



September 2nd, 2020

Notice Of Meeting

You are requested to attend the Council meeting to be held on **Wednesday, 2nd September 2020** at **6:00 pm** in **Skype**.

Agenda

Apologies and Chairperson's Remarks

Declarations of Interest

Housing Executive's Housing Investment Plans 2020

Attendees:

David Moore

Jonathan Blease

Loma Wilson

Ailbhe Hickey

 ***NMD HIP Powerpoint Presentation 20200826 AH.PPTX***

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 ***2020 Update.pdf***

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Invitees

Cllr Terry Andrews

Mr Alan Beggs

Cllr Patrick Brown

Cllr Robert Burgess

Cllr Pete Byrne

Mr Gerard Byrne

Mrs Dorinnia Carville

Cllr charlie casey

Cllr William Clarke

Cllr Dermot Curran

Cllr Laura Devlin

Mr Eoin Devlin

Ms Louise Dillon

Cllr Sean Doran

Cllr Cadogan Enright

Cllr Aoife Finnegan

Cllr Hugh Gallagher

Cllr Mark Gibbons

Cllr Oonagh Hanlon

Cllr Glyn Hanna

Cllr Valerie Harte

Mr Conor Haughey

Mrs Janine Hillen

Cllr Roisin Howell

Mr Colum Jackson

Miss Veronica Keegan

Mrs Sheila Kieran

Cllr Mickey Larkin

Cllr Alan Lewis

Mr Michael Lipsett

Mrs Regina Mackin

Cllr Oonagh Magennis

Mr Conor Mallon

Cllr Gavin Malone

Cllr Cathy Mason

Mr Johnny Mc Bride

Colette McAteer

Cllr Declan McAteer

Cllr Leeanne McEvoy

Jonathan McGilly

Cllr Harold McKee

Patricia McKeever

Cllr Karen McKevitt
.....
Cllr Andrew McMurray
.....
Catrina Miskelly
.....
Mr Ken Montgomery
.....
Mr Roland Moore
.....
Ms Carmel Morgan
.....
Cllr Roisin Mulgrew
.....
Cllr Declan Murphy
.....
Cllr Barra Ó Muirí
.....
Linda O'Hare
.....
Cllr Gerry O'Hare
.....
Cllr Kathryn Owen
.....
Mr Andy Patterson
.....
Cllr Henry Reilly
.....
Ms Alison Robb
.....
Cllr Michael Ruane
.....
Cllr Michael Savage
.....
Mr Kevin Scullion
.....
Cllr Gareth Sharvin
.....
Donna Starkey
.....
Cllr Gary Stokes
.....
Sarah Taggart
.....
Paul Tamati
.....
Cllr David Taylor
.....
Cllr Jarlath Tinnelly
.....
Cllr John Trainor
.....
Cllr William Walker
.....
Mrs Marie Ward
.....

Newry, Mourne and Down
Council Meeting: 2 September 2020

Housing Investment Plan

Annual Update 2020



Housing
Executive

Overview: HIP

- **Statutory requirement** under the 1981 order to report on Housing Executive plans and performance
- Engages with a range of stakeholders to examine **key housing issues** across the district
- The Housing Executive is a **Community Planning Partner**, the HIP is a key document which contributes to evidence base
- We have aligned our outcomes to those of the community plan: **Living Well Together: A Community Plan for Newry, Mourne and Down to 2030**

Housing Investment Plan

Annual Update 2020



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Matters arising from 2019

- **Issues raised:**

- Unmet Housing Need and Lack of Newbuild
- Identification/Delivery of Rural Housing
- Grounds Maintenance Issues

- **How we responded:**

- Commissioning Prospectus; Engagement with Housing Associations on site identification
- Rural Housing Needs Tests; Site Identification Studies; Participation in DEA meetings
- Estate Inspections; Enhanced Contract Management

Housing Investment Plan

Annual Update 2020



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Housing Executive Investment

Newry, Mourne and Down District Council 2019/20

Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £6.42million and Stock Improvement Spend was £1.18 million.

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

***Affordable Warmth spend was £1.12million and Boiler Replacement spend was £0.14million.

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

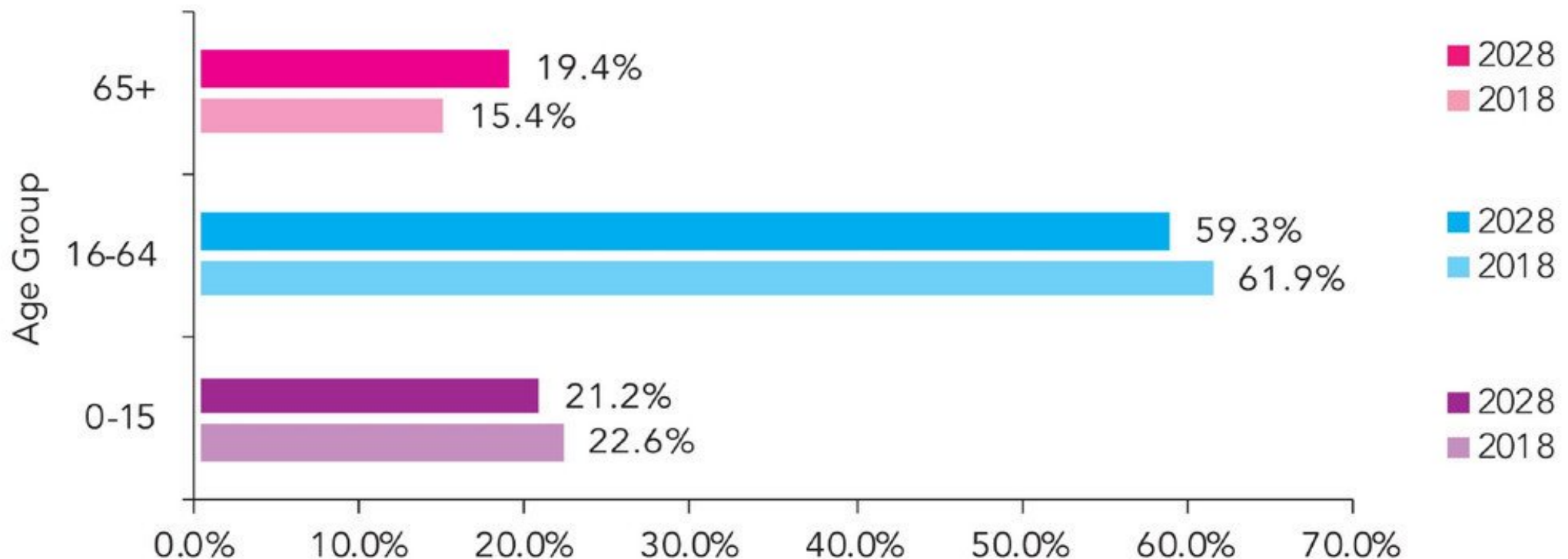
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Population Change 2018 - 2028

Population Change 2018-2028



Source: NISRA

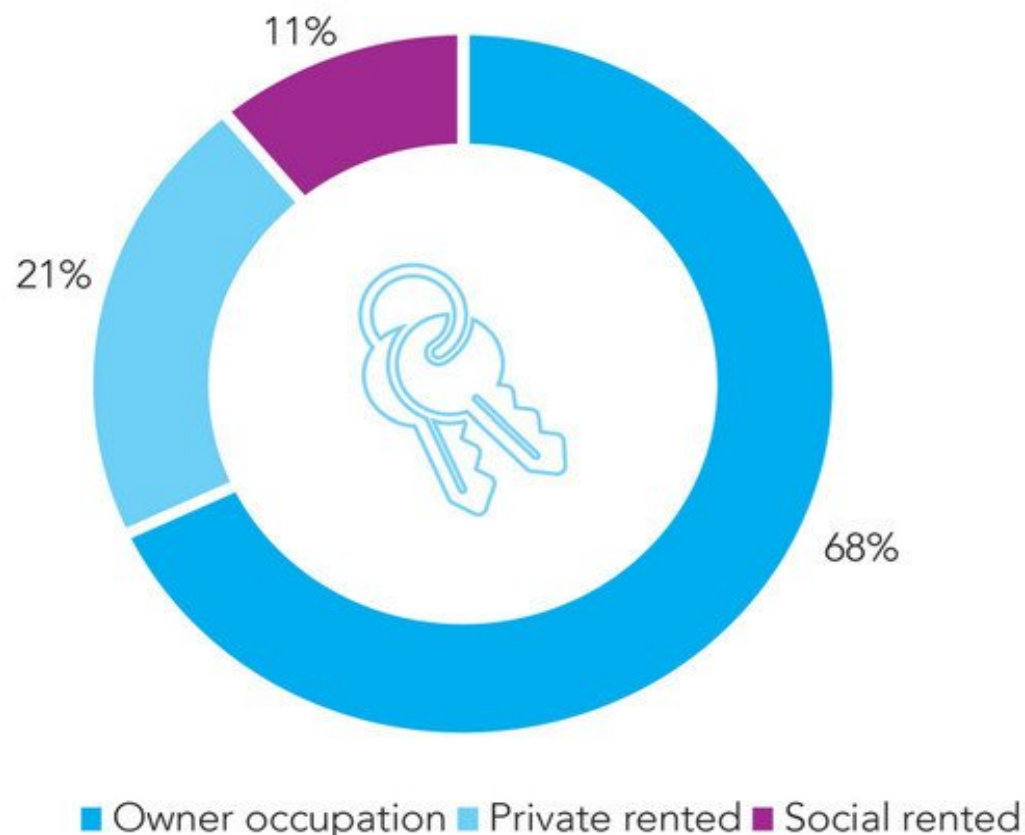
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Tenure Breakdown and Total Homes

2016 Tenure Breakdown



68,500



HOMES in the district (2016)

Source: Northern Ireland House Condition Survey 2016

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Waiting List Trends 2016 -2020

Social Housing Waiting List Trends



Source: NIHE

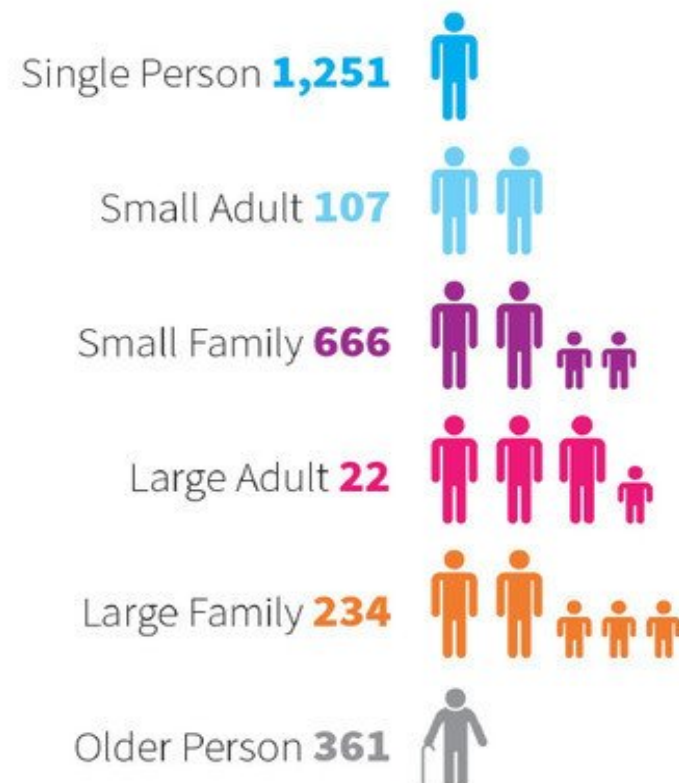
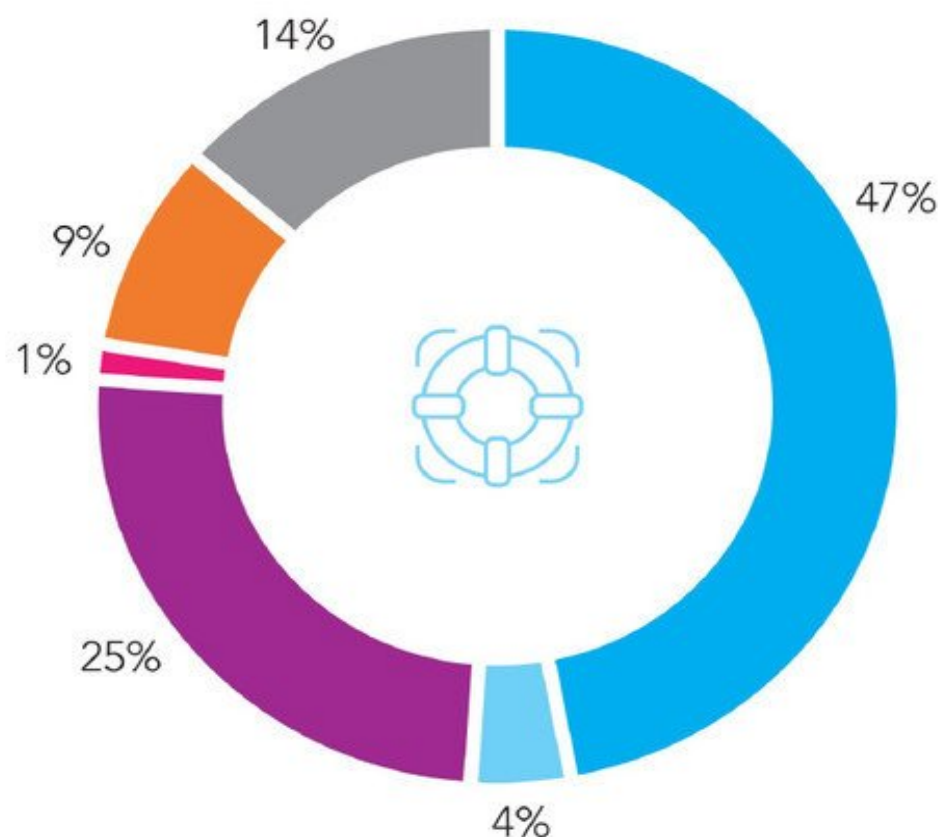
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Household Breakdown

