014/15	1,124	736	139

Source HMS



Level access accommodation

Causeway Coast and Glens

Housing Investment Plan

2015-2019

Table 6: Disabled Facilities Grants Funding

Year	11/12	12/13	13/14	14/15
DFGs approved	80	92	99	100
Funding (£k)	716	916	850	878

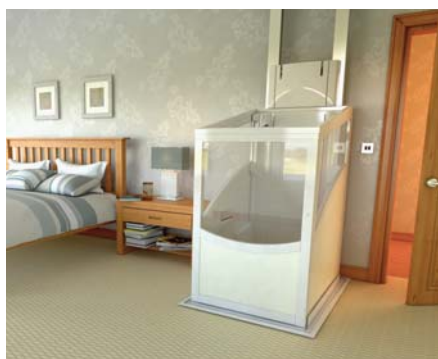
Source: NIHE

Table 7: Accessible Housing Executive Stock (Causeway Area)

Property Type	No
Bungalows	1794
Mobility bungalows*	384
Properties adapted via extension	190
Properties with vertical lifts	26
Properties with stair lifts	102
Ground floor flats	399

Source: HMS

* subset of bungalows



Adapted home with through floor lift

<http://www.nihe.gov.uk/index/advice/disability/adaptations/advice-review-of-housing-adaptations-services.htm>

Owner-occupiers and landlords can access adaptations through our private sector grants scheme. Occupational Therapists carry out assessments in order to determine the housing needs of disabled people. Table 6 shows the number of disabled facilities grants approved and associated funding in the Causeway Coast and Glens area from 2011 to 2014.

For social housing tenants, all housing adaptations are tailored to meet individual needs. Over the last five years, the Housing Executive Landlord Services carried out 224 major adaptations to its own properties at a cost of £3.58m within the Causeway Coast and Glens area.

The majority of new social dwellings are built to lifetime home standards, which have been developed to ensure that a home is flexible, adaptable and accessible. DSD and the Housing Executive are also working with key stakeholders to develop policy approaches and design models to help address the housing needs of wheelchair users and others with accessibility problems.

The development of an Accessible Housing Register (AHR) for social housing

has been identified as a recommendation within the Inter-Departmental Review of Adaptations. An accessible housing register is an information tool for housing practitioners to identify specific properties that may be suitable for applicants on the waiting list with accessibility issues. The Housing Executive housing stock that may support independent living in the borough is detailed in Table 7.

The Accessible Housing Register will help to minimise waste by assisting social landlords to make more effective use of their existing adapted stock. A key issue is that social landlords must strive to ensure adapted stock is occupied by those on the waiting list who need accessible housing. Currently the Housing Executive is actively considering initiatives for incentivising voluntary relocation of able tenants from adapted stock when it is required.

Table 8 sets out demand and supply trends for wheelchair applicants in the borough.

Evidence from the Inter-Departmental Review of Adaptations indicated a lack of information of “property accessibility features” in the private sector. The development of a voluntary code of good practice for those renting or purchasing in the private sector has been identified as an OFMDFM signature project. This

Table 8: Wheelchair Statistics

	31/03/13	31/03/14	31/03/15
Wheelchair applicants on the waiting list	28	33	32
Wheelchair applicants in housing stress on the waiting list	23	30	31
Wheelchair applicants allocated social housing in past year	14	12	10

Source: HMS

will result in the development of a Northern Ireland Private Sector Housing Access Report.

A Design Standards and Communication Toolkit was launched by the Ministers for Housing and Health in April 2014. The toolkit will help disabled and older people visualise and discuss proposed housing adaptations. The Housing Adaptations Design Communications Toolkit is the product of cross sector collaborative working with disabled people, occupational therapists and housing designers/providers.

Delivery

A key factor in creating sustainable communities is to ensure that vulnerable groups can be assisted in terms of their housing requirements. Therefore, in the tables overleaf are investment and actions to help achieve our two outcomes 'provide suitable accommodation and support services for vulnerable residents' and 'homelessness is prevented or is addressed effectively'.

CASE STUDY 3

Women's Aid, Causeway

The Housing Executive has worked in partnership with Causeway Women's Aid for many years to ensure that women and children are able to access safe accommodation and establish independent lives. In 2015, Women's Aid in Causeway has employed a further three support workers, thanks to additional funding from the Housing Executive's Supporting People programme.

Many women find that they are homeless or threatened with homelessness as a result of domestic violence. Currently, 30 women each month are helped by floating support services but the new resources will ensure that 65 women will have access to much needed support. The new posts will ensure that twice as many women and children in the Causeway area are able to access support services each month.

The partnership between Women's Aid and the Housing Executive is well established and has benefitted hundreds of women and children. Floating Support schemes such as this one in the Causeway area are key to delivering the Supporting People and Homelessness strategies.

The additional staff delivering floating support services will assist victims of domestic violence living in the community to gain and maintain tenancies, therefore helping to avoid homelessness and the many issues arising from domestic violence.



Mark Alexander (right), Causeway Area Manager, with Lynne Moody, Causeway Women's Aid Floating Support worker, Sharon Burnett, Women's Aid Management Co-Ordinator and Carolyn Crawford, Housing Executive

OUTCOME 6 PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>HAs started one supported housing new build schemes for 15 units at a cost of £780k (£472k HAG and £308k HA funding);</p> <p>NIHE funded the Supporting People programme to the value of £4.552m;</p> <p>NIHE spent £389.4k on 136 adaptations to its properties;</p> <p>NIHE approved 100 and completed 88 disabled facilities grants, spending £878k;</p> <p>6 social housing wheelchair properties are currently under construction, in response to need;</p> <p>The 2013/18 Traveller need assessment identified no additional requirements.</p>	<p>The gross, 3 year (2015/18) SHDP contains two supported housing schemes for 37 units including one scheme to provide 28 units in 2015/16;</p> <p>£3.95 million has been approved to deliver the Supporting People programme for 2015/16;</p> <p>DSD and NIHE to complete review of Supporting People Strategy by 2016;</p> <p>NIHE initiated research to identify supported housing needs by client group;</p> <p>Complete NIHE research to evaluate accommodation based Supporting People schemes;</p> <p>NIHE will monitor and review services through the contract management framework and take actions to remodel/realign services as needed;</p> <p>NIHE have funding of approximately £877k for disabled facilities grants for the private sector in 2015/16;</p> <p>NIHE will provide adaptations to their properties if needed;</p> <p>NIHE will assess need for social wheelchair housing;</p> <p>2015/18 SHDP incorporates support for a small number of wheelchair units, including two confirmed for Causeway Coast and Glens.</p>	<p>Establish a supported housing need assessment methodology by client group;</p> <p>Maintain collaborative working practices between NIHE, Health Trusts and Probation Service to deliver innovation, capacity and housing care and support services;</p> <p>Promote independent living through</p> <ul style="list-style-type: none"> • information • disabled facilities grants • adaptations <p>Research and review the strategic direction and delivery services of supporting people programme, to inform future commissioning plans for each client group;</p> <p>Identify and meet Traveller accommodation needs within communities.</p>

**OUTCOME 7
HOMELESSNESS IS PREVENTED OR IS ADDRESSED EFFECTIVELY**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE confirmed 1,124 homeless applications were received and 736 applicants were awarded Full Duty Applicant status;</p> <p>NIHE processed all homeless applications within the 33 working day target;</p> <p>NIHE provided a financial inclusion and debt prevention service to help tenants cope with financial insecurity;</p> <p>All new NIHE tenants had support needs identified under Tenancy Support Needs Assessments;</p> <p>NIHE funded the Smartmove to provide a private rented sector access scheme across NI to the value of approximately £110k to prevent homelessness and a rising waiting list.</p>	<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012/17;</p> <p>NIHE will review the Homelessness Strategy in 2017;</p> <p>Widen homeless advice through a Housing Options Service to prevent homelessness;</p> <p>Enhance the work in the pilot private rented sector access scheme to prevent homelessness. NIHE have made £450k available to fund the Smartmove private rented access scheme across NI for 2015/16.</p>	<p>Deliver a framework and model for a fully operational housing options service;</p> <p>Ensure information is readily available across all tenures to meet the needs of a housing options service;</p> <p>Maintain and improve collaborative working arrangements to provide services to homeless people;</p> <p>Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness;</p> <p>Maximise return on funding for temporary homeless accommodation.</p>



THEME FOUR

Enabling sustainable neighbourhoods

Challenges and opportunities

Regeneration can provide for integrated local redevelopment of areas that are deprived or in decline. It covers many aspects of urban and rural life: physical, social and environmental. In some of our communities there are also some issues around community cohesion, capacity and engagement that can coincide with areas of deprivation. This requires stakeholders to work together across various strands of action.

Urban regeneration

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

DSD has responsibility for strategic led regeneration of regionally important sites, including those with mixed tenure. The Housing Executive will complement this through the delivery of a 'housing led' approach to physical and social regeneration in local communities. An area, which has undergone successful 'housing led' regeneration, will be of interest to developers, bring new investment, improve neighbourhoods and public realm and will increase residents' access to work. However, it is generally recognised that to achieve long-term sustainable renewal, a holistic approach should be taken. In order to best target investment, the community plan may seek to tie physical intervention in areas, which are characterised by a range of issues, beyond environmental dereliction and blight.

The Northern Ireland Multiple Deprivation Measure 2010 (NIMDM)

looks at a range of deprivation measures, incorporating economic, social and environmental indicators. The NIMDM shows that in 2010 deprivation within Causeway Coast and Glens was highest in parts of Limavady and Coleraine towns. Approximately 11% of the borough population live within the most disadvantaged areas in Northern Ireland.

Deprivation is especially prevalent in social housing estates where communities can feel marginalised. Significant investment by the Housing Executive's Landlord Services in parts of Coleraine, Limavady and Ballymoney over past decades has demonstrated the positive impact of regeneration initiatives to improve neighbourhoods, stabilise local housing areas and deliver stronger, sustainable communities.

There are currently a number of regeneration initiatives within Causeway Coast and Glens, which aim to tackle deprivation and develop communities. DSD's 'Areas at Risk' Programme has provided funding of £120k in 2014/15 for programmes at Cross Glebe (Coleraine), and the 2015/16 budget for programme is £37k.

