



Annual Monitoring Report

2019-2020

The data in this report was generated on Wednesday 1st April 2020 by Ellen Lock (B-with-us Facilitator).

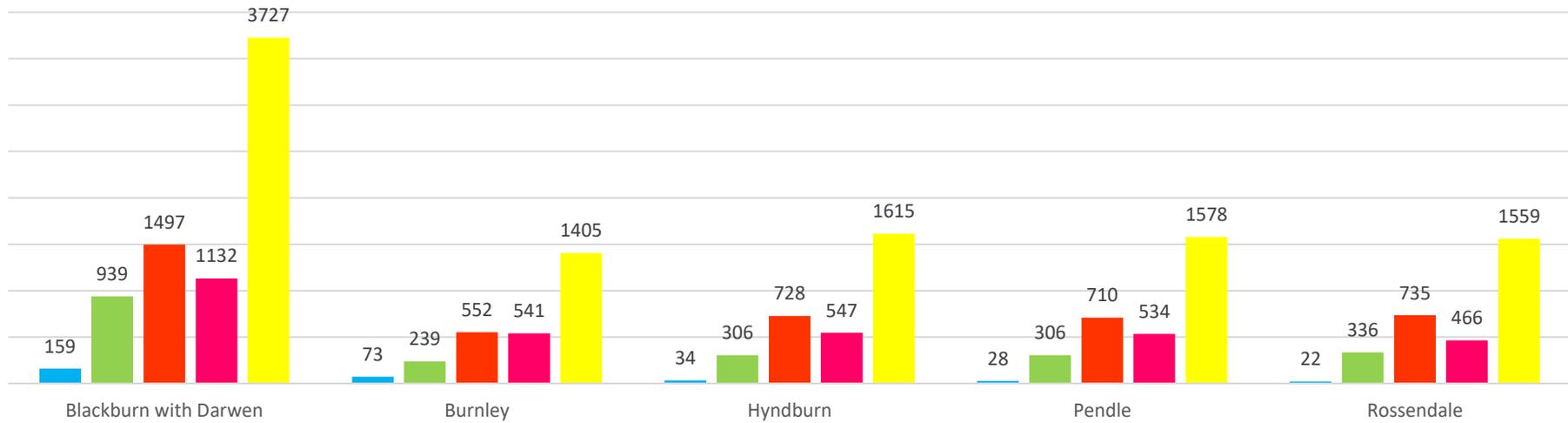
Applications

The table below shows the CRM state of all applications on our Housing Register. As at 1st April 2020, there are 9878 active applicants. We have housed 28,609 applicants since the scheme started in November 2009. 2,187 applicants have been housed since the last monitoring report in April 2019.

HRA CRM State	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand total
Active	3722	1405	1614	1578	1559	9878
Cancelled	7153	3947	2968	3402	3348	20818
Closed	24664	13909	10223	10622	11159	70577
Deleted	0	0	1	0	0	1
Enquiries complete	2	0	1	0	1	4
Housed	10103	5535	4389	4281	4301	28609
Online application complete	7	38	3	2	0	50
Online application incomplete	64	58	13	21	19	175
Pending enquiries	3	0	9	3	0	15
Requesting closure	0	0	5	0	0	5
Suspended	381	336	188	136	169	1210
Under review active	1	0	10	0	0	11
Under review suspended	4	0	38	0	1	43
Grand Total	46104	25228	19462	20045	20557	131396

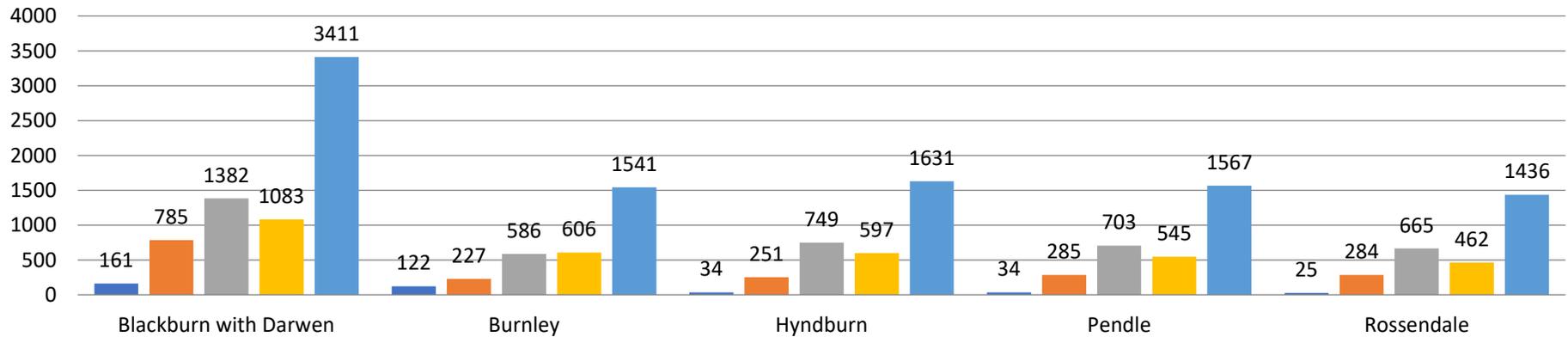
Active applications by band and LA April 2020