Applicants in Housing Stress



Source: NIHE, March 2020

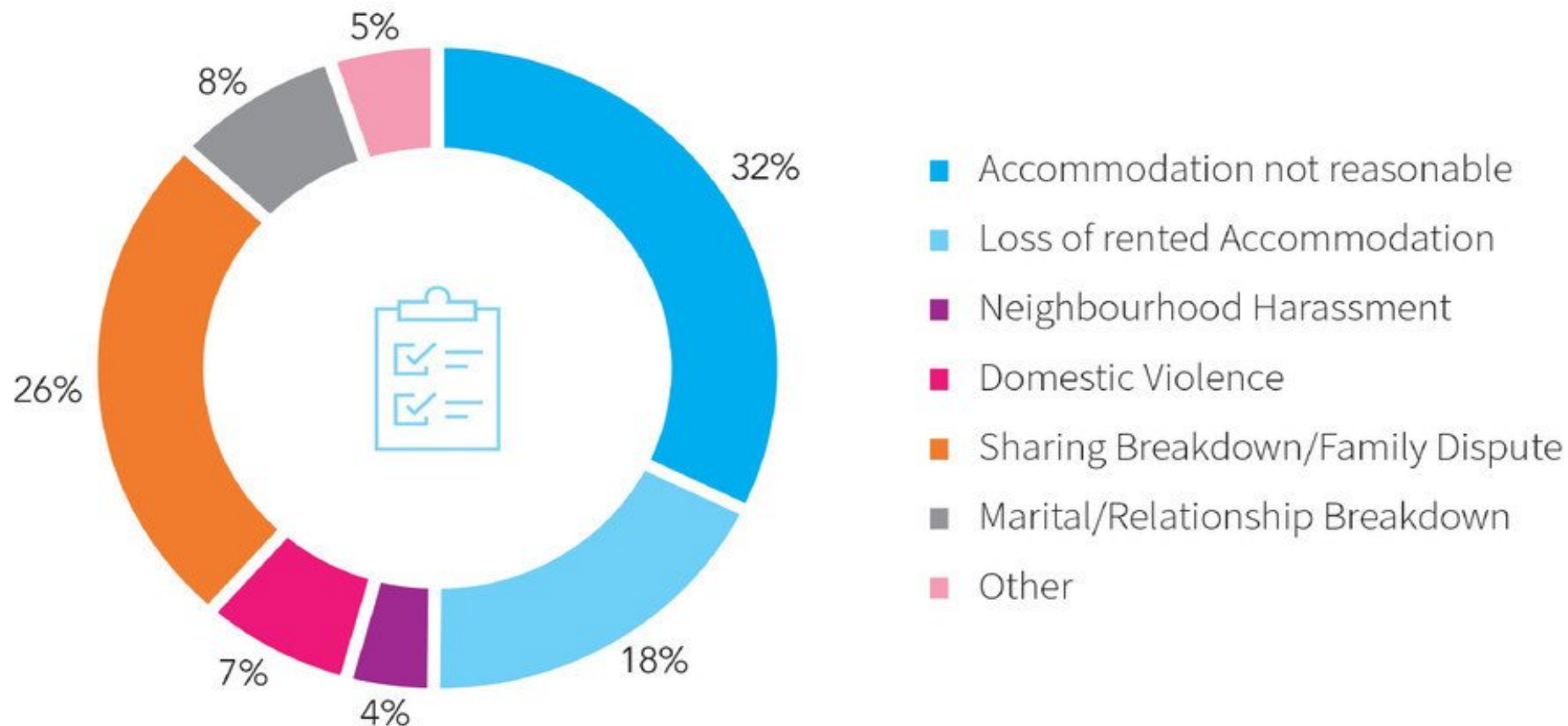
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Reasons for Homelessness

Reasons for Homelessness



Source: NIHE

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New Build / SHDP

In 2019/20:

- 52 new social homes completed
- 295 new social homes on-site

Future Housing Issues:

- 1,864 new social housing units are needed over next five years
- 2020/23 SHDP – 824 (gross) new social housing units programmed
- Unmet need identified in the [Commissioning Prospectus](#) – published with SHDP to direct Housing Associations in their site search

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Next Steps

- Progress against the HIP outcomes will be regularly **monitored** and will be **reported** on annually.
- Housing Executive colleagues will continue to work with Council and partners to **identify opportunities** to **collaborate** to meet outcomes of the community plan: **Living Well Together: A Community Plan for Newry, Mourne and Down to 2030.**

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Thank you and any questions?

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Newry, Mourne and Down

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Glossary

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Foreword

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

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

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

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

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

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



Professor Peter Roberts
Chair



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

Introduction

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

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

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

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

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

Our Vision

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

OUR OVERARCHING STRATEGIC THEMES

each have their own purpose statement



PEOPLE

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



PROPERTY

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



PLACES

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

OUR HIGH LEVEL OUTCOMES ARE

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

OUR VALUES ARE

Making a difference;
Fairness;
Passion;
Expertise

Strategic Context

The HIP 2019-23 provided detailed information on the Housing Executive's current strategies and initiatives and should be read in conjunction with the updates provided in the table below.

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

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

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

Table continues

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

Table continues

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

Table continues



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

Table continues

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

Table continues

Title	Update
Rural Strategy & Action Plan	<p>The Housing Executive has long recognised that in rural areas, housing needs can be hidden or dispersed and that a different approach is often required to ensure that we deliver our statutory housing functions in both urban and rural areas. The introduction of the Rural Needs Act (NI) 2016, has presented an opportunity for us to reaffirm our commitment to rural communities by ensuring that we pay due regard to their needs through the delivery of a fair and equitable housing service which takes account of local issues and circumstances.</p> <p>For many rural households, housing choices can be more limited due to unsuitable stock, unaffordable prices and a lack of rental accommodation. Our Rural Strategy and Action Plan 2016-20 identifies in particular, the need to increase the provision of affordable housing in rural areas in order to help protect and sustain rural communities. Through the Housing Executive's annual programme of rural housing need tests, we engage with communities who wish to examine the need for new housing in their area and with housing associations to encourage the delivery of new rural housing where it is required.</p> <p>The Housing Executive's contribution to rural regeneration extends beyond the provision and maintenance of housing to the capital funding invested for the development and improvement of local community facilities and services. In 2020/21, the Housing Executive will also continue to celebrate the invaluable contribution of the rural community groups through the annual Rural Community Awards competition.</p>
Social Housing Enterprise	<p>The 2015-2018 Social Housing Enterprise Strategy was launched by the Housing Executive in September 2015. The aim was to support individuals and organisations in the growth and development of social enterprises to improve economic activity in Housing Executive communities. A total of £1.4 million was spent over the 2015-2018 period in Northern Ireland.</p> <p>An external evaluation of the 2015-2018 Strategy resulted in extremely positive findings. These findings and other recommendations helped shape our forthcoming Social Enterprise Plus Strategy 2020-2024 which received Housing Executive Board approval in December 2019, the launch of which has been delayed until later this year due to the COVID-19 pandemic. It is anticipated that when we can open invitations for applications to the new Social Enterprise Awards programme there is an initial budget of £300k available for the two year period 2020-2022.</p>

Table continues

Title	Update
Supporting People Strategy and Action Plan	<p>The Housing Executive acts as the administering authority for the Supporting People (SP) Programme in Northern Ireland. This role includes the payment of SP Grant to approximately 86 providers who provide over 850 housing support services, which deliver assistance with housing related tasks to more than 19,000 vulnerable people in order to help them develop or maintain the skills necessary to live as independently as possible in their own home. In 2020/21, the SP budget is £72.8m. In response to COVID-19 an additional £10 million has been made available to SP providers specifically for COVID-19 pressures. The SP contract management and reporting regime was relaxed temporarily to allow providers time to cope with the challenges of responding to the impact of COVID-19.</p> <p>SP are producing a three year strategy for 2020-2023. The main thematic areas of Disability and Mental Health, Young People, Older People and Homelessness remain strategically relevant. For further information on the SP programme see the NIHE website (Supporting People Programme).</p>
Sustainable Communities	<p>Now in its second year of a three year programme, the HANDIHEAT EU project is progressing its outputs with European partners from Iceland, Shetland, Republic of Ireland, Finland and Northern Ireland with a focus on identifying renewable energy solutions, best practice, toolkits, training and road maps for rural communities affected by fuel poverty and fuel inequality due to heavy reliance on imported fossil fuels for the production of energy. Two pilot demonstration sites in Northern Ireland and northern Finland have been identified to investigate means by which households can be improved through upgraded energy performance and a renewable energy supply with resulting greenhouse gas savings.</p> <p>The second pilot demonstration led by HANDIHEAT's Lead Partner, the Housing Executive, is progressing its outputs with associate partners and suppliers across Ireland to investigate possible hybrid energy solutions for six houses in a sparsely rural settlement in Lisnaskea, Co. Fermanagh. The Climote monitoring kits installed in the six houses during February 2020 will focus on the electrification of heat with an additional house (control house) fitted with the monitoring kit to collect data for a one-year period, and will monitor oil use and temperature of thermostats in each of the dwellings. Hybrid boiler solutions have been developed by Grant Engineering in the Republic of Ireland and will be installed in the dwellings during July 2020. The results of the pilot demonstrations in Northern Ireland and Finland will inform and influence energy policies going forward.</p>

Table continues

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

Table continues

Title	Update
Welfare Reform	<p>Welfare Reform has meant significant changes to the benefit system for people of working age in Northern Ireland. Whilst all of the changes have had some effect on the Housing Executive, those which have had most impact are Social Sector Size Criteria (Bedroom Tax), Universal Credit and Benefit Cap.</p> <p>In March 2020, Social Sector Size Criteria was directly impacting on 23,619 Housing Executive tenants and 155 were affected by Benefit Cap.</p> <p>Welfare Supplementary Payments (mitigation) were due to end in 2020, however, Communities Minister Deirdre Hargey MLA announced plans to extend the mitigations to the Bedroom Tax beyond 31 March 2020 and payments have continued.</p> <p>By March 2020, the Housing Executive had 13,019 tenants claiming Universal Credit, with a significant increase in the number of tenants making a new claim for Universal Credit during March 2020 due to the economic impacts of the COVID-19 outbreak. Natural migration to Universal Credit continues and will do so until Universal Credit is fully implemented through the 'Move to UC' phase of roll out, where working-age customers on the relevant benefits will be advised when they should move to Universal Credit. This phase is due to commence in early 2021. It is anticipated that some 45,000 Housing Executive tenants of working age will be in receipt of Universal Credit when 'Move to UC' is complete.</p> <p>Housing Benefit's caseload is gradually decreasing and this reduction is likely to continue as Universal Credit's 'Move to UC' phase takes effect. However, Housing Benefit will still have a significant number of customers, approximately 42,000, of State Pension Credit age as well as customers living in supported accommodation or who are placed in temporary accommodation.</p> <p>The Housing Executive will continue to administer Housing Benefit for DfC along with Discretionary Housing Payments for both Housing Benefit and Universal Credit claimants.</p>

Demographic Context

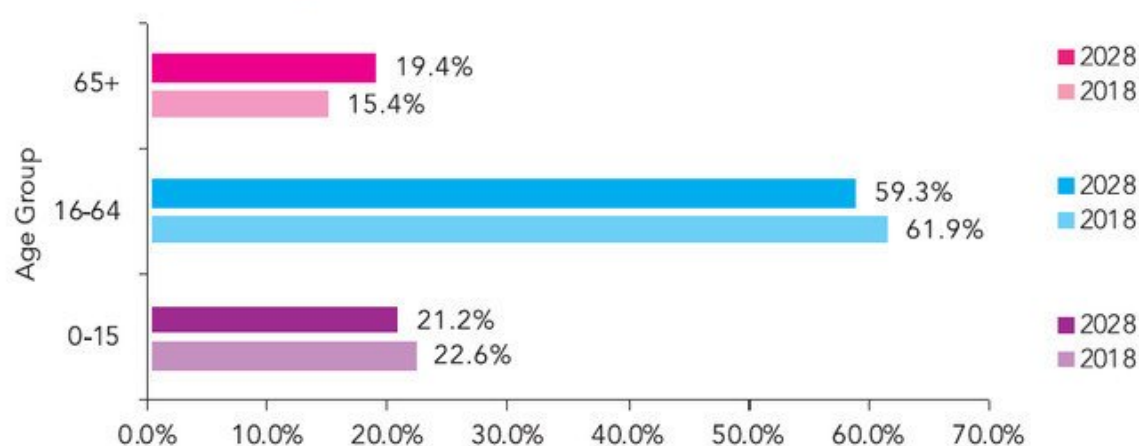


9.6%
OF NI POPULATION



5.8%
PROJECTED INCREASE
FROM 2018 TO 2028

Population Change 2018-2028



Source: NISRA

The projected growth in population within the district will be concentrated chiefly in the 65 plus age group with an increase of 33.2% well above the N.I. average of 27.2% and the second highest growth rate behind Mid Ulster. The number of children in Newry, Mourne and Down District is projected to decrease slightly by 0.55%, compared with a 2.9% reduction at Northern Ireland level. The working age population is projected to increase by 1.33%, one of only four council areas to do so. The projected population change chart for the period 2018 to 2028 shows the proportionate changes in the population. The 0-15, and 16-64 age groups reduce and older person households increase from 15% to 19% of the overall population over the ten year period.

The household size is projected to reduce from 2.72 to 2.64 with the number of households projected to increase by 5,655 from 65,630 to 71,285 over the 10 years to 2028. While the need for small family accommodation remains strong, there will be a pressing requirement to design and construct suitable accommodation for older persons. Suitable housing can significantly improve life in older age, while unsuitable housing can be the source of multiple problems and costs. Poor quality housing costs the NHS an estimated £2.5 billion per year. Homes will be increasingly used as places of work and care. Appropriately designed housing, that can adapt to people's changing needs as they age, has a number of benefits. These benefits include reducing demand on health and care services, and enabling individuals to work more flexibly in later life. The ageing population presents opportunities to individuals and society however, as with any major demographic change, it also presents challenges.