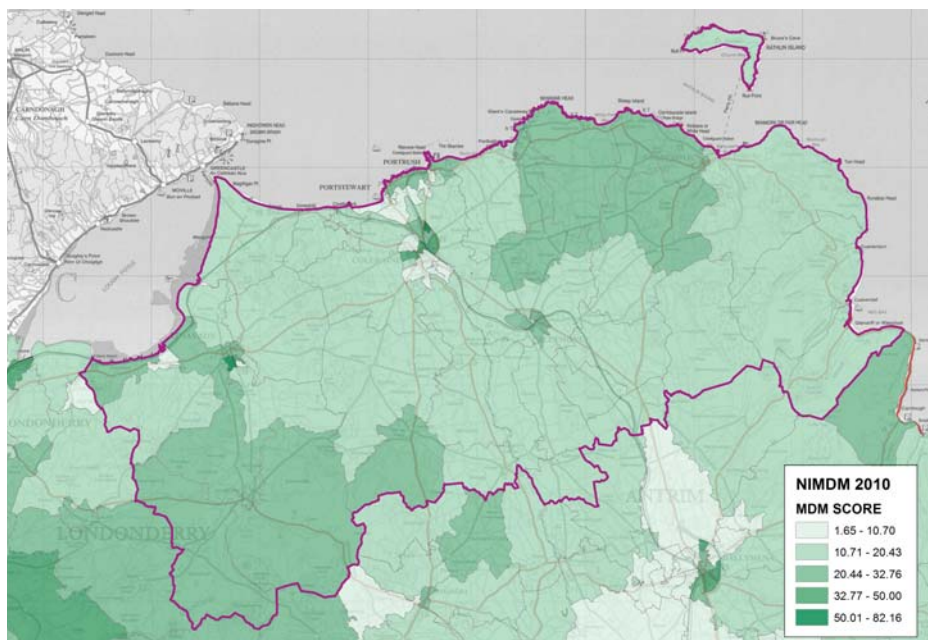
The Neighbourhood Renewal programme is also supporting physical and community regeneration; and in the past year £1.06 million was provided for participating communities at Ballysally/ Millburn and The Heights area of Coleraine; and also in the Coolessan, Glens and Hospital Road areas of Limavady town.

Funding of £24k was also provided to communities at Carnany, Castle Street and Glebeside, Ballymoney under the SPOD (Small Pockets of Deprivation) programme; and there is a similar budget for 2015/16. The SPOD programme is scheduled to run until 2016 when the regeneration function will transfer to councils.

Key Issues

- Regenerate areas to encourage economic investment and create opportunities for employment, skills development and capacity building;
- Improve the environment by creating vibrant urban and rural spaces;
- Promote mixed use and mixed tenure neighbourhoods which provide a range of housing options and a sustainable community;
- Support shared communities;
- Tackle crime and antisocial behaviour;
- Encourage local participation to engage in delivery of quality homes and places.

Multiple Deprivation Measure



Source: NISRA

Local organisations also make a significant difference. Building Ballysally Together, for example, is a community voluntary group that received the Queen's Award for Voluntary Service in the past year, for its work to improve the health and social wellbeing of estate residents.

Visible signs of blight and decline are also indicators of the need for regeneration. This is evident in empty homes, vacant commercial properties, and derelict sites within urban and rural areas. In 2014, the Housing Executive's Empty Homes Unit recorded a relatively small number of empty properties (34) in the borough. The Housing Executive, in partnership with DSD and Housing Associations, is working to deliver the Empty Homes Action Plan, which investigates the potential for returning long-term empty dwellings to use to meet housing need.

Due to the weak economy and the rise of internet shopping, high levels of empty commercial properties exist

which has especially affected urban centres. For example, the commercial property consultants Lisney stated that in 2013, 16.9% of retail units were vacant in Coleraine town. DSD and local councils, together with key stakeholders, have come together to produce master plans for urban and village centres throughout the borough. These aim to deliver physical and environmental improvements, remove dereliction and create economic opportunities for new and existing businesses.

DSD's Community Asset Transfer (CAT) Framework 2014 provides for a change in management and/or ownership of land or buildings, from public bodies to communities. CAT promotes a range of benefits such as regeneration, providing additional community facilities, community cohesion, capacity building and enabling effective partnerships between the public sector and local communities. CAT is currently being worked out through ten pilot schemes. The Housing Executive is involved in

one CAT scheme in North Belfast and is committed to joint working with local communities and other partners to realise the benefits this initiative can bring. The Housing Executive's Landlord Service currently has 29 properties let to registered charities and community groups delivering a range of neighbourhood services in the Causeway Coast and Glens area.

The Building Successful Communities initiative is part of the Housing Strategy for Northern Ireland and aims to use housing intervention as one of the main catalysts for neighbourhood regeneration. DSD will work collaboratively across government, with the Housing Executive, Housing Associations, and communities to improve housing and infrastructure. Regeneration Forums have now been established in each of the six pilot areas to take work forward and develop plans with tailor-made economic, physical and social interventions to meet community needs. The key lessons learned from the six pilots will inform the future roll out of this initiative throughout Northern Ireland.

DSD is funding a pilot initiative with voluntary and community sectors to examine the policy and practice associated with Social Enterprise. Social enterprises are defined as businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community. Social enterprises can assist the regeneration of an area by trading to tackle social problems, improve communities and increase people's life chances; for example, in creating jobs for people who might otherwise remain unemployed. The Housing Executive's Landlord Service has developed its own Social Enterprise Strategy and is now seeking to promote social enterprise activity within its estates.

Rural regeneration

The Causeway Coast and Glens area has a diversity of rural communities and landscape, and those differences can have distinctive local impacts on housing, services and regeneration. Many rural communities have also been disproportionately affected by the economic conditions since 2008 and this has created particular challenges for sustaining rural communities. While the borough's population has been relatively stable since the 2001 Census, the rural hinterlands have generally experienced population loss. Only a minority of localised rural areas experienced a population increase since 2001.

For many young rural households, house and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term. The prevalence of owner occupation in rural areas means limited supply of rented accommodation. Low turnover of sales in rural areas and limited new-build opportunities can result in a hidden local housing need, particularly for lower cost accommodation.

There is a requirement for more social and affordable rural housing in the Causeway Coast and Glens area. At March 2015 there were 343 rural applicants in the borough in housing stress (27% of the total waiting list in housing stress), of whom 204 were deemed homeless. While the Housing Executive works closely with rural communities to identify housing need, the provision of new social housing schemes is becoming increasingly difficult due to the smaller numbers often required in rural schemes and the economies of scale associated with delivery and management.

The following rural settlements are listed in the unmet needs prospectus (January 2015) and the Housing Executive continues to invite social housing



'Building Ballysally Together' - Children from Ballysally Primary School helping to plant almost 900 shrubs and trees as part of a Housing Executive environmental improvement scheme

Causeway Coast and Glens

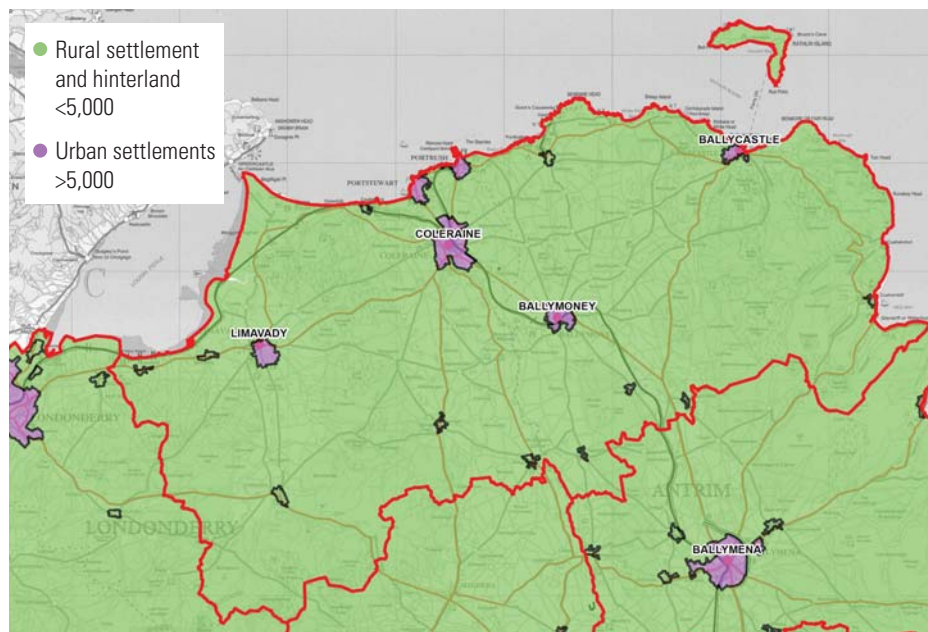
Housing Investment Plan

2015-2019



Minister Mervyn Storey (far left) with Housing Executive Rural Community Awards Competition Winners, Cloughmills, Loughgiel, Loughmacorry and Portaferry

Rural/Urban Geographies



Source: NIHE

proposals in these areas: Greysteel, Cushendall, Magilligan/Bellarena/ Drumavalley, Arroy, Bendooragh, Ballyvoy and Ballintoy. Feedback from rural housing needs tests increasingly identify public interest in low cost owner occupation such as equity sharing and a need to provide more affordable and mixed tenure schemes.

During 2015/16, the Housing Executive will review its 'Rural Homes and People' policy and develop a new Rural Strategy 2016-2020, the aim of which will be to enable partnership working to sustain vibrant rural communities. The Housing Executive will have a greater focus over the next four years on the diversification of tenure and will work closely with housing associations and DSD to examine the potential for affordable and mixed tenure schemes, refurbishment of empty properties and community self-build. It is hoped that more housing options in rural areas, especially for younger people, will help to sustain communities.

The Housing Executive will seek to build on the achievements of the Rural Action Plan 2013/2015 with a focus in particular on supporting the delivery of 2014/2020 Rural Development Programme (RDP). Over the last three years of the previous RDP, the Housing Executive worked in partnership with DARD, local councils and community groups to successfully match-fund by £29,620 for projects in Bushmills, Loughgiel and Burnfoot to deliver significant benefits to these rural communities.

The Housing Executive's annual 'Rural Community Awards' continues to attract huge interest from rural communities. In the past year, two out of four winners were located in Causeway; Cloughmills Community Action team and Loughgiel Community Association.

The Housing Executive, DARD, Rural Development Council, Rural Community Network and the Rural Residents Forum will continue to build on good working relationships to ensure that housing services and housing support are promoted and delivered in rural areas.

Community safety

Causeway Coast and Glens has falling levels of crime and anti-social behaviour in recent years. However, crime and the fear of crime remains an important issue for many communities. In the borough recorded crime has reduced over the past three years from 7,432 offences in 2011/12 to 6,836 in 2013/14. While the number of incidents of anti-social behaviour has reduced by 30% since 2010/11 there remains a need to reduce and prevent incidents of antisocial behaviour such as noise nuisance, complaints about pets, graffiti and street drinking. In addition, segregation is evident within areas of the district with some neighbourhoods demarcated by symbols such as murals and flags, meaning shared places and shared residential areas are difficult to achieve.

There are a number of strategies for community safety in the borough. The Department of Justice's Community Safety Strategy for Northern Ireland 2012-2017 'Building Safer, Shared and Confident Communities' is about focussing on prevention rather than cure in the effort to build safer communities and reduce anti-social behaviour (ASB).

The Strategy includes new directions in community safety, such as Policing and Community Safety Partnerships (PCSPs). With the change to the new Council boundaries the existing PCSPs are in the process of being reconstituted in their new format, and it is envisaged that they will build upon the successes of previous PCSPs. PCSPs will build upon the progress made by Community Safety Partnerships and District Policing Partnerships. The Housing Executive is one of the designated agencies on these new bodies and plays an active role with other statutory groups, local political leaders, voluntary and community groups and local communities in the effort to tackle local issues and build safer communities.

The Housing Executive's Community Safety Strategy 2014-2017 'Safer Together' focuses on three themes:

1. tackling crime;
2. fear of crime;
3. anti-social behaviour.

The Housing Executive, the PSNI, the Youth Justice Agency and councils have developed information sharing protocols and Anti-Social Behaviour (ASB) forums to address this work. The Housing Executive works to prevent the potential for serious ASB problems through mediation by a range of statutory or non-statutory approaches, and in 2014/15 dealt with 249 cases of anti-social behaviour in the Causeway Coast and Glens area. Its ASB forums with PSNI and the Council continue to grow successfully based on a partnership approach.

