



DELIVERING SUSTAINABLE HOMES AND COMMUNITIES IN NORTHERN IRELAND

GRAINIA LONG
CHIEF EXECUTIVE

Housing
Executive

The Scale of our Business – 2021/2022

STRATEGIC HOUSING AUTHORITY

REGIONAL SERVICES



44,426

applicants on the waiting list



9,859

deemed to be homeless

Over 19,000 housing support places provided to the most vulnerable through the Supporting People Programme across 825 schemes



AFFORDABLE WARMTH

6,677

measures completed to 4,933 homes for the Affordable Warmth and Boiler Replacement schemes to the value of £13.12m



757

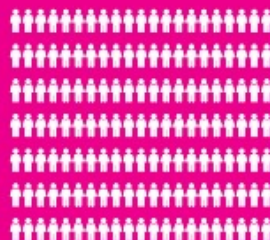
Disabled facilities grants delivered to the value of £8.73m



15 Rural housing needs tests carried out



c.£500.4m paid out in Housing Benefit



31,407

in housing stress

835

new social homes completed



1,713

new social homes started as part of the Social Housing Development Programme



The Scale of our Business – 2021/2022

LANDLORD SERVICES



84,000

We managed 84,000 social homes (approx)



3,156

3,156 of our homes were allocated during the year



WE INVESTED

£117m

in maintenance schemes and housing stock improvements; and

£79m

on 260,000+ response maintenance repairs



171,356

OUR HOMES

HOUSED 171,536 TENANTS
41,053 younger than 16 years old
84,043 older than 60 years old

300

There were approx. 300 confirmed Housing Community Networks

99.3%

of housing stock occupied



4,779

minor adaptations

113

major adaptations

We are the largest funder of domestic violence services in Northern Ireland



£342m

collected in rent and rates
Equating to 99.4% income collected



440,000

We answered over 440,000 phone calls to our offices

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HEADWINDS IN 2023...

- Soaring demand for housing
- Complex needs among households we serve
- Landlords exiting the PRS and growing numbers of households presenting as homeless
- Lack of temporary accommodation
- Cost of Living Crisis – fuel poverty
- Growth in households arriving seeking asylum
- Delivery challenges - skills, supply chains, soaring prices
- Pay pressures and industrial action
- Mitigating the effects of climate change
- Recovery from the pandemic
- Ongoing separation, social cohesion, risks of community tensions

NIHE Response:

1. Making Best use of All Powers and Levers

A single strategic housing authority and public landlord gives us the ability to use a range of powers to meet housing need, leading to:

- A Cost of Living Plan – with a focus on financial inclusion
- Over 5,000 tenants have accessed support from the financial inclusion officers and, on average, 210 households are supported every month.
- Upper Long Streets Redevelopment: North Belfast £58m to redevelop 300 existing homes
- Bringing voids back into use by landlord to meet rise in homelessness
- Home Energy Conservation Authority – providing energy advice and ££ in energy efficiency grants in private sector homes
- Meeting health outcomes through 5000 adaptation across tenures



NIHE Response:

2. Collaboration and REAL risk sharing!



- Partnerships with local authorities to deliver the right homes in the right places
- Partnerships with housing associations to commence 1950 new build homes in 2022/23...
- **Investing in Housing Support Services in partnership with voluntary and community sectors**
- £75m Supporting People assisting 19,000 people
- NI's largest funder of domestic violence services
- Partnerships with city-wide agencies on chronic homelessness: Complex Lives project with Belfast City Council, PSNI, Public Health Agency

NIHE Response:

Delivering Local Economic Growth



- Ramping up investment in our homes: last year we invested £200m, more than in any year since 2007/08
- Significant impact for local supply chains and skills in the construction industry
- Housing as a form of social, environmental and economic infrastructure and core to Northern Ireland's Investment Strategy
- Ensuring social value is delivered through our public procurement

**We are recruiting
Housing Advisers
and Patch Managers**

NIHE Response: Growing our own talent



Apply now:

- Identified skills recruitment, retention and development as a major organisational risk post Covid-19
- Reviewed scope and definition of key roles; targeted approach to recruitment; values based recruitment, induction and retention
- Significant investment in OD; leadership development across the organisation; particularly for new managers. Refreshed our Leadership Charter
- Overhauling our 'offer' in terms of flexibility to colleagues
- Result: one third of our workforce (3300 people) have joined in the past five years; trebling of applications for key roles, e.g. Housing Advisor, Patch Manager.

NIHE Response: Involving our Customers



- Housing Community Network, made up of 500 neighbourhood groups (1,000 participants) involved in shaping services that affect their lives – including digital services, community funding, contractor performance and neighbourhood improvements
- NIHE has been recognised as the highest rated public sector organisation for ‘Customer Excellence’ in Northern Ireland.
- Annual customer survey: 86% overall satisfaction – 89% say that NIHE provides value for money - 93% happy with repairs service

NIHE Response:

Towards Sustainable Development



- Home Energy Conservation Authority - housing advice for all
- Establishing a Centre of excellence in low-carbon technology.
- £97m on energy efficiency including retrofit of 1700 homes
- Energy efficiency grants to 4,500 homeowners
- Decarbonising our fleet
- 11,000 trees planted annually

Beyond 2023: Energising Housing over next decade

1. Increasing housing supply

- A new land management strategy
- Land acquisition as the strategic authority
- Working with associations to deliver more social housing- though in constrained circumstances
- Putting housing at forefront of community plans – working with local authorities and other agencies on planning
- Delivering a new Housing Supply Strategy following return of NI Executive

2. Freeing up NIHE to Borrow to Invest and Build

- Aim to be in a position to borrow from 2025
- Enable us to meet a significant investment requirement- £3bn over ten years
- And decarbonise an aging stock
- With the appropriate rental stream, enabling NIHE to add to new supply

NIHE: Energising Housing over next decade

3. Strategic shift towards prevention of homelessness

- Call for statutory focus to move away from providing emergency accommodation to prevention
- Working with partner organisations to deliver solutions for complex lives and for households with young families
- Continue to deliver services and support for increasing number of women facing homelessness

4. Shift towards sustainable development

- NIHE piloting Modern Methods of Construction (MMC) homes for first new build in 25 years
- Programme of 1,700 retrofit in NIHE homes
- Establishing a Centre of Excellence in low-carbon building technology
- Increasing customer advice and solutions on energy efficiency

NIHE: Keeping the Peace

‘The Executive must be more than the agency for the physical task of building houses. We must build with an awareness of all the problems that go with housing and the social implications of our task’.





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