

17 January 2024

Our Ref: FOI 243

Request

We received your request on 15 December 2023 for the following information:

We wish to understand how the NIHE have assessed the levels of housing need in communities adjacent to the Mackie's site in Belfast. Please process this email as a request under the terms of the freedom information act. Attached is a map of the Mackie's site provided by DFC.

Please provide the most up to date breakdown of housing need in the areas immediately surrounding the site - broken down by council ward or common landlord area - however NIHE gathers the data.

Please include for each ward/landlord area;

- 1. households on the waiting list*
- 2. households in housing stress*
- 3. full duty applicants*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

Further to correspondence seeking clarification of your request, the table at appendix 1 provides the requested information by Housing Executive CLA for all CLAs within the North Belfast and West Belfast Parliamentary Constituencies, as the Mackies site crosses the boundaries of those constituencies.

Please note that where there are less than 10 applicants, applicants in housing stress, FDA applicants or allocations, they have been listed as <10 in compliance with Data Protection requirements.

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Applicant Information (all applicants and applicants in housing stress) is as at 30th September 2023. Allocation information refers to the number of allocations in the preceding 12-month period.

The reporting unit for applications is the Common Landlord Area (CLA) and in some places these CLAs traverse parliamentary boundaries so, for reporting purposes, a hybrid parliamentary category has been created. The table below lists the CLAs and the corresponding parliamentary category to provide context in relation to the geographical area relevant to this FOI.

Common Landlord Area (CLA) and corresponding Parliamentary Constituency	
CLA	Parliamentary Constituency
Ainsworth	Belfast West/North
Twaddell/Upper Woodvale	Belfast West/North
Hamill St / John St	Belfast West/South
Carrick Hill / Unity Flats	Belfast West/North

Waiting List figures are produced quarterly and so the most up to date figures are as at 31st December 2023. However, Waiting List Statistics are included in the Department for Communities Housing Bulletin which is designated as a National Statistic.

Section 13(1) of the Statistics and Registration Services Act 2007 states that ‘the person producing any official statistics which are designated under section 12 as National Statistics must ensure that the Code of Practice for Statistics under section 10 continues to be complied with in relation to those statistics.’ Provision of the requested figures before publication of the DfC Housing Bulletin in which the dataset from which they would be drawn is published would be a failure to comply with the Code in respect of parts [T3.3 and T3.4](#).

The December 2023 figures are therefore currently exempt from disclosure under Section 44 of the Freedom of Information Act - disclosure prohibited by other legislation. The December 2023 figures can be made available upon request subsequent to the publication of the next Bulletin

This concludes our response.

Review procedure

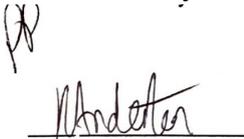
You can ask us to review our response. If you want us to carry out a review, you should send an email to: foi@nihe.gov.uk or alternatively write to: Freedom of Information, Information Governance Team, Legal Services, Northern Ireland Housing Executive, The Housing Centre, 2 Adelaide Street, Belfast, BT2 8PB.

Your request for an internal review should be submitted to us within 40 working days of you having received this response.

If you are still dissatisfied after our internal review, you have a further right of appeal to the Information Commissioner's Office (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. A complaint can be made to the Information Commissioner, through the online portal at: [FOI and EIR complaints | ICO](#) or alternatively by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you have any queries about this letter, please contact: Kelly.Anderton@nihe.gov.uk

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Anderton', is written over a horizontal line.

Ailbhe Hickey
Assistant Director Land & Regeneration Services (A)

Appendix 1

Parliamentary Constituency	CLA	Applicants	Applicants in Housing Stress	FDA	Allocations to Applicants
Belfast North	Abbeyville	62	52	46	<10
	Alliance	29	23	16	<10
	Ardavon	26	17	14	<10
	Ardoyne	336	275	245	106
	Ballysillan	138	100	74	14
	Bawnmore/Old Mill	57	49	39	<10
	Cambrai/Woodvale	108	68	53	30
	Carlisle Multis	69	58	53	17
	Carlisle/New Lodge	335	273	255	37
	Cavehill	303	251	227	26
	Cliftondene	14	12	12	<10
	Cliftonville	379	325	280	35
	Duncairn Gardens/Newington	43	36	29	<10
	Fairhill/Waverley/Downview	37	29	23	<10
	Felden	63	55	49	<10
	Gainsborough/Mountcollyer	37	22	16	25
	Glandore	22	19	18	0
	Glengormley Central	125	94	79	<10
	Glenvarna/Glengormley	198	161	137	33
	Gray Mount/Shore Crescent	77	61	50	17
	Grove Area	32	18	14	<10
	Hightown	48	40	38	10
	Longlands	56	47	39	11
	Lower Ligoniel/Glenbank	22	18	17	13
	Lower Oldpark	42	31	27	<10
	Mid Shankill	119	84	66	21
	Mount Vernon Estate / Multis*	23	17	14	<10
	Newington/Limestone	111	91	82	<10
	Oldpark	155	134	119	27
	Queens Park/Queens Avenue	44	28	23	22
	Rathcoole	426	316	244	80
	Rathfern	77	57	44	52
	Rosewood/Crumlin	15	10	10	0
	Rushpark	108	83	64	15
	Skegoneill/Ashfield/Fortwilliam	84	63	52	21
	Sunningdale	22	19	15	<10
	Torrens	21	19	18	<10
	Tudor	15	10	<10	<10
	Upper & Lower Duncairn	79	60	49	20
	Upper Ligoniel	132	113	102	12