During 2014/15, the Housing Executive's Landlord Services funded approximately £4k on a number of projects throughout the borough to help address safety issues. It currently funds the Coleraine Street Pastors, a project that sees volunteers in Coleraine, Portrush and Portstewart working on the ground helping to make our communities safer. The Housing Executive's Community Safety Unit is now considering a bid to see the scheme expand into Limavady and Ballymoney through Community Cohesion.

DSD is currently consulting on the proposal to bring forward a new measure to address ASB by the introduction of a short secure tenancy. Based on a model used in Scotland, the proposal links demotion of tenancy to the acceptance of some form of assistance, the aim being to address offending behaviour while at the same time sustaining tenancies. The Housing Executive will fully implement this action when it is introduced.

Table 9: Anti-Social Behaviour incidents

Year	Anti-Social Behaviour incidents
2009/10	6,330
2010/11	5,863
2011/12	5,119
2012/13	5,380
2013/14	4,105

Source NINIS



The opening of a community garden in Killowen, Coleraine in the past year under the Shared Community Programme

Community cohesion

Community cohesion is important to create balanced and stronger communities, which are welcoming to all. During 2014/15, the Housing Executive's Cohesion Unit was funded £680k for schemes throughout Northern Ireland of which approximately £58k was spent in Causeway Coast and Glens. Cohesion funding for Northern Ireland in 2015/16 has been set at £1.125m for which the Cohesion Unit are considering individual bid submissions.

The Housing Executive's Good Relations Strategy aims to tackle issues such as segregation, race relations, emblems and sectional symbols and interfaces. Good relations is supported by the Housing Executive's Good Relations Officer who assists communities to develop a bespoke Good Relations action plan delivering a community led approach for their area by creating opportunities to build relations through a series of projects, events, programmes and visits to get best outcomes for all members in their community. In the past year the Housing Executive provided funding of £5k for mural reimagining in Ballysally, with a further £4.2k for supporting wider cohesion work and relationship building in the Causeway area.

A Race Relations Policy has been designed by the Housing Executive to promote good relations between ethnic groups and local communities. The Housing Executive can also provide support for hate crime victims by offering emergency temporary accommodation or permanent rehousing.

The Housing Executive Building Relations in Communities (BRIC) programme provided training on good community relations and funding of £30k in 2014/15 to deliver the good relations projects for estates in Ballysally, Millburn, Harpurs Hill (all Coleraine town), Glebeside and Carnany (Ballymoney town), and Articlave. This programme ended in September 2014. A new BRIC 2 programme has

been approved and six Good Relations Officers are currently in the process of being recruited across Northern Ireland. This programme will run over a three-year period and will be based in 76 estates across Northern Ireland, including approximately six estates in the Causeway Area.

The Housing Executive's Shared Communities Programme sought to develop shared housing communities where people could choose to live with others "regardless of their religion or race, in a neighbourhood that is safe and welcoming to all". Participating communities are The Heights/Killowen (Coleraine town) and Cloughmills, and received a total of £20k for community projects, training, equipment and events. The Shared Communities Programme concluded in December 2014, and a redesign of how the Housing Executive will continue to support shared housing is currently being developed.

The Northern Ireland Executive's: Together Building a United Community (TBUC) strategy contains the objectives for a more united and shared society and improved community relations including priorities for shared and safe housing areas. It also aims to reduce residential segregation by promoting shared and mixed tenure communities. The Housing Executive is currently working with DSD in respect of delivering shared new build schemes in the SHDP under TBUC. A Housing Stakeholders group has been established to project monitor this initiative.

Community involvement

The Housing Executive's Community Involvement Strategy 2014/17 forms the basis to enhance the social investment and maximise the effect of community involvement. There are a number of projects, which make up the strategy, including:

- Tenant Scrutiny Panel where tenants can hold the Housing Executive to

account for the delivery of services at a local level;

- Housing Community Forum Central Panel - One nomination from each of the Housing Executives 13 Areas will sit as a member of this group, as will a member from each of the four housing forums (rural, disability, youth and BME).

The Housing Executive's Landlord Services has invested in community involvement by providing support and funding through Supporting Communities Northern Ireland (SCNI). SCNI liaises and assists with over 600 community groups in Northern Ireland by providing training, information and funding advice. SCNI has assisted the Housing Executive in developing the Housing Community Network (HCN), which aims to involve residents in discussing, and developing their local services and addressing housing issues generally. During 2014/15, the Housing Executive funded a number of local community development schemes across the borough through its Community Grants Scheme to the value of £14.1k, with approximately £15k available for 2015/16

for eight community projects.

In January 2015, the Minister launched the Tenant Participation Strategy Consultation. This will provide social housing tenants in Northern Ireland the opportunity to give their views, helping to shape the delivery of social housing and the services they receive from social landlords.

Delivery

Theme Four identifies sustainable communities (where people want to live and work, now and in the future) as a key priority for the Causeway Coast and Glens area. A successful community is safe, inclusive, offers equality of opportunity and services to people of all generations and backgrounds and allows residents to have a meaningful say on how their neighbourhood is run. Outcome 8 examines actions and investment to support the regeneration of neighbourhoods in the borough and our ninth outcome looks at ways to support safer and cohesive communities.

CASE STUDY 4

BE SAFE BE WELL, LIMAVADY

The Be Safe Be Well programme is a £1.2m Big Lottery funded project which is being rolled out across Limavady over a six year period. The Programme's lead organisation and funded body is Ageing Well Roe Valley.

The programme focuses on community safety, security, wellbeing and health for young and older people; including vulnerable adults, people with mild mental health issues, physical disabilities and learning difficulties. It builds on services already available to tackle unmet need and establish preventative projects.

Within the programme is the 'Men's Shed' project, designed to promote social interaction and reduce depression related illness in elderly men (but open to anyone aged 25 or over). This is where men can work on practical projects / activities of their choice, at their own pace and sharing and developing skills.

Following the success of the Men's Shed project in Foreglen Community Centre, which opened in April 2013, a project in Limavady was recently opened in response to demand. In the past year, Limavady Men's Shed carried out improvements to two derelict bungalows on Roemill Road, Limavady including garden clearance, redecoration and installation of heating. 24 staff members of the Housing Executive across Causeway also participated.

The Irish Men's Shed Association now supports over 220 men's sheds in Ireland, increasing the social network with all the health and wellbeing benefits which this will bring.

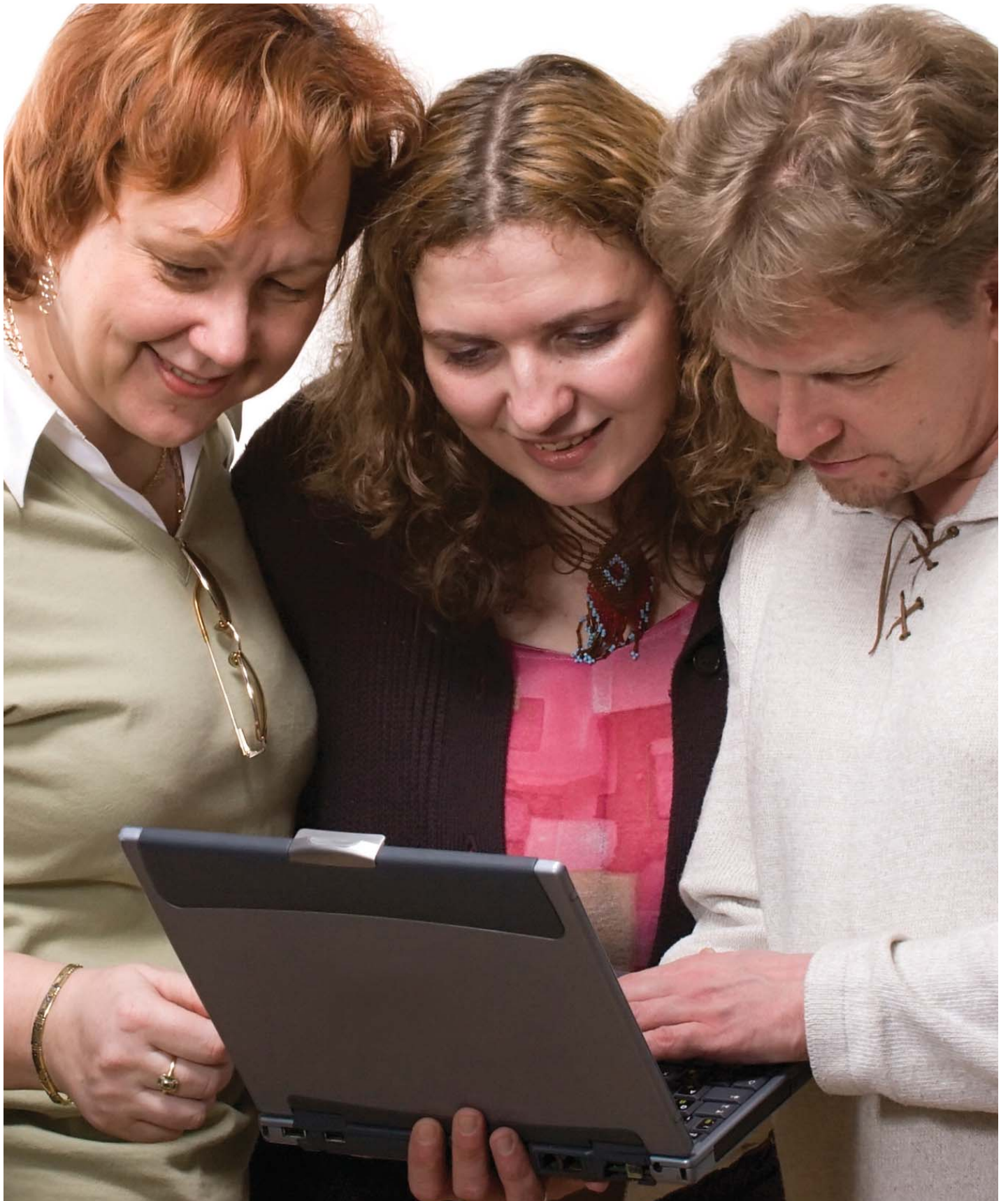


Participants in the Men's Shed project, Roemill Road, Limavady

OUTCOME 8 REGENERATE NEIGHBOURHOODS		
Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>DSD funding of £1.2m was provided for communities through the Areas at Risk, SPOD and Neighbourhood Renewal programmes;</p> <p>NIHE Rural Action Plan delivered five latent demand tests in the borough, 14 new social dwellings on-site and seven completions;</p> <p>DSD worked with DTNI to develop a Social Enterprise Policy;</p> <p>NIHE initiated work on a Social Enterprise Strategy;</p> <p>DSD published a Community Asset Transfer Framework;</p> <p>29 NIHE properties were let to registered charities and community groups to deliver a range of services.</p>	<p>DSD have funded £61k for Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2015/16;</p> <p>NIHE will implement an empty homes scheme to meet social housing need;</p> <p>NIHE will update and implement the Rural Strategy and Action Plans;</p> <p>DSD will review findings of Social Enterprise pilot to inform policy development;</p> <p>NIHE will implement a Social Enterprise Strategy and provide social invest finance;</p> <p>NIHE will transfer assets under the CAT framework to deliver community regeneration;</p> <p>52 new-build social housing general needs units are programmed to commence in rural areas from 2015/16 to 2017/18;</p> <p>Promote housing led regeneration through master planning proposals in urban and village centres.</p>	<p>Deliver a model for housing led renewal and establish an associated strategy and programme of action;</p> <p>Develop collaborative working arrangements between DSD, NIHE and Councils to deliver housing led regeneration in partnership with communities;</p> <p>Maintain a Rural Housing Strategy and Rural Action Plan to support sustainable rural communities;</p> <p>Support local businesses and job creation through social enterprise;</p> <p>Improve the quality of urban and rural design and townscape quality in local communities.</p>

