

Antrim and Newtownabbey

Housing Investment Plan

Annual Update 2016



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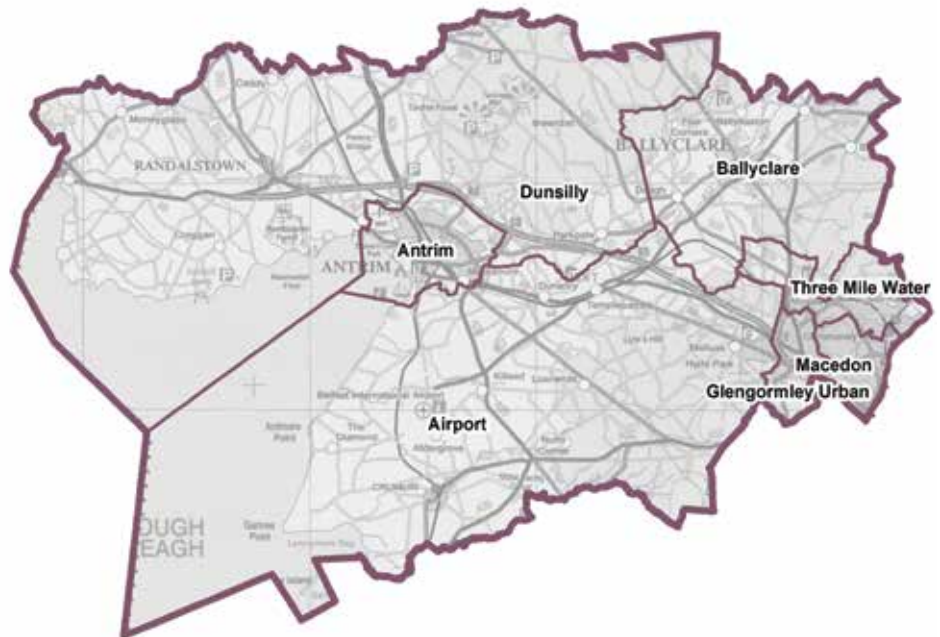
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Geography of Antrim and Newtownabbey District



Antrim and Newtownabbey District is divided into seven district electoral areas



Foreword

Last year saw the launch of our four year Housing Investment Plans (HIP), which identified housing related outcomes to initiate discussions with councils and stakeholders to develop a shared vision for the future of housing in your council area.

This year we are launching our first HIP annual update. The annual update reports on the progress of the Housing Executive and other agencies to achieve these outcomes and on how we intend to deliver housing ambitions over the remaining three years of the HIP, and the longer term.

In 2015, new powers were introduced to councils, including responsibility for planning and a duty to produce


a community plan. The Housing Executive, as a statutory partner in planning and community planning, has actively engaged with each of the new council's Local Development Plan (LDP) and community planning teams, other statutory partners and community representatives.

Joint working throughout the last year, has enabled us to develop strong relationships and to benefit from collaboration and sharing information. The HIP has been instrumental in this process.

Close working with stakeholders, and our role in the community plan are key elements in the Housing Executive's 'Journey to Excellence' programme,

which aims to deliver top class housing and regeneration solutions to meeting the needs of communities and partners now and in the future.

We look forward in 2016 to further developing our relationships with councils and other stakeholders through the planning and community planning processes to build lasting housing solutions to benefit the whole community.



Donald Hoodless
Chairman

HOUSING EXECUTIVE REGIONAL ACHIEVEMENTS

2015/16 has been an exceptional year for the Housing Executive. Over this period:

- Working alongside housing associations we saw 1,568 new homes started last year;
- Our response maintenance performance exceeded targets in terms of tenant satisfaction and completion rates;
- 25,100 of our homes were included in the largest planned maintenance programme for many years, which saw expenditure of £85.3 million;
- Over £81 million has been channelled into regional services, helping vulnerable people across Northern Ireland, including £8.3 million on tackling homelessness and £73 million through the Supporting People programme;
- 9,973 homes were supported through private sector grants including a spend of £15 million on fuel poverty schemes and £12 million spent on grants for private homeowners;
- £676.7 million in housing benefit was administered in the past year to 165,314 customers;
- In May 2015, the organisation secured the Investors in People 'Silver Award' accreditation. The organisation was re-credited Customer Service Excellence (CSE) with overall customer satisfaction levels for the current year running above 81%;
- The Housing Executive has met all of its key targets for 2015/16. Importantly, we have delivered positive outcomes for customers across the range of Housing Executive functions in both landlord and regional services. The Housing Executive is well placed to continue to deliver much needed investment and services to people in Northern Ireland in the years ahead.



Introduction

In 2015, the Housing Executive published the Antrim and Newtownabbey HIP 2015-19, which aims to provide a long term and ambitious vision for the development of housing. This year we have produced our first annual update, the purpose of which is to record progress of actions set out in the HIP for 2015/16, and to detail new proposals for 2016-19. The annual update should be read in conjunction with the HIP 2015-19.

The HIP sets out a strategic direction for housing across all tenures, both new and existing. Proposals detailed within this annual update seek to achieve this by promoting development, improving health and wellbeing, reducing inequality, and by creating more cohesive, safe, vibrant and successful places for all.

Since the publication of the HIP, the Housing Executive, as a statutory community planning and Local Development Plan (LDP) partner, has welcomed the opportunity to work with the council and stakeholders to incorporate and embed the HIP vision and outcomes within community planning and LDP processes.

With limited and reduced public resources, the partnership approach, which the community plan facilitates, will become increasingly important to deliver good quality services and housing solutions for local communities.

The annual update retains the HIP framework based around five themes and associated outcomes. Detailed information for proposals is set out in the Appendices. All statistics in this document refer to Antrim and Newtownabbey Council (ANBC) area unless otherwise stated.

Vision

The housing sector throughout Northern Ireland faces a number of challenges in the current economic climate but is committed to working in a way that goes beyond a simple 'bricks and mortar' approach. The housing vision for ANBC is one where:

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

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

Themes and Outcomes

Success for housing providers necessitates measuring the effect of interventions therefore, under each of the five themes, a number of outcomes have been identified.

Themes and Outcomes

THEME ONE

Identify and meet housing need and demand

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

THEME TWO

Improving people's homes

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

THEME THREE

Transforming people's lives

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

THEME FOUR

Enabling sustainable neighbourhoods

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

THEME FIVE

Delivering quality services

10. Deliver better services.

The HIP and the Community Plan

Antrim and Newtownabbey Council and their statutory partners are developing a community plan, which is scheduled to be published by March 2017.

Housing can have a positive effect on health and wellbeing, regeneration and the environment, community cohesion and neighbourhoods, combating fuel poverty and promoting the use of renewable energy and assisting economic growth.

We are committed to working with the council, other public agencies and the community to provide better public services. We will align our future objectives and outcomes to the community plan.

The HIP and the Local Development Plan (LDP)

The LDP contributes to the development of sustainable, safe and cohesive communities and to meeting the housing need and demand of all our citizens.

The LDP will influence housing development in ANBC for fifteen years. It is therefore important that the community plan and HIP themes and outcomes are taken into account in the preparation of the LDP.

In the past year, the Housing Executive has delivered briefings to the council's LDP team based on data from the HIP and the most recent housing need assessment. The Housing Executive will provide a full submission on their analysis of the housing market to inform the LDP.

Context

Strategic Context

The HIP annual update has been developed within the context of the Northern Ireland policy framework. There has been significant development in this area since the publication of the HIP. The relevant policies and strategies, which set the financial, legal and policy parameters within which the housing industry currently operates in Northern Ireland, are discussed.

The draft Programme for Government (PfG)

On 26 May 2016, the NI Executive agreed the **draft Programme for Government (PfG) Framework 2016-21**. The draft framework contains 14 strategic outcomes which, taken together, set a clear direction of travel and enable continuous improvement on the essential components of societal wellbeing. A consultation on the draft Framework has been launched and will run until 22 July 2016.

A Fresh Start

A Fresh Start, The Stormont Agreement and Implementation Plan agreed a number of initiatives, including:

- Government Restructuring;
- NI Executive Budget;
- Welfare Reform.

Northern Ireland **government departments** have been restructured, reducing the number from twelve to nine. Under the restructuring the Department for Communities (DfC), is responsible for housing and regeneration.



NI Executive Budget

The 2016/17 Northern Ireland Executive's Budget was approved in January 2016 based on the new government departments. There are a number of emerging objectives which the Minister for DfC will consider establishing priorities according to available resources in 2016-17, including:

- how to continue to support vulnerable members of society through joined up service delivery;
- how to support and develop vibrant communities through providing access to decent affordable homes, and creating urban centres which are sustainable, welcoming and accessible; and
- manage staffing levels to deliver required cost reductions while ensuring business continuity through housing reform.

The Budget requires a reduction of 5.7% to unprotected areas of DfC which equates to a reduction of £38.5 million. Pressure will continue to be applied to make savings while maintaining existing and new housing services.

Under the 'Fresh Start Agreement', the Northern Ireland Executive agreed to examine ways of mitigating hardships created by Welfare Reform legislation.

The Welfare Reform Mitigations Group, has put forward a number of proposals for a four year period including:

- a series of supplementary payments to carers, people suffering from ill health and low income families;
- the 'bedroom tax' should not be introduced; and

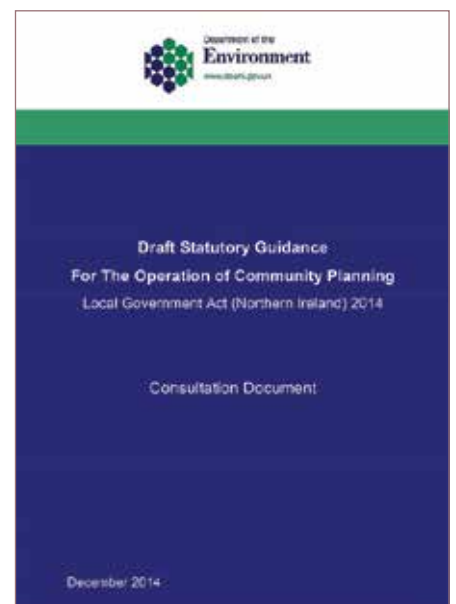
- resources originally earmarked for those who lose out from tax credit cuts may be allocated to those who will be adversely affected by the introduction of universal credit.

Local Government Reform

Statutory Guidance for the Operation of Community Planning

was issued by DOE in October 2015. A partnership panel established by the Northern Ireland Executive will monitor the role of government departments in the community planning process.

Councils are required to publish a community plan by April 2017. After the community plan is published, councils must release a progress report every two years. The HIP annual update will inform this process.



Statutory Guidance for the Operation of Community Planning



Facing the Future: The Housing Strategy for Northern Ireland 2012-2017

Included in the reform of local government is a change in the regulatory regime for Houses in Multiple Occupation (HMOs). It is anticipated that following the approval of the **HMO Bill** this year, responsibility for HMO licensing will transfer from the Housing Executive to councils in 2017/18.

Housing Strategy 'Facing the Future'

A number of initiatives emanating from the Housing Strategy – 'Facing the Future'; continue in their development.

During 2015, the Social Housing Reform Programme developed policy reform proposals in a number of areas. Public consultation on a draft Tenant Participation Strategy was successfully completed and the final strategy and action plan was published in January 2016.

There are a number of actions to be completed by March 2018, including establishing:

- an independent tenant organisation;
- a tenant advocate role; and
- a housing policy panel.

Public consultation on proposals for a **New Regulatory Framework for Social Housing Providers** was also completed successfully. This sets out the framework that will be used to regulate activities and services provided by social landlords. The publication of the final framework and guidance is due in 2016.

Options for structural reform for the social housing industry in Northern Ireland have been identified and assessed however; this work is being revisited in light of the Northern Ireland Executive's 'Fresh Start Agreement'.

The **Review of Supporting People**, carried out by the Department for Social Development (DSD) was completed and published in December 2015. The Housing Executive is working closely with DfC to develop an action plan to deliver the report's recommendations over the next two to three years. The key priorities are to deliver:

- a Strategic Needs Assessment;
- an outcomes framework;
- value for money;
- provider selection; and
- regulation of services.

Following publication of research into the fundamental **Review of the Social Housing Allocation Policy**, DfC is currently working up proposals based on the recommendations. Proposals will be subject to public consultation.

DSD published a **Review of the Role and Regulation of the Private Rented Sector** (PRS) in November 2015. The review identifies key issues relating to the PRS and compares the role and regulation of private renting across Europe. The review does not set out firm proposals; these will be contained in a second consultation document.

The Rural Needs Bill

The Rural Needs Act (NI) 2016

received Royal Assent on the 9th May 2016. This primary legislation not only places a statutory duty on all central government departments and local councils to pay due regard to rural needs when developing and implementing government policies and strategies and delivering public services, but also requires them to compile, and make available in an open and transparent manner, information on how they have met that duty.

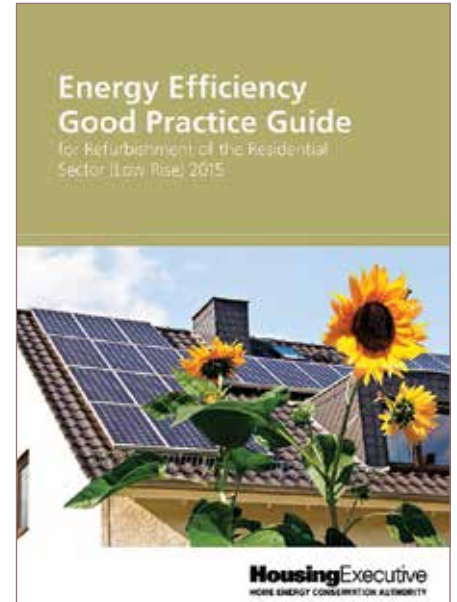
The Housing Executive has endorsed rural proofing since it was first introduced by DARD in 2002 and procedures are in place to rural proof all new and revised corporate strategies and policies. However, in recognition that rural circumstances are often different from urban, our **Rural Strategy & Action Plan 2016-2020** sets out our specific rural approach and our contribution to enabling sustainable rural communities. The introduction of the Rural Needs Act now provides the legislative basis for this work and an opportunity for the Housing Executive to reinforce our commitment to identifying and addressing rural housing needs.