Parliamentary Constituency	CLA	Applicants	Applicants in Housing Stress	FDA	Allocations to Applicants
	Westland	21	16	10	0
	Wheatfield	26	20	15	<10
	White City	15	12	<10	<10
	Whitewell/Fairyknowe	225	186	158	19
Belfast North Total		4376	3472	2946	747
Belfast West	Andersonstown	1419	1181	1034	128
	Ardmoulin	54	40	35	0
	Ballygomartin	59	39	32	21
	Ballymurphy	82	70	63	<10
	Beattie Park	15	12	11	<10
	Beechmount	205	171	156	<10
	Brown Square	<10	<10	<10	<10
	Cavendish Street	29	28	25	11
	Cluan Mor Springvale	12	<10	<10	<10
	Dermotthill	<10	<10	<10	0
	Divis Complex	32	30	27	11
	Dover	<10	<10	<10	<10
	Falls Court/Clonard Cres	138	114	98	<10
	Florence/Hopewell/Lwr Shankill	58	39	31	16
	Glencairn	48	32	28	20
	Gransha/Downfine	12	11	<10	0
	Hamill St/John St	23	21	19	<10
	Hannahstown	38	36	35	0
	Highfield	27	15	<10	<10
	Huss Row/Agnes Street	<10	<10	<10	<10
	Lawnbrook	10	<10	<10	<10
	Lower Falls Grosvenor	228	193	180	20
	Lower Springfield Road	133	114	101	11
	Lower Suffolk	22	13	11	<10
	Moyard	26	21	20	11
	New Barnsley	25	22	17	<10
	RDA AGNES/CRUMLIN	<10	<10	<10	0
	Rockmount	<10	<10	<10	0
	Roden Street	14	10	<10	<10
	Springfield Park	20	18	16	0
	Springhill	23	16	14	<10
	Springmartin	18	13	10	<10
	St James	82	69	62	11
	Turf Lodge/Gortnamona	92	73	60	<10
	Twinbrook-Poleglass	670	600	542	88
	Upper Dunmurry Lane/Areema	182	146	123	14

Parliamentary Constituency	CLA	Applicants	Applicants in Housing Stress	FDA	Allocations to Applicants
	Upper Shankill	45	32	26	14
	Westrock	23	20	18	<10
	Whiterock	60	50	47	<10
Belfast West Total		3957	3291	2903	465
Belfast West/North	Ainsworth	40	26	21	11
	Carrick Hill	60	51	44	<10
	Twaddell/Upper Woodvale	35	25	18	<10
Belfast West/North Total		135	102	83	23
Grand Total		8468	6865	5932	1235

*Due to single instances of less than 10 figures for applicants and applicants in housing stress, Mount Vernon Estate CLA and Mount Vernon Multis CLA have been grouped together in this instance, in compliance with Data Protection requirements and to enable overall totals to be provided.

04 January 2024

Our Ref: FOI 244

Request

We received your request on 15 December 2023 for the following information:

1. *how many staff work for NIHE?*
2. *how many staff are on extended leave for example due to sickness?*
3. *how many staff are responsible for frontline service and casework in Belfast - housing officers*
4. *how many applications for housing in Belfast are currently being handled by how many housing officers in Belfast*
5. *the average case load for an individual housing officer in Belfast per year.*
6. *the maximum caseload currently being handled by housing officers in Belfast.*
7. *the average time spent on a case by housing officers in Belfast - from when an application is made until a permanent home is found*
8. *any research/analysis/reports NIHE has developed regarding caseload management - for example 'time and motion' surveys*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

1. **how many staff work for NIHE?**
2994 (excluding agency workers) as at 30th September 2023
2. **how many staff are on extended leave for example due to sickness?**
78 on long term sick from August 2023
3. **how many staff are responsible for frontline service and casework in Belfast – housing officers**
109 (excluding agency workers) - 55 Housing Advisors, 10 Front End Housing Advisors and 44 Patch Managers as at 30th September 2023

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4. how many applications for housing in Belfast are currently being handled by how many housing officers in Belfast?

The number of applications for housing in Belfast currently being handled and the number of staff are fluid figures. Therefore, we can only provide the number of Homeless presenters for Belfast in 2022/23 as an indicator of a key area of team activity levels. We can advise that there were 5269 applicants presenting for assessment in Belfast Region. This represented a 2.7% decrease on the same period in the previous year.