**OUTCOME 9
CREATE SAFER AND COHESIVE COMMUNITIES**

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
<p>NIHE published its Safety Strategy 2014-17 (Safer Together);</p> <p>NIHE provided funding (£10k) as a designated agency in local PCSPs;</p> <p>During 2014/15, NIHE dealt with 249 cases of reported anti-social behaviour;</p> <p>NIHE participated in a bi-monthly ASB Forum to agree actions on complex cases;</p> <p>NIHE participated on a Risk Assessment Conference to address housing needs of victims of domestic abuse;</p> <p>NIHE delivered Building Relations in Communities (BRIC) programmes in Ballysally, Millburn, Harpurs Hill, Glebeside, Carnary and Articlave;</p> <p>Killowen and Cloughmills participated in NIHE's Shared Community Programme, and received £10.7k and £9.3k, respectively, for community projects;</p> <p>NIHE published a Community Involvement Strategy 2014-17;</p> <p>NIHE provided £14.1k Community Grants for community involvement work across Causeway;</p> <p>NIHE funded SCNI to work with 66 community groups locally providing training in service delivery;</p> <p>As part of its Bonfire Management Strategy, NIHE provided £2.2k to four estates in Coleraine town.</p>	<p>Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18;</p> <p>NIHE will continue to be a designated agency in the PCSPs;</p> <p>Bids for £12k have been submitted from community groups for community safety projects in 2015/16;</p> <p>NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences;</p> <p>NIHE will work to prevent hate crimes through its Good Relations Strategy and Race Relations Policy;</p> <p>NIHE will continue to provide support to victims of domestic abuse;</p> <p>NIHE will implement BRIC 2. NIHE will promote the good neighbour charter and the 5 cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols;</p> <p>NIHE have funding of £15k for community involvement projects for 2015/16;</p> <p>NIHE will continue to fund SCNI in their work with communities;</p> <p>NIHE will implement the Community Involvement Strategy and update in 2017/18.</p>	<p>Prevent crime and the fear of crime especially amongst the most vulnerable in society;</p> <p>Reduce anti-social behaviour crime;</p> <p>Promote the development of shared communities through education programmes and shared new build developments;</p> <p>Increase tenant involvement in the management and future development of their communities;</p> <p>Establish strong, collaborative working arrangements between government agencies, voluntary organisations and local community groups to support community regeneration.</p>



THEME FIVE

Delivering quality services

The Housing Executive is the UK's largest social landlord, managing over 88,600 homes in Northern Ireland. Landlord Services has developed a dedicated mission to deliver the best services for our tenants and:

to provide our customers with good quality services/support

In keeping with the 'Journey to Excellence', Housing Executive's Landlord Services are working to improve services which are more customer focused. Landlord Services has embarked on a 'Build Yes' programme, which includes a review of operational structures reflecting the new local council boundaries from 1st April 2015. A comprehensive review of operating arrangements has been initiated; with processes being reviewed, streamlined and customer orientated.

Landlord Services are restructuring teams to ensure they deliver the best service possible, during a period of public sector budget reductions. There is a commitment to work as efficiently as possible, managing resources to ensure financial stability and the delivery of social value for customers in Causeway Coast and Glens area. This will involve maximising resources, to invest in services for customers, now and in the future. This is achieved by listening to customers through the Continuous Tenant Omnibus Surveys (CTOS).

Landlord Services will strive to improve transparency by showing how the rental income is used. They will engage with Housing Community Network members who are represented in Tenant Scrutiny Panels empowering the community to have a say in how these services are delivered and shaped around their needs.

The Housing Executive's Causeway Area is made up of the four local offices at Coleraine, Limavady, Ballymoney and Ballycastle, providing a comprehensive landlord service to more than 6,710 tenancies. The 2014/15 year recorded the Area Office successfully achieved all performance targets. Notably 99.76% of rent was collected, arrears decreased by £29k and voids were 0.42% of total stock at March 2015. Customer engagement remains paramount with over 24,000 visits to our local offices and over 30,000 telephone calls received. The maintenance department are delivering the journey to excellence strategy to implement technology by employing mobile handheld tablets to record and send repair orders on site.

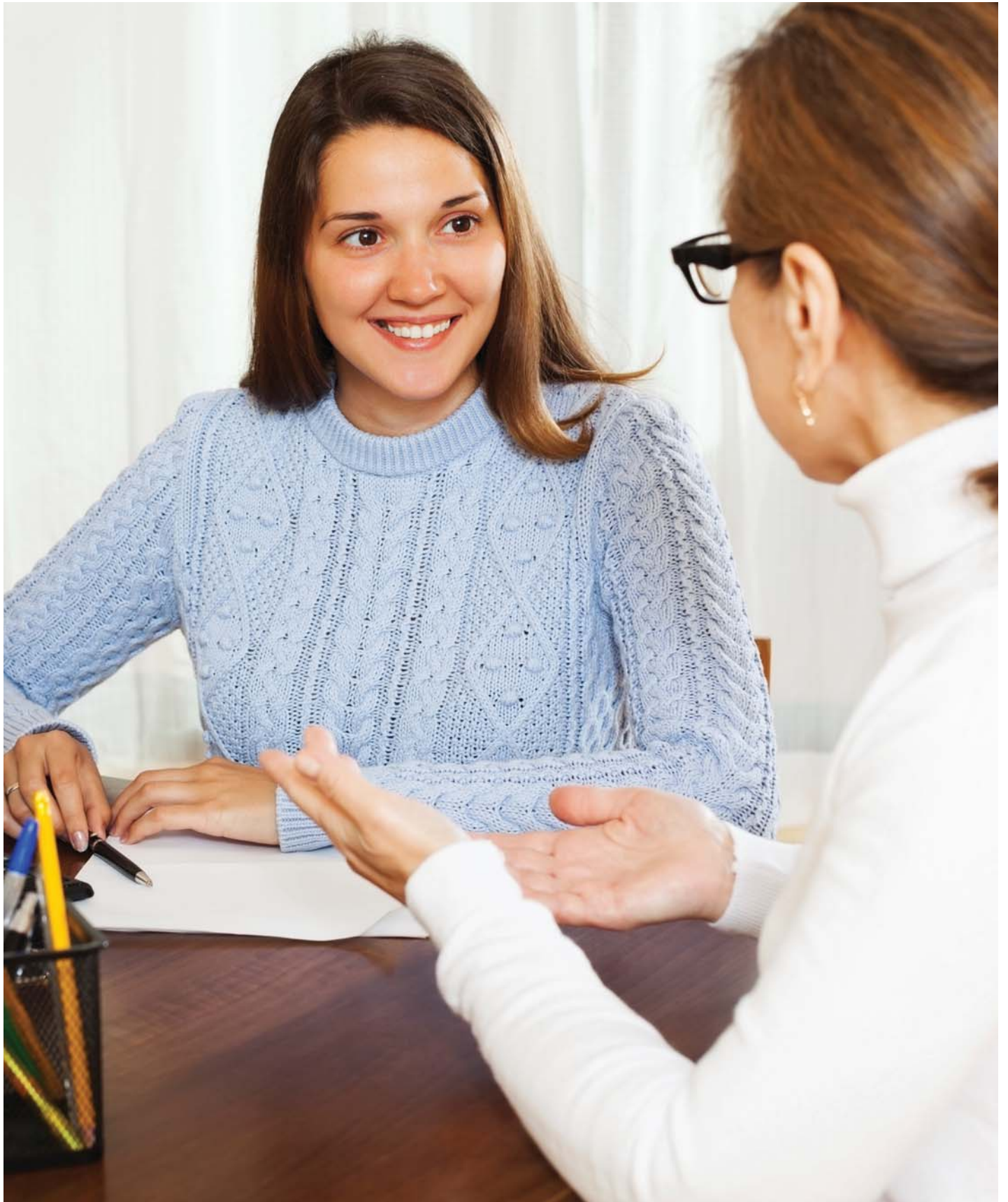
To achieve the four year and ten year service delivery objectives will require maximising income from the asset base. The greater the income, the more can be invested in services for the people and communities we support.

Landlord Services Main Functions

- Income collection including; rent, leaseholders and commercial property;
- Housing improvements, comprehensive response and planned maintenance programmes;
- Community safety, cohesion and integration work;
- Lettings and void management and tenancy and estate management;
- Involving residents in Tenant Scrutiny Panels and in implementing the Community Involvement Strategy;
- Helping tenants remain independent in their homes through adaptation services.

OUTCOME 10: DELIVER BETTER SERVICES

Performance 2014/15	Plans for 2015/19	Ten Year Outlook
NIHE collected 99.76% of rent in Causeway;	Increase rent collection to reinvest to improve services;	Maximise income to deliver better services and improve stock;
Arrears reduced by £29k;	Reduce arrears to maximise income;	Make best use of our stock;
0.42% of stock was void;	Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents;	Monitor and reduce tenancy fraud;
Introduced a Tenancy Fraud Action Plan;	Meet the Public Accounts Committee to establish a tenancy fraud baseline for future monitoring;	Reduce tenancy failure and help tenants stay in their own home;
Introduced a Sustaining Tenancy Strategy;	Implement the Sustaining Tenancy Strategy;	Monitor and improve customer satisfaction levels.
Worked with DSD on Welfare Reform;	Implement the Welfare Reform Action Plan as required;	
Worked with the local community through the Housing Community Network and the Causeway Tenancy Scrutiny Panel.	Continue to monitor tenant satisfaction through the CTOS.	



Governance

Statutory guidance for the operation of community planning has identified that community planning partners should provide an understanding of their roles and responsibilities including their legal duties and accountabilities to other parts of government.

Housing Executive

The Northern Ireland Housing Executive is the single strategic housing authority for Northern Ireland. The Housing Executive manages a stock of approximately 90,000 homes and employs over 3,000 people. The organisation is governed by a ten member Board and operates through the provision of public funds from DSD.

Whilst the Housing Executives continues as a single statutory organisation, for budgetary and accounting classification purposes there is now a dual reporting arrangement where Regional Services and Landlord Services are managed as separate entities. This revision took effect from the 1st April 2014 when the Housing Executive was reclassified as follows

- Non-Departmental Public Body (NDPB) - Regional Services
- Quasi-Public Corporation - Landlord Services

As a statutory body, the Housing Executive's functions are made up of duties and powers laid down by statute in various legislative Orders and Amendments. The Housing Executive, as a public authority, is also subject to Section 75 of the Northern Ireland Act 1998 which obliges it to carry out its functions having due regard to the need to promote equality of opportunity between certain specified groups of people.