Housing design

An aging demographic and a rise in the number of people surviving trauma and congenital conditions is anticipated to increase demand for more flexibly designed wheelchair accommodation. DfC and the Housing Executive are working to review wheelchair design and space standards for social housing that reflects best practice. On approval, new standards will be included in DfC's Housing Association Guide.

The Housing Executive has prepared an **Energy Efficiency Good Practice Guide** for Refurbishment, which can be applied across all tenures. At present, energy efficiency measures tend to be carried out in an ad hoc manner. This has proved less than effective in tackling fuel poverty.

The Housing Executive advocates a whole house energy efficiency programme which simultaneously delivers heating, wall insulation, loft insulation, double-glazing and external doors. This external fabric plus heating approach will deliver maximum comfort to householders in one scheme. We would advocate this approach should be applied across all housing tenures to reduce fuel poverty and CO2 emissions whilst enhancing health and well-being.



Energy Efficiency Good Practice Guide



Sixmile Water, Antrim

Local Context

ANBC has a rich historic, cultural and built heritage situated in a high quality natural environment. The area provides opportunities for learning, employment, leisure, entertainment and is a popular residential location with a growing population. This section summarises the current ANBC housing market and issues that have the potential to affect its future development.

Housing Market Update

The local housing market is slowly recovering following the economic crash in 2007, however a number of imbalances remain in the housing market. Low house prices, lack of mixed tenure development, undersupply of private rented accommodation and an increasing number of applicants in housing stress on the social housing waiting list all pose particular challenges. Addressing these issues will require a multi-agency approach, such as the framework provided by the community planning process.

The population continues to increase and while mostly urban there is a significant rural populace. Similar to other councils, the older population is growing, albeit at a lower rate. Whilst the need for family accommodation remains strong, there is also a requirement to construct dwellings to facilitate the increase in elderly and smaller households.

Housing Growth Indicators (HGIs) are estimates of new dwelling requirements based on new household projections. The Department for Regional Development has realigned HGIs for Northern Ireland, based on 2012 household figures and it is anticipated that these will be announced by the Department for Infrastructure in 2016. This information will inform the Antrim and Newtownabbey LDP on the need for additional development land.

ANBC economy has continued to show signs of improvement with percentage levels of people claiming unemployment benefits below the Northern Ireland average for a sixth year running. Unemployment claimant count in ANBC fell by 179 (7.2%) to 2,309 which is 2.6% of working age in year to March 2016.

Owner Occupied Sector

The private housing market continues to show signs of recovery. House prices have remained fairly static in the past year (at around £130,000); lower than the Northern Ireland average (around £149,000). Continuing high levels of negative equity, lower house prices and lending restrictions continue to impact the new build starts and completions figures, however, in 2015 starts (485) reached their highest points since 2011 (LPS).

Feedback from local estate agents reports the following:

- demand is outweighing supply across all price ranges;
- demand is highest in urban and suburban areas as households wish to be closer to work, schools and services;
- sustained recovery in the new build sector is not yet achieved, nor does it appear likely in the short to medium term;
- three bedroom semi-detached dwellings are most popular; and
- in some pockets across ANBC, prices have increased slightly but location is important.

Private Rented Sector (PRS)

The PRS continues to play a significant role in the local housing market. Local estate agents report that there is continuing strong demand for private rental accommodation across ANBC. High demand areas include: Antrim Town; Crumlin; Templepatrick; Ballyclare and Metropolitan Newtownabbey, where demand for rented properties outweighs supply.

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

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

Local estate agents also indicated that rents have not increased in the past 12 months however, the popularity of this sector and limited additional supply mean rent increases are likely in the short term. This could potentially impact on households currently using local housing allowance to fund their rent.

Housing benefit, nevertheless, continues to play a vital role in supporting low-income tenants in the PRS. At March 2016, 3,897 private tenants in ANBC were in receipt of housing benefit.

Estate agents identified another risk to increasing rents with the introduction of Stamp Duty Land Tax in April 2016 which may discourage buy to let investors, further squeezing the supply of rental accommodation. Whilst it is envisaged that the risk of disinvestment in the sector is low, the market is unsure of the effect of recent tax changes for private landlords. This matter will be closely monitored.



New Build





View of Rathcoole

Social Housing Sector

The requirement for new social housing in ANBC has consistently increased since 2011. The five-year assessment for 2015-20 shows a need for 803 units. Need is concentrated in Glenvarna/Glengormley (107 units), Crumlin (94 units) and Rushpark (72 units). There is also a rural housing need of 47 units at Randalstown, and 13 units at Parkgate/ Templepatrick.

Approximately 70% of the social housing waiting list comprises single households, and small families. The predominance of single and smaller family households will mean a high requirement for one and two bedroom dwellings. Over 60% of the waiting list consists of applicants in housing stress.

Historically, much of social housing need in ANBC has been delivered by housing associations on Housing Executive land in Antrim Town, Ballyclare and across Metropolitan Newtownabbey; however areas of housing need are increasingly emerging in locations where the Housing Executive does not own land such as Crumlin, Glengormley and Templepatrick. This results in housing associations having to acquire sites on the open market. The Housing Executive publishes an Unmet Needs Prospectus to identify locations where there is a shortage of programmed development sites to meet the projected social housing need.

This can found on the following link:

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

It is important that the emerging community plans and LDPs, through engagement with local communities and elected representatives, take the opportunity to develop a housing strategy for ANBC, which promotes sustainable, mixed tenure communities in line with the Regional Development Strategy and the Strategic Planning Policy Statement.

Regeneration

Regeneration and Sustaining Communities are key themes of DSD's Housing Strategy and Urban Regeneration and Policy Framework, which sets out objectives that will form the basis of any future policy or programme development in urban regeneration and community development. There are a number of regeneration initiatives within ANBC and include:

The Regional Development Strategy contains a spatial framework, which promotes co-operation between places and encourages clustering of hubs, so that services do not need to be duplicated but rather shared.

Antrim is recognised as a main hub which offers accessibility as a strength being the largest town close to Belfast International Airport. The importance and benefit of Antrim's central location is emphasised by the strong interest shown by potential investors.

Antrim also has the potential to cluster with Ballymena and Larne. The three towns have a rail link and proximity to International Airport giving the cluster a potential advantage in attracting business.

In June 2015 two Revitalisation Schemes were completed in Antrim and Randalstown. The schemes were two key projects highlighted in the 'Masterplans' for both areas. The work was funded by DSD and ANBC at a cost of £450k. The schemes provided replacement windows, signage and re-painting to improve properties within the town centres, making them more appealing for investors and consumers.

These followed work undertaken in Glengormley town centre which also was completed in 2015 at a cost of £370k. This marked the completion of a Public Realm Scheme contained in the Masterplan for Ballyclare and Glengormley.

Update on resources/budget

Pressure on public spending continues to be applied, requiring public bodies to adapt with new, more effective and efficient ways of delivering high quality services for citizens in Northern Ireland.

An austere fiscal environment, reducing pay-bill, changing demographics and public expectation, services for the convenience of customers, and keeping up with advances in technology are some of the considerable challenges public bodies face in the service arena.

Cross cutting themes and objectives in the draft PfG set out the direction of travel for public services.

The early engagement in the community planning process has also highlighted the potential for collaboration between councils, statutory partners and the third sector to deliver effective services. Community planning will also enable the better targeting of limited public sector resources more efficiently.

The past year has delivered significant housing investment, for a wide range of services, and 2015/16 public sector housing investment totalled £26.94m for ANBC.

Housing expenditure and projected housing investment is set out in the table below:

Table 1: ANBC actual/projected public sector housing spend

Activity areas	Actual spend £m	Projected spend £m
	2015/16	2016/17
Capital improvement work	0.55	2.19
Planned maintenance work*	7.58	5.00
Response maintenance	3.15	2.76
Private sector grants	0.50	0.50
Grounds maintenance	1.44	1.38
Supporting People	2.52	2.98
Investment in new build**	11.20	***
Total	26.94	14.81

Source: NIHE

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

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

*** The total cost of units in the gross Social Housing Development Programme (SHDP) for 2016/17 has not been finalised

Barbican Gate, Antrim



Progress Report

The following sections contain progress report tables for each HIP outcome.

The tables detail progress of housing proposals set out in the HIP for 2015-19, new plans and schemes for 2016-19 and reaffirm the ten-year vision.

Where updated or new relevant data is available to that identified in the HIP, this has been incorporated in graphic or tabular form. The updated statistical information is reported by each HIP theme.



THEME ONE

Identify and meet housing need and demand

OUTCOME 1: IDENTIFY NEW HOUSING REQUIREMENTS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will update the Net Stock Model (NSM) in 2015 following the 2015 review of household projections.	Achieved. An ongoing requirement was estimated at 1,600 new social housing units per annum across NI.	The NSM will be updated in 2017 and 2019.	NIHE will deliver updated objective assessments of affordable housing (social and intermediate housing) need by household type.
NIHE will carry out an annual 5-year social housing need assessment for ANBC.	Achieved. The five-year social housing need is for 803 units.	NIHE will carry out an annual five-year social housing need assessment for ANBC.	Continuously evaluate and update housing need and demand in line with best practice.
NIHE will annually assess demand for intermediate housing for ANBC.	Achieved. The ten year intermediate housing demand is 680.	NIHE will annually assess demand for intermediate housing for ANBC.	
Latent demand tests will be carried out in selected areas to establish social housing need.	NIHE did not carry out a latent demand test for ANBC in 2015/16.	NIHE will determine new locations to test after the completion of the Housing Needs Assessment Process. Any requests from councillors or local representatives on test locations will also be considered.	Identify rural housing need/demand.
NIHE will produce a HIP annual update for 2016/17 monitoring housing market performance across all tenures.	Achieved	NIHE will produce HIP annual updates for 2017/18 and 2018/19 monitoring housing market performance across all tenures.	Determine new housing requirements for local development planning through collaborative working between Housing Executive, Department for Communities (DfC), NISRA and Department for Infrastructure (DfI).
DRD will review HGIs for LDPs. NIHE will annually update councils with affordable housing need reports for the production of local development and community plans. NIHE will review housing market geographies for NI and deliver Housing Market Assessments across NI.	Currently underway. Achieved. Housing market geographies research scheduled to commence in 2017/18.	Department of Infrastructure will announce HGIs in 2016. NIHE to deliver annual updates of affordable housing requirement to inform local development and community plan. NIHE will review housing market geographies for NI and deliver Housing Market Assessments across NI.	NIHE will provide evidence based cross tenure analysis of the local housing market to inform local development and community planning

Antrim and Newtownabbey

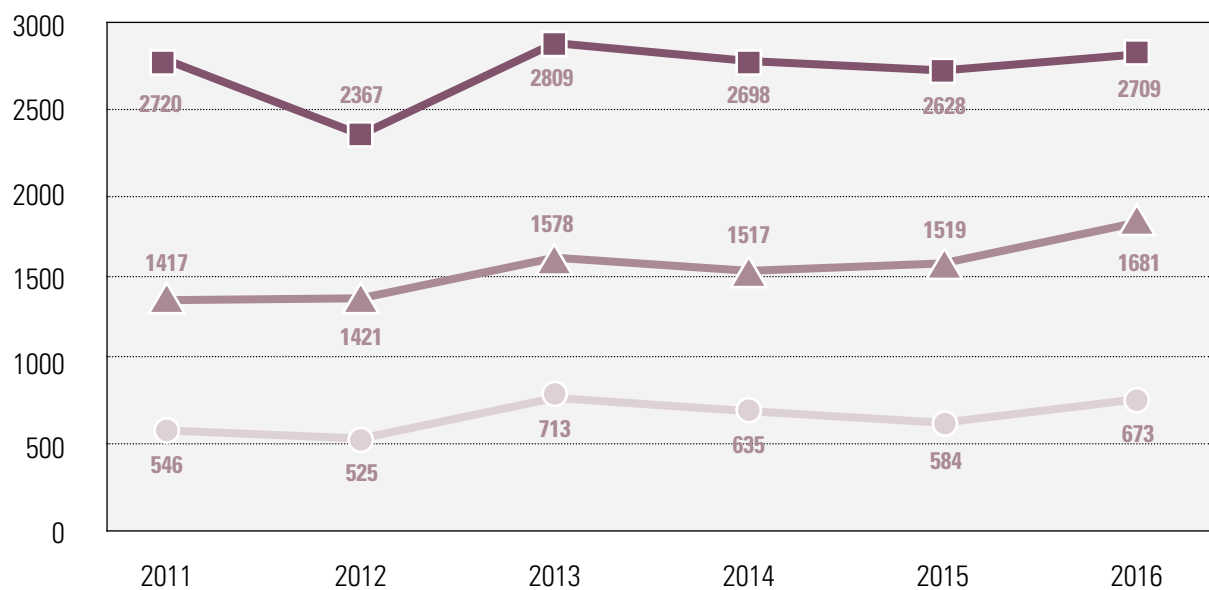
Housing Investment Plan

Annual Update 2016

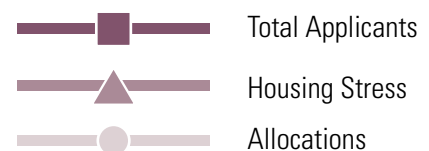
Demographics	Mid-year estimate 2004	Mid-year estimate 2014	Projected 2024
Children	28,332 (21.6%)	29,445 (21.0%)	29,650 (20.3%)
Working age	85,340 (65.1%)	88,527 (63.2%)	88,319 (60.6%)
Older people	17,395 (13.3%)	21,994 (15.7%)	27,794 (19.1%)
Total population	131,067	139,966	145,763
Households	-	54,802	58,005
Average Household size	-	2.51	2.46