5. the average case load for an individual housing officer in Belfast per year.

The Housing Executive do not calculate average caseloads per Housing Advisor.

6. the maximum caseload currently being handled by housing officers in Belfast.

There is no 'maximum' caseload identified due to the responsive and dynamic nature of housing and homelessness services. However, arrangements are in place for managers to actively oversee workloads and manage these on a day-to-day basis in line with available resources.

7. the average time spent on a case by housing officers in Belfast - from when an application is made until a permanent home is found

The Housing Executive do not record time spent on cases by Housing Advisors. This is for the following reasons. The officer time spent varies greatly from case to case in line with a household's individual circumstances and the level of support they might need to help them find a solution to their housing issue. Furthermore, the time from an application being made until a permanent home is found is influenced by multiple factors and so there is no single meaningful estimate available. These factors include, for example, an applicants' identified areas of choice, their award of points, the turnover and demand for the areas that they have identified as their preferences for housing.

We would refer you to the waiting list and other relevant information in the Belfast and Lisburn & Castlereagh City Housing Investment Plans which may be of assistance.

[Lisburn and Castlereagh Housing Investment Plan 2023-26 \(nihe.gov.uk\)](https://www.nihe.gov.uk/~/media/nihe/2023-26/Lisburn%20and%20Castlereagh%20Housing%20Investment%20Plan%202023-26.pdf)
[Belfast Housing Investment Plan 2023-26 \(nihe.gov.uk\)](https://www.nihe.gov.uk/~/media/nihe/2023-26/Belfast%20Housing%20Investment%20Plan%202023-26.pdf)

8. any research/analysis/reports NIHE has developed regarding caseload management - for example 'time and motion' surveys

There are no research/analysis/reports that the Housing Executive has developed regarding caseload management. We refer you to the answers to points three and four above.

This concludes our response.

Review procedure

You can ask us to review our response. If you want us to carry out a review, you should send an email to: foi@nihe.gov.uk or alternatively write to: Freedom of Information, Information Governance Team, Legal Services, Northern Ireland Housing Executive, The Housing Centre, 2 Adelaide Street, Belfast, BT2 8PB.

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If you have any queries about this letter, please contact: foi@nihe.gov.uk

Yours sincerely



Helen Leung
Information Governance Advisor

08 January 2024

Our Ref: FOI 247

Request

We received your request on 15 December 2023 for the following information:

We wish to understand how NIHE are responding to the rise of racist hate crime and far right extremism and advising housing applicants regarding personal safety. See below links for further information;

<https://hyphenonline.com/2023/10/26/the-attack-was-a-message-you-are-not-safe-here-belfast-racist-attacks-muslim/>

https://www.bbc.co.uk/news/uk-northern-ireland-67614223?at_medium=RSS&at_campaign=KARANGA

Please provide the following for Belfast;

- 1. Any guidance or advice the NIHE provide to housing applicants, advice agencies or housing associations regarding the NIHE assessment of the potential danger of racist or sectarian violence in Belfast - for example when people are selecting areas of choice.*
- 2. The NIHE analysis of the safest and most dangerous areas of choice for;*
 - Minority Communities*
 - People from a Catholic community background*
 - People from a Protestant community background*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

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Our response

1. *Any guidance or advice the NIHE provide to housing applicants, advice agencies or housing associations regarding the NIHE assessment of the potential danger of racist or sectarian violence in Belfast - for example when people are selecting areas of choice.*

The Housing Executive does not provide such guidance as selection of areas of choice is a customer led process. Customers are encouraged to select those areas of choice where they would be content to live. Customers are free to change their areas of choice at any time, and for any reason, while they are on the waiting list for accommodation.

Anti-Social Behaviour (ASB) is an issue that concerns everybody. Tackling and preventing anti-social behaviour including hate incidents in our estates is a priority for the Housing Executive as we aim for every resident to feel safe, enjoy living in their neighbourhood and feel confident when reporting incidents of anti-social behaviour to us. The Housing Executive has a range of statutory and non-statutory interventions in place to address ASB, using an incremental and proportionate approach as and when necessary. We also have comprehensive and rigorous policies and procedures designed to address ASB thus enabling us to respond in a quick and efficient manner. The Housing Executive continues to work with our statutory partners and build on our well-established relationships with voluntary and community-based agencies to improve community safety in our communities. We have and will continue to take a proactive approach by investing in local initiatives through the community safety funding programme as a preventative measure to ensure community safety, deal with local issues, create safer communities, lessen the fear of crime, and build community confidence.

2. *The NIHE analysis of the safest and most dangerous areas of choice for;*

- *Minority Communities*
- *People from a Catholic community background*
- *People from a Protestant community background*

NIHE does not carry out such analysis.

This concludes our response.

Review procedure

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If you have any queries about this letter, please contact: HSBusinessSupport@nihe.gov.uk

Yours sincerely

Caroline Connor
Assistant Director, Housing Services