Current legislation requires the Chief Executive as the Northern Ireland Housing Executive Accounting Officer to have in place adequate and effective arrangements for the management of risk and to produce an Annual Governance Statement (AGS). The Governance Statement, forms part of the statutory accounts and is considered and approved by the Board. The AGS is produced in line with guidance issued by the Department of Finance and Personnel.

DSD issues the Housing Executive with a Management Statement and Financial Memorandum, which sets out the policy and resource framework for the Housing Executive. The Memorandum states the role and aims of the NIHE, its duties and powers, the responsibilities of the Chairman, Board and Chief Executive, and the relationship with the Minister and DSD as the sponsoring Department of the Housing Executive.

The Housing Executive has responsibility for annually reviewing the effectiveness of its governance framework, including the system of internal control. The work of the Housing Executive's Corporate Assurance Unit also provides assurance on the management of key risks and, through inspection, assurance on the management of response and planned maintenance contractors.

NIHE Legislative Functions

- The regular examination of housing conditions and housing requirements;
- Drawing up wide ranging programmes to meet housing needs;
- Consulting with district councils and the Northern Ireland Housing Council;
- Making vesting orders in respect of land and the disposal of land held;
- Administering housing benefit to the public and private rented sectors;
- Undertaking the role of the Home Energy Conservation Authority for Northern Ireland;
- Administering the 'Supporting People' initiative;
- Administering Private Sector Grants;
- Provision of caravan sites for members of the Traveller Community;
- Preparation and submission of a Houses in Multiple Occupation (HMO) Registration Scheme for Departmental approval and HMO regulation;
- Identifying the need for the provision of new social houses;
- The formulation and publication of a Homelessness Strategy;
- Statutory responsibility for dealing with homeless applications;
- Publication and review of its anti-social behaviour policies and procedures.



Appendices

Appendix 1

Social Housing Development Programme: Causeway Coast and Glens

SCHEMES COMPLETED APRIL 2014 - MARCH 2015

Scheme	No of units	Client group	Housing Association	Policy theme
55 Mountsandel Road, Coleraine	5	General Needs (Elderly Category 1)	Fold	Urban Need
Ramoan Road, Ballycastle (T)	7	General Needs	Triangle	Urban Need
	12			

SCHEMES ON SITE AT 31ST MARCH 2015

Scheme	No of units	Client group	Housing Association	Policy theme
Darkfort Drive Phase 2, Portballintrae (T)	14	General Needs	Apex	Rural Need
Harpurs Hill, Coleraine (T)	20	General Needs	Triangle	Urban Need
Society Street, Coleraine	22	General Needs	Fold	Urban Need
Temple Park, Castlerock (T)	6	General Needs	Apex	Rural Need
36 Clifton Park, Coleraine	1	General Needs	Habinteg	Urban Need
Ballysally Voids (former SHAC) (Phase 2)	15	General Needs	Choice	Urban Need
37 Lever Road (Coleraine/Portstewart ESPs)	1	General Needs	Triangle	Urban Need
4 Laburnum Place, Coleraine	1	General Needs	Triangle	Urban Need
7-10 Market Court, Ballycastle (Ballycastle ESPs Phase 2)	4	General Needs	Triangle	Urban Need
7, 11 and 21 Whitehall Place, Ballycastle	3	General Needs	Triangle	Urban Need
19 Whitehall Court, Ballycastle	1	General Needs	Triangle	Urban Need
18 Whitehall Crescent, Ballycastle	1	General Needs	Triangle	Urban Need
6A Castlehill View, Ballymoney	1	General Needs	Triangle	Urban Need
Hass Road Phase 2, Dungiven	19	General Needs	Apex	Rural Need
Mullagh House, Limavady	15	Learning Disabilities	Apex	Supported
	124			

Causeway Coast and Glens

Housing Investment Plan

2015-2019

SCHEMES PROGRAMMED 2015/18					
Scheme	No of units	Client group	Year	Housing Association	Policy Theme
Laurelhill, Coleraine	28	General Needs	2015/16	Fold	Urban Need
2-6 Captain Street Upper, Coleraine	15	General Needs	2015/16	Fold	Urban Need
31E Hazelbank Road, Coleraine	24	General Needs	2015/16	Fold	Urban Need
Fairhill Street, Ballycastle	3	General Needs	2015/16	NIHE	Urban Need
Rathmoyle	28	Frail Elderly	2015/16	Apex	Supported
16-18 Main Street, Waterfoot	6	General Needs	2015/16	Ark	Rural Need
16-18 Main Street, Waterfoot	3	General Needs (Elderly Category 1)	2015/16	Ark	Rural Need
Ballycastle town (ESPs)	5	General Needs	2015/16	Rural	Urban Need
53 The Abbey	1	General Needs	2015/16	Rural	Urban Need
4 The Abbey	1	General Needs	2015/16	Rural	Urban Need
10 Leyland Crescent	1	General Needs	2015/16	Rural	Urban Need
23 Gortamaddy Drive	1	General Needs	2015/16	Rural	Urban Need
29 Whitehall Court	1	General Needs	2015/16	Rural	Urban Need
Leyland Road, Ballycastle	30	General Needs	2015/16	Fold	Urban Need
Burnside Park, Balnamore (T)	3	General Needs	2015/16	Ark	Rural Need
PSNI Charlotte Street, Ballmoney	8	General Needs	2015/16	Clanmil	Urban Need
2A Garryduff Road, Ballymoney	9	Learning Disability	2015/16	Triangle	Supported
2A Garryduff Road, Ballymoney	10	General Needs (Elderly Category 1)	2015/16	Triangle	Urban Need
Railway Road, Coleraine	16	General Needs	2016/17	Choice	Urban Need
Nursery Avenue	16	General Needs	2016/17	Triangle	Urban Need
Metropole Site, Portrush	20	General Needs (Elderly Category 1)	2016/17	Fold	Urban Need
Metropole Site, Portrush	6	General Needs	2016/17	Fold	Urban Need
1-3 Glenmanus Village, Portrush	5	General Needs	2016/17	Habinteg	Urban Need
54A Causeway Street, Portrush	5	General Needs	2016/17	Habinteg	Urban Need
Heatherlea Avenue, Portstewart	4	General Needs	2016/17	Habinteg	Urban Need
Coleraine Road, Portstewart, Phase 1	43	General Needs	2016/17	Fold	Urban Need
Fairhill Street, Ballycastle	5	General Needs	2016/17	Apex	Urban Need
Kilnadore Road, Cushendall	14	General Needs	2016/17	Triangle	Rural Need
Craigagh View, Knocknacarry	14	General Needs	2016/17	Triangle	Rural Need
Coleraine Road, Portstewart, Phase 2	42	General Needs	2017/18	Fold	Urban Need
Chapelfield, Laurelhill Road, Coleraine	18	General Needs	2017/18	Apex	Urban Need

Scheme	No of units	Client group	Year	Housing Association	Policy Theme
Beresford Place, Coleraine	26	General Needs	2017/18	Fold	Urban Need
Coleraine District (ESPs) (Portrush/Portstewart)	15	General Needs	2017/18	Rural	Urban Need
Ballycastle town ESPs	12	General Needs	2017/18	Rural	Urban Need
Station Road, Dunloy (T)	6	General Needs	2017/18	Clanmil	Rural Need
Artikelly	6	General Needs	2017/18	Triangle	Rural Need
	450				

Appendix 2

Maintenance and grants information - Causeway Coast and Glens

SCHEMES COMPLETED 1ST APRIL 2014 - 31ST MARCH 2015

Work Category	Scheme	Units
Double Glazing	Ballymoney Double Glazing	68
	Coleraine Double Glazing Ph1	183
Revenue Replacement	Greystone/Anderson Pk, Limavady (Kitchens)	53
Smoke Alarm Replacement	Ballycastle Smoke Alarm Replacement	38
	Ballymoney Smoke Alarm Replacement	172
	Coleraine Smoke Alarm Replacement	198
	Limavady Smoke Alarm Replacement	67
Heating Replacement	Ballycastle Heating	93
	Ballymoney Heating	110
	Limavady Heating	116
	One - off heating	27

SCHEMES STARTED BETWEEN 1ST APRIL 2014 AND 31ST MARCH 2015

Work Category	Scheme	Units
Doubling Glazing	Ballymoney Double Glazing	68
	Coleraine Ph2 Double Glazing	282
	Kennaught/Roemill	146
	Greysteel	98
ECM	Ballycastle and Glens	259
	Balnamore/Bendooragh	139
	Ballysally Ph2	352
	Harpurs Hill/Portrush/Portstewart	255
	Greysteel/Bonnanboigh/Feeny	166
	Hospital Lane ECM/Roof	167
Heating Replacement	Ballycastle Heating	109
	Ballymoney Heating	215
	Limavady Heating	81
	One - off heating	27
Revenue Replacement	Bushmills/Liscolman Kitchens	45
	Riverview/Travers Place Kitchens	71
	Harpers Hill Kitchens	76
	Portrush/Portstewart/Castlerock Kitchens	82
	Garvagh/Kilrea/Castleroe Kitchens	62
	Greystone Pk/Anderson Crescent Kitchens	54
Single Element	Lime Park Kitchens	10

Smoke Alarm Replacement	Ballycastle Smoke Alarm Replacement	155
	Ballymoney Smoke Alarm Replacement	246
	Coleraine Smoke Alarm Replacement	424
	Limavady Smoke Alarm Replacement	234
Smoke Alarm Installations	Ballycastle Smoke Alarm Installations	10
	Ballymoney Smoke Alarm Installations	18
	Coleraine Smoke Alarm Installations	54
	Limavady Smoke Alarm Installations	27

Note: Some schemes may start and complete in year.