The Housing Market

Projected Housing Growth Indicator new dwelling requirement



10,000

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

There is a projected Housing Growth Indicator new dwelling requirement of 10,000 for the period 2016 to 2030 for the district, the fourth highest figure behind Armagh City, Banbridge & Craigavon, Lisburn & Castlereagh and Mid Ulster and well above the NI average of 7,709.

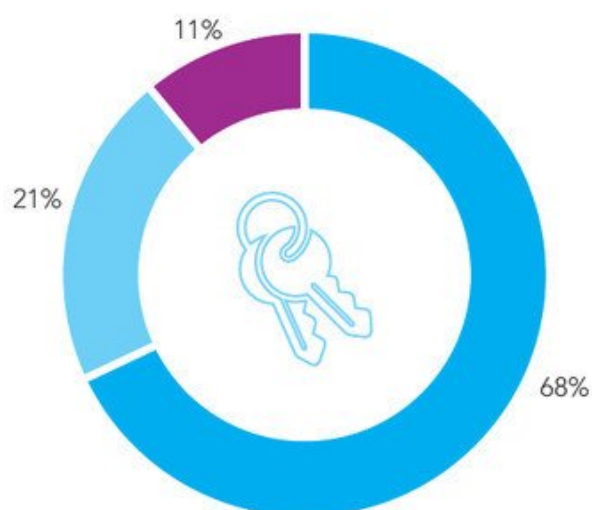
This data will inform the Council's Local Development Plan (LDP) on the need for additional development land. In addition the LDP will set out housing policy and objectives. When ratified, the LDP will be the statutory document for assessing future planning applications for housing.



Newry, Mourne and Down falls well above the **NI average of 7,709**

At 2016 there were 68,500 homes in the district, of these 68% were owner occupied, 21% private rented and 11% social rented (2016 NIHE House Condition Survey). These figures include 'vacants when last occupied' within the three main tenure groups.

2016 Tenure Breakdown



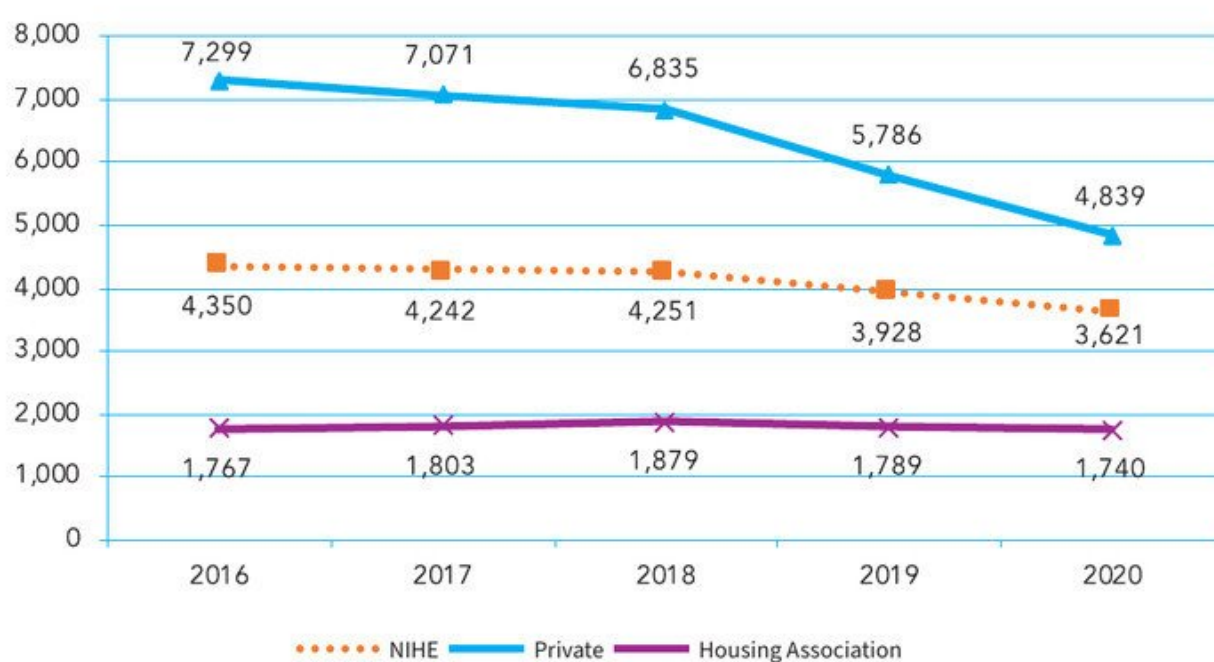
■ Owner occupation ■ Private rented ■ Social rented

68,500



HOMES in the district (2016)

Housing Benefit



Source: NIHE

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

There were 761 Housing Executive tenants receiving the Housing Cost element of Universal Credit in Newry, Mourne and Down at the end of March 2020.

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

Owner Occupied Sector

Owner Occupation comprises 68% of the overall homes in the district. Ulster University state that the average house price in Newry, Mourne and Down in 2019 was £162,181 which represents a decrease of 1.41% on 2018 figures.

Average Annual House Prices

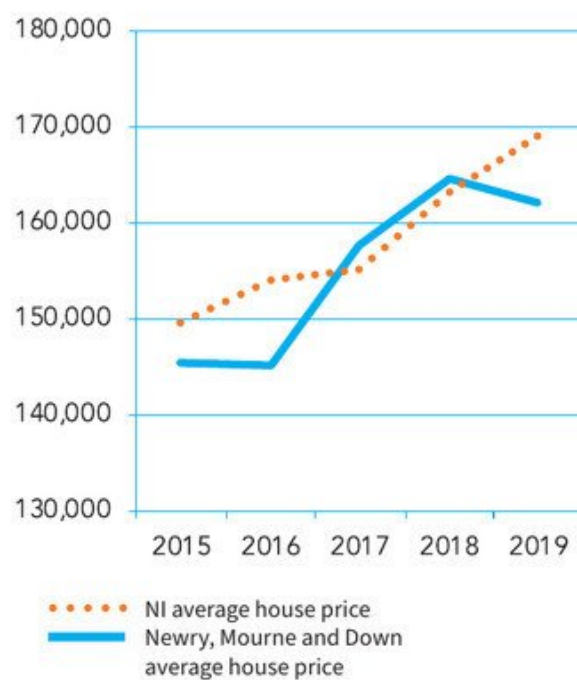


Average house price in Newry, Mourne and Down in 2019

£ **162,181**



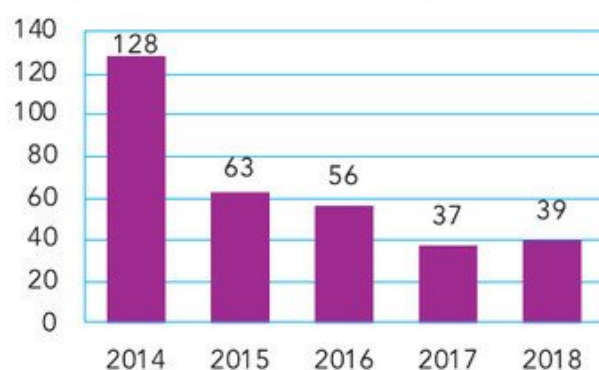
1.41%
DECREASE FROM 2018



Source: Ulster University

Repossessions

During 2018, there were 39 repossessions in Newry, Mourne and Down which represents a 70% decrease since 2014, but a 5.4% increase over the year.



Source: NI Courts and Tribunals Service



Intermediate need

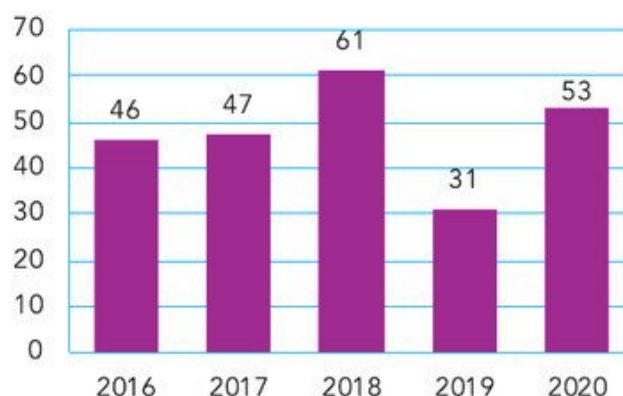
Demand for intermediate housing aimed at low income households in Newry, Mourne and Down is estimated at 1,360 units between 2019-2029.

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



Co-ownership Purchases

Co ownership Housing Association had an active stock of 520 dwellings at March 2020, 53 of which were purchased during 2019/20.



Source: Co ownership Housing Association

Private Rented Sector (PRS)

The Private Rented Sector comprises 21% of homes in the district.

Average Weekly Private Sector Rent by Dwelling Type



Source: Ulster University

Local Housing Allowance

Newry, Mourne and Down District falls within the South and South East Broad Rental Market Areas (BRMA).



The Local Housing Allowance, from April 2020, for **2 BEDROOM DWELLINGS** within the BRMA's is **£84.25** per week in South and **£97.51** per week in South East



The Local Housing Allowance, from April 2020, for **3 BEDROOM DWELLINGS** within the BRMA's is **£92.64** per week in South and **£107.81** per week in South East

Landlord Registration Scheme

DfC's Landlord Registration scheme identified 5,767 properties registered by 4,440 landlords in Newry, Mourne and Down at February 2020. Due to the ongoing COVID-19 Pandemic, DfC are unable to report end of March 2020 information.

Houses in Multiple Occupation (HMO)

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



Social Housing Sector

The Social Housing sector share of the housing market in Newry, Mourne and Down was 11% at 2016. (Northern Ireland House Condition Survey 2016)

Housing need for the district increased in 2019. At March 2020 there were 3,309 applicants on the waiting list for Newry, Mourne and Down with 2,641 in housing stress. There were 425 allocations over the year. Single, small family households and older persons comprise 86% of the housing stress waiting list in the council area. The need for small family accommodation remains strong and there is a growing demand to meet requirements for older persons. See Appendix 7 for local breakdown.

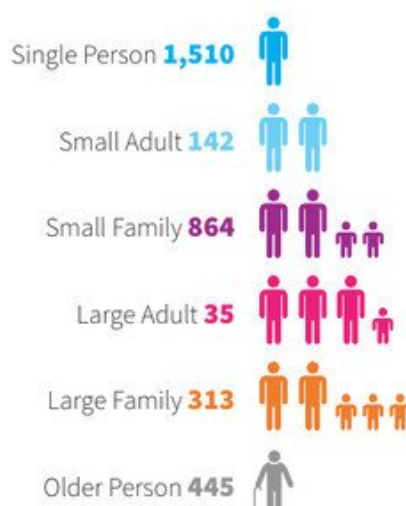
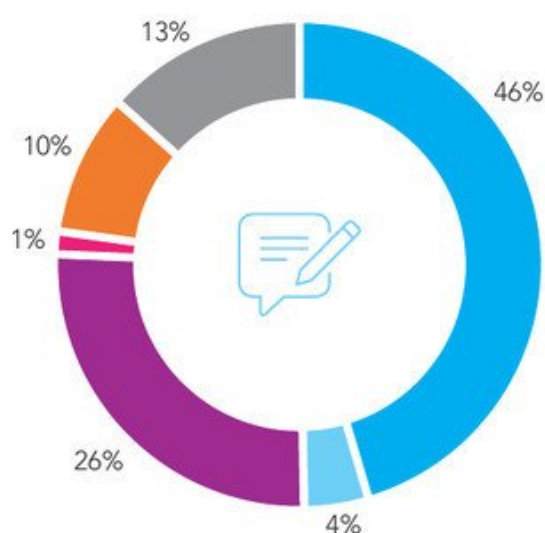
24 

Housing Executive properties were sold to tenants under the House Sales Scheme during 2019/20 at an average selling price of

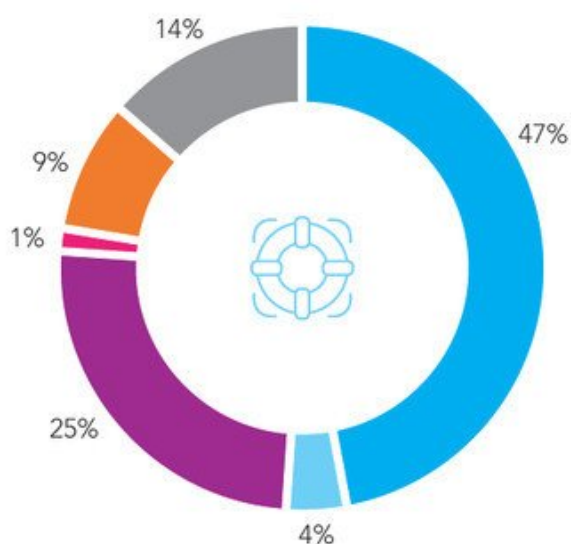
£54,011

for Newry, Mourne and Down.