Source: NIHE

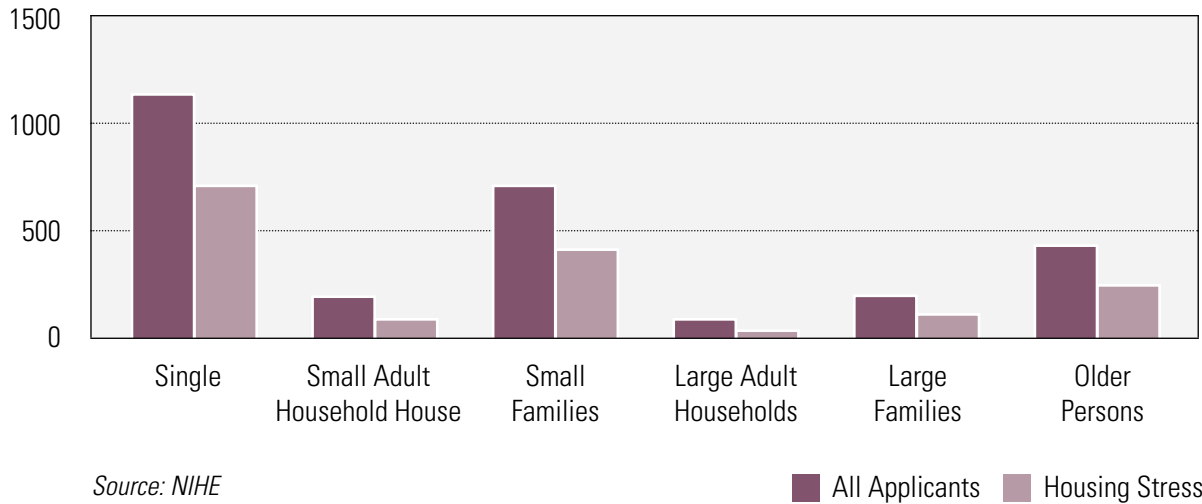
Social Housing Waiting List Trends



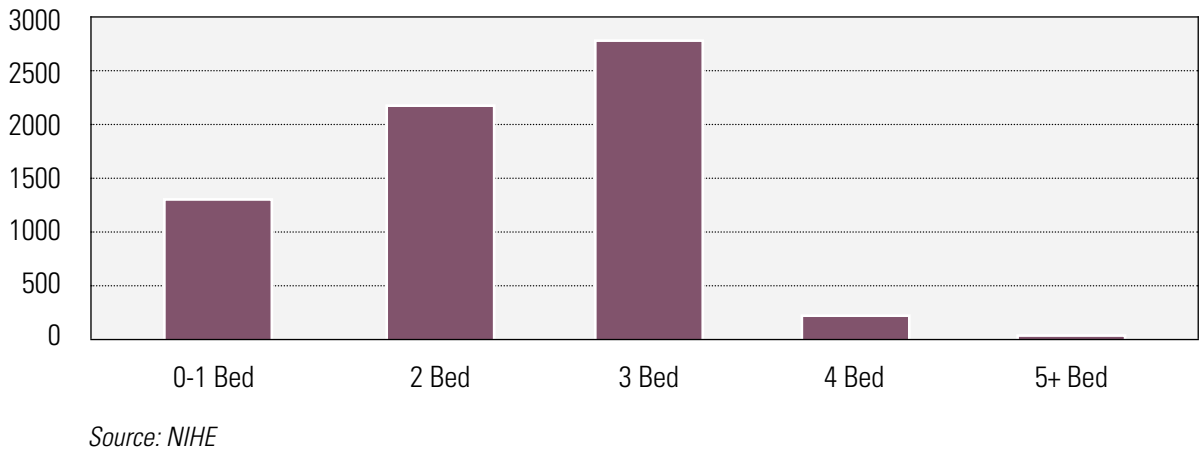
Source: NIHE



Social Housing waiting list by households March 2016



NIHE Housing Stock by bedroom March 2016




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

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>DSD will approve a gross, three year 2015/18 SHDP</p> <p>NIHE with DSD and HAs will formulate a delivery strategy for the SHDP ready for implementation in April 2016.</p> <p>During 2015/16, site identification studies will be carried out by NIHE at Hydepark, Parkgate, Templepatrick and Crumlin.</p>	<p>The SHDP delivered new build starts in 6 schemes, for 94 units, including 6 one-bedroom units in 2015/16. There were 153 units completed in 2015/16</p> <p>Ongoing. A Commissioning Prospectus is currently being finalised. Work is also underway to produce an SHDP Delivery Strategy document and Action Plan.</p> <p>Achieved. A new build scheme is being progressed in Dunadry by Rural Housing Association.</p>	<p>DfC will approve a gross, three year 2016/19 SHDP.</p> <p>A new approach to commissioning the SHDP will be informed by the publication of the Commissioning Prospectus, which will provide a strategic, cross-tenure overview of housing need and demand across NI. A formal Delivery Strategy document (and accompanying Action Plan) will be submitted for NIHE Board & Ministerial approval in August 2016, prior to publication.</p> <p>NIHE will carry out site identification studies as necessary.</p>	<p>Maximise public funding through the procurement of affordable housing.</p>
<p>NIHE will work with councils to develop social housing policies for the new LDP.</p> <p>DOE and DSD will publish PPS22 Affordable Housing.</p>	<p>Council planning has commenced collaborative work with NIHE on LDP's preferred options paper.</p> <p>DSD carried out and published economic research on viability of PPS22.</p>	<p>NIHE will work with councils to develop social housing policies for the new LDP.</p> <p>DfC & DfI will engage with key stakeholders on recommendations detailed in the research report. Provision of affordable housing will be promoted in the LDP.</p>	<p>NIHE and local council will introduce policies to identify land for mixed tenure development through development planning processes.</p> <p>Introduce developer contributions for affordable housing.</p>

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>DSD will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.</p> <p>DSD will complete a fundamental review of the PRS in 2016.</p>	<p>Achieved. There were 6,398 landlord registrations at March 2016.</p> <p>First phase of consultation completed February 2016.</p>	<p>DfC will continue to implement landlord registration and tenancy deposit schemes and analyse the data received.</p> <p>DfC will assess consultation responses for phase 1 of the Review of Regulation and the Role of the PRS in 2016 and will publish a phase 2 consultation document.</p>	<p>Monitor and evaluate the performance of the PRS to assess effectiveness in meeting affordable housing need.</p> <p>Introduce effective regulation for the PRS to maintain physical and management standards.</p>
<p>NIHE plan to process new public/private HB claims within the 25-day target and HB claim amendment within eight days.</p> <p>NIHE will make £450k available to fund Smartmove private rented access scheme across NI for 2015/16.</p>	<p>In 2015/16 new claims were processed at an average of 16.9 days. Claim amendments were processed at an average of 5.7 days.</p> <p>NIHE funded Smartmove private rented access scheme to a value of £359k across NI during 2015/16.</p>	<p>NIHE plan to process new public/private HB claims within the 25-day target and HB claim amendment within eight days.</p> <p>NIHE will make £370k available to fund Smartmove private rented access scheme across NI for 2015/16.</p>	

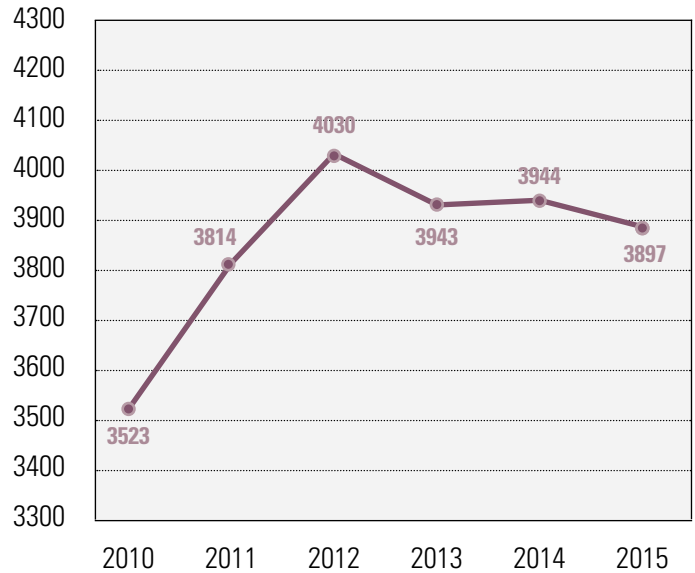
Housing Benefit Executive and Housing Association claimants at March 2016



5,946

Source: NIHE

Private Housing Benefit Claimants

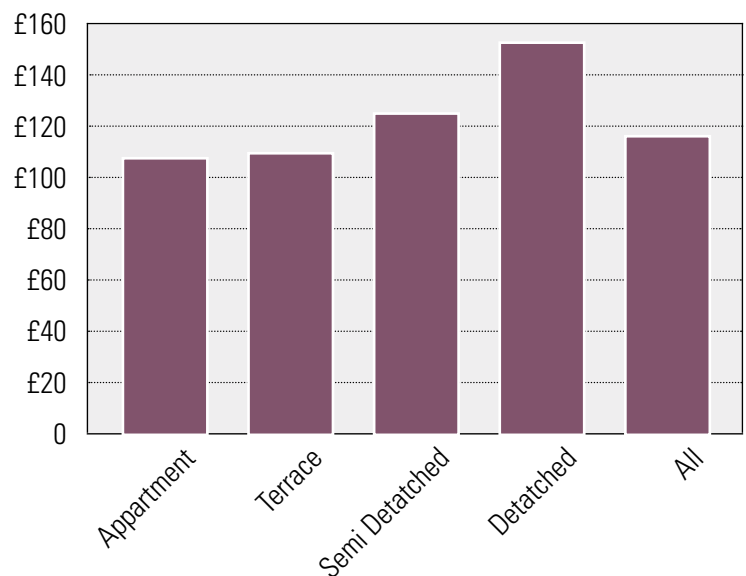


Source: LPS

DSD's Landlord Registration Scheme identified **6,398** tenancies at March 2016. Up from **5,758** at March 2015

Source: DSD

Average Weekly Private Sector Rent by House Type



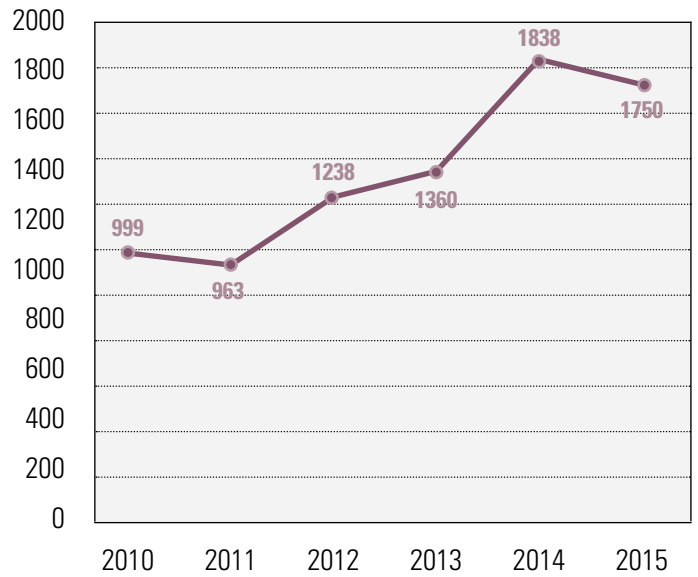
Source: University of Ulster

Ten year intermediate housing demand
2015-2025



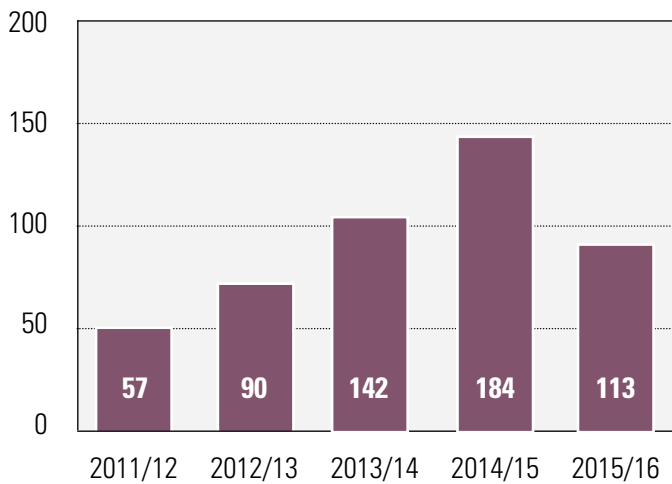
Source: NIHE

House Sales All Tenures



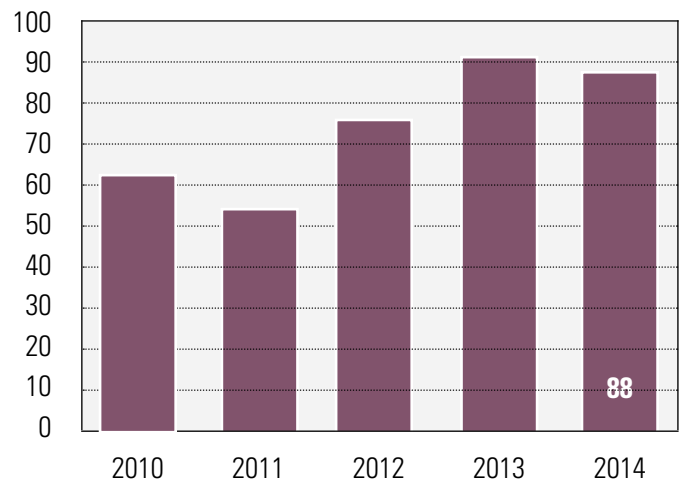
Source: LPS

Co-Ownership Approvals



Source: Co-Ownership

Repossessions



Source: DSD

OUTCOME 3: ASSIST HOME OWNERSHIP

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	30 NIHE properties were sold to tenants under the House Sales Scheme during 2015/16.	NIHE and housing associations will implement the House Sales and Equity Sharing Scheme.	Continue to assist home ownership through House Sales and Equity Sharing.
DSD will commit funding of £15m to Co-ownership for 2015/16 with a target of 300 approvals in NI.	DSD committed a total of £96.3m to Co-ownership for their core scheme shared equity programme for the period 2015/16 to 2018/19. 113 properties were purchased using Co-ownership in ANBC during 2015/16.	DfC will administer committed funding of £96.3M to Co-ownership for 2015/16 -2018/19 with a target of 2,643 affordable homes for NI.	Continue to assist households purchasing their home through shared ownership.
<p>DSD will pilot a number of initiatives across NI using the Affordable Home Loans Fund (AHLF) to deliver affordable housing. These include:</p> <ol style="list-style-type: none"> 1. £19m to provide up to 600 affordable homes; 2. £9.2m in Financial Transactions Capital (FTC) funding to an empty homes scheme (being delivered by Clanmil); and 3. £5m to date in FTC funding for a Rent to Own scheme (being delivered by Co-ownership). 4. Developing intermediate housing on surplus NIHE land. 	<p>DSD has awarded £19m FTC under AHLF in NI.</p> <p>£12.5 million FTC has been awarded to Co-ownership for the Rent to Own initiative.</p> <p>There have been no sites identified within ANBC during 2015/16.</p>	<p>It is expected that the Co-ownership Rent To Own initiative will become operational in 2016/17.</p>	<p>Introduce a developer contribution to increase the supply of intermediate housing.</p> <p>Deliver finance models to make better use of funding for intermediate housing.</p> <p>Deliver a range of intermediate housing products, such as intermediate rent.</p>