PROGRAMME OF WORK FOR 2015/16		
Work Category	Scheme	Units
Double Glazing	Limavady Retrofit Double Glazing Ph1	417
	Limavady Retrofit Double Glazing Ph2	435
External Cyclical Maintenance	Ballycastle External Cyclical Maintenance	137
	Townparks/Westgate	143
	Carnany External Cyclical Maintenance	186
	Portstewart/Articlave/Portballintrae	287
	Portrush	320
	Kings Lane/Glenbank Walk etc.	235
Revenue Replacement	Ballycastle Kitchens Ph1	54
	Ballycastle Kitchens Ph2	74
	Trinity Dr/Westgate Kitchens	69
	Dunloy Kitchens	72
	Royal Terrace/Rosemount	44
	The Heights	103
	The Heights Ph2	80
	Lilac Ave/Priory Rd Kitchens	122
Single Element (Kitchens)	Ballintoy/Liscolman	16
	Fort View	21
Heating Replacement	Ballycastle Heating	82
	Ballymoney Heating	108
	Coleraine Heating 14/15	133
	Coleraine Heating 15/16	104
	Limavady Heating	26
Smoke Alarm Replacement	Ballycastle Smoke Alarm Replacement	Approx. 200 per Local office
	Ballymoney Smoke Alarm Replacement	
	Coleraine Smoke Alarm Replacement	
	Limavady Smoke Alarm Replacement	
Revenue Repair	Coleraine 10 Year Electrical Inspections	1113
	Limavady 10 Year Electrical Inspections	1432

Causeway Coast and Glens

Housing Investment Plan

2015-2019

Health and Safety	Ballymoney Low Rise Fire Doors	64
	Coleraine Low Rise Fire Doors	266
	Limavady Low Rise Fire Doors	49
Insulation	Ballysally Cavity Wall Insulation/Gable dash	106
Special Schemes	13/14 Keady Way Community House	2
Capital Schemes	Coleraine Capital Works	75
	Causeway Aluminium Bungalows	32

RESERVE PROGRAMME 2015/16

Work Category	Scheme	Units
External Cyclical Maintenance	Roe Mill Gardens/Drumachose Pk	226
Revenue Replacement	Roe Mill/Coolessan	132

ANALYSIS OF ADAPTATIONS TO HOUSING EXECUTIVE STOCK IN 2014/15

Type of adaptation	Adaptations commenced April 2014 to March 2015	Adaptations spend April 2014 to March 2015 (£k)
Extension to dwelling	14	274.7
Change of heating	N/A	N/A
Lifts	12	21.9
Shower	110	92.7
Total		389.4

GRANTS PERFORMANCE 2014/15

Grant Type	Approved	Approval Value (£k)	Completed
Mandatory Grants			
Disabled Facilities Grants	100	878.2	88
Repair Grant	<5	0.7	<5
Discretionary Grants			
Renovation Grant	<5	26.1	<5
Home Repair Assistance Grant	<5	3.9	<5
Replacement Grant	0	9.9	<5
Total		918.8	93

DEFINITION OF WORK CATEGORIES

External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation/Replacement	Installation/replacement of hard wire smoke alarms (replacement after 10 years).
Heating Replacement	Replacement of solid fuel or electric heating.
Health and Safety	Specific works where health and safety issues have been identified.
Double Glazing	Replacement of single glazed with double glazed units.
Single Element	Work to one element of a dwelling required to bring it up to the Decent Homes standard.
Revenue Repair	Repair of kitchen, sanitary ware, internal doors or electrics.
Insulation	Installation of roof or cavity wall insulation.
Special Schemes	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme.
Capital Schemes	Works required to address substantive structural deficits including rewiring.

Causeway Coast and Glens

Housing Investment Plan

2015-2019

APPENDIX 3 HOUSEHOLD COMPOSITION OF HOUSING APPLICANTS AT MARCH 2015								
	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Carnary	Applicant	19	4	8	0	4	0	35
	App (HS)	10	1	1	0	2	0	14
	Allocation	3	1	3	0	0	0	7
Eastermeade	Applicant	12	1	3	1	0	14	31
	App (HS)	4	0	3	1	0	5	13
	Allocation	1	0	0	0	0	0	1
Glebeside	Applicant	56	8	20	1	5	9	99
	App (HS)	32	3	8	1	1	5	50
	Allocation	6	0	8	0	0	1	15
Margaret Avenue	Applicant	1	0	1	1	1	1	5
	App (HS)	1	0	1	0	1	1	4
	Allocation	0	0	2	0	0	0	2
Townparks	Applicant	54	4	13	1	6	6	84
	App (HS)	32	2	3	0	3	4	44
	Allocation	1	0	1	0	0	1	3
Trinity Drive	Applicant	11	0	3	0	0	0	14
	App (HS)	4	0	1	0	0	0	5
	Allocation	7	0	0	0	0	0	7
Westgate	Applicant	11	4	11	0	2	3	31
	App (HS)	5	2	4	0	1	2	14
	Allocation	4	0	1	0	0	1	6
Ballymoney Town Total	Applicant	164	21	59	4	18	33	299
	App (HS)	88	8	21	2	8	17	144
	Allocation	22	1	15	0	0	3	41
Ballysally	Applicant	109	4	35	1	7	8	164
	App (HS)	52	1	18	1	1	4	77
	Allocation	18	1	25	0	5	3	52
Brook Green	Applicant	4	1	0	0	0	2	7
	App (HS)	2	1	0	0	0	1	4
	Allocation	0	0	0	0	0	0	0
Churchlands	Applicant	11	1	7	3	3	2	27
	App (HS)	4	0	5	2	0	2	13
	Allocation	0	1	1	1	0	1	4
Circular Road	Applicant	7	1	1	0	0	24	33
	App (HS)	5	1	0	0	0	20	26
	Allocation	3	0	0	0	0	5	8
Ferryquay Street	Applicant	10	0	3	1	0	4	18
	App (HS)	8	0	0	0	0	2	10
	Allocation	0	0	0	0	0	2	2

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Harpurs Hill	Applicant	44	6	30	2	6	12	100
	App (HS)	22	4	13	1	0	9	49
	Allocation	5	1	13	1	4	2	26
Heights/Hazelbank	Applicant	68	3	37	4	9	13	134
	App (HS)	38	0	18	4	1	9	70
	Allocation	13	1	3	0	0	2	19
Killowen	Applicant	12	2	4	0	1	18	37
	App (HS)	6	2	2	0	1	14	25
	Allocation	11	2	7	2	1	4	27
Long Commons	Applicant	2	0	2	0	0	0	4
	App (HS)	2	0	1	0	0	0	3
	Allocation	0	0	2	0	0	0	2
Milburn/Cherry Place	Applicant	41	4	17	3	2	8	75
	App (HS)	25	3	6	3	0	4	41
	Allocation	5	0	1	0	1	1	8
Newmills Road	Applicant	16	4	13	2	0	8	43
	App (HS)	11	1	8	2	0	6	28
	Allocation	1	0	2	0	1	0	4
Park Street	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Society Street	Applicant	0	0	0	0	0	1	1
	App (HS)	0	0	0	0	0	1	1
	Allocation	0	0	0	0	0	0	0
The Crescent	Applicant	0	0	2	1	0	1	4
	App (HS)	0	0	0	0	0	1	1
	Allocation	0	0	0	0	0	0	0
Coleraine Town Total	Applicant	324	26	151	17	28	101	647
	App (HS)	175	13	71	13	3	73	348
	Allocation	56	6	54	4	12	20	152
Edenmore	Applicant	16	2	26	1	4	1	50
	App (HS)	11	0	14	1	0	1	27
	Allocation	9	2	4	0	0	1	16
Limavady Area 1	Applicant	78	5	23	2	10	4	122
	App (HS)	35	1	4	0	3	2	45
	Allocation	12	1	4	0	4	3	24
Limavady Area 2	Applicant	17	1	5	0	0	3	26
	App (HS)	5	0	3	0	0	2	10
	Allocation	2	0	2	0	1	0	5
Limavady Area 3	Applicant	15	4	8	0	3	1	31
	App (HS)	7	1	1	0	1	1	11
	Allocation	5	0	2	0	2	0	9

Causeway Coast and Glens

Housing Investment Plan

2015-2019

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Limavady Area 4	Applicant	13	4	9	0	4	7	37
	App (HS)	4	1	5	0	1	4	15
	Allocation	6	0	3	0	1	4	14
Limavady Town Total	Applicant	139	16	71	3	21	16	266
	App (HS)	62	3	27	1	5	10	108
	Allocation	34	3	15	0	8	8	68
Ballycastle Town	Applicant	92	9	45	1	15	24	186
	App (HS)	58	2	22	1	10	15	108
	Allocation	9	1	9	1	4	4	28
Ballycastle town Total	Applicant	92	9	45	1	15	24	186
	App (HS)	58	2	22	1	10	15	108
	Allocation	9	1	9	1	4	4	28
Aghanloo	Applicant	12	0	3	1	0	1	17
	App (HS)	3	0	2	0	0	0	5
	Allocation	0	0	1	0	0	0	1
Ardgarvan	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Armoy	Applicant	6	1	8	0	2	2	19
	App (HS)	3	1	5	0	1	0	10
	Allocation	1	0	1	0	0	0	2
Articlave	Applicant	3	1	4	0	1	1	10
	App (HS)	1	0	1	0	0	1	3
	Allocation	3	1	1	0	0	0	5
Atlantic	Applicant	0	0	0	2	0	0	2
	App (HS)	0	0	0	1	0	0	1
	Allocation	0	0	0	0	0	0	0
Aughill	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Ballintoy	Applicant	1	0	3	0	1	0	5
	App (HS)	0	0	2	0	1	0	3
	Allocation	0	0	0	0	0	0	0
Ballybogey	Applicant	2	0	0	0	0	0	2
	App (HS)	1	0	0	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Ballycrum	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Ballykelly	Applicant	17	1	21	0	3	3	45
	App (HS)	10	0	8	0	2	0	20
	Allocation	5	0	1	0	0	0	6

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Ballymonie	Applicant	2	0	1	0	1	1	5
	App (HS)	2	0	1	0	0	1	4
	Allocation	0	0	0	0	0	0	0
Ballyquin	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Ballyrashane	Applicant	1	0	1	1	0	0	3
	App (HS)	1	0	0	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Ballyvoy	Applicant	2	0	2	0	1	0	5
	App (HS)	1	0	2	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Ballywoodock	Applicant	0	0	2	0	0	0	2
	App (HS)	0	0	1	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Balnamore	Applicant	5	2	10	1	2	3	23
	App (HS)	5	2	3	0	1	2	13
	Allocation	0	0	0	0	0	0	0
Bellarena	Applicant	1	1	4	0	0	0	6
	App (HS)	1	1	2	0	0	0	4
	Allocation	0	0	0	0	0	0	0
Bendooragh	Applicant	4	1	4	1	1	0	11
	App (HS)	2	0	2	0	1	0	5
	Allocation	0	0	0	0	0	0	0
Bonnaboigh	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Boveedy	Applicant	2	0	1	0	0	0	3
	App (HS)	1	0	0	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Bushmills	Applicant	22	6	10	0	1	3	42
	App (HS)	7	2	5	0	1	1	16
	Allocation	6	1	7	0	1	1	16
Carnanbane	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Carrydoo	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Castlerock	Applicant	7	5	5	1	1	6	25
	App (HS)	2	4	2	0	1	2	11
	Allocation	0	0	2	0	1	1	4

Causeway Coast and Glens

Housing Investment Plan

2015-2019

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Castleroe	Applicant	2	0	3	0	0	0	5
	App (HS)	1	0	2	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Clarehill/Aghadowey	Applicant	2	0	1	0	0	3	6
	App (HS)	0	0	1	0	0	1	2
	Allocation	1	0	0	0	0	0	1
Clintyfinnan	Applicant	1	0	1	0	1	0	3
	App (HS)	1	0	0	0	1	0	2
	Allocation	0	0	0	0	0	0	0
Cloughmills	Applicant	12	2	7	1	2	2	26
	App (HS)	5	1	4	0	1	1	12
	Allocation	3	0	0	0	0	0	3
Corkey	Applicant	0	1	1	0	0	0	2
	App (HS)	0	1	1	0	0	0	2
	Allocation	0	0	0	0	0	0	0
Craigmore	Applicant	3	0	1	0	0	0	4
	App (HS)	2	0	1	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Crebarkey	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Curraghmore	Applicant	1	0	1	0	0	0	2
	App (HS)	1	0	1	0	0	0	2
	Allocation	0	0	0	0	0	0	0
Cushendall	Applicant	13	2	18	0	7	13	53
	App (HS)	11	1	8	0	6	8	34
	Allocation	1	0	0	0	0	2	3
Cushendun	Applicant	3	0	7	0	3	2	15
	App (HS)	2	0	3	0	1	0	6
	Allocation	0	0	1	0	0	0	1
Dernaflaw	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Dervock	Applicant	9	0	9	0	0	1	19
	App (HS)	5	0	2	0	0	1	8
	Allocation	4	0	2	0	0	1	7
Dromore	Applicant	0	0	3	0	0	1	4
	App (HS)	0	0	1	0	0	1	2
	Allocation	0	0	0	0	0	0	0
Druckendult	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	1	1