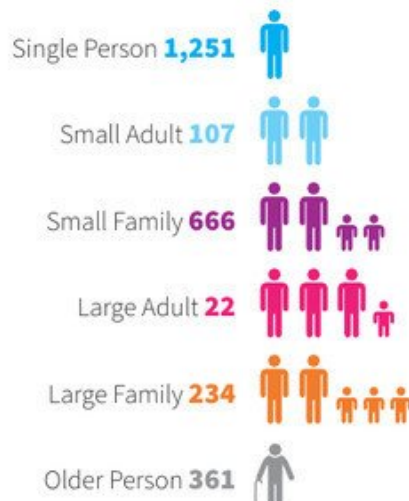
Waiting List Applicants



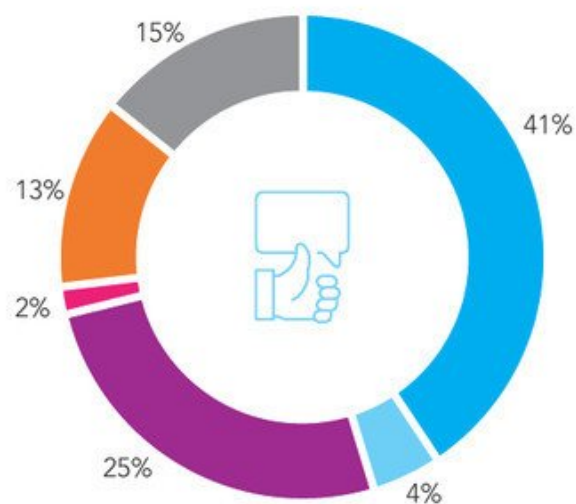
Applicants in Housing Stress



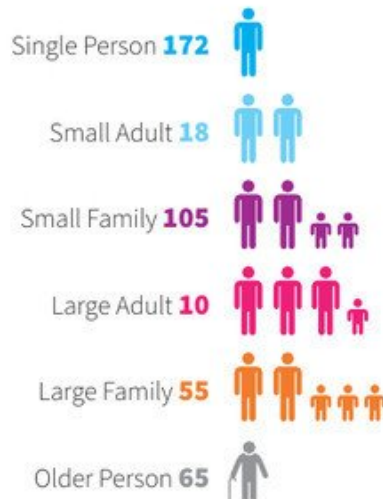
Source: NIHE, March 2020



Allocations to Applicants



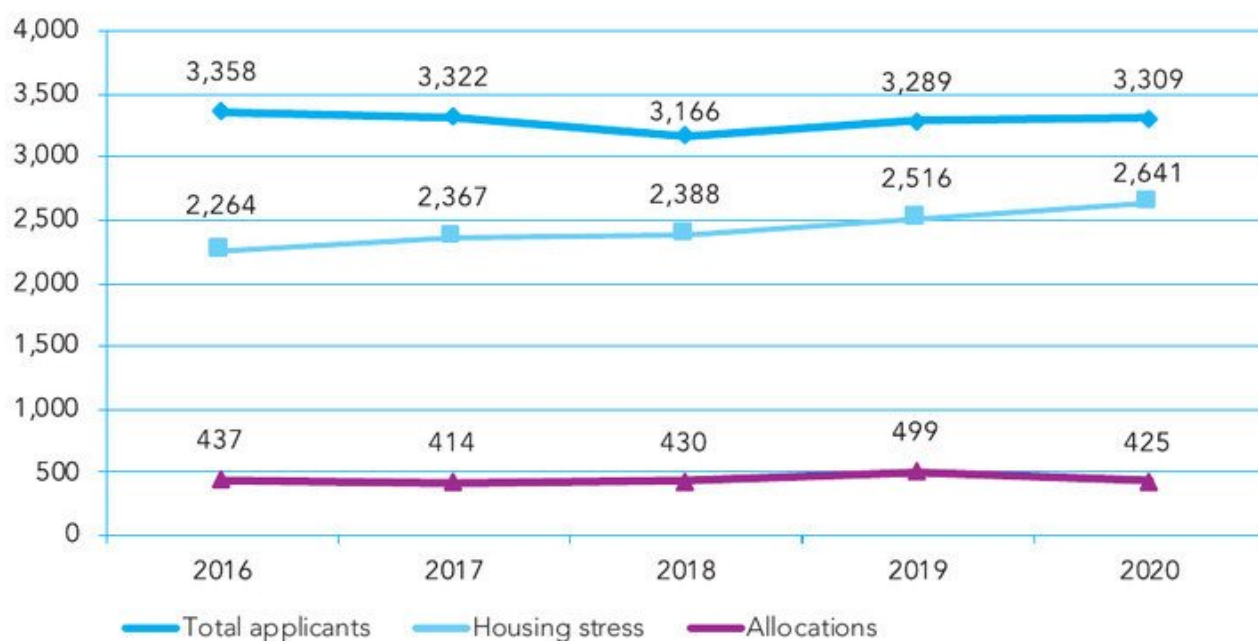
Source: NIHE, March 2020



Definition of Household Types

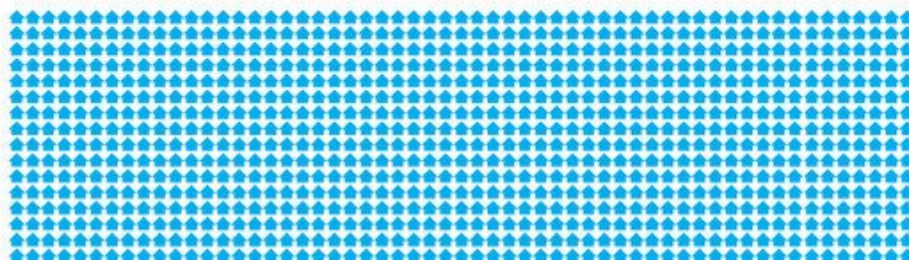
Single Person	1 person 16-59 years old
Small Adult	2 persons 16-59 years old
Small Family	1 or 2 persons aged 16 or over, with 1 or 2 children
Large Adult	3 or more persons aged 16 or over with or without 1 child aged 0-15
Large Family	1 or 2 persons aged 16 or over, and 3 or more children aged 0-15,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

Social Housing Waiting List Trends



Source: NIHE

The requirement for new social housing continues to significantly outstrip supply in Newry, Mourne and Down District.



1,864

The five-year assessment for 2019-24 shows a need for 1,864 units in the district. Housing need is greatest in Newry City at 757 units followed by the towns of Newcastle (209 units) and Warrenpoint (144 units) plus the villages of Castlewellan (106 units) and Bessbrook (105 units). Further detail on the projected social housing need for all settlements within the district is provided in Appendix 2.

To help address social need, the Housing Executive's three year Social Housing Development Programme (SHDP) has 824 housing units planned.

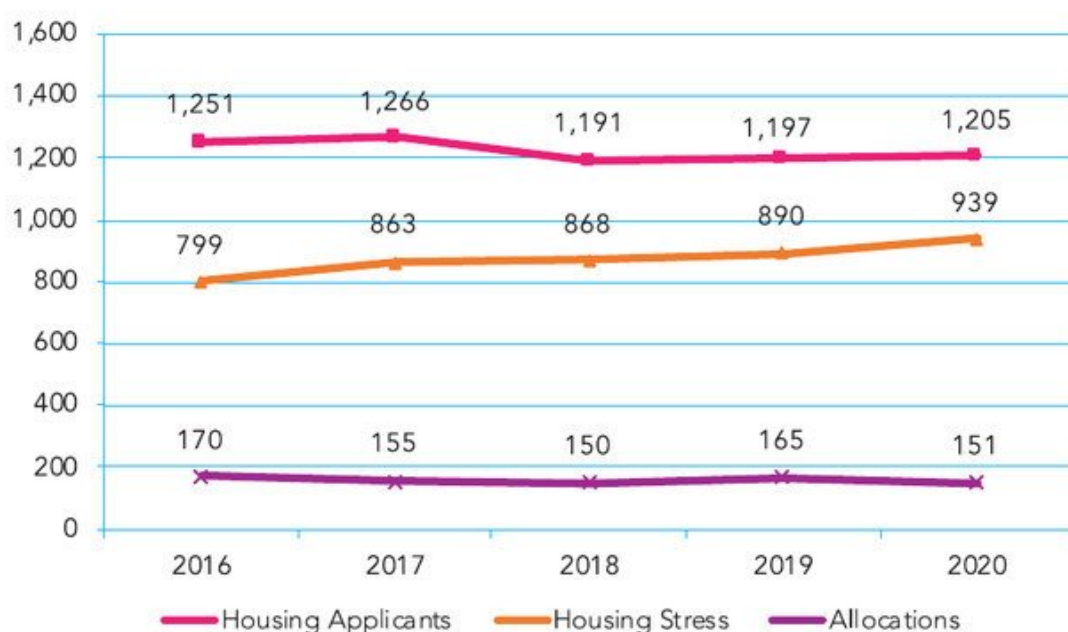
During 2019/20, 52 homes were completed across Newry, Mourne and Down and 295 units were on-site at 31 March 2020. See Appendix 3 for details of the programme, completions and on-site schemes.

Rural Areas

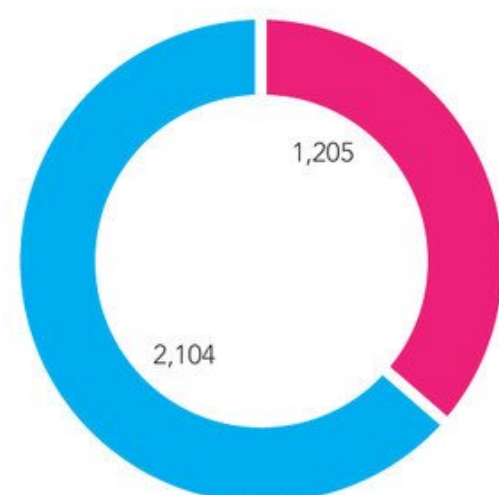
House and land prices, land availability and low rates of development will rule out owner occupation in the short to medium term for many young rural households within Newry, Mourne and Down District. The tendency for owner occupation in rural areas will also result in limited opportunity for the private rented sector to offer affordable accommodation.

The Housing Executive will work with rural communities to identify hidden or 'latent' housing need through rural housing needs tests. These rural locations will be determined following the annual review of the Housing Need Assessment and consideration is also given to requests from community representatives. See Outcome 2 for Site Identification Studies and Outcome 3 for Rural Housing Needs Test.

Rural Housing Waiting List Trends

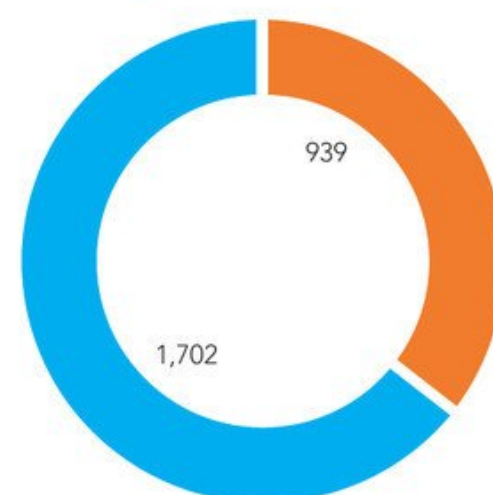


Waiting List Applicants 2020



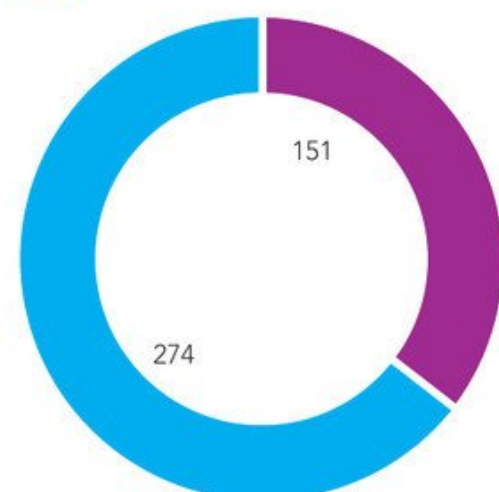
■ Newry, Mourne and Down Rural
■ Newry, Mourne and Down Urban

Waiting List Applicants in Housing Stress



■ Newry, Mourne and Down Rural
■ Newry, Mourne and Down Urban

Allocation to Applicants 2020



■ Newry, Mourne and Down Rural
■ Newry, Mourne and Down Urban

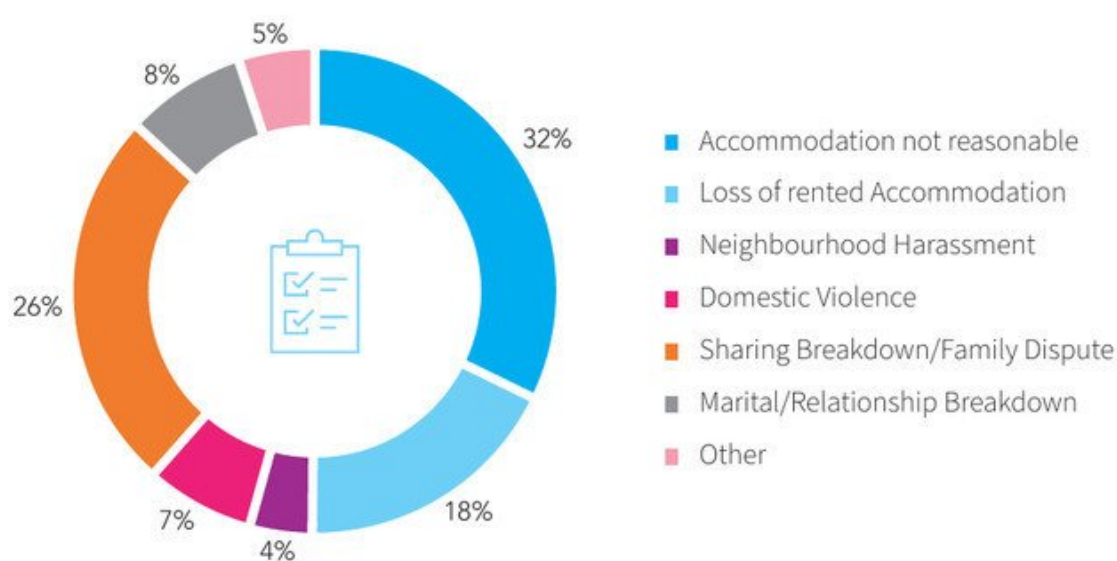
Source: NIHE

Homelessness

The number of households presenting as homeless in the district remained generally consistent between March 2019 and March 2020 with 1,214 presenters by the end of March 2020, see Appendix 5. The main reasons for homelessness acceptances continued to be as a result of accommodation not being reasonable and sharing breakdown / family dispute.

There is a range of temporary accommodation options available in Newry, Mourne and Down District. During 2019/20 the Housing Executive made ten placements into voluntary sector hostels and 86 placements in single let properties.

Reasons for Homelessness



Specialised Housing and Housing Support Services

Accessible Housing

Work is continuing on the development of an Accessible Housing Register. This will allow social landlords to make more effective use of their existing adapted stock. Within Newry, Mourne and Down District Council area there is an identified social housing need at March 2019 for 52 wheelchair units.