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>DOE and DSD will work to finalise PPS 22 'Affordable Housing' to facilitate intermediate housing.</p> <p>NIHE will work with councils to develop intermediate housing policies through the LDP.</p>	<p>DSD carried out and published economic research on viability of PPS 22.</p> <p>Council Planning has commenced collaborative work with NIHE on LDP's preferred options paper.</p>	<p>NIHE will work with councils to develop intermediate housing policies through the LDP.</p>	<p>Deliver mixed tenure housing schemes in communities through planning.</p>
<p>NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.</p>	<p>Work on site investigation is ongoing with Habitat for Humanity.</p>	<p>NIHE will continue to investigate with housing associations, the potential for community self-build products for home ownership.</p>	<p>Deliver a self-build affordable housing model.</p>



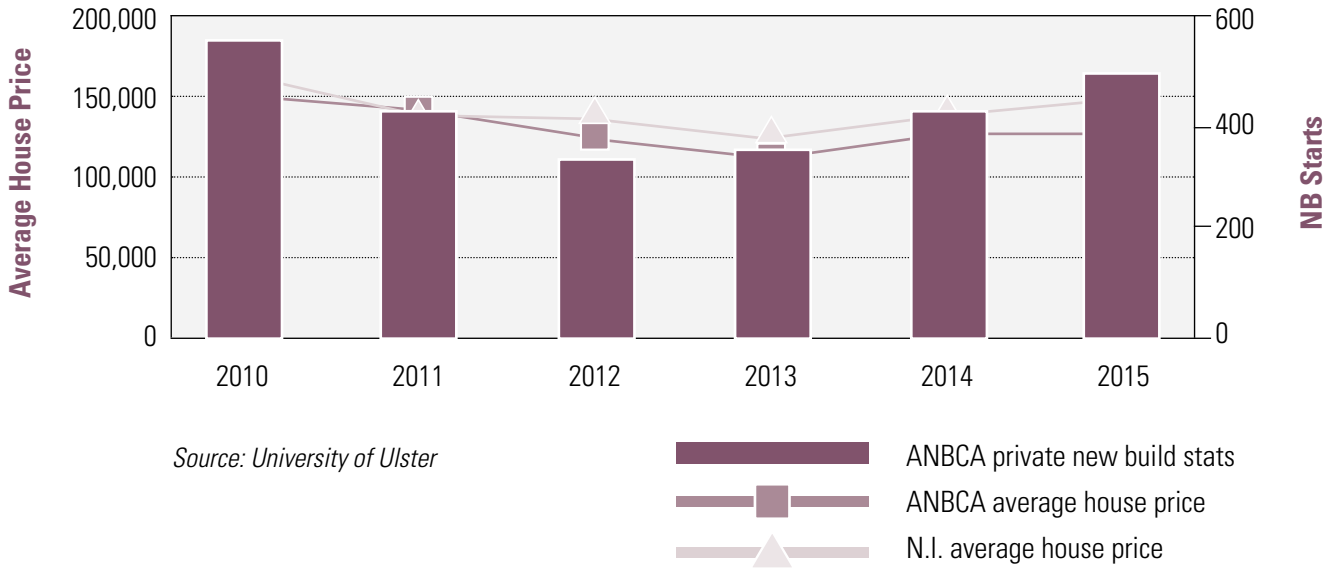
Source: NIHE as of 24/05/2016

Housing land availability

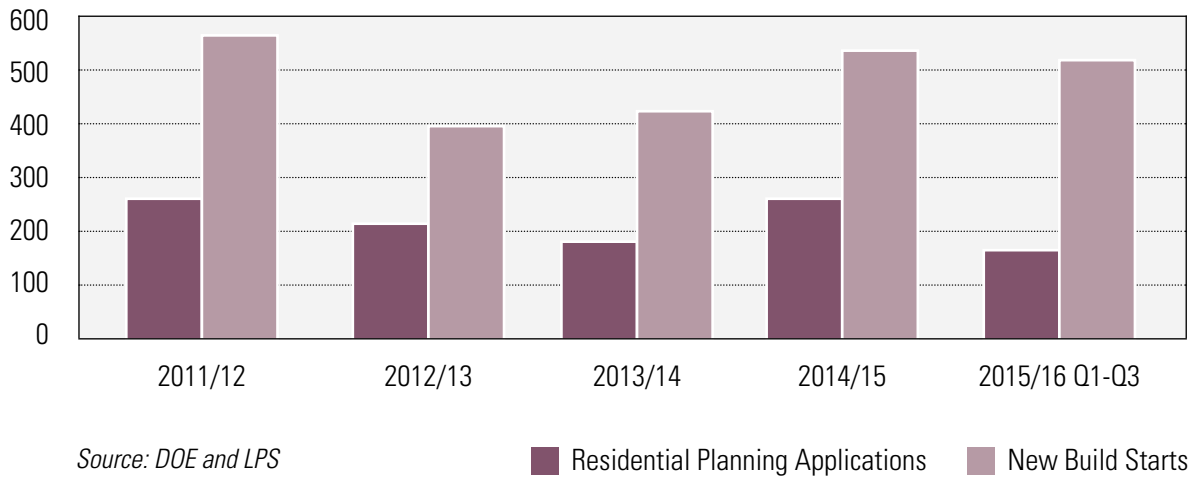
Year	Total potential dwellings	Available potential (hectares)
2012	11,644	460.1
2013	13,107	519.9
2014	13,064	520.3
2015	13,903	570.2

Land Availability Report (Planning NI: 2012/13) + ANBC (2014-15).

Average House Prices and Private New Build Starts



Residential planning applications and new build starts





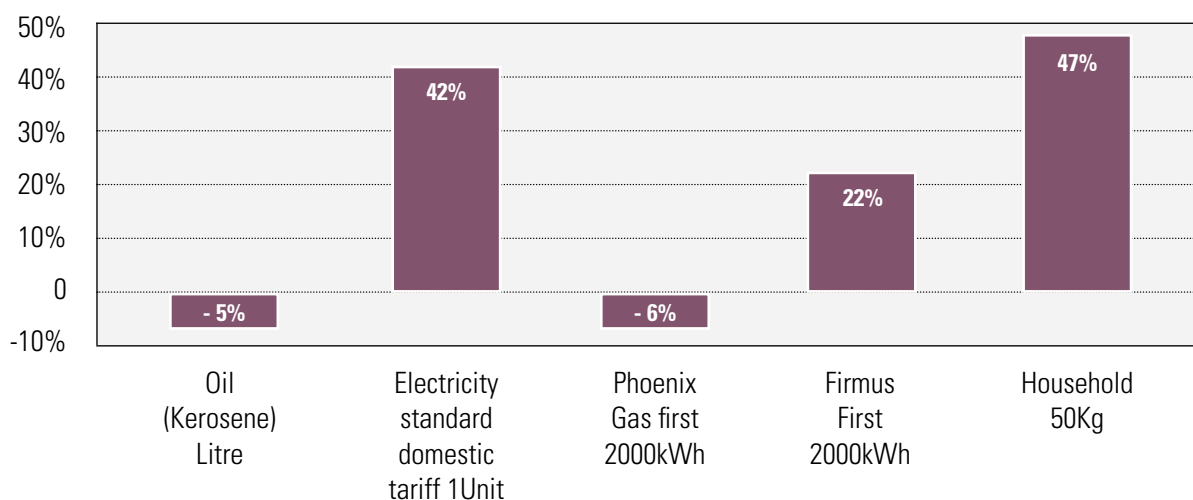
THEME TWO

Improving people's homes

OUTCOME 4: IMPROVE THE QUALITY OF THE HOUSING STOCK

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Funding of discretionary grants for 2015/16 of £55k.	Discretionary grant approval value in 2015/16 was £52k.	Funding of discretionary grants for 2016/17 is £39k.	Deliver policies to support sustainable design and improve the fabric of dwellings.
DSD and NIHE will introduce a pilot loan scheme for private house maintenance in NI in 2015/16 with funding of £1m.	Pilot loan scheme suspended until further research is carried out.	Complete further research into other loan schemes for private house maintenance.	Deliver innovative approaches to finance housing maintenance across all tenures.
Repair notices issued by councils on private rented landlords can be recovered through a mandatory grant of up to £7,500.	There were 9 mandatory repair grants approved in 2015/16 with an approval value of £15k.	NIHE will issue mandatory Repair Grants as required.	
NIHE will register and inspect HMOs for building and management standards.	210 HMOs were registered by 2015/16 and 21 Article 80 Notices (fit for the number of occupants) and 29 Article 79 Notices (Management Regulations) were served.	NIHE will register and inspect HMOs for building and management standards. NIHE will commence work on the 2016 House Condition Survey.	

Household Fuel cost % change April 2007 to January 2016 (NI)



Source: NIHE

OUTCOME 4: IMPROVE THE QUALITY OF THE HOUSING STOCK - *continued*

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Funding for NIHE planned maintenance schemes in 2015/16 is estimated at £8.57m for 20 schemes.	In 2015/16 the NIHE spent £7.58m on 26 planned maintenance schemes	Funding for NIHE planned maintenance schemes in 2016/17 is estimated at £5m for 10 schemes.	NIHE will maintain properties in line with its Asset Management Strategy.
Funding for NIHE capital improvement schemes in 2015/16 is estimated at £1.94m.	In 2015/16 the NIHE spent £0.55m on capital improvement schemes.	Funding for NIHE capital improvement schemes in 2016/17 is estimated at £2.19m.	
NIHE will complete response maintenance repairs within the required target time.	In 2015/16 NIHE completed 34,244 response maintenance jobs at a cost of £3.3m. In 2015/16 in Antrim local office area 93.9% of response maintenance repairs were completed within required target time. 93.19% of repairs in Newtownabbey 1 and 2 met the required target time.	NIHE will complete response maintenance repairs within the required target time.	
NIHE will carry out response maintenance repairs to customer's satisfaction.	96.9% of customers were satisfied with response maintenance repairs carried out within ANBC in 2015/16.	NIHE will carry out response maintenance repairs to customer's satisfaction.	
NIHE stock condition survey will complete in 2015 and inform the Asset Management Strategy.	Achieved.	NIHE will use information from the stock condition survey to build future programmes of improvement work. DfC will use the survey to forecast future investment requirements for NIHE homes across NI.	

OUTCOME 5: DEVELOP LOW CARBON HOMES AND REDUCE FUEL POVERTY

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will fund energy efficiency awareness programme to be delivered annually to 160 schools across NI by Bryson House.	There were 144 schools visited in NI during 2015/16, one of these (Ballynure P.S) was within ANBC.	NIHE will fund energy efficiency awareness programme to be delivered annually to 160 schools across NI by Bryson House.	Promote energy efficiency awareness.
NIHE will implement Affordable Warmth scheme. Funding of £16.5m is available for 2015/16 across NI.	In ANBC, 246 measures were carried out to private properties under the Affordable Warmth scheme in 2015/16.	NIHE will implement Affordable Warmth scheme. Funding of £15.5m is available for 2016/17 across NI.	Reduce fuel poverty.
NIHE will implement Boiler Replacement scheme in 2016 with a budget of £2m across NI.	In ANBC, 442 properties had boilers replaced at cost of £309.4k	NIHE will implement the Boiler Replacement scheme 2016-19 with a budget of £3m for 2016/17 across NI.	Develop and promote alternative natural energies to improve environmental wellbeing and combat fuel poverty in the home.
NIHE's 2015/18 energy efficiency programme will implement 6 schemes for 856 units at a cost of £3.5m.	In 2015/16 NIHE spend for the energy efficiency programme was £3.1m on 1077 units.	NIHE's 2016/19 energy efficiency programme includes one scheme for 143 units at a cost of £0.7m.	Deliver zero carbon dwellings within the SHDP.
Bryson House appointed by NIHE will develop a network of oil buying clubs across NI until 2018 to negotiate lower fuel prices for club members.	There were 27 oil buying clubs established in NI by November 2015. There are none in ANBC.	NIHE aims to increase membership of the established oil buying clubs.	
During 2015/16, 1,000 PV panels will be installed in NIHE properties across NI, valued at £6m.	At March 2016, 889 installations of PV panels were completed across NI, 35 of these were in ANBC.	NIHE aims to complete a further 111 planned PV panel installations across NI. Consideration is being given to a further phase of 2,000 NIHE properties, 24 offices and up to 400 commercial properties for PV panel installation across NI.	