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Drumadragh	Applicant	1	1	0	0	0	0	2
	App (HS)	0	1	0	0	0	0	1
	Allocation	1	0	0	0	0	0	1
Drumavalley	Applicant	1	0	1	0	0	0	2
	App (HS)	0	0	1	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Drumneechy	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Drumsumn	Applicant	1	0	1	0	1	0	3
	App (HS)	0	0	1	0	0	0	1
	Allocation	0	0	1	0	0	0	1
Dunaghy	Applicant	1	2	1	0	0	2	6
	App (HS)	1	0	0	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Dungiven	Applicant	30	2	27	3	9	4	75
	App (HS)	15	1	13	1	6	4	40
	Allocation	2	0	2	0	0	1	5
Dunloy	Applicant	10	0	5	1	3	0	19
	App (HS)	4	0	3	1	1	0	9
	Allocation	1	0	0	0	0	0	1
Dunluce	Applicant	3	0	1	0	0	1	5
	App (HS)	2	0	0	0	0	0	2
	Allocation	0	0	0	0	0	0	0
Farrenlester	Applicant	2	1	0	0	0	0	3
	App (HS)	2	1	0	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Feeny	Applicant	3	0	3	0	2	0	8
	App (HS)	1	0	1	0	2	0	4
	Allocation	0	0	0	0	0	0	0
Garvagh	Applicant	11	0	5	0	1	7	24
	App (HS)	4	0	1	0	0	5	10
	Allocation	1	1	3	0	1	5	11
Glack	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	1	0	1
Glenkeen	Applicant	0	0	1	1	0	1	3
	App (HS)	0	0	1	1	0	1	3
	Allocation	0	0	0	0	0	0	0
Glenmanus	Applicant	1	0	1	0	0	0	2
	App (HS)	1	0	1	0	0	0	2
	Allocation	0	0	0	0	0	0	0

Causeway Coast and Glens

Housing Investment Plan

2015-2019

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Gortnaghy	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Greysteel	Applicant	6	1	10	0	2	1	20
	App (HS)	5	0	2	0	1	1	9
	Allocation	3	0	0	0	2	0	5
Grove	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Killylane	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Killyrammer	Applicant	3	0	0	0	0	0	3
	App (HS)	3	0	0	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Kilrea	Applicant	16	4	9	1	0	5	35
	App (HS)	6	3	5	1	0	3	18
	Allocation	8	0	4	0	1	2	15
Largy	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Liscolman	Applicant	0	0	2	0	1	0	3
	App (HS)	0	0	2	0	1	0	3
	Allocation	1	0	0	0	0	0	1
Loughguile	Applicant	5	0	4	0	0	5	14
	App (HS)	3	0	1	0	0	2	6
	Allocation	0	0	0	0	0	0	0
Macfin	Applicant	0	0	1	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Macosquin	Applicant	4	0	2	0	1	1	8
	App (HS)	3	0	0	0	1	0	4
	Allocation	4	1	1	0	2	1	9
Maybuoy	Applicant	1	0	0	0	0	0	1
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Mosside	Applicant	1	0	0	0	0	0	1
	App (HS)	1	0	0	0	0	0	1
	Allocation	12	2	3	0	0	2	19
Muldonagh	Applicant	1	0	2	0	0	0	3
	App (HS)	1	0	0	0	0	0	1
	Allocation	1	0	0	0	0	0	1

	Type	Single	Small Adult	Small Family	Large Adult	Large Family	Older Person	Total
Myroe	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Owenbeg	Applicant	0	0	0	0	0	0	0
	App (HS)	0	0	0	0	0	0	0
	Allocation	0	0	0	0	0	0	0
Portballintrae	Applicant	11	4	9	3	0	6	33
	App (HS)	10	0	4	2	0	6	22
	Allocation	1	1	0	0	0	0	2
Portrush	Applicant	108	11	27	7	12	45	210
	App (HS)	65	7	8	3	5	28	116
	Allocation	5	1	10	1	1	7	25
Portstewart	Applicant	76	6	30	4	4	57	177
	App (HS)	51	1	18	3	3	34	110
	Allocation	3	0	4	0	1	9	17
Rasharkin	Applicant	10	3	6	0	1	4	24
	App (HS)	5	2	2	0	0	2	11
	Allocation	7	0	1	0	0	0	8
Rathlin	Applicant	2	0	0	0	0	0	2
	App (HS)	1	0	0	0	0	0	1
	Allocation	0	0	0	0	0	0	0
Rural Cottages	Applicant	0	0	2	0	1	1	4
	App (HS)	0	0	0	0	1	0	1
	Allocation	0	0	0	0	0	0	0
Seacon	Applicant	0	1	0	0	1	1	3
	App (HS)	0	0	0	0	1	1	2
	Allocation	0	1	1	0	0	0	2
Stranocum	Applicant	3	0	1	0	1	2	7
	App (HS)	1	0	0	0	1	2	4
	Allocation	0	0	0	0	0	0	0
Waterfoot	Applicant	4	1	4	0	1	2	12
	App (HS)	3	1	2	0	0	1	7
	Allocation	1	0	0	0	0	0	1
Windyhall	Applicant	4	1	4	0	2	1	12
	App (HS)	1	0	1	0	1	1	4
	Allocation	0	0	3	0	0	0	3
Total	Applicant	1174	133	616	54	151	362	2490
	App (HS)	640	56	268	30	67	225	1286
	Allocation	196	20	142	6	35	68	467

Applicant - Housing applicants at March 2015

App (HS) - Housing stress applicants at March 2015 (i.e. 30 points or more)

Allocation - Annual allocations for year ending March 2015

DEFINITION OF HOUSEHOLD COMPOSITION OF HOUSING APPLICANTS	
Definition of Household Types	
Single	1 person 16-59 years old
Older person	1 or 2 persons aged 16 or over, at least 1 over 60
Small adult	2 persons 16-59 years old
Small family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large family	1 or 2 persons aged 16 or over, and 3 or more persons 0-15, or 3 or more persons 16 or over and 2 or more persons aged 0-15
Large adult	3 or more persons aged 16 or over with or without 1 person aged 0-15

APPENDIX 4 HOUSING EXECUTIVE STOCK AT MARCH 2015

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Carnary	38	22	124	0	0	184	1
	2	0	9	0	0	11	
Eastermeade	13	5	12	0	0	30	2
	14	1	36	0	0	51	
Glebeside	47	38	197	0	0	282	8
	20	10	194	0	0	224	
Margaret Avenue	0	0	21	0	0	21	1
	1	0	47	0	0	48	
Townparks	46	0	38	0	2	86	4
	154	0	209	0	8	371	
Trinity Drive	0	25	12	0	0	37	0
	0	3	58	0	0	61	
Westgate	0	23	17	18	0	58	3
	0	3	32	6	0	41	
Ballymoney Town Total	144	113	421	18	2	698	19
	191	17	585	6	8	807	
Ballysally	49	116	421	0	0	586	4
	4	3	159	0	0	166	
Brook Green	19	0	0	0	0	19	0
	0	0	0	0	0	0	
Churchlands	4	6	14	0	0	24	0
	1	4	21	0	0	26	
Circular Road	8	7	4	0	0	19	0
	0	1	4	0	0	5	
Ferryquay Street	0	11	11	0	0	22	0
	0	9	12	0	0	21	
Harpurs Hill	71	23	246	23	0	363	1
	2	9	244	1	0	256	
Heights/Hazelbank	11	115	124	0	0	250	1
	9	20	365	0	0	394	
Killowen	27	0	143	0	0	170	0
	2	0	56	0	0	58	
Long Commons	0	0	16	0	0	16	0
	0	0	19	0	0	19	
Milburn/Cherry Place	37	20	118	12	0	187	1
	1	6	227	4	0	238	
Newmills Road	14	21	28	0	0	63	1
	1	5	64	0	0	70	

Causeway Coast and Glens
Housing Investment Plan
2015-2019

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Park Street	0	2	1	0	0	3	0
	0	2	3	0	0	5	
Society Street	2	4	1	0	0	7	0
	1	4	2	0	0	7	
The Crescent	0	0	23	0	0	23	0
	0	0	85	0	0	85	
Coleraine Town Total	242	325	1150	35	0	1752	8
	21	63	1261	5	0	1350	
Edenmore	66	20	92	0	0	178	1
	17	2	155	0	0	174	
Limavady Area 1	70	59	197	20	0	346	4
	17	18	337	0	0	372	
Limavady Area 2	6	18	10	0	0	34	1
	2	8	75	0	0	85	
Limavady Area 3	86	6	120	0	0	212	2
	44	5	328	0	0	377	
Limavady Area 4	12	31	73	0	0	116	0
	1	5	154	0	0	160	
Limavady Town Total	240	134	492	20	0	886	8
	81	38	1049	0	0	1168	
Ballycastle Town	121	12	144	0	12	289	1
	54	2	313	0	23	392	
BallycastleTown Total	121	12	144	0	12	289	1
	54	2	313	0	23	392	
Aghanloo	7	0	17	0	0	24	0
	11	0	40	0	0	51	
Ardgarvan	7	0	0	0	0	7	0
	16	0	18	0	0	34	
Armoy	31	0	36	0	10	77	0
	29	0	34	0	36	99	
Articlave	14	0	60	0	0	74	0
	5	0	40	0	0	45	
Atlantic	2	0	2	0	12	16	0
	27	0	15	0	48	90	
Aughill	4	0	0	0	0	4	0
	7	0	0	0	0	7	
Ballintoy	3	0	6	0	6	15	0
	7	0	30	0	24	61	
Ballybogey	12	0	2	0	2	16	0
	28	0	13	0	11	52	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Ballycrum	0	0	0	0	0	0	0
	0	0	0	0	4	4	
Ballykeen	2	0	0	0	0	2	0
	5	0	0	0	0	5	
Ballykelly	31	2	57	0	0	90	1
	15	2	144	0	0	161	
Ballymacallion	2	0	0	0	0	2	0
	4	0	0	0	0	4	
Ballymonie	6	0	9	0	0	15	0
	10	0	22	0	0	32	
Ballyquin	0	0	6	0	0	6	0
	2	0	2	0	0	4	
Ballyrashane	0	0	0	0	14	14	0
	0	0	7	0	53	60	
Ballyvoy	7	0	2	0	3	12	1
	18	0	8	0	15	41	
Ballywoodock	0	0	17	0	14	31	0
	22	0	26	0	69	117	
Balnamore	44	0	13	0	14	71	0
	62	0	16	0	22	100	
Bellarena	3	0	1	0	0	4	0
	15	0	19	0	0	34	
Bendooragh	24	0	10	0	11	45	1
	65	0	53	0	3	121	
Bonnaboigh	15	0	20	0	0	35	0
	6	0	19	0	0	25	
Boveedy	8	0	2	0	4	14	0
	5	0	14	0	19	38	
Bushmills	52	10	165	0	12	239	1
	35	0	165	0	45	245	
Carnanbane	2	0	0	0	0	2	0
	8	0	0	0	0	8	
Carrydoo	8	0	4	0	0	12	0
	3	0	4	0	0	7	
Castlerock	8	5	29	0	0	42	0
	5	3	45	0	0	53	
Castleroe	3	0	31	0	0	34	0
	7	0	29	0	0	36	
Clarehill/Aghadowey	6	0	12	0	0	18	1
	0	0	9	0	0	9	