Adaptations

During 2019/20 the Housing Executive spent £1.44m on adaptations to their properties in Newry, Mourne and Down. See Appendix 4.

£1.44m
SPENT ON ADAPTATIONS 2019/20

Disabled Facilities Grants

During 2019/20 the Housing Executive approved 80 Disabled Facilities Grants for private sector dwellings with an approval value of 928k. 72 were completed.

£928k
APPROVAL VALUE
FOR 80 DISABLED FACILITIES
GRANTS 2019/20

Irish Travellers

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

Supporting People

The Housing Executive, through the Supporting People Grant, funds 67 Housing Support Services across Newry, Mourne and Down at a cost of £6.26m, providing housing support to 1,418 clients per year. These are set out in Appendix 5.

£6.26m
ON FUNDING 67 HOUSING
SUPPORT SERVICES

Community Planning

Delivering Your Plan - Newry, Mourne and Down

Under the Local Government Act (NI) 2014, community planning partners, are required to monitor progress against objectives of the Living Well Together Community Plan. The plan which was published in 2017 outlined 5 outcomes which we wanted to achieve by 2030. Action plans have been developed and there is a legal requirement to publish a statement of progress and update the public on actions achieved every two years. The summary document [Our Journey](#) describes our community planning journey from 2015 – present.

Achievements to date include:

- Forming the Community Planning Partnership Board, four Thematic Groups and seven [District Electoral Area \(DEA\) Forums](#);
- The roll out of the [Communities Leading Change](#) Participatory budgeting initiatives;
- The development and implementation of a [Housing Need Action Plan](#);
- An Asset Mapping Project has been undertaken;
- Community Support Partnership to enable key public services to respond effectively to the needs of vulnerable individuals by sharing information and coordinating interventions;
- Development of a Health Improvement project to better coordinate the referral of individuals to Council leisure facilities.

There are four thematic groups covering 11 priority areas including:

Lifelong Health and Wellbeing - Mental Health, Physical Activity and Preventable Death;

Prosperous Communities - Employability and Skills and Tourism;

Sustainable Environment - Reduce Traffic Congestion, Sustainable Travel, Access to Quality Housing and Access to Natural and Built Heritage;

Safe and Vibrant Communities - Develop the Intercultural Forum and Implementing Participatory Budgeting.

Participatory Budgeting

Place Shaping South has taken the lead for the Housing Executive in the development and implementation of the Community Plans across all five Local Government Districts in South Region. We have worked in partnership with statutory partners in Newry, Mourne and Down to pilot Participatory Budgeting (PB) in 2018/19. We are currently taking part in a further round of PB in the district. You can find more details on PB on the Newry, Mourne and Down District Council website at [Communities Leading Change](#).

Local Development Plan

Following the completion of the first stage of the Local Development Plan (LDP) process, The Council's timetable has been agreed and published with the Council's Preferred Options Paper launched May 2018. The next stage is formulation of the Draft Plan Strategy which is a public consultation document which will set out in draft terms the proposed broad aims, objectives and the overall future growth strategy and associated generic planning policies applicable across the district. Publication is expected in Quarter 2/3 of 2020/21. The indicative timescales for the Key Stages in the LDP process are outlined in the [Local Development Plan Timetable](#).

Housing Executive Spend

The past year has delivered significant housing investment for a wide range of services, and the 2019/20 public sector housing investment totalled £24.87m for Newry, Mourne and Down.

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

Aside from work to Housing Executive Stock, the projected spend for 2020/21 is £1.44m for Private Sector Grants and £6.37m for Supporting People.

Newry, Mourne and Down District Council 2019/20 Public Sector Housing Spend (£m)



Source: NIHE

*Planned Maintenance work (Planned, Cyclical, and MS running costs) spend was £6.42million and Stock Improvement Spend was £1.18 million.

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

***Affordable Warmth spend was £1.12million and Boiler Replacement spend was £0.14million.

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

Housing Plans & Services - Outcomes



**Helping people
find housing
support and
solutions**



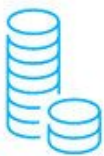
**Delivering
better homes**



**Fostering vibrant
sustainable
communities**



**Delivering quality
public services**



**Community
grants**
£18,820
funding awarded



**Community
Cohesion**
£31,325
funding awarded



**Community
safety**
£47,930
funding awarded



**Rural match
funding**
£80,000
awarded



**Areas
at risk**
£48,000
funding



**Neighbourhood
Renewal**
£738,199
funding



**Energy
efficiency**
£1.61m



**Affordable
warmth**
404 installations
£1.12m
spend



Supporting People
£6.25m
spend



**Disabled Facilities
Grants (DFGs)**
£928k
Approval Value



Adaptations
£1.44m
spend



New build
£3.35m
spend



The newly completed social housing scheme at Mountainview, Castlewellan, developed by Apex HA



Members of the Kingdom Men's Shed group who received community grant funding to help combat loneliness in older age men

Outcome 1

Helping people find housing support and solutions

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Development and publication of the Chronic Homelessness Action Plan.	Following extensive public consultation, the Chronic Homelessness Action Plan was amended and approved by NIHE Board in November 2019.	Two Research projects have been commissioned. The first project will look at the impact of chronic homelessness on women and the second will consider the role of day services in delivering help to clients experiencing chronic homelessness.	4B 4C
Implementation of year one actions in Chronic Homelessness Action Plan.	The number of objectives was reduced from ten to seven to ensure a more streamlined plan and avoid duplication. The indicators for chronic homelessness were adjusted to reflect the views of the sector, and ratified by the Central Homelessness Forum. 1,214 homelessness presenters and 847 homelessness acceptances.	Work will continue to incorporate chronic homelessness indicators into the Housing Management System to provide an evidence base to inform policy and strategic decisions going forward. NIHE is also exploring funding options for the delivery of housing led solutions for clients experiencing chronic homelessness.	

Table continues

*See Appendix 1 for Community Planning Themes

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

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
£5.68m has been approved to deliver the Supporting People Programme for 2019/20.	<p>£6.26m was spent delivering the Supporting People Programme for 2019/20, Appendix 5.</p> <p>58 accommodation based services for 885 service users.</p> <p>Nine floating support schemes for 533 service users.</p>	£6.37m has been approved to deliver the Supporting People Programme for 2020/21, Appendix 5.	2D 4B 4C
The gross, three-year SHDP contains no new supported housing schemes in 2019/20.	There is currently no identified or known requirement for supported housing in Newry, Mourne and Down District council area.	The gross, three-year (2020/23) SHDP contains no new supported housing schemes for the Council area. This will be kept under annual review.	2D 4B 4C
The Wheelchair Standard Accommodation target for general needs new build for 2019/20 is 8.5%.	15 wheelchair units were on-site and three units completed at March 2020.	The Wheelchair Standard Accommodation target for 2020/21 is 10%.	4B 4C
NIHE has funding of approximately £10m for DFGs for the private sector in 2019/20 across NI. The funding for Newry, Mourne & Down is £1.34m.	NIHE approved 80 DFG's during 2019/20 with an approval value of £928k. 72 DFG's were completed during the year.	NIHE has funding of approximately £12m for DFGs for the private sector in 2020/21 across NI. The funding for the district is £1.24m.	4B 4C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE have a budget of £1.04m to provide adaptations to their properties in Newry, Mourne and Down, as required.	NIHE spent £1.44m on adaptations in 2019/20.	We are unable to provide detail on our budget for 2020/21 at this time.	4B 4C

Outcome 2

Delivering better homes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Identifying housing needs, increasing supply of affordable renting and assisting home ownership			
<p>NIHE will carry out an annual five year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	<p>Achieved. The five year social housing need for the Council area is 1,864 units, Appendix 2.</p> <p>Achieved. The ten year intermediate housing need is 1,360.</p>	<p>NIHE will carry out an annual five-year projected social housing need assessment for the Council area.</p> <p>NIHE will annually assess demand for intermediate housing for the Council area.</p>	4B
NIHE will continue its programme to deliver Housing Market Assessments across NI by completing Phase 1 of this process in March 2020 which includes Strategic Housing Market Analyses of Belfast and Derry/Strabane HMAs.	The Strategic Housing Market Analyses of Belfast Metropolitan Area and Derry/Strabane HMAs are due to complete in July 2020.	NIHE will commission Strategic Housing Market Analyses in the remaining identified HMAs in the following areas. Northern Area - Ballymena HMA and Causeway Coast HMA Western Area – Fermanagh, Omagh, Cookstown and Dungannon HMAs South Eastern Area – Newry and Craigavon Urban Area HMAs.	4B
DfC will approve a gross, three-year 2019/22 SHDP.	There are 295 units on-site as at 31 March 2020. There were 52 units completed during 2019/20, Appendix 3.	DfC will approve a gross, three-year 2020/23 SHDP.	4B

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Site identification studies have been scheduled for the seven Newry DEA's over the coming months.	Reports have been finished for Newry, Warrenpoint, Ardglass, Killough, Crossgar, Saintfield, Crossmaglen, Rostrevor, Newtowncloghogue, Mayobridge, Hilltown, Strangford, Ballyholland, Bessbrook, and Camlough.	Studies are scheduled for Newcastle, Crossgar and Raholp/Saul. Further site identification studies will be completed as identified.	4B
Attend District Electoral Area (DEA) meetings as required. Complete work on action plans for each of the seven DEA's within Newry, Mourne and Down District.	Meetings were attended as required. Work on the DEA action plans is ongoing. A Housing Need Conference was organised in partnership with the Department of Communities and the Council and held on 25 February 2019 in the Canal Court, Newry City. Delegates were given the opportunity to collaborate with each other and put forward ideas to encourage the development of social housing, help housing providers plan for residents' long term needs, tackle homelessness, the poverty gap and improving the provision of accessible housing. The event was widely commended as being a great success and provided feedback and solutions for consideration as we work together to address housing issues in the Newry, Mourne and Down District Council area.	Complete work on action plans for each of the seven DEA's within Newry, Mourne and Down District. Attend meetings as required.	4B

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
The 2019/20 investment in intermediate housing, which is delivered through the Co-Ownership Shared Ownership scheme, was £34m with a target of 1,091 homes.	In 2019/20, there were 53 properties purchased through Co-Ownership in the Newry, Mourne and Down area.	Due to the impacts of COVID-19, funding and targets have not yet been confirmed for this period.	3B 4B
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	24 NIHE properties were sold to tenants through the House Sales Scheme during 2019/20.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	3B 4B
Improving People's Homes – NIHE Stock			
Funding for NIHE planned maintenance schemes in 2019/20 is estimated at £6.60 million for 33 schemes.	In 2019/20, NIHE spent £6.42m on 24 planned maintenance schemes in the Council area, Appendix 4.	We are unable to provide detail on our programmes for 2020/21 at this time.	3B 3C 4B 4C
NIHE will complete response maintenance repairs within the required target time.	83.9% of NIHE response maintenance repairs in NI were completed within the required target time.	NIHE will complete response maintenance repairs within the required target time.	3B 3C 4B 4C
NIHE will carry out response maintenance repairs to customers' satisfaction.	94.54% of NIHE response maintenance repairs were carried out to the customers' satisfaction.	NIHE will carry out response maintenance repairs to customers' satisfaction.	
Improving People's Homes – Private Stock			
NIHE will implement the Affordable Warmth Scheme with available funding of £12m for 2019/20 across NI, subject to change following current monitoring round outcome.	In the Council area, 404 measures were carried out to 232 private properties under the Affordable Warmth Scheme in 2019/20, at a cost of £1.12m.	NIHE will implement the Affordable Warmth Scheme with available funding of £4m for 2020/21 across NI, subject to change following current monitoring round outcome. A new five year business case was approved for 2019-2024, with the emphasis being on a whole house approach.	4A 4B 4C

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE will implement the Boiler Replacement Scheme 2016-19, with anticipated funding of £1m for 2019/20 across NI, subject to change following current monitoring round outcome.	In Newry, Mourne and Down 213 properties had boilers replaced at cost of £140k.	NIHE will implement the Boiler Replacement Scheme, with anticipated funding of £350k for 2020/21 across NI, subject to change following current monitoring round outcome.	4A 4B 4C
Funding of discretionary grants will continue in 2019/20.	Discretionary grant approval in 2019/20 was £218k, Appendix 4.	Funding of discretionary grants will continue in 2020/21.	3B 3C 4B 4C
Repair notices issued by councils to private rental landlords can be recovered through a mandatory grant of up to £7.5k.	There were 27 mandatory repair grants approved in 2019/20, with an approval value of £46k, Appendix 4.	NIHE will issue mandatory repair grants as required.	4A 4B 4C
Improving Energy Efficiency			
NIHE's 2019/22 Energy Efficiency Programme includes 1,360 units at a cost of £4.20m.	In 2019/20, the Energy Efficiency Programme included 385 units at a cost of £1.61m.	NIHE's 2020/23 Energy Efficiency Programme includes 917 units at a cost of £3.70m.	4A 4B 4C
Bryson Energy will continue to maintain the Oil Buying Clubs Scheme until the service transitions over to local community groups.	5,200 households have become members of the 27 oil buying clubs established in NI, five of which are located within Newry, Mourne and Down.	Having taken the Oil Buying Club Service back in house in February 2020, NIHE will continue to provide and hopefully expand membership.	3B 4A

Outcome 3

Fostering vibrant sustainable communities

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
Community Planning			
Promote housing led regeneration through master planning proposals in urban and village centres.	NIHE will continue to work with the Council through the Community Planning process.	Promote housing led regeneration through master planning proposals in urban and village centres.	4B 4C
DfC to fund Areas at Risk, Small Pockets of Deprivation (SPOD) and Neighbourhood Renewal programmes for 2019/20.	DfC funded £48k for Areas at Risk and £738k for Neighbourhood Renewal within the district during 2019/20.	DfC hopes to continue to fund Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2020/21.	4B 4C
NIHE will work with rural communities to identify hidden rural housing need. During 2019/20 rural housing need tests are scheduled to take place in Drumaroad, Raholp / Saul and Bryansford.	<p>The tests in Raholp / Saul and Bryansford have temporarily been put on hold pending the completion of site identification studies. The proposed test in Drumaroad is not proceeding.</p> <p>During the year a test was carried out in Darragh Cross which resulted in a very high response rate allowing support to be given to Ark Housing Association for the development of a ten unit general household scheme.</p>	<p>Raholp / Saul and Bryansford have been programmed for testing during 2020/21.</p> <p>NIHE will continue to work with rural communities to identify hidden rural housing need.</p>	4B