THEME THREE

Transforming people's lives

OUTCOME 6: PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>The gross, three year (2015/18) SHDP contains three supported housing schemes for 59 units.</p> <p>£2.9m has been approved to deliver the Supporting People programme for 2015/16 in ANBC.</p> <p>2015/18 SHDP incorporates support for 7 wheelchair units.</p>	<p>In 2015/16 the supported housing scheme Northern Trust Mental Health Resettlement, Abbots Road, Newtownabbey went onsite for 24 units and is expected to be completed in 2017/18.</p> <p>£2.5m was spent delivering the Supporting People programme for 2015/16 in ANBC.</p> <p>48 accommodation based schemes for 974 service users.</p> <p>One floating support scheme for 20 service users.</p> <p>2016/19 SHDP incorporates support for 14 wheelchair units.</p>	<p>The gross, three year (2016/19) SHDP contains two supported housing schemes for 36 units which are programmed to commence construction in 2016/17.</p> <p>£3.0m has been approved to deliver the Supporting People programme for 2016/17.</p> <p>2016/19 SHDP incorporates support for 14 wheelchair units.</p>	<p>Maintain collaborative working practices between NIHE, Health Trusts and Probation Service to deliver innovation, capacity and housing care and support services.</p>
<p>DSD and NIHE will complete the review of the Supporting People Strategy by 2016.</p> <p>NIHE initiated research to identify supported housing needs by client group.</p>	<p>Achieved</p>	<p>Implementation of the recommendations of the DfC Supporting People Review.</p>	<p>Research and review the strategic direction and delivery services of supporting people programme, to inform future commissioning plans for each client group.</p>

OUTCOME 6: PROVIDE SUITABLE ACCOMMODATION AND SUPPORT SERVICES FOR VULNERABLE RESIDENTS - *continued*

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
Complete NIHE research to evaluate accommodation based Supporting People schemes.	Completed and published in September 2015.		Establish a supported housing need assessment methodology by client group.
NIHE will monitor and review Supporting People services through the contract management framework and take actions to remodel / realign services as needed. NIHE will assess need for social housing wheelchair properties.	Activity plan for 2015/16 completed. Achieved. NIHE identified a need for 31 wheelchair properties for 2015/20.	Activity Plan in place for 2016/17. NIHE will assess need for social housing wheelchair housing.	Research and review the strategic direction and delivery services of supporting people programme, to inform future commissioning plans for each client group.
NIHE will fund approximately £580k for disabled facilities grants for the private sector in 2015/16. NIHE will provide adaptations to their properties as required.	Private Sector Grants continue to provide Mandatory Disabled Facilities referred by the Health Trust. NIHE approved 52 and completed 72 disabled facilities grants, spending £486k; Adaptations to a value of £395k were completed in ANBC during 2015/16.	NIHE will fund approximately £331k for disabled facilities grants for the private sector in 2016/17. NIHE will provide adaptations to their properties as required.	Promote independent living through information, disabled facilities grants adaptations.
A Travellers service site for Antrim Town will be programmed in the SHDP.	A need has been identified for eight units for a traveller site in Antrim.	Determine a suitable site and add to the SHDP.	Identify and meet Travellers accommodation needs within communities.

OUTCOME 7: HOMELESSNESS IS PREVENTED OR IS ADDRESSED EFFECTIVELY

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>Provide homeless advice through a housing options service to prevent homelessness.</p> <p>Enhance the work in the pilot private rented sector access scheme to prevent homelessness. £450k available to fund the Smartmove private rented access scheme across NI for 2015/16.</p>	<p>This approach has evolved to focus on homeless prevention through the development of a Housing Solutions and Support Approach. Housing Solutions and Support teams have been established in three Pilot Housing Executive Offices; Causeway, Belfast and Newry.</p> <p>NIHE funded Smartmove private rented access scheme to a value of £359k across NI for 2015/16.</p>	<p>Roll in of the Housing Solutions and Support Approach will continue across NI.</p> <p>NIHE will fund £370k to Smartmove private rented access scheme across NI for 2016/17.</p>	<p>Deliver a framework and model for a fully operational housing options service. Ensure information is readily available across all tenures to meet the needs of a housing options service.</p> <p>Deliver an adequate supply of permanent accommodation to prevent homelessness and repeat homelessness.</p>
<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012-17.</p> <p>Homeless applications to be processed within 33 working days.</p> <p>NIHE will review the Homelessness Strategy in 2017.</p>	<p>NIHE confirmed 1,530 homeless applications were received and 1,099 applicants were awarded Full Duty Applicant status in ANBC.</p> <p>100% of homeless applications were processed within 33 working days.</p> <p>Ongoing</p>	<p>NIHE will work with organisations to deliver homeless services, in line with Homelessness Strategy 2012-17.</p> <p>Homeless applications to be processed within 33 working days.</p> <p>NIHE will review the Homelessness Strategy in 2017.</p>	<p>Maintain and improve collaborative working arrangements to provide services to homeless people.</p> <p>Maximise return on funding for temporary homeless accommodation.</p>

Supporting People Information

Type of Service	Client Group	No. of Schemes	No. of Providers	Actual Payments 2015-16 (£k)	Max Annual Contracted funding (£k)	Max. No. of Service Users
Accommodation Based Services	Older People	27	7	275	394	721
	Homelessness	3	1	71	71	16
	Learning Disability	6	4	848	963	85
	Physical Disability	0	0	-	-	0
	Mental Health	11	5	1260	1491	149
	Young People	1	1	25	25	3
	Total	48	18	2479	2944	974
Floating Support Services	Older People	0	0	-	-	0
	Homelessness	0	0	-	-	0
	Learning Difficulty	0	0	-	-	0
	Physical Difficulty	0	0	-	-	0
	Mental Health	1	1	37	37	20
	Young People	0	0	-	-	0
		Total	1	1	37	37
Grand Total		49	19	2516	2981	994

Homeless Figures

Year	No. of Homeless Presenters	No. of Homeless Acceptances	Households placed in Temporary Accommodation
2011/12	1,666	778	132
2012/13	1,721	963	120
2013/14	1,462	781	104
2014/15	1,366	913	78
2015/16	1,530	1,099	103

Source: NIHE

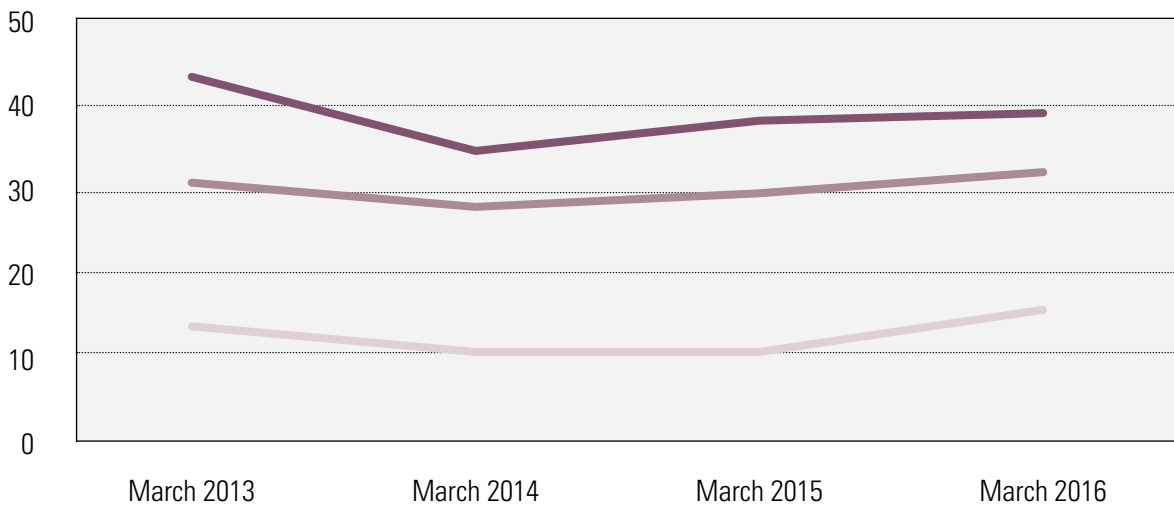
NIHE spent
£395k
 on adaptations
 to their
 properties
 within ANBC

Disabled Facilities Grants figures

Year	2011/12	2012/13	2013/14	2014/15	2015/16
DFGs approved	95	87	88	73	52
Funding	743k	751k	791k	478k	486k

Source: NIHE

Social Housing Wheelchair Statistics



Source: NIHE

- Wheelchair Applicants on the Waiting List
- Wheelchair Applicants on Housing Stress on the Waiting List
- Wheelchair Applicants allocated social housing in the past year

Accessible Housing Executive Stock

Property Type	Bungalows	* Mobility Bungalows	Accessible Properties including extensions and lifts	Ground floor flats
Number	1,039	778	114	1,063

Source: NIHE * subset of bungalows



THEME FOUR

Enabling sustainable neighbourhoods

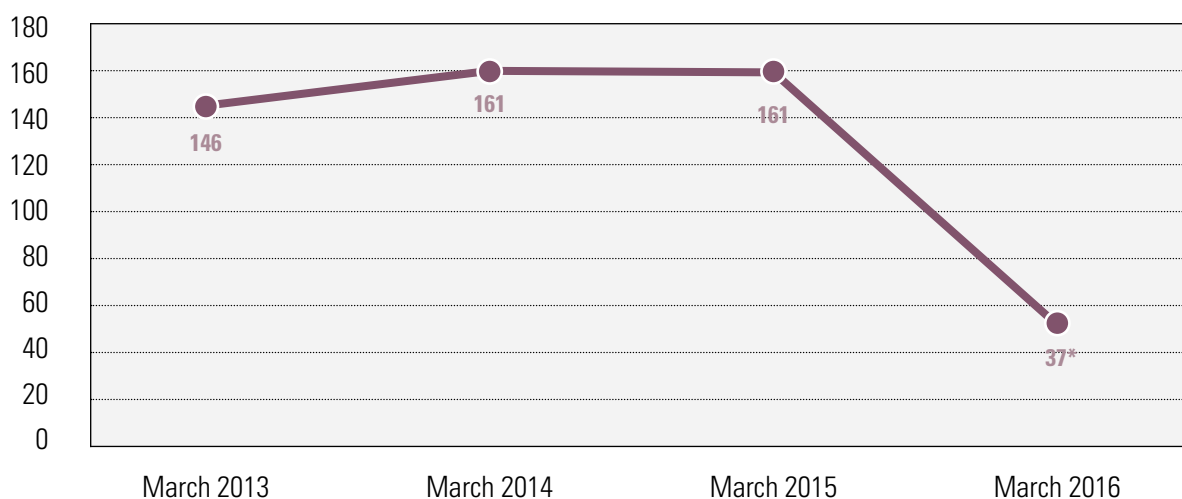
OUTCOME 8: REGENERATE NEIGHBOURHOODS

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>DSD will allocate £394k for Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2015/16.</p> <p>NIHE will implement an empty homes scheme to meet social housing need.</p> <p>Promote housing led regeneration through masterplanning proposals in urban and village centres.</p>	<p>DSD have funded £289k for Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2015/16.</p> <p>There were 33 empty homes reported in ANBC at April 2016.</p> <p>NIHE will continue to work closely with the council through the community planning process.</p>	<p>DfC has allocated £306k for Areas at Risk, SPOD and Neighbourhood Renewal programmes for 2016/17.</p> <p>The Empty Homes strategy is currently under review with DfC.</p> <p>Promote housing led regeneration through master planning proposals in urban and village centres.</p>	<p>Develop collaborative working arrangements between DfC, NIHE and councils to deliver housing led regeneration in partnership with communities.</p> <p>Improve the quality of urban and rural design and townscape quality in local communities.</p>
<p>NIHE will update and implement the Rural Housing Policy and Action Plan 2016-20.</p>	<p>'Sustainable Rural Communities', Rural Strategy and Action Plan 2016-20 has been approved.</p>	<p>NIHE will launch and implement the Rural Strategy and Action Plan 2016-20.</p>	<p>Support sustainable rural communities through a Rural Strategy and Action Plan.</p>
<p>DSD will review findings of Social Enterprise pilot to inform policy development.</p>	<p>Social Investment team are currently working with community groups.</p> <p>DfC is supporting Social Economy Enterprise growth in NI through Community Asset Transfer, Pilot Social Economy Projects, Social Enterprise Hubs and Social Innovation.</p>	<p>Potential schemes are being investigated whilst awaiting a new round of investment funding in May 2016.</p> <p>DfC will continue to invest in social enterprise growth to increase sustainability in the broad community sector.</p>	<p>Support local businesses and job creation through social enterprise.</p>

OUTCOME 8: REGENERATE NEIGHBOURHOODS - *continued*

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will implement a Social Enterprise Strategy and provide social investment finance.	NIHE's Social Housing Enterprise Strategy 2015-2018 was launched in September 2015. To date no awards have been given to any social economy/social housing enterprise initiatives in Antrim and Newtownabbey.	NIHE's Social Housing Enterprise Strategy will invest £0.5m in NI annually to support social housing enterprise developments. It will also create new and additional social enterprises within communities and introduce a digital Skills and Development Support Framework to up-skill local social enterprises and social entrepreneurs.	
NIHE will transfer assets under the CAT framework to deliver community regeneration.	There are no current proposals to transfer assets within ANBC at present.	NIHE will transfer assets under the CAT framework to deliver community regeneration.	