Causeway Coast and Glens

Housing Investment Plan

2015-2019

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Clintyfinnan	17	0	9	0	11	37	2
	9	0	23	0	19	51	
Cloughmills	32	0	29	0	8	69	0
	16	0	138	0	34	188	
Corkey	7	0	11	0	0	18	0
	20	0	20	0	5	45	
Craigmore	0	0	2	0	7	9	0
	0	0	4	0	16	20	
Crebarkey	4	0	0	0	0	4	0
	4	0	0	0	0	4	
Curraghmore	0	0	8	0	0	8	0
	7	0	12	0	0	19	
Cushendall	31	0	15	0	0	46	0
	96	0	69	0	12	177	
Cushendun	4	0	10	0	0	14	0
	20	0	17	0	7	44	
Dernaflaw	4	0	0	0	0	4	0
	26	0	0	0	0	26	
Dervock	42	0	72	0	20	134	3
	27	0	46	0	45	118	
Dromore	1	0	3	0	0	4	0
	12	0	17	0	0	29	
Druckendult	2	0	0	0	2	4	0
	10	0	6	0	9	25	
Drumadraw	5	0	4	0	0	9	0
	23	0	14	0	0	37	
Drumavalley	9	0	19	0	0	28	0
	15	0	44	0	0	59	
Drumneechy	2	0	0	0	0	2	0
	6	0	0	0	0	6	
Drumsum	13	0	8	0	0	21	0
	40	0	20	0	0	60	
Dunaghy	4	0	6	0	6	16	0
	0	0	38	0	30	68	
Dungiven	25	10	65	0	0	100	1
	34	4	233	0	0	271	
Dunloy	50	0	20	0	6	76	1
	53	0	73	0	29	155	
Dunluce	9	0	2	0	18	29	0
	34	0	10	0	55	99	

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Farrenlester	4	0	0	0	14	18	0
	6	0	4	0	37	47	
Feeny	16	0	12	0	0	28	0
	9	0	74	0	0	83	
Garvagh	34	6	88	0	2	130	1
	19	2	89	0	0	110	
Glack	4	0	6	0	0	10	0
	10	0	4	0	0	14	
Glenkeen	4	0	5	0	12	21	0
	14	0	17	0	39	70	
Glenleary	0	0	0	0	1	1	0
	0	0	0	0	21	21	
Glenmanus	4	0	20	0	0	24	1
	0	0	49	0	0	49	
Gortnaghy	7	0	6	0	0	13	0
	13	0	9	0	0	22	
Greysteel	59	2	18	0	0	79	1
	78	0	51	0	0	129	
Grove	0	0	0	0	3	3	0
	12	0	8	0	41	61	
Killylane	4	0	0	0	0	4	0
	6	0	0	0	0	6	
Killyrammer	7	0	10	0	5	22	0
	9	0	28	0	29	66	
Kilrea	42	26	63	0	0	131	0
	10	9	115	0	0	134	
Largy	1	0	0	0	0	1	0
	7	0	0	0	0	7	
Liscolman	8	0	12	0	5	25	1
	4	0	16	0	7	27	
Loughguile	16	0	29	0	6	51	1
	9	0	49	0	30	88	
Macfin	3	0	6	0	1	10	0
	12	0	20	0	11	43	
Macosquin	18	0	63	0	0	81	0
	20	0	49	0	0	69	
Magherabuoy	3	0	0	0	0	3	0
	13	0	4	0	0	17	
Maybuoy	3	0	7	0	0	10	0
	6	0	18	0	0	24	

Causeway Coast and Glens

Housing Investment Plan

2015-2019

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void*
Mosside	15	0	46	0	6	67	1
	19	0	28	0	20	67	
Muldonagh	3	0	0	0	0	3	0
	19	0	0	0	0	19	
Myroe	4	0	5	0	0	9	0
	3	0	14	0	0	17	
Owenbeg	0	0	0	0	0	0	0
	0	0	6	0	0	6	
Portballintrae	14	0	1	0	1	16	0
	71	0	25	0	3	99	
Portrush	52	67	151	10	0	280	0
	2	20	224	28	0	274	
Portstewart	57	53	81	0	0	191	1
	7	69	217	0	2	295	
Rasharkin	62	0	59	0	9	130	1
	60	0	142	0	0	202	
Rathlin	2	0	2	0	1	5	0
	0	0	2	0	2	4	
Rural Cottages	0	0	3	0	26	29	0
	2	0	4	0	158	164	
Seacon	7	0	4	0	4	15	0
	9	0	10	0	16	35	
Sistrokeel	4	0	0	0	0	4	0
	10	0	0	0	0	10	
Stranocum	9	0	9	0	7	25	0
	22	0	24	0	28	74	
Waterfoot	15	0	8	0	1	24	0
	19	0	42	0	2	63	
Windyhall	4	0	65	0	0	69	0
	24	0	74	0	0	98	
Total	1794	765	3770	83	298	6710	56
	1740	229	6180	39	1087	9275	

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

APPENDIX 5 MANAGEMENT TEAM CONTACT DETAILS

All enquiries		03448 920 900	
Landlord Services			
Ballycastle Office Fleming House Coleraine Road Ballycastle BT54 6EY	Coleraine Office Twickenham House 19 Abbey Street Coleraine BT52 1DU	Ballymoney Office 50-54 Main Street Ballymoney BT53 6AL	Limavady Office 33 Catherine Street Limavady BT49 9BA
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Development Programme Group	Elma Newberry	elma.newberry@nihe.gov.uk	
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Regional Planning	Ailbhe Hickey	ailbhe.hickey@nihe.gov.uk	
3 Horace Street, Londonderry BT48 6JS			
Land and Regeneration	Elma Newberry	elma.newberry@nihe.gov.uk	
7 Fountain Street, Belfast BT1 5EA			

APPENDIX 6 GLOSSARY	
Accessible Housing	A range of property types that may be suitable for allocation to people with a disability or mobility issues.
Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DSD, this finances an interest-free loan to housing associations, to fund the provision of new affordable homes and the refurbishment of empty homes.
AGS	Annual Governance Statement
Areas at Risk	This programme aims to intervene in areas of risk of slipping into social or environmental decline by working with residents.
ASB	Anti-Social Behaviour
Assistive Technology	Any product or service designed to enable independence for disabled or older people.
ASSP	Area Supporting People Partnerships assess and prioritise the housing support needs of a range of vulnerable client groups at local level.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
CAT	Community Asset Transfer provides for a change in management and/or ownership of land or buildings, from public bodies to communities
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
CSR	Comprehensive Spending Review outlines the Government's spending plans
CTOS	Continuous Tenant Omnibus Survey is an assessment of the attitudes of Housing Executive tenants.
DARD	Department of Agriculture and Rural Development
Decent Home	A decent home is one which is wind and watertight, warm and has modern facilities and is a minimum standard that all social housing should have met through time.
DHSSPS	Department of Health, Social Services and Public Safety
Disabled Facility Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Discretionary Housing Payment	Is an extra payment to help pay the difference or shortfall between the rent charged by a landlord and Housing Benefit
DOE	Department of the Environment
DRD	Department for Regional Development
DSD	Department for Social Development
DTNI	Development Trusts Northern Ireland
Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or registered housing association
Floating Support	This enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to individual users.

Frost Stat	A thermostat used to turn on a heating system automatically when the temperature drops below a threshold.
Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, it would have to spend more than 10% of its income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988 to “secure that accommodation becomes available for his/her occupation”.
HCN	Housing Community Network assists residents’ associations to develop local services.
HCS	House Condition Survey, carried out by the Housing Executive
HECA	Home Energy Conservation Authority, the Housing Executive is the HECA for Northern Ireland.
HMO	A House of Multiple Occupation means a house occupied by more than two people who are not all members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Northern Ireland Housing Executive (NIHE) or registered housing associations the right to buy their property from their landlord at a discount.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2008-25.
Housing Market Area	A market area is the geographic area within which the majority of households move, work and live.
Housing Market Analysis (HMA)	This is an evidence base for housing and planning policies, which examines the operation of Housing Market Areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment	This is an assessment of local housing needs primarily in relation to general needs social housing, supported housing, travellers and affordable housing.
Housing Stress	Applicants on the waiting list who have a points total in excess 30 points are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing consists of shared ownership housing provided through a Registered Housing Association (eg the Co Ownership Housing Association) and helps eligible households who can afford a small mortgage, but that are not able to afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the Registered Housing Association. The proportion of property ownership and renting can vary depending on householder circumstances and preferences. The definition of intermediate housing may change over time to incorporate other forms of housing tenure below open market rates.
Latent demand test	Housing needs survey carried out in a rural area to assess any potential hidden need.
Lifetime Homes	Housing design standards, which make a home more adaptable through a person’s life cycle
Mandatory repair grant	This is a grant made available by the Housing Executive to landlords who have been served a repair notice by the council.
Neighbourhood Renewal	Government Departments and agencies working in partnership to tackle disadvantage and deprivation
Net Stock Model	An assessment of housing need at a Northern Ireland level, using net household projections
NIFHA	Northern Ireland Federation of Housing Associations
NIMDM	Northern Ireland Multiple Deprivation Measure measures deprivation by examining a range of economic, social and environmental indicators

Causeway Coast and Glens

Housing Investment Plan

2015-2019

NISRA	Northern Ireland Statistics and Research Agency
OFMDFM	Office of the First Minister and Deputy First Minister
Oil buying clubs	Oil buying clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk as part of a group.
PCSPs	Policing and Community Safety Partnerships
PPS	Planning Policy Statement
Quality Assessment Framework	The Quality Assessment Framework sets out the standards expected in the delivery of Supporting People services.
RDP	Rural Development Programme
RDS	Regional Development Strategy
SCNI	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
SHDP	Social Housing Development Programme, the SHDP provides grant to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Smartmove Housing	This is a charitable organisation offering advice; support and accommodation to people that are homeless and in acute housing need.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and Registered Housing Associations; that is, Housing Associations, which are registered and regulated by the Department of Social Development as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Northern Ireland Housing Executive, which prioritises households who are living in unsuitable or insecure accommodation.
SPOD	Small Pockets of Deprivation is a delivery vehicle for neighbourhood renewal.
Stock Transfer Programme	The aim of the Stock Transfer Programme is to deliver major refurbishment works to social homes through transfer the stock from the Housing Executive to housing associations.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care and can aid a smooth transition to independent living for those leaving an institutionalised environment.
TBUC	The Northern Ireland Executive Together Building a United Community Strategy containing objectives for a united and shared community and improved community relations.
Tenant Scrutiny Panel	Panels to scrutinise housing services in their area.
Unmet Needs Prospectus	This advises housing associations and developers on locations where there is a shortage of programmed development sites to meet the projected social housing need.
Zero-energy buildings	The total amount of energy used by the building on an annual basis is roughly equal to the amount of renewable energy created on the site.

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