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
The NI target for 2019/20 is to fund a minimum of three projects across the Townscape Heritage Initiative areas.	One project received Heritage in Housing funding during 2019/20 and was located within Ards and North Down district.	The NI target for 2020/21 is to fund a minimum of three projects across the Townscape Heritage Initiative areas. (subject to budget allocation)	4B 4C
NIHE will implement a match funding programme for the Rural Development Programme in 2019/20, for a minimum of seven projects across NI.	In 2019/20, 19 projects were funded in rural areas with a total spend of £300k. Four projects were funded throughout the district, Forkhill, Burren, Kilcoo and Glenn community hubs.	This is the final year of the NIHE match funding programme corresponding with the final year of the NI Rural Development Programme (2014-2020).	4B 4C
NIHE will implement and promote the annual 'Rural Community Awards' competition.	The 2019/20 Rural Community Awards were presented to the winning community groups in November 2019. Within Newry, Mourne and Down District, Rathfriland and District Regeneration Company and Dungormley Community Residents Association, Newtownhamilton received the Rural Community Spirit award.	NIHE hopes to offer the Rural Community Awards on an annual basis.	5B 5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer (CAT), Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.	DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.	3C 4B 4C
Building Successful Communities			
NIHE's Social Housing Enterprise (SHE) Strategy will continue to invest in local communities to support social housing enterprise developments.	The Social Enterprise Plus Strategy 2020-2024 will be launched later this year.	Social Enterprise Plus Strategy will invest in local communities to support social enterprise initiatives.	3C 4B 4C
Consult on the new Community Safety Strategy, launch and implement.	Public consultation on the new strategy has concluded. The Strategy Responses received are being reviewed and the Strategy is being finalised.	Launch and implement new Community Safety Strategy – Working Together for Safer Communities 2020-2023.	5D

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
We will work with partner organisations and communities to tackle Anti-Social Behaviour (ASB) and hate crime and create safer places to live.	During 2019/20, NIHE dealt with 165 cases of ASB within the Council area none of which were categorised as hate related.	NIHE will deal with reported cases of ASB including hate harassment in its estates.	4C 5A 5B 5C
NIHE will continue to be a designated agency in the Policing and Community Safety Partnerships (PCSPs).	NIHE Area Managers continue to attend their respective PCSP meetings. Funding was provided for business development costs including the purchase of a mobile engagement unit.	NIHE will continue to be a designated agency in the PCSPs.	4C 5A 5B 5C
NIHE will assess funding applications from Community Groups, PCSPs and Councils for a range of community safety initiatives.	During 2019/20, approximately £48k was awarded in the Council area to the following schemes: Good Morning Down service (Good Morning Down), Downpatrick Halloween Cross Community celebration event (Downpatrick Community Collective), Mobile PSNI unit fit out (Newry PCSP), Intergenerational event (Newry Street Unite) and Sporting in Thought and Positive Parenting (Newry, Mourne and Down Council).	NIHE will continue to assess funding applications and fund appropriate initiatives that address community safety issues in NIHE estates, where money is available.	4C 5A 5B 5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
NIHE will continue to partner at ASB Forum.	Local office staff continue to work with statutory partners in addressing ASB issues and attend the ASB Forum with PSNI, Council and Department Of Justice to discuss cases of common concern.	NIHE will continue to partner on ASB Forum.	
NIHE will work to raise awareness and promote integration through its Community Cohesion Strategy.	NIHE continues to engage at a local level to deliver programmes that raise awareness and promote integration. This can be measured by the number of Race Relations programmes funded.	NIHE will implement its Community Cohesion Strategy via its estate based cohesion programmes that raise awareness and promote integration.	
NIHE will promote Good Relations across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	Community Cohesion grants of £31k was spent on 17 projects including re-imaging, a community garden, environmental peace building and cultural celebratory events.	We will continue to support a community led approach across the five cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems and Sectional Symbols.	
NIHE will continue to fund Supporting Communities NI (SCNI) in their work with communities.	To date staff engage with 26 community groups with three new groups joining the HCN during 2019/20.	Continue to work with groups to ensure we give the best outcomes for our communities.	4C 5A 5B 5C

Table continues

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
The Community Involvement Strategy includes a one year action plan which will be monitored.	All actions have been delivered or are on target.	New action plan will incorporate new ways of supporting and engaging our communities to reflect current and future restrictions due to the COVID-19 pandemic.	4C 5A 5B 5C
Funding of £20k for 2019/20 for Community Grants and £4,307 per area for Housing Community Network will be made available by NIHE.	Approximately £19k was spent in 2019/20 on Community Grants. Projects that received monies included JAM card training, Healthy Living sessions and Intergenerational events.	The Community Grants 2020-21 budget has been agreed as £20,000 per Area Office, but has been redirected and released as a COVID-19 Community Support Fund. Funding of £3153.85 per area for Housing Community Network is also available.	4C 5A 5B 5C

Outcome 4

Delivering quality public services

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
<p>Increase rent collection to reinvest and improve services.</p> <p>Reduce arrears to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	<p>NIHE collected 98.56% of rent at March 2020.</p> <p>Arrears increased by £35k during 2019/20.</p> <p>Statistics reported quarterly to DfC.</p>	<p>Maximise rent collection to reinvest and improve services.</p> <p>Manage arrears as effectively as possible to maximise income.</p> <p>Continue to report Tenancy Fraud statistics to DfC. Monitor and reduce tenancy fraud.</p>	<p>3B 3C 5D</p>
<p>Implement the welfare reform project plan as required.</p>	<p>NIHE has:</p> <ul style="list-style-type: none"> • an established Welfare Reform Project Team; • continued to implement the welfare reform project plan as required; • continued to identify the impact of the changes on our customers and on the business; • developed appropriate processes to implement changes; • developed an Income Collection project plan to deal with the impacts of welfare reform; 	<p>NIHE will:</p> <ul style="list-style-type: none"> • continue to implement the welfare reform project plan as required; • communicate with staff, tenants and housing applicants to provide advice and assistance on the impacts of welfare reform; • continue to carry out research to help the business plan how to deal with the impacts of welfare reform; • assist DfC and DWP deliver the processes necessary to implement welfare reform and associated mitigations; and 	<p>4B 4C</p>

Table continues

*See Appendix 1 for Community Planning Themes

Plans 2019/20	Progress	Plans 2020/23	Community Planning Ref*
	<ul style="list-style-type: none"> worked with DfC and Department for Work and Pensions (DWP) to align social rented sector payments with the claimants UC payment date; carried out research to help the business plan how to deal with the impacts of welfare reform; instigated measures to lessen the impacts; and worked closely with DfC and DWP on the implementation of welfare reform and the mitigation processes. 	<ul style="list-style-type: none"> continue to work with DfC as a trusted partner for the Move to UC. 	
NIHE plan to process new public/private HB claims within the 22 day target and HB claim amendment within seven days.	In 2019/20, new claims were processed in an average of 9.1 days. Claim amendments were processed in an average of 2.4 days.	NIHE plan to process new public/private HB claims within the 22-day target and HB claim amendment within seven days.	3B 4C
Develop and implement a new Voids Action Plan 2019-2022; maintain voids below 1% of total stock, make best use of housing stock and increase revenue from rents.	<p>Actionable Voids Action Plan 2019-22 was approved in June 2019. NIHE has continued to perform strongly in its void management functions, showing improvement across all key performance metrics in the period covered by the previous void strategy.</p> <p>NIHE actionable voids at April 2020 were 0.8% of total stock.</p>	Continue to implement Actionable Voids Action Plan 2019-22.	4B 4C

Table continues

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

*See Appendix 1 for Community Planning Themes

Appendices

Appendix 1

Community Plan themes and outcomes

The Newry, Mourne and Down Community Plan entitled 'Living Well Together' is available for download on the council website by following the link below:

https://www.newrymournedown.org/media/uploads/community_plan_livingwelltogether_apr_17.pdf

Theme	Indicators	Reference
All people in Newry, Mourne and Down get a good start in life and fulfil their lifelong potential	Level of Early Years Support	1A
	Level of Educational Wellbeing	1B
	Level of Quality of School Life	1C
	Level of Connectivity	1D
	Level of Lifelong Learning	1E
All people in Newry, Mourne and Down enjoy good health and wellbeing	Level of Life Expectancy	2A
	Level of Work Life Balance	2B
	Level of Preventable Death	2C
	Level of Health Status	2D
All people in Newry, Mourne and Down benefit from prosperous communities	Level of Jobs and Earnings	3A
	Level of Income and Wealth	3B
	Level of Economic Investment	3C
	Level of Tourism Revenue	3D
All people in Newry, Mourne and Down benefit from a clean, quality and sustainable environment	Level of Sustainable Energy	4A
	Level of Quality Housing	4B
	Level of Quality Living Environment	4C
	Level of Rich, Diverse, Natural Environment	4D
All people in Newry, Mourne and Down live in respectful, safe and vibrant communities	Level of Social Connections	5A
	Level of Social Capital	5B
	Level of Civic Participation	5C
	Level of Personal Safety and Crime Rate	5D

Appendix 2

Social Housing Need by Settlement 2019-2024

Settlement	Social Housing Need 2019-24
Newry City	757
Downpatrick	59
Annalong	10
Ardglass	32
Ballykinler	1
Ballynahinch	10
Bessbrook	105
Burren	3
Camlough	27
Castlewellan	106
Crossgar	44
Crossmaglen	43
Cullovile	6
Cullyhanna	4
Drumaness	12
Forkhill	21
Hilltown	16
Jonesborough	8
Kilcoo	1
Kilkeel	20
Killeen	3
Killough	10
Killyleagh	24
Kilmore	6
Lurganare	4

Table continues

Settlement	Social Housing Need 2019-24
Mayobridge	12
Meigh	28
Mullaghbawn	13
Mullaghglass	1
Newcastle	209
Newtowncloghogue	15
Rostrevor	43
Saintfield	35
Silverbridge	2
Strangford	11
The Commons/ Ballyholland	14
Warrenpoint	144
Whitecross	5
Total	1,864

Source: NIHE

Housing need has currently been met in Annsborough, Attical, Ballymartin, Belleeks, Burrenbridge, Creggan, Drumintee, Dundrum / Clough, Granite View, Newtownhamilton, Shrigley and Spa. These areas will be kept under annual review.

New Intermediate Housing Demand for Newry, Mourne and Down 2019/29

Council	Intermediate Housing Demand 2019/29
Newry, Mourne and Down	1,360

Source: NIHE

Appendix 3

Social Housing Development Programme

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

Schemes completed April 2019 – March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
Clanrye Avenue, Newry City*	1	General Needs	Habinteg	Urban
Kings Lane, Warrenpoint**	6	General Needs	South Ulster	Urban
Springdale Court, Kilkeel*	1	General Needs	South Ulster	Urban
Grange Meadows, Kilkeel*	1	General Needs	South Ulster	Urban
Mary Murray House, 8 Lawnfield, Newcastle	14	General Needs	Choice	Urban
Bessbrook / Camlough ESPs*	3	General Needs	Ark	Rural
O'Donnell Heights, Castlewellsan*	1	General Needs	Ark	Rural
St Brigids Park, Culloville (T)	5	General Needs	Triangle	Rural
Carquillan Court, Hilltown, Phase 1**	6	General Needs	Clanmil	Rural
Carquillan Court, Hilltown, Phase 2**	6	General Needs	Clanmil	Rural
Cairn Grove, Kilcoo**	4	General Needs	Ark	Rural
The Moorings, Killyleagh*	2	General Needs	Rural	Rural
Bearna Park, Meigh*	1	General Needs	Choice	Rural
Listooder Park, Saintfield*	1	General Needs	Rural	Rural
Total	52			

Source: NIHE

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

Schemes on-site at March 2020

Scheme	No of units	Client Group	Housing Association	Policy Theme
Ardmore Road, Newry City	45	General Needs	Radius	Urban
42 Belfast Road, Newry City	16	General Needs	Radius	Urban
Canal Street Phase 4, Newry City	15	General Needs	South Ulster	Urban
Carnagat Road, Newry City	44	General Needs	Habinteg	Urban
83 & 89 Drumalane Road, Newry City	52	General Needs	Radius	Urban
Lindsays Hill, Newry City	14	General Needs	Radius	Urban
Fountain Court, Downpatrick*	1	General Needs	Choice	Urban
Pound Lane, Downe Hospital Phase 1, Downpatrick	37	General Needs	Clanmil	Urban
Struell Crescent, Downpatrick*	1	General Needs	Connswater	Urban
1-5 Carrickananny Close, Belleeks**	5	General Needs	Triangle	Rural
Millvale Mews, Bessbrook*	1	General Needs	Ark	Urban
Mountain View, Castlewellan	34	General Needs	Apex	Rural
37-45 Downpatrick Street, Crossgar	20	General Needs	Clanmil	Rural
Darragh Cross, Saintfield**	10	General Needs	Ark	Rural
Total	295			

Source: NIHE

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

Schemes programmed 2020/23

Scheme	No of units	Client Group	Year	Housing Association	Policy Theme
Belfast Road, Newry City	20	General Needs	2020/21	South Ulster	Urban
Craigmore Way, Newry City	247	General Needs	2020/21	Apex	Urban
Drumgullion Avenue, Newry City	27	General Needs	2020/21	Radius	Urban
50-52 Hill Street, Newry City**	16	General Needs	2020/21	Ark	Urban
15 Old Warrenpoint Road, Newry City	23	General Needs	2020/21	Choice	Urban
Canal Street / Catherine Street, Newry City	10	General Needs	2020/21	Radius	Urban