Rural Applicants in Housing Stress



Source: NIHE

* March 2016 figures no longer include Crumlin as now designated urban

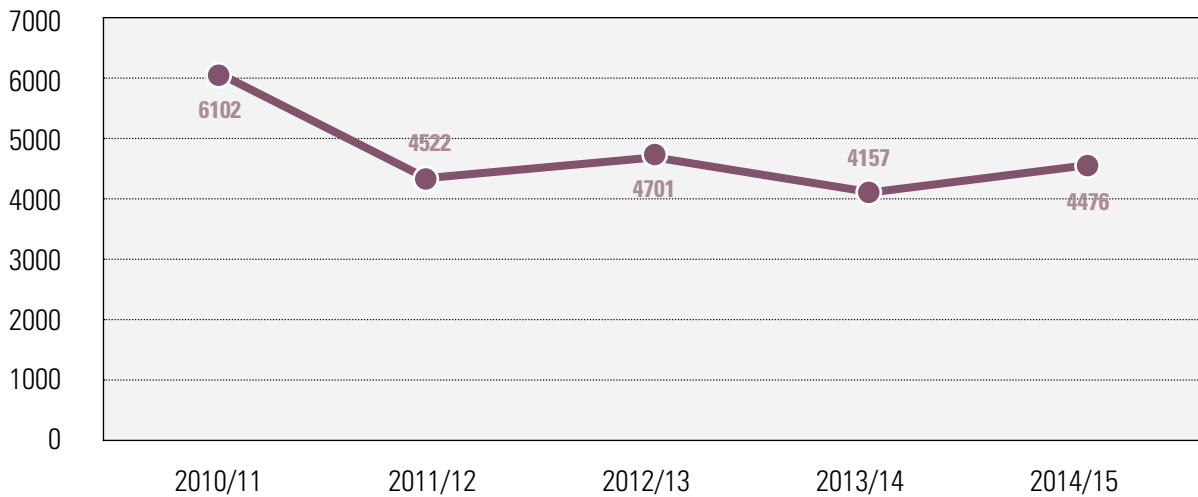
OUTCOME 9: CREATE SAFER AND COHESIVE COMMUNITIES

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18.</p> <p>NIHE will continue to be a designated agency in the PCSPs.</p> <p>NIHE will assess Bids for £37k submitted from community groups for community safety projects.</p> <p>NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences</p> <p>NIHE will continue to provide support to victims of domestic abuse.</p>	<p>NIHE actively deals with ASB in our estates. We deliver the HIPA scheme to help people deal with hate incidents at their home.</p> <p>Achieved: NIHE provided funding (£27k) as a designated agency.</p> <p>Local offices continue to attend joint agency meetings to address community safety issues.</p> <p>In 2015/16 £10k was awarded on community safety projects.</p> <p>Achieved: During 2015/16, NIHE dealt with 149 cases of anti-social behaviour.</p> <p>The local offices continue to provide support to victims of domestic abuse.</p>	<p>Implement NIHE's Community Safety Strategy 2014-17. Update the Strategy in 2017/18.</p> <p>NIHE will continue to be a designated agency in the PCSPs.</p> <p>NIHE will continue to assess community safety projects bids.</p> <p>NIHE will continue to partner on Anti-Social Behaviour Forum and Multi Agency Risk Assessment Conferences.</p> <p>NIHE will continue to provide support to victims of domestic abuse.</p>	<p>Prevent crime and the fear of crime especially amongst the most vulnerable in society.</p> <p>Reduce anti-social behaviour.</p>

OUTCOME 9: CREATE SAFER AND COHESIVE COMMUNITIES - *Continued*

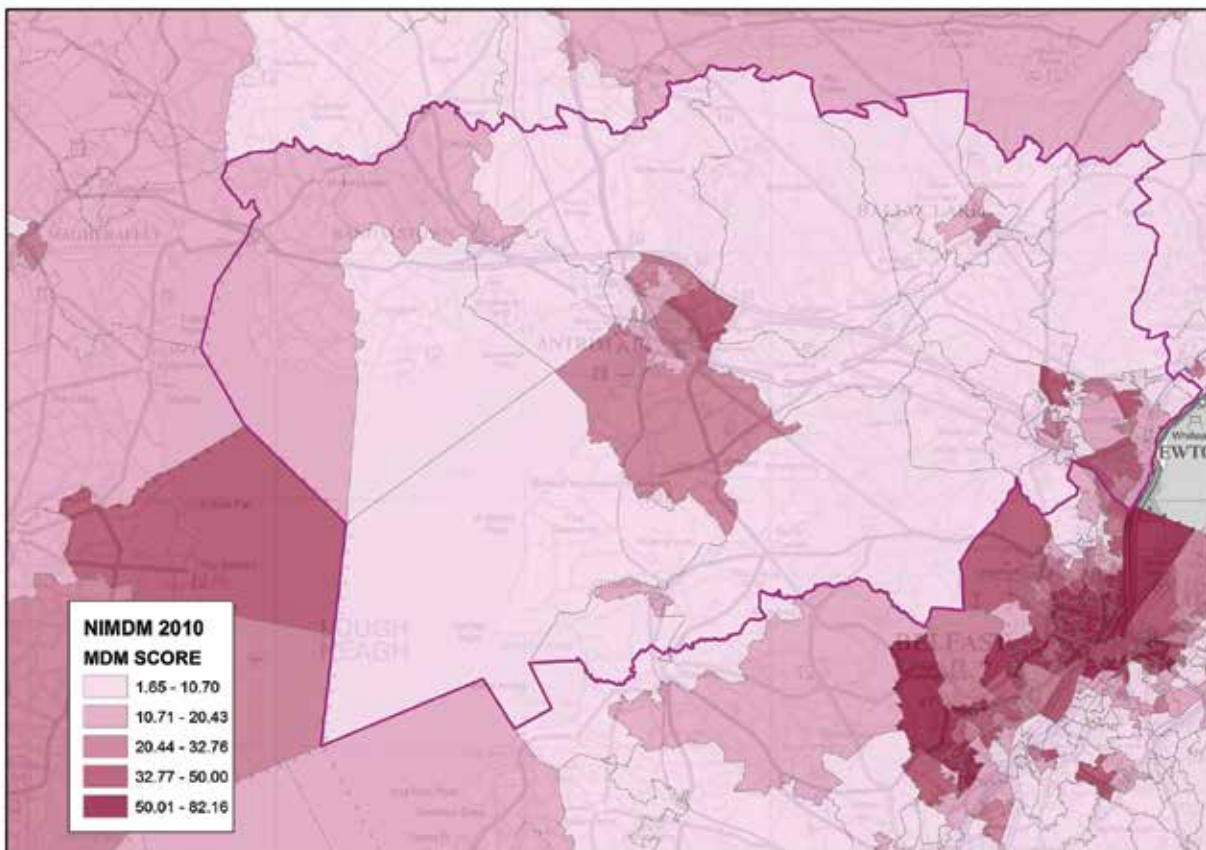
Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
NIHE will implement the Community Involvement Strategy and update in 2017/18.	Achieved: NIHE funded £19k for community involvement work.	NIHE will implement the Community Involvement Strategy and update in 2017/18.	Establish strong, collaborative working arrangements between government agencies, voluntary organisations and local community groups to support community regeneration.
NIHE will work to prevent hate crimes through its Good Relations Strategy and Race Relations Policy.	NIHE has provided Hate Crime Training to more than 70 staff across the organisation.	NIHE will implement bespoke training in good relations for staff and community groups.	Promote the development of shared communities through education programmes and shared new build developments.
NIHE will implement BRIC 2. NIHE will promote the good neighbour charter and the 5 cohesion themes of Race Relations, Communities in Transition, Interfaces, Flags, Emblems & Sectional Symbols.	NIHE has completed phase 1 of the BRIC 2 programme with 26 estates involved across NI. Grange Youth and Community Association and Monkstown Community Association are nominated BRIC areas in ANBC.	NIHE will identify a further 26 groups to be involved in phase 2 of the BRIC 2 across NI.	
Funding of almost £19k for 2015/16 for Community Grants and Scrutiny Panels is available in ANBC.	£14,518 was spent in 2015/16 on Community Grants and Scrutiny Panels in ANBC.	Funding of £19,284 for 2016/17 for Community Grants and Scrutiny Panel will be made available by NIHE.	

Anti social Behavioural Incidents



Source: NISRA

Multiple Deprivation Measure 2010



Source: NISRA

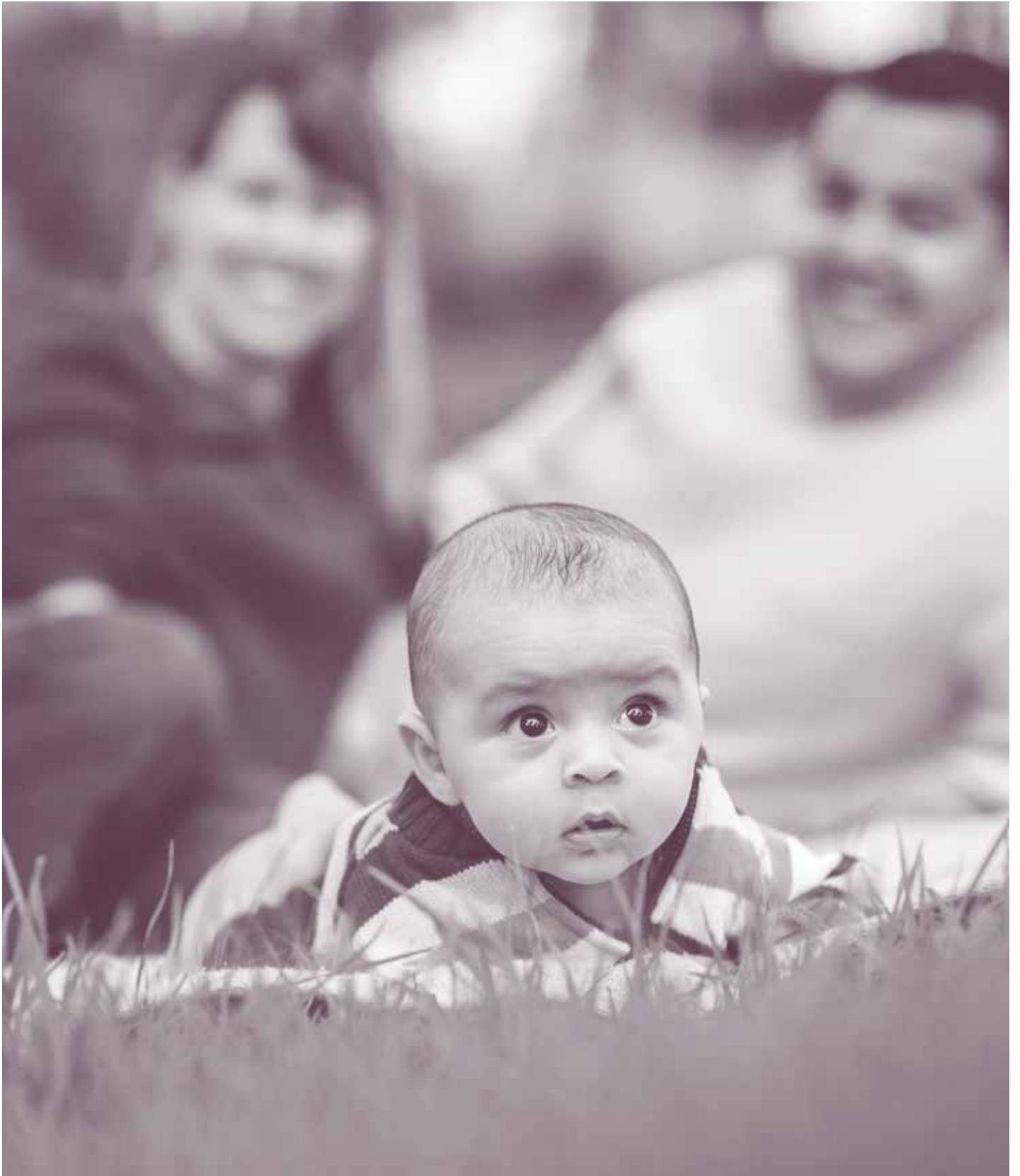


THEME FIVE

Delivering quality services

OUTCOME 10: DELIVER BETTER SERVICES

Plans 2015/16	Progress	Plans 2016/19	Long Term Objectives
<p>Increase rent collection to reinvest to improve services.</p> <p>Reduce arrears to maximise income.</p> <p>Meet the Public Accounts Committee to establish a tenancy fraud baseline for future monitoring.</p>	<p>NIHE collected 99.44% of rent during 2015/16, compared to 99.55% in 2014/15.</p> <p>Arrears increased by £33k during 2015/16.</p> <p>Baseline level of tenancy fraud established. Action Plan in place and statistics reported quarterly to DfC.</p>	<p>Increase rent collection to reinvest to improve services.</p> <p>Reduce arrears to maximise income.</p> <p>Implement the Tenancy Fraud Action Plan.</p>	<p>Maximise income to deliver better services and improve stock.</p> <p>Monitor and reduce tenancy fraud.</p>
<p>Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.</p>	<p>NIHE voids at April 16 were 1.9% of total stock.</p>	<p>Maintain voids below 1% of total stock to make best use of housing stock and increase revenue from rents.</p>	<p>Make best use of stock.</p>
<p>Implement the Sustaining Tenancy Strategy.</p> <p>Implement the welfare reform action plan as required.</p> <p>Continue to monitor tenant's satisfaction through the CTOS.</p>	<p>Revised Customer Support and Tenancy Sustainment Strategy approved by the Board and work commenced on the development of local action plans. Local Office staff work to identify vulnerable people and work closely with support agencies.</p> <p>The Welfare Reform Action Plan focussed mainly on the proposed Social Sector Size Criteria (SSSC – also referred to as the 'Bedroom Tax'). We have been tracking legislative developments in relation to its introduction in Northern Ireland and linking with DfC on the Government's proposals to provide full mitigation of the bedroom tax for Housing Executive and Housing Association tenants.</p> <p>Ongoing.</p>	<p>Implement the Strategy locally and incorporate the approach in the Build Yes revised ways of working.</p> <p>NIHE will continue to liaise with DfC in relation to how the SSSC will be mitigated, in order to determine what action may be required in the year ahead.</p> <p>Continue to monitor tenant's satisfaction through the CTOS.</p>	<p>Reduce tenancy failure and help tenants stay in their own home.</p> <p>Monitor and improve customer satisfaction levels.</p>



Appendices

Appendix One: Social Housing Need by Settlement 2015/20: ANBC

SETTLEMENT	SOCIAL HOUSING NEED 2015/20
Newtownabbey Urban	
Rathcoole	58
Rushpark	72
Rathfern	7
Bleachgreen	7
Whiteabbey (Abbeyville, Glenville, Abbeyglen)	38
Longlands/Bawnmore/Old Mill	30
Hightown	10
Felden	-
Ballyduff	45
Central Glengormley (Glenvarna, Queens Park /Avenue)	107
Mossley	48
Monkstown	26
Hyde Park/Parkmount	8
Newtownabbey Urban Total	456
Antrim Town	126
Ballyclare	56
Crumlin	94
Randalstown	47
Parkgate/Tempelpatrick	13
Toomebridge	0
Ballynure	3
Doagh/Kelburn Park	7
Oakview/Roughfort	1
ANBC Total	803