Table continues

Schemes programmed 2020/23

Scheme	No of units	Client Group	Year	Housing Association	Policy Theme
Replacement of Clare House (DFC Site), Newry City	24	General Needs	2020/21	TBC	Urban
Drumalane, Newry City	22	General Needs	2021/22	South Ulster	Urban
35 & 39 Downshire Road, Newry City	24	General Needs	2021/22	Ark	Urban
31 Canal Street, Newry City	14	General Needs	2021/22	Choice	Urban
1a Kiln Street, Newry City	12	General Needs	2021/22	Choice	Urban
St Clares, Newry City	54	General Needs	2021/22	Choice	Urban
Former Kearns and Murtagh Site, Cecil Street, Newry City	14	General Needs	2021/22	Clanmil	Urban
6 Merchants Quay, Newry City	28	General Needs	2021/22	Clanmil	Urban
14 Canal Street, Newry City	24	General Needs	2022/23	Ark	Urban
Corry Square, Newry City	15	General Needs	2022/23	Clanmil	Urban
Trevor Hill, Newry City	62	General Needs	2022/23	Clanmil	Urban
Pound Lane, Downe Hospital Site Phase 2, Downpatrick	66	General Needs	2020/21	Clanmil	Urban
Mount Crescent, Downpatrick	4	General Needs	2020/21	Clanmil	Urban
141 Central Promenade, Newcastle	19	General Needs	2021/22	Choice	Urban
Castlewellan Road, Newcastle	11	General Needs	2020/21	Clanmil	Urban
Warrenpoint	10	General Needs	2021/22	Choice	Urban
Rourke's Link, Ballyhornan	13	General Needs	2020/21	Ark	Rural
Harmony Heights, Ballyholland	14	General Needs	2020/21	Rural	Rural
Bessbrook OTS**	2	General Needs	2020/21	Apex	Urban
Camlough (Marker)	14	General Needs	2021/22	Rural	Rural
Forkhill Phase 3 (DFC owned site)	16	General Needs	2021/22	Radius	Rural
Sloane Crescent, Killyleagh (T)	5	General Needs	2020/21	Clanmil	Rural
Mullaghbawn (Marker)	14	General Needs	2021/22	Rural	Rural
Total	824				

Source: NIHE

(T) Transfer Scheme * ESP - Existing Satisfactory Purchase ** OTS - Off the Shelf

Appendix 4

Maintenance Programme, Grants and Adaptations information

Schemes completed April 2019 – March 2020

Work Category	Scheme	Units
External Cyclical Maintenance	Bessbrook/ Camlough, Newry	70
	Drumaness	53
	Hillfoot/ Langley, Ballynahinch	38
	Flying Horse, Downpatrick Phase 1	91
	Flying Horse, Downpatrick Phase 2	51
	Mournes/ South Armagh	39
	Kilkeel/ Ballymartin	21
	Crossgar/ Saintfield	43
	Killyleagh, Co Down	50
Revenue Replacement Kitchen	Cambrook/ Shandon, Newry	57
	Warrenpoint/ Rostrevor/ Kilkeel	59
	Kennedy Square , Downpatrick	11
Revenue Replacement Bathroom	Barcroft Estate, Newry	10
Revenue Replacement (BKR)	Springfarm/ Nursery/ North Street, Newry	10
	Barcroft Park, Newry	53
Heating Installation	Newry	13
	Kilkeel/ Hilltown/ Mayobridge	78
	Glebetown Hostel, Downpatrick	6
	Killyleagh Oil Heating	86
	Bessbrook/ Mullaghglass/ Whitecross	37
	Crossmaglen/ Culloville/ Cullyhanna	40
	Ballynahinch / Crossgar	53
	Newry / Warrenpoint	19
	Bessbrook / Camlough	1
Total		989

Source: NIHE

Note: Some schemes may start and complete in year.

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

Definition of Work Categories	
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Repair /Replacement	Repair or replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
BKR	Bathroom Kitchen Rewiring.
Heating Installation	Replacement of solid fuel or electric heating.

Grants Performance 2019/20

Grant Type	Approved	Approval Value £k	Completed
Mandatory Grants			
Disabled Facilities Grant	80	928	72
Repairs Grant	27	46	27
Discretionary Grants			
Replacement Grant	-	-	<10
Renovation Grant	12	204	<10
Home Repair Assistance Grant	<10	14	<10
Total	-	1,192	110

Source: NIHE

There may be a discrepancy in calculation due to rounding.

Adaptations to Housing Executive stock in 2019/20

Type of Adaptation	Adaptations 2019/20	Actual spend 2019/20 £m
Adaptations for Persons with a Disability (APD's) Starts*	17	0.93
Adaptations for Persons with a Disability (APD's) Completions*	<10	
Lifts**	22	0.09
Showers**	91	0.25
Minor APD repairs***	358	0.18
Total	-	1.44

Source: NIHE

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

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

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

There may be a discrepancy in calculation due to rounding.

Disabled Facilities Grants (DFG's)

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Approved	94	106	100	99	80
Funding(£k)	1,170	1,498	1,274	1,501	928

Source: NIHE

Appendix 5

Supporting People Information and Homelessness

Supporting People

Type of Service	Client Group	No. of schemes	No. of providers	Actual payments 2019-20 (£k)	Budget 2020-21 (£k)	Max. no of services users
Accommodation Based Services	Disability	32	11	2,942	2,927	285
	Homelessness	5	4	1,048	1,051	91
	Older People	19	6	451	443	494
	Young People	2	1	353	354	15
	Sub Total**	58	**	4,794	4,774	885
Floating Support Services	Disability	3	3	801	803	234
	Homelessness	2	2	352	353	198
	Older People	2	2	53	134	22
	Young People	2	2	257	308	79
	Sub Total**	9	**	1,464	1,598	533
Grand Total*		67	**	6,257	6,372	1,418

Source: NIHE

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

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

Homelessness

Year	No. of homeless presenters	No. of homeless acceptances	Households placed in temporary accommodation
2015/16	1,283	892	174
2016/17	1,206	824	165
2017/18	1,135	789	114
2018/19	1,283	892	174
2019/20	1,214	847	164

Source: NIHE

Appendix 6

NIHE Stock at March 2020

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Downpatrick	161	114	357	1	2	635	4
	134	24	1,010	1	58	1,227	
Ballynahinch (inc Dunmore)	100	74	151	19	2	346	1
	22	30	392	5	17	466	
Newcastle	68	88	102	19	1	278	7
	89	37	316	11	20	473	
Annsborough	27	20	16	0	0	63	1
	32	0	32	0	8	72	
Ardglass (inc Ballyhornan/ Dunsford)	52	4	52	0	0	108	0
	37	0	112	0	17	166	
Ballykinler (inc Tyrella)	11	0	2	0	0	13	0
	60	0	3	0	4	67	
Castlewellan (inc Drummaroad)	62	11	51	0	5	129	2
	67	16	170	0	27	280	
Clough (inc Dundrum and Seaforde)	60	3	47	0	1	111	1
	16	1	161	0	7	185	
Crossgar (inc Annacloy)	34	3	33	0	5	75	1
	48	1	122	0	23	194	
Drumaness	33	0	27	0	2	62	2
	20	0	117	0	12	149	
Killough	19	0	22	0	0	41	1
	2	0	50	0	3	55	
Killyleagh	62	43	130	0	3	238	0
	36	13	260	0	10	319	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Saintfield	54	5	44	0	1	104	1
	55	7	146	0	9	217	
Shrigley	39	0	19	0	0	58	0
	10	0	86	0	1	97	
Spa (inc Ballymacarn)	5	0	4	0	0	9	0
	7	0	43	0	2	52	
Strangford (inc Kilclief)	25	0	4	0	0	29	0
	19	0	58	0	10	87	
Burrenbridge	5	0	2	0	0	7	0
	23	0	12	0	2	37	
Kilcoo	6	2	2	0	0	10	0
	43	0	16	0	4	63	
Kilmore	6	0	5	0	0	11	0
	23	0	23	0	6	52	
Down Total	829	367	1,070	39	22	2,327	21
	743	129	3,129	17	240	4,258	
Newry City	222	250	752	15	2	1,241	10
	183	114	2,784	12	4	3,097	
Crossmaglen	57	0	46	0	0	103	1
	30	0	247	0	2	279	
Kilkeel (incl Greencastle / Ballyardle / Dunnaman)	143	24	130	0	0	297	1
	218	21	359	0	21	619	
Newtownhamilton	53	0	36	0	0	89	1
	30	0	101	0	0	131	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Warrenpoint	59	69	144	0	0	272	2
	34	35	496	0	0	564	
Annalong/Longstone/ Glassdrumman	27	0	57	0	0	84	0
	81	0	102	0	30	213	
Attical	4	0	1	0	0	5	0
	20	0	7	0	0	27	
Ballymartin	14	0	8	0	2	24	0
	40	0	21	0	14	75	
Bessbrook/Derramore	118	2	163	0	0	283	3
	164	3	556	0	2	725	
Burren	11	0	2	0	0	13	0
	22	0	45	0	2	69	
Camlough	36	0	22	0	0	58	0
	33	0	150	0	1	184	
Cullyhanna	6	0	7	0	0	13	1
	10	0	57	0	0	67	
Forkhill	13	0	7	0	0	20	0
	14	0	53	0	2	69	
Hilltown	28	0	17	0	0	45	1
	116	0	94	0	4	214	
Jonesborough	7	0	5	0	0	12	0
	54	0	21	0	0	75	
Mayobridge	9	0	8	0	0	17	0
	14	0	94	0	3	111	
Meigh	16	0	9	0	0	25	0
	20	0	99	0	0	119	
Mullaghbawn	28	0	14	0	0	42	1
	15	0	110	0	1	126	
Rostrevor/Killowen	32	1	24	0	1	58	0
	92	3	131	0	28	254	
The Commons/Ballyholland	6	0	5	0	0	11	0
	17	0	94	0	0	111	

Table continues

Sold Stock in bold

Common Landlord Area	Bung (i)	Flat	House	Mais (ii)	Cottage	Total	Void *
Ballyroney	0	0	0	0	1	1	0
	0	0	0	0	4	4	
Ballyward	3	0	6	0	0	9	0
	9	0	17	0	0	26	
Belleeks	7	0	7	0	0	14	0
	4	0	35	0	0	39	
Creggan	10	0	6	0	0	17	0
	36	0	45	0	0	81	
Culloville	8	0	3	0	0	11	0
	6	0	63	0	1	70	
Drumintee	4	0	10	0	0	14	0
	19	0	58	0	0	77	
Granite View	7	0	7	0	1	15	0
	17	0	45	0	17	79	
Killeen	4	0	6	0	0	10	0
	2	0	19	0	1	22	
Lurganare / Barnmeen	16	0	9	0	0	25	0
	44	0	102	0	17	163	
Mullaghglass	29	0	17	0	0	46	0
	30	0	110	0	8	148	
Newtowncloghogue	3	0	4	0	0	7	0
	9	0	108	0	0	117	
Silverbridge	12	0	8	0	0	20	0
	12	0	60	0	3	75	
Whitecross	11	0	7	0	0	18	0
	14	0	51	0	0	65	
Newry and Mourne Total	1,003	346	1,547	15	7	2,918	21
	1,409	176	6,334	12	165	8,096	
Newry, Mourne and Down District Total	1,832	713	2,617	54	29	5,245	42
	2,152	305	9,463	29	405	12,354	

Source: NIHE

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

(i) Bungalow (ii) Maisonette

Appendix 7

Applicants and Allocations at March 2020

	Applicants (Total)	Applicants (HS)	Allocations
Downpatrick	385	288	32
Ballynahinch (inc Dunmore)	142	110	34
Newcastle	348	278	61
Annsborough	<10	<10	<10
Ardglass (inc Ballyhornan/Dunsford)	56	43	<10
Ballykinler (inc Tyrella)	<10	<10	<10
Castlewellan (inc Drumaroad)	150	118	28
Clough (inc Dundrum and Seaforde)	51	37	10
Crossgar (inc Annacloy)	91	74	<10
Drumaness	28	20	<10
Killough	19	14	<10
Killyleagh	72	44	12
Saintfield	68	54	<10
Shrigley	<10	<10	<10
Spa (inc Ballymacarn)	<10	<10	<10
Strangford (inc Kilclief)	28	23	<10
Burrenbridge	<10	<10	<10
Kilcoo	<10	<10	<10
Kilmore	<10	<10	<10
Down Total	1,464	1,119	212
Newry City	860	715	86
Crossmaglen	85	70	<10
Kilkeel (incl Greencastle / Ballyardle / Dunnaman)	118	96	25
Newtownhamilton	20	16	12

Table continues

	Applicants (Total)	Applicants (HS)	Allocations
Warrenpoint	199	168	24
Annalong/Longstone/ Glassdrumman	29	24	<10
Attical	<10	<10	<10
Ballymartin	<10	<10	<10
Bessbrook	131	111	19
Burren	<10	<10	<10
Camlough	45	37	<10
Cullyhanna	<10	<10	<10
Forkhill	23	20	<10
Hilltown	51	38	<10
Jonesborough	10	<10	<10
Mayobridge	24	18	<10
Meigh	34	27	<10
Mullaghbawn	22	13	<10
Rostrevor/Killowen	58	50	<10
Ballyroney	<10	<10	<10
Ballyward	<10	<10	<10
Belleeks	<10	<10	<10
Creggan	<10	<10	<10
Culloville	18	14	<10
Drumintee	<10	<10	<10
Granite View	<10	<10	<10
Killeen	<10	<10	<10
Lurganare/Barnmeen	11	10	<10
Mullaghglass	<10	<10	<10
Newtowncloghogue	26	23	<10
Silverbridge	<10	<10	<10
The Commons/Ballyholland	13	12	<10
Whitecross	10	<10	<10
Newry and Mourne Total	1,845	1,522	213
Newry, Mourne and Down Total	3,309	2,641	425