New Intermediate Housing Demand: ANBC 2015/25

COUNCIL	INTERMEDIATE HOUSING DEMAND 2015/25
ANBC	680

Antrim and Newtownabbey

Housing Investment Plan

Annual Update 2016

Appendix Two: Social Housing Development Programme: ANBC

SCHEMES COMPLETED APRIL 2015 - MARCH 2016

Scheme	No of units	Client group	Housing Association	Policy theme
Ballyduff PS Phase 2	30	General Needs	Choice	Urban Need
369-371 Antrim Road, Glengormley	21	General Needs	Clanmil	Urban Need
Felden Surplus Site Phases 1,2 & 3	42	General Needs	Clanmil	Urban Need
Whitehouse Court, Shore Road	18	General Needs	Choice	Urban Need
Newtownabbey ESPs	5	General Needs	Connswater	Urban Need
Lurgan Road, Crumlin	9	General Needs	Habinteg	Urban Need
Laurelvale Close, Lurgan Road, Crumlin	14	General Needs	Habinteg	Urban Need
9a-11 Glenavy Road, Crumlin	13	General Needs	Habinteg	Urban Need
Islay Street, Springfarm, Antrim	1	General Needs	Clanmil	Urban Need
Total	153			

SCHEMES ON SITE AT 31ST MARCH 2016

Scheme	No of units	Client group	Housing Association	Policy theme
Felden Surplus Site, Phases 4,5 & 6	55	General Needs	Clanmil	Urban Need
Deerfin Park/Derrycoole Way Phase 1	12	General Needs	Helm	Urban Need
Deerfin Park/Derrycoole Way Phase 2	18	General Needs	Helm	Urban Need
Iniscarn Way, Rathcoole	6	General Needs	Apex	Urban Need
Loughmoney Park, Rathcoole	8	General Needs	Apex	Urban Need
Derrycoole Park, Rathcoole	25	General Needs	Apex	Urban Need
Mournebeg Drive, Rathcoole	1	General Needs	Helm	Urban Need
Northern Trust Mental Health Resettlement, Abbots Road, Newtownabbey	24	Mental Health	Choice	Supported
Newtownabbey ESPs	16	General Needs	Connswater	Urban Need
Chaine Court, Antrim	14	General Needs	Fold	Urban Need
Roguary Road, Toomebridge	7	General Needs	Clanmil	Rural Need
Glenavy Road, Crumlin	5	Learning Disabilities	Triangle	Supported
Total	191			

SCHEMES PROGRAMMED 2016/19

Scheme	No of units	Client group	Year	Housing Association	Policy theme
Rathmullan Drive, Rathcoole	20	General Needs	2016/17	Apex	Urban Need
Donegore Drive, Antrim	15	General Needs	2016/17	Apex	Urban Need
Fennel Road, Antrim	15	General Needs	2016/17	Apex	Urban Need
The Square, Ballyclare	39	General Needs	2016/17	Choice	Urban Need
Massereene Gardens, Antrim	1	General Needs	2016/17	Choice	Urban Need
Doagh Road, Rushpark	28	General Needs	2016/17	Choice	Urban Need
Devenish Drive, Monkstown	17	General Needs	2016/17	Choice	Urban Need
Lands to rear of Riverside, Antrim	6	General Needs	2016/17	Choice	Urban Need
Neilsbrook Park (17-19 Portglenone Road), Randalstown	13	General Needs	2016/17	Choice	Urban Need
Former Tesco Site, Carnmoney Road, Glengormley	40	General Needs	2016/17	Clanmil	Urban Need
Manse Road, Ballyclare Road, New Mossley	48	General Needs	2016/17	Connswater	Urban Need
Old Irish Highway, Rathcoole	18	General Needs	2016/17	Helm	Urban Need
Rear of Oriel Road, Antrim	2	General Needs	2016/17	Helm	Urban Need
Crumlin ESPs	7	General Needs	2016/17	Rural	Urban Need
YPLC Antrim	12	YPLC	2016/17	Triangle	Supported
Crumlin ESPs	5	General Needs	2016/17	Triangle	Urban Need
Abbey Road, Antrim	24	Learning Disabilities	2016/17	Triangle	Supported
Ballyduff Road, Carnmoney	6	General Needs	2017/18	Apex	Urban Need
The Old Mill, Mill Road, Crumlin	32	General Needs	2017/18	Clanmil	Urban Need
53 Mill Road, Crumlin	11	General Needs	2017/18	Clanmil	Urban Need
Lynwood House, Ballyfore Park, Ballyduff	6	General Needs	2017/18	Helm	Urban Need
Crumlin ESPs	5	General Needs	2017/18	Triangle	Urban Need
15 Glenavy Road, Crumlin	55	General Needs	2018/19	Apex	Urban Need
Willowbrook, 401 Shore Road	50	General Needs	2018/19	Apex	Urban Need
Lands to the rear of 47 Main Street, Crumlin	5	General Needs	2018/19	Helm	Urban Need
Crumlin ESPs	5	General Needs	2018/19	Triangle	Urban Need
Total	485				

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Appendix Three: Maintenance and grants information - ANBC

SCHEMES COMPLETED 1ST APRIL 2015 - 31ST MARCH 2016		
Work Category	Scheme	Units
Double Glazing	Antrim Ph 2	356
	Antrim Ph 3	329
	Monkstown/New Mossley	284
	Rathcoole Zone 4	78
	Ballyclare	68
Smoke Alarm Replacement	Antrim	91
	Newtownabbey 1	187
	Newtownabbey 2	128
	Newtownabbey 1	113
Heating Replacement	Antrim	127
	Newtownabbey 1	101
	Newtownabbey 1	71
	Newtownabbey 2	76
	Newtownabbey 2 Former Stock Transfer	15
External Cyclical Maintenance	Springfarm	206
	Rathcoole Zone A Ph 2	343
	Ballyclare	102
	Ballycraigy	136
	Mournebeg/Owenreagh	85
	Glenville	63
	Ollardale	78
Total		3,037

SCHEMES STARTED BETWEEN 1ST APRIL 2015 - 31ST MARCH 2016

Work Category	Scheme	Units
Heating Replacement	Antrim	127
	Newtownabbey 1	70
	Newtownabbey 2	86
	Newtownabbey 2 Former Stock Transfer	20
External Cyclical Maintenance	Stiles/Townparks	293
	Newtownabbey 2	301
Double Glazing	Newtownabbey 2	126
Special Scheme	Fairview Road Ballyduff	<5
Revenue Replacement	Parkgate/Randalstown	94
	Glenville	67
	Ollardale	89
	Longlands/Doagh	91
Electrical Inspections	Antrim	1313
Smoke Alarm Replacement	Antrim	130
	Newtownabbey 1	144
	Newtownabbey 2	204
Health and Safety Fire Doors	Antrim	178
	Newtownabbey 1	256
	Newtownabbey 2	253
Total		3,843

Note: Some schemes may start and complete in year.

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PROGRAMME OF WORK FOR 2016/17		
Work Category	Scheme	Units
External Cyclical Maintenance	Abbeyglen	38
	Erskine/Ollardale	364
	Parkhall Ph 2	217
Revenue Replacement	Ballyclare	99
	Green End	75
Health and Safety	Abbotscoole/Carncoole	118
Heating Replacement	Antrim Heating	143
Electrical Modernisation	Rathcoole Zone E Rewiring	96
Incremental Improvement	Rathcoole Medium Rise Roofs	268
Smoke Alarm Replacement	Antrim	-
	Newtownabbey 1	-
	Newtownabbey 2	-
Special Revenue	Carnreagh Bend Flooring	48
Total		1,466

ANALYSIS OF ADAPTATIONS TO HOUSING EXECUTIVE STOCK 2015/16		
Type of Adaptation	Adaptations commenced April 2015 to March 2016	Adaptations spend April 2015 to March 2016 (£k)
Extension to dwelling	<5	67.85
Lifts	31	151.49
Showers	101	175.22
Total		394.56

GRANTS PERFORMANCE 2015/16			
Grant Type	Approved	Approval Value (£k)	Completed
Mandatory Grants			
Disabled Facilities Grants	52	486	72
Repair Grant	9	15	7
Discretionary Grants			
Renovation Grant	13	52	13
Total	74	533	92

DEFINITION OF WORK CATEGORIES	
External Cyclical Maintenance	Work to the external fabric of a dwelling and its immediate surrounding area.
Revenue Replacement	Replacement of obsolete internal elements, e.g. sanitary ware and kitchen units.
Smoke Alarm Installation/Replacement	Installation/replacement of hard wire smoke alarms (replacement after 10 years).
Heating Installation/Replacement	Replacement of solid fuel or electric heating.
Health and Safety	Specific works where health and safety issues have been identified.
Double Glazing	Replacement of single glazed with double glazed units.
Special Scheme	Improvement works to dwellings outside the Improvement to Purpose Built Stock programme

Appendix Four:
Household composition of housing applicants at March 2016

	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Antrim Town								
Firfields/Dublin Road	Applicant	41	5	23	4	4	12	89
	App (HS)	27	3	15	2	2	7	56
	Allocation	4	1	1	0	1	1	8
Menin/Springfarm Road	Applicant	9	0	1	0	0	2	12
	App (HS)	6	0	1	0	0	1	8
	Allocation	0	0	1	0	0	0	1
Newpark/Ballycraigy	Applicant	44	4	7	2	7	9	73
	App (HS)	23	2	2	1	4	5	37
	Allocation	14	4	5	0	0	3	26
Parkhall/ Steeple	Applicant	95	12	37	3	8	7	162
	App (HS)	51	4	22	1	3	4	85
	Allocation	20	3	6	1	5	5	40
Stiles/Rathkyle/Rathglynn	Applicant	51	4	10	0	7	4	76
	App (HS)	34	2	6	0	5	3	50
	Allocation	17	3	14	0	3	0	37
Rathenraw	Applicant	2	2	7	2	4	0	17
	App (HS)	2	0	4	0	3	0	9
	Allocation	2	0	8	0	1	0	11
Townparks South	Applicant	5	2	5	0	0	15	27
	App (HS)	3	0	3	0	0	8	14
	Allocation	2	0	1	1	0	3	7
Townparks North	Applicant	21	4	7	0	5	10	47
	App (HS)	13	1	6	0	3	9	32
	Allocation	8	0	4	0	1	0	13
Springfarm Estate	Applicant	27	7	20	2	4	1	61
	App (HS)	14	3	8	0	2	1	28
	Allocation	16	3	7	0	6	0	32
Moylena Grove	Applicant	4	0	5	0	0	6	15
	App (HS)	2	0	2	0	0	3	7
	Allocation	0	1	1	0	1	0	3
Antrim Town Total	Applicant	299	40	122	13	39	66	579
	App (HS)	175	15	69	4	22	41	326
	Allocation	83	15	48	2	18	12	178

	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Whiteabbey								
Abbeyville	Applicant	14	2	3	1	4	3	27
	App (HS)	7	2	1	1	2	2	15
	Allocation	0	0	1	0	0	0	1
Glenville	Applicant	23	1	10	0	2	12	48
	App (HS)	18	0	8	0	1	12	39
	Allocation	5	0	1	0	0	4	10
Abbeyglen	Applicant	4	1	1	0	0	0	6
	App (HS)	3	0	0	0	0	0	3
	Allocation	0	0	0	0	0	0	0
Whiteabbey Total	Applicant	41	4	14	1	6	15	81
	App (HS)	28	2	9	1	3	14	57
	Allocation	5	0	2	0	0	4	11

Glengormley								
Glenvarna / Glengormley	Applicant	54	7	34	5	9	39	148
	App (HS)	42	2	23	5	6	26	104
	Allocation	7	0	1	0	1	9	18
Queens Park Avenue	Applicant	33	2	9	1	1	22	68
	App (HS)	22	0	4	1	0	19	46
	Allocation	9	0	3	0	1	4	17
Hightown	Applicant	4	0	6	0	1	2	13
	App (HS)	4	0	5	0	1	2	12
	Allocation	0	0	1	0	0	0	1
Glengormley Total	Applicant	91	9	49	6	11	63	229
	App (HS)	68	2	32	6	7	47	162
	Allocation	16	0	5	0	2	13	36

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	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
Ballyclare	Applicant	74	7	24	4	15	59	183
	App (HS)	48	5	13	1	9	42	118
	Allocation	19	2	12	0	0	11	44
Ballyduff	Applicant	47	2	40	0	1	14	104
	App (HS)	26	1	31	0	1	7	66
	Allocation	13	1	15	1	4	9	43
Ballynure	Applicant	2	1	1	0	0	0	4
	App (HS)	2	0	0	0	0	0	2
	Allocation	0	0	0	0	0	0	0
Bawnmore/Old Mill	Applicant	27	5	25	4	7	7	75
	App (HS)	23	4	19	2	5	6	59
	Allocation	3	0	1	0	1	0	5
Bleachgreen	Applicant	11	1	6	0	3	2	23
	App (HS)	6	0	3	0	1	1	11
	Allocation	0	0	0	0	1	1	2
Crumlin	Applicant	58	7	63	3	15	15	161
	App (HS)	43	5	46	2	10	10	116
	Allocation	12	3	19	1	12	4	51
Doagh/Kelburn Park	Applicant	4	1	13	0	0	2	20
	App (HS)	2	1	4	0	0	1	8
	Allocation	3	0	0	0	0	0	3
Feldon	Applicant	60	12	98	5	27	8	210
	App (HS)	41	4	72	4	18	7	146
	Allocation	5	0	18	0	4	1	28
Hydepark/Parkmount	Applicant	8	1	3	2	1	3	18
	App (HS)	6	0	2	2	1	3	14
	Allocation	0	0	1	0	0	0	1
Longlands	Applicant	16	2	14	2	3	2	39
	App (HS)	9	0	13	1	1	1	25
	Allocation	5	1	1	0	1	6	14
Monkstown	Applicant	62	4	21	3	6	22	118
	App (HS)	39	1	11	2	2	11	66
	Allocation	17	2	11	1	2	3	36

	TYPE	SINGLE PERSON	SMALL ADULT	SMALL FAMILY	LARGE ADULT	LARGE FAMILY	OLDER PERSON	TOTAL
New Mossley	Applicant	52	5	17	6	11	16	107
	App (HS)	35	2	10	3	9	9	68
	Allocation	13	2	10	0	4	3	32
Oakview/Roughfort	Applicant	2	0	0	0	0	0	2
	App (HS)	2	0	0	0	0	0	2
	Allocation	0	0	0	0	0	0	0
Old Mossley	Applicant	8	0	12	0	2	4	26
	App (HS)	6	0	5	0	1	3	15
	Allocation	0	0	4	0	0	2	6
Parkgate/Tempelpatrick	Applicant	11	4	9	2	2	6	34
	App (HS)	6	2	3	0	1	3	15
	Allocation	2	1	1	0	0	0	4
Randalstown	Applicant	39	10	30	4	7	27	117
	App (HS)	29	6	17	1	5	15	73
	Allocation	5	2	8	0	2	9	26
Rathcoole	Applicant	219	26	89	2	20	43	399
	App (HS)	134	7	49	1	7	25	223
	Allocation	57	11	37	1	2	17	125
Rathfern	Applicant	7	1	10	3	1	1	23
	App (HS)	5	1	7	2	0	1	16
	Allocation	0	0	0	0	2	0	2
Rushpark	Applicant	41	10	21	5	3	58	138
	App (HS)	24	7	10	3	2	37	83
	Allocation	13	1	0	0	0	6	20
Toomebridge	Applicant	11	1	4	0	2	1	19
	App (HS)	5	1	3	0	1	0	10
	Allocation	3	1	2	0	0	0	6
Total ANCBA	Applicant	1190	153	685	65	182	434	2709
	App (HS)	762	66	428	35	106	284	1681
	Allocation	274	42	195	6	55	101	673

Applicant – Housing applicants at March 2016

App (HS) – Housing stress applicants at March 2016 (i.e. 30 points or more)

Allocation – Annual allocations for year ending March 2016

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

Appendix Five: Housing Executive stock at March 2016

Sold Stock in bold

COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Firfields/Dublin Road	21	65	33	11	0	130	0
	22	75	373	5	0	475	
Menin/Springfarm Road	2	0	11	0	0	13	0
	22	0	50	0	6	78	
Newpark/Ballycraigy	47	28	235	0	2	312	5
	30	9	789	2	19	849	
Parkhall/Steeple	31	195	288	11	0	525	4
	1	41	891	16	0	949	
Stiles/Rathkyle/Rathglynn	0	117	290	0	0	407	7
	0	19	564	0	0	583	
Rathenraw	9	0	117	0	0	126	1
	0	0	149	0	0	149	
Townparks South	30	0	25	0	0	55	0
	4	0	54	0	0	58	
Townparks North	31	38	33	0	0	102	0
	0	18	106	0	0	124	
Springfarm Estate	21	50	144	0	0	215	4
	2	4	177	0	0	183	
Moylena Grove	11	0	6	0	0	17	0
	5	0	66	0	0	71	
Antrim Town Total	203	493	1182	22	2	1902	21
	86	166	3219	23	25	3519	

COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Abbeyglan	7	11	14	0	0	32	0
	0	6	20	0	0	26	
Abbeyville	33	3	9	0	0	45	0
	30	1	16	0	0	47	
Glenville	41	45	23	0	0	109	3
	5	15	57	0	0	77	
Whiteabbey Total	81	59	46	0	0	186	3
	35	22	93	0	0	150	
Glenvarna/Glengormley	24	17	25	0	0	66	2
	2	13	129	0	0	144	
Queens Park/Avenue	9	45	86	0	0	140	3
	6	5	234	0	0	245	
Hightown	4	1	5	0	0	10	0
	1	1	12	0	0	14	
Glengormley Total	37	63	116	0	0	216	5
	9	19	375	0	0	403	
Ballyclare	122	148	230	2	2	504	7
	43	67	524	2	9	645	
Ballyduff	20	72	138	0	0	230	6
	8	6	536	0	0	550	
Ballynure	11	0	3	0	0	14	0
	32	0	13	0	1	46	
Bawnmore/Old Mill	14	27	45	0	0	86	0
	7	9	94	0	0	110	
Bleachgreen	0	22	12	0	0	34	0
	0	18	47	0	0	65	
Crumlin	39	29	36	0	0	104	2
	53	21	263	0	4	341	
Doagh/Kelburn Park	18	18	44	0	0	80	1
	2	8	82	0	0	92	
Hydepark/Parkmount	6	6	13	0	0	25	0
	5	2	43	0	0	50	

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COMMON LANDLORD AREA	BUNG (i)	FLAT	HOUSE	MAIS (ii)	COTTAGE	TOTAL	VOID*
Longlands	0	0	38	0	0	38	0
	0	0	63	0	0	63	
Monkstown	66	181	246	9	0	502	3
	21	19	561	0	0	601	
New Mossley	87	103	222	0	0	412	6
	8	9	269	0	0	286	
Oakview/Roughfort	1	0	4	0	0	5	0
	6	0	35	0	0	41	
Old Mossley	38	4	77	0	0	119	0
	2	4	324	0	0	330	
Parkgate/Templepatrick	16	0	17	0	0	33	0
	25	0	91	0	2	118	
Randalstown	59	21	100	0	6	186	1
	69	11	426	0	7	513	
Rathcoole	139	886	497	2	0	1,524	69
	62	286	1,211	21	0	1,580	
Rathfern	17	12	87	0	0	116	1
	2	5	359	0	0	366	
Rushpark	37	77	23	0	0	137	0
	10	102	201	0	0	313	
Toomebridge	28	0	71	0	0	99	0
	42	0	115	0	22	179	
Total	1,039	2,221	3,247	35	10	6552	125
	527	774	8,944	46	70	10,361	

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

(i) Bungalow (ii) Maisonette

**Appendix Six:
Management Team contact details**

OFFICE	CONTACT	CONTACT INFORMATION
All enquiries 03448 920 900		
Antrim Office 48 High Street Antrim BT41 4AN		antrimdistrict@nihe.gov.uk 03448 920 900
Newtownabbey 1 Office Rantalard House Rathcoole Newtownabbey BT37 9AG		newtownabbey1@nihe.gov.uk 03448 920 900
Newtownabbey 2 Office 2 Ballyearl Drive New Mossley Newtownabbey BT36 5XJ		newtownabbey2@nihe.gov.uk 03448 920 900
North Regional Manager	Frank O'Connor	frank.oconnor@nihe.gov.uk
Area Manager	Sharon Crooks	sharon.crooks@nihe.gov.uk
Housing Services Manager	Marie Gilmore	marie.gilmore@nihe.gov.uk
Assistant Housing Services Manager	Karen Rankin	karen.rankin@nihe.gov.uk
Assistant Housing Services Manager	Ann-Mauree Curry	ann-mauree.curry@nihe.gov.uk
Maintenance Manager	Neil O'Connell	neil.oconnell@nihe.gov.uk
Maintenance Manager	James Proctor	james.proctor@nihe.gov.uk

REGIONAL SERVICES		
Land and Regeneration	Elma Newberry	elma.newberry@nihe.gov.uk
Supporting People	Anne Sweeney	anne.sweeney@nihe.gov.uk
Central Grants 2 Adelaide Street Belfast BT2 8PB	Danny O'Reilly	daniel.o'reilly@nihe.gov.uk
Head of Place Shaping North Twickenham House Mount St Ballymena BT43 6PB	Fiona McGrath	fiona.mcgrath@nihe.gov.uk

**Appendix Seven:
Glossary**

Affordable Housing	Affordable housing is defined as social rented housing and intermediate housing for eligible households.
Affordable Housing Fund	Administered by DSD/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 of risk of slipping into social or environmental decline by working with residents.
Building Relations in Communities (BRIC)	Provides training on good relations and funding for good relations plans
Building Successful Communities (BSC)	Carried out in six pilot areas; this uses housing intervention to regenerate areas and reverse community decline.
CAT	Community Asset Transfer provides for a change in management and/or ownership of land or buildings, from public bodies to communities
Community Cohesion	Cohesive communities are communities where there is a sense of belonging, and there are positive relationships within the community, regardless of background.
CTOS	Continuous Tenant Omnibus Survey, is an assessment of the attitudes of Housing Executive tenants
Decent Home	A decent home is one which is wind and watertight, warm and has modern facilities and is a minimum standard that all social housing should have met through time.
Department for Communities (DfC)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Social Development (DSD)
Disabled Facility Grant (DFG)	A grant to help improve the home of a person with a disability who lives in the private sector to enable them to continue to live in their own home.
Department for Infrastructure (DfI)	New government department in Northern Ireland which came into effect in May 2016 and replaces the Department for Regional Development (DRD)
Discretionary Housing Payment	Is an extra payment to help pay the difference or shortfall between the rent charged by a landlord and housing benefit
Equity Sharing	Equity sharing allows social housing tenants to buy part of their dwelling (starting at 25%). The remaining portion is rented from the Housing Executive or registered housing association
Floating Support	This enables users to maintain or regain independence in their own homes. Floating support is not tied to the accommodation but is delivered to individual users.
Frost Stat	A thermostat used to turn on a heating system automatically when the temperature drops below a threshold.

Fuel Poverty	A household is in fuel poverty if, in order to maintain an acceptable temperature throughout the home, it would have to spend more than 10% of its income on all household fuel.
Full Duty Applicant (FDA)	A Full Duty Applicant is a person to whom the Housing Executive owes a duty under Article 10 (2) of the Housing (NI) Order, 1988 to “secure accommodation becomes available for his/her occupation”.
HCN	Housing Community Network assists residents’ associations to develop local services.
HECA	Home Energy Conservation Authority, the Housing Executive is the HECA for Northern Ireland.
HIPA	Hate Incident Practical Action (HIPA) scheme is available across Northern Ireland to support victims of hate incidents at their homes.
HMO	A House of Multiple Occupation means a house occupied by more than two people who are not all members of the same family.
House Sales Scheme	The House Sales Scheme gives eligible tenants of the Northern Ireland Housing Executive (NIHE) or registered housing associations the right to buy their property from their landlord at a discount.
Housing Growth Indicators (HGI)	Figures contained in the Regional Development Strategy to estimate the new dwelling requirement for council areas and the Belfast Metropolitan Urban Area for 2008-25.
Housing Market Area	A market area is the geographic area within which the majority of households move, work and live.
Housing Market Analysis (HMA)	This is an evidence base for housing and planning policies, which examines the operation of Housing Market Areas, including the characteristics of the housing market, how key factors work together and the potential housing need and demand on a cross tenure basis.
Housing Needs Assessment	This is an assessment of local housing needs primarily in relation to general needs social housing, supported housing, travellers and affordable housing.
Housing Stress	Applicants on the waiting list who have a points total of 30 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 that are not able to afford to buy a property outright. The property is split between part ownership by the householder and part social renting from the Registered Housing Association.
Latent demand test	Housing needs survey carried out in a rural area to assess any potential hidden need.

Antrim and Newtownabbey

Housing Investment Plan

Annual Update 2016

Lifetime Homes	Housing design standards, which make a home more adaptable through a person's life cycle
Mandatory repair grant	This is a grant made available by the Housing Executive to landlords who have been served a repair notice by the council.
Neighbourhood Renewal	Government Departments and agencies working in partnership to tackle disadvantage and deprivation
Net Stock Model	An assessment of housing need at a Northern Ireland level, using net household projections
NIFHA	Northern Ireland Federation of Housing Associations
NISRA	Northern Ireland Statistics and Research Agency
OFMDFM	Office of the First Minister and Deputy First Minister
Oil buying clubs	Oil buying clubs are designed to help consumers reduce their costs by purchasing oil orders in bulk as part of a group.
PCSPs	Policing and Community Safety Partnerships
PPS	Planning Policy Statement
Quality Assessment Framework	The Quality Assessment Framework sets out the standards expected in the delivery of Supporting People services.
RDP	Rural Development Programme
SCNI	Supporting Communities Northern Ireland provides training and funding for community groups.
Shared Housing	These are communities where people choose to live with others regardless of their religion or race, in a neighbourhood that is safe and welcoming to all.
SHDP	Social Housing Development Programme, the SHDP provides grant funding to housing associations to build social housing. The programme is managed by the Housing Executive on a three-year rolling programme.
Smartmove Housing	This is a charitable organisation offering advice; support and accommodation to people who are homeless and in acute housing need.
Social Enterprise	Social enterprises are businesses with primarily social objectives whose profits are reinvested to achieve these objectives in a community.
Social Rented Housing	Social Rented Housing is housing provided at an affordable rent by the Housing Executive and registered housing associations; that is, housing associations, which are registered and regulated by the Department for Communities as a social housing provider. Social rented accommodation is offered in accordance with the Common Selection Scheme, administered by the Northern Ireland Housing Executive, which prioritises households who are living in unsuitable or insecure accommodation.

SPOD	Small Pockets of Deprivation is a delivery vehicle for neighbourhood renewal.
Stock Transfer Programme	The aim of the Stock Transfer Programme is to deliver major refurbishment works to social homes through transfer of stock from the Housing Executive to housing associations.
Supported Housing	A term used to describe a range of both long and short-term accommodation provided for people who need an additional level of housing related support to help them lead an independent life.
Supporting People Programme	The Supporting People Programme is designed to provide housing related support to prevent difficulties that can typically lead to hospitalisation, homelessness or institutional care and can aid a smooth transition to independent living for those leaving an institutionalised environment.
TBUC	The Northern Ireland Executive Together Building a United Community Strategy containing objectives for a united and shared community and improved community relations.

Housing
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