Source: NIHE

Appendix 8

Management Team contact details

Landlord Services		
All enquiries 03448 920 900		
After Hours Homelessness 03448 920 908 (Mon-Fri after 5pm and weekends)		
Office	Contact	Contact Information
Newry Office 35 Boat Street Newry BT34 2DB		newrydistrict@nihe.gov.uk
Downpatrick Office 2nd Floor Downshire Civic Centre Downshire Estate Ardglass Road Downpatrick BT30 6RA		downpatrick@nihe.gov.uk
South Region Manager	Jonathan Blease	jonathan.blease@nihe.gov.uk
South Down Area Manager	Loma Wilson	loma.wilson@nihe.gov.uk
Assistant Area Manager	Owen McDonnell	owen.mcdonnell@nihe.gov.uk
Housing Solutions Managers Newry Downpatrick	Paddy Rooney-White Gareth Morgan	paddy.rooneywhite@nihe.gov.uk gareth.morgan@nihe.gov.uk
Housing Landlord Managers Newry Downpatrick	Niall Fitzpatrick Bronagh Magorrian	niall.fitzpatrick@nihe.gov.uk bronagh.magorrian@nihe.gov.uk
Lettings Manager	Eleanor Byrne	eleanor.byrne@nihe.gov.uk

Regional Services		
All enquiries 03448 920 900		
Office	Contact	Contact Information
Land and Regeneration Services 2 Adelaide Street, Belfast, BT2 8PB	Elma Newberry Assistant Director	elma.newberry@nihe.gov.uk
Central Grants 2 Adelaide Street, Belfast, BT2 8PB	Danny O'Reilly Senior Principal Officer	daniel.o'reilly@nihe.gov.uk
Place Shaping South, Marlborough House, 2nd Floor, Central Way, Craigavon, BT64 1AJ	Ailbhe Hickey Head of Place Shaping	ailbhe.hickey@nihe.gov.uk
Development Programme Group 2 Adelaide Street, Belfast, BT2 8PB	Roy Baillie Head of Development Programme Group	roy.baillie@nihe.gov.uk
Supporting People 2 Adelaide Street, Belfast, BT2 8PB	Alistair Mawhinney Assistant Director (Acting)	alistair.mawhinney@nihe.gov.uk

Appendix 9

Glossary

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

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

Housing Stress	Applicants, on the waiting list, who have 30 points or above are considered to be in housing stress, or housing need.
Intermediate Housing	Intermediate Housing, consists of shared ownership housing provided through a registered housing association (e.g. Co-Ownership Housing Association) and helps eligible households who can afford a small mortgage, but cannot afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the registered housing association.
Rural Housing Needs Test	Rural Housing Needs Test is a housing needs survey carried out in a rural area to assess any potential hidden need.
Mandatory Grants	Disabled Facilities Grants and Repair Grants are grants where the Housing Executive shall approve applications for assistance.
Neighbourhood Renewal	Government departments and agencies working in partnership to tackle disadvantage and deprivation.
NIFHA	Northern Ireland Federation of Housing Associations.
NISRA	Northern Ireland Statistics and Research Agency.
Oil Buying Clubs Scheme	Oil Buying Clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk, as part of a group.
PCSPs	Policing and Community Safety Partnerships.
PPS	Planning Policy Statement.
Supporting Communities Northern Ireland (SCNI)	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others, regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
Site Investigation Study (SIS)	A Site Investigation Study is a report which examines all undeveloped lands within a settlement which has consistent unmet housing need. The study, which is prepared by the Housing Executive's Regional Placeshaping Teams, seeks to identify potential sites for the future development of social and intermediate housing.

Social Housing Development Programme (SHDP)	The SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling basis.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by DfC as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Housing Executive, prioritising households who are living in insecure or unsuitable accommodation.
Small Pockets of Deprivation (SPOD)	SPOD is a delivery vehicle for neighbourhood renewal.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support, to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support, to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care, and can aid a smooth transition to independent living, for those leaving an institutionalised environment.
Temporary Accommodation	The Housing Executive provides temporary accommodation in the form of Housing Executive hostels, voluntary sector hostels, leased premises (DIME), single lets and non-standard accommodation (B&B/hotel) as and when required. B&Bs and hotels are used, when no other options are available, for a short duration.
Universal Credit	Universal Credit is a new payment being introduced in Northern Ireland, for people of working age (over 18 and under qualifying age for State Pension Credit). It includes support for the cost of housing (rent), children and childcare, as well as support for disabled people, carers and people who are too ill to work.

Housing
Executive

2020 Update





Foreword

As we approach our 50th year, the impact of COVID-19 has reminded us, should one be needed, that the housing services provided by the Housing Executive to the citizens of Northern Ireland are just as important now as they were in 1971.

At the end of the last financial year, we began to witness the early impact of COVID-19 - this is still being felt and this summary document highlights how we continue to provide vital services to all our customers in such challenging, and unique, circumstances. We in the Housing Executive pride ourselves on the services we provide and we remain determined to ensure that these services continue however the pandemic unfolds.

Staff and customer safety have been paramount during COVID-19. Lockdown regulations and social distancing guidelines meant we had to restrict, temporarily, some of our services, including routine repairs and change of tenancy work which prevented the allocation of homes to new tenants. House sales were suspended and inspections required for the awarding of grant schemes were also delayed.

However, we made sure, as a priority, that emergency repair services were maintained throughout, ensuring the safety of those living in our properties. Following government guidance, we recommenced a phased resumption of our full maintenance service on Wednesday 8th July. As we continue to work through a significant backlog, we hope to be in a position to bring our maintenance service back to normal as soon as possible.

We have faced the difficult task of ensuring essential services continue, while equipping our staff to work from home, where possible. We've worked very hard to adapt to new ways of working and I thank colleagues for their dedication and commitment to making this possible.

While this has been a challenging time for all of us, we look forward to the future with optimism and some sense of normality returning. As the current restrictions ease, we hope to be in a position to return to business as usual with regards to our services, while continuing to ensure appropriate safety measures.

Customer engagement continues, through our website, bulk texts, and our social media channels on Twitter and Facebook. In addition, we are communicating directly with our Central Housing Forum and wider housing community network on any changes which may impact on them.

We will continue to provide excellent housing services, underpinned by practical and sensitive support and commitment, care and professionalism which will not diminish. COVID-19 has forced us to adapt our services over a remarkably short period of time and our Board is very grateful to both our staff and our external partners for all that has been done to maintain essential services and continue to offer support for our tenants and other service users.

I would like to thank you for your patience and understanding of the difficulties faced by the Housing Executive during COVID-19 and I look forward to working with you again as we navigate our way through and out of the pandemic.

A strong, strategic housing authority, acting regionally and delivering locally, is as vital now as it was in 1971. We greatly value our relationship with all our Council partners and we once again re-confirm our commitment to working in partnership with you to ensure our communities are sustainable and great places to live, work and invest.

Clark Bailie
CHIEF EXECUTIVE

CHALLENGES

- Maintaining a maintenance service for our 84,690 homes.
- Gaining access to homes to complete statutory servicing and inspections.
- Co-ordinating services from home.

SUCCESSSES

- In order to keep our staff and customers safe we have purchased over 1.6 million pieces of personal protection equipment.
- Working with our contractors, we continued to carry out 20,000 emergency repairs.
- 5 new contracts with an estimated value of £16m per annum awarded, guaranteeing jobs in the local construction sector in Mid and East Antrim, South Antrim, North Down, South Down, and Lisburn and Castlereagh.
- Our Direct Labour Organisation (DLO) completed 15,076 response maintenance jobs and 1,238 health and safety checks at local homes from 18 March to the end of July.

EMERGENCY REPAIRS



20,000

CARRIED OUT

PPE



1.6 million

ITEMS PROCURED

CHALLENGES

- Enabling our workforce to work remotely to ensure we continued to deliver a service to our customers.
- Enabling payments staff to work remotely whilst ensuring robust payments controls.
- Housing Executive staff dealt with some of the associated work with new claims for Universal Credit, which increased by 400 per cent during March 2020.

SUCCESSSES

- Some 4,000 new HB claims awarded between 20 March to 20 July and just under 10,000 awards of Discretionary Housing Payments made from April 2020.
- The majority of our staff are now enabled to work from home and we also have colleagues working in our various offices. Supplied 200+ mobile phones to ensure front line service delivered.
- New tenant portal went live on 28 May 2020. Tenants can set up a secure account to access their tenancy information, request services and contact us.
- 87.59% of supplier invoices paid within 10 days; 95.74% of supplier invoices within 30 days for the first quarter of the financial year 2020/21 totalling £750,881.49.
- Working in partnership across the Housing Executive, we successfully bid for COVID funding to support homelessness and Supporting People providers in Northern Ireland.

NEW HOUSING BENEFIT CLAIMS



4,000

AWARDED BETWEEN
20 MARCH AND 20 JULY

87.59%

SUPPLIER INVOICES PAID WITHIN 10 DAYS



The **MAJORITY** of our staff are now enabled to work from home and we also have colleagues working in our various offices.

CHALLENGES

- Impact on the ability to secure land, planning approvals and/or construction contracts to meet our full delivery of the NewBuild programme.
- Unable to inspect and assess properties for the awarding of disability and fuel poverty grants.

SUCCESSSES

- The Supporting People Programme continued to support and protect 19,000 vulnerable clients during lockdown.
- Additional £10m of funding secured to help those most in need provided by Department for Communities.
- Despite being unable to inspect completed works, payments for completed grant aided works were made.
This included 133 Affordable Warmth, 128 Boiler Replacement and 12 Disabled Facility Grants supporting customers and contractors. From April to June 2020, 122 Affordable Warmth, 57 Boiler Replacement, and 99 Disabled Facilities Grant approvals were made.
- The following activities have also been undertaken to support new social housing delivery in 2020/21:
 - Development of new processes and technical support to enable staff involved in SHDP delivery to fulfil duties on a remote basis;
 - Monitoring of progress and capacity within key delivery stakeholders, including Land Registry and Council Planning departments;
 - Agreement with Department for Communities on how to process housing association claims for additional funding for new construction works contracts, related to addressing the impacts of the pandemic and enabling starts on-site;
 - Continued support for housing associations to deliver adaptations to properties for people with disabilities.
- £3.5m secured for Supporting People providers Personal Protective Equipment funded by Department for Communities.

19,000



**VULNERABLE CLIENTS
CONTINUED TO BE SUPPORTED
AND PROTECTED**

ADDITIONAL

£10m

**FUNDING SECURED
TO HELP THOSE
MOST IN NEED**



PROVIDED BY DEPARTMENT FOR COMMUNITIES

133 Affordable Warmth 128 Boiler Replacement 12 Disabled Facility Grants

**PAYMENTS FOR COMPLETED
GRANT AIDED WORKS MADE**



CHALLENGES

- Continuing to provide a contact service with our customers as public offices closed and staff went to home working.
- Ensure accommodation provision for those most in need.
- Maintaining and looking after our 84,690 homes during lockdown.

SUCCESSSES

- During lockdown there were NO recorded cases of anyone rough sleeping on the streets of Northern Ireland. All were provided with accommodation.
- We set up the £290k emergency COVID Fund, supporting 204 community groups to deliver help to their communities.
- Patch Managers made 800 calls to elderly and vulnerable customers every week across 13 regional offices. Additional assistance calls were made. 73,000 text messages sent to tenants keeping them up to date.
- 150 void properties were brought back into use as furnished hostel accommodation.
- By 29 May, 2,884 households were in temporary accommodation placements across NI.
- £7.3 million additional homelessness funding provided by the Department for Communities and the Department of Health.
- Our Customer Services Team dealt with 81,784 calls from 29 March to 4 July.

NO



ROUGH SLEEPER

CASES RECORDED DURING LOCKDOWN

£290k

EMERGENCY COVID FUND

SET UP SUPPORTING

204

COMMUNITY GROUPS



800

CALLS BY PATCH MANAGERS TO ELDERLY AND VULNERABLE TENANTS EVERY WEEK

73,000

TEXT MESSAGES SENT TO TENANTS

CHALLENGES

- Ensuring that our workplaces were safe for both customers and staff.
- Ensuring that customers and staff were kept fully informed in what was a rapidly changing situation.
- Ensuring staff were supported throughout the pandemic.

SUCCESSSES

- Developed specific COVID-19 risk assessments for all our buildings and for staff interacting with tenants. Implemented measures such as Perspex screens, one way systems, floor signage and provision of PPE and hand sanitisers.
- Communicated with our 85k tenants through media, website and social media platforms. Issued almost 400 social media posts across all platforms and provided regularly updated FAQs for all our customers on our website.
- Provided comprehensive updates to almost 500 public representatives keeping them informed on service delivery and changes.
- Staff continuously updated with the latest NI and UK Government advice and information.

400

SOCIAL MEDIA POSTS
ACROSS ALL PLATFORMS



REGULARLY UPDATED

FAQs

FOR ALL CUSTOMERS
ON OUR WEBSITE



500

PUBLIC REPRESENTATIVES
KEEPING THEM INFORMED



“What they said

For the second weekend in a row, I am advised that to the best of our knowledge there was no-one sleeping rough on the streets of Belfast and Derry. This is very welcome news. This is in huge part down to the extraordinary efforts of the Housing Executive and homeless charities and organisations.

Deirdre Hargey, Minister for Communities (April 2020)

Thank you to the lovely lady at the Housing Executive who called my 84 year old grandmother this morning to check if she had someone to go to the shop for her and told her just to give them a call if she needs anything. So kind at this stressful time for vulnerable people.

Grand-daughter of a tenant who received a Good Morning call (March 2020)

Big shout out to the Housing Executive's Belfast Housing Solutions Team, who are working closely with us to find emergency accommodation for women fleeing domestic violence.

Kelly Andrews, Chief Executive, Belfast & Lisburn Women's Aid (April 2020)

The Patch Manager in the Movilla area in North Down and Ards has been inspirational in working alongside the residents group, identifying those in need. She deserves the praise as she is working tirelessly through this pandemic. We are putting out over 100 food parcels a week with our Patch Manager's help. Thank you to the Housing Executive for your continued support.

East End Residents Association, Ards and North Down (April 2020)

The community response to COVID-19 has been overwhelming and I commend the Housing Executive for being so supportive and responsive.

Together we can ensure that no one in our community gets left behind and that we all emerge from this crisis together as a united community.

Linda Watson, Chair of the Central Housing Forum (May 2020)



Housing
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