Band 1 Band 2 Band 3 Band 4 Total

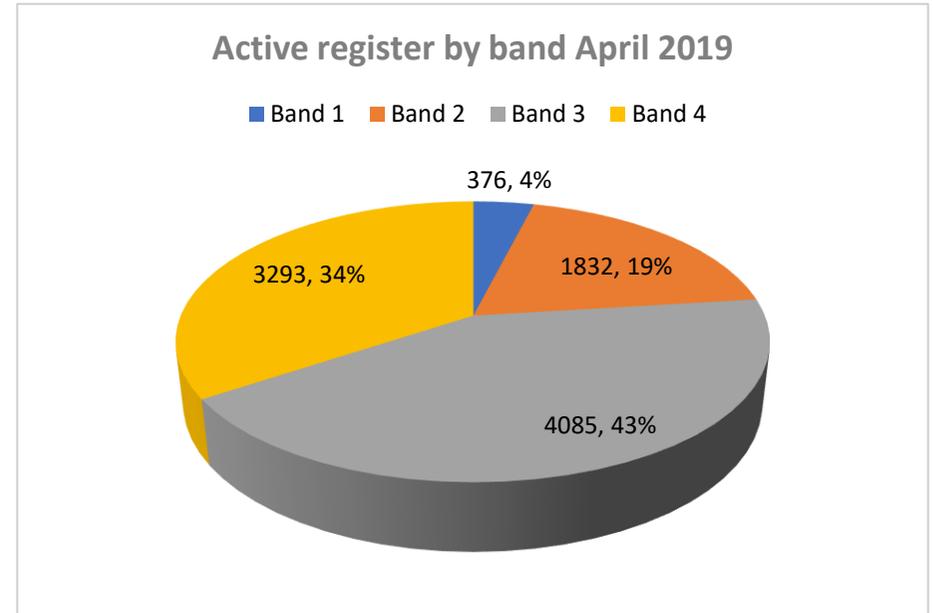
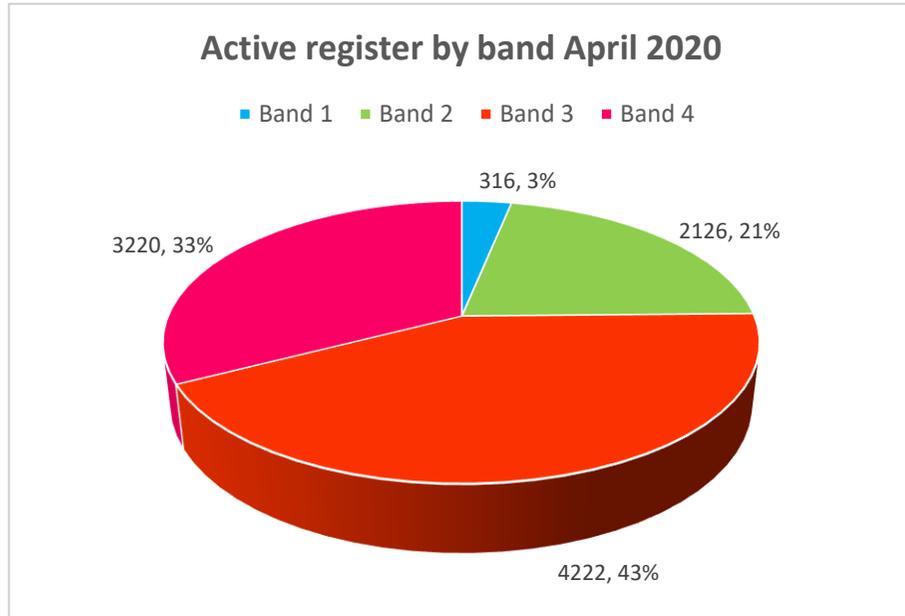


Active applications by band and LA April 2019

Band 1 Band 2 Band 3 Band 4 Total



Summary of active applications

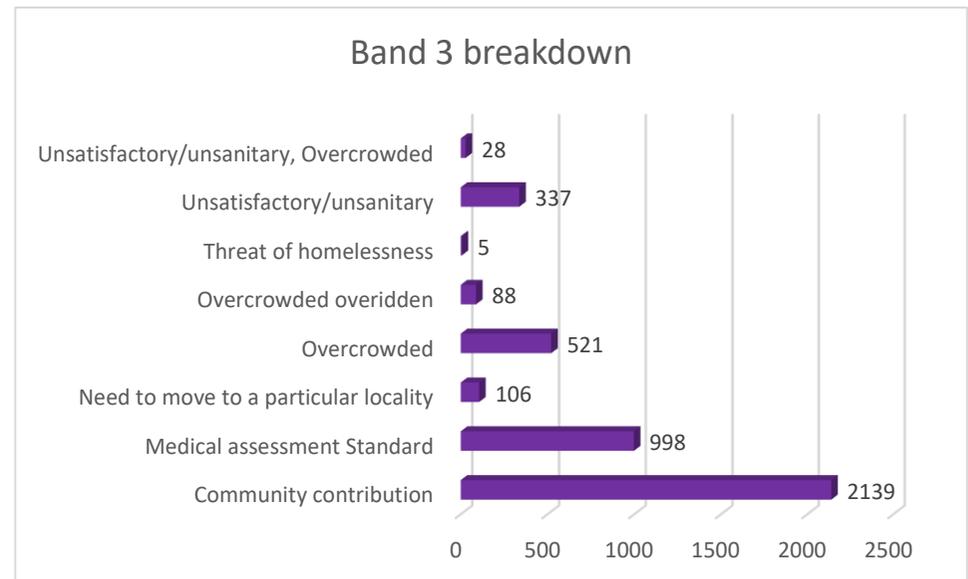


The proportion of active applicants in each band remains very similar to last year and 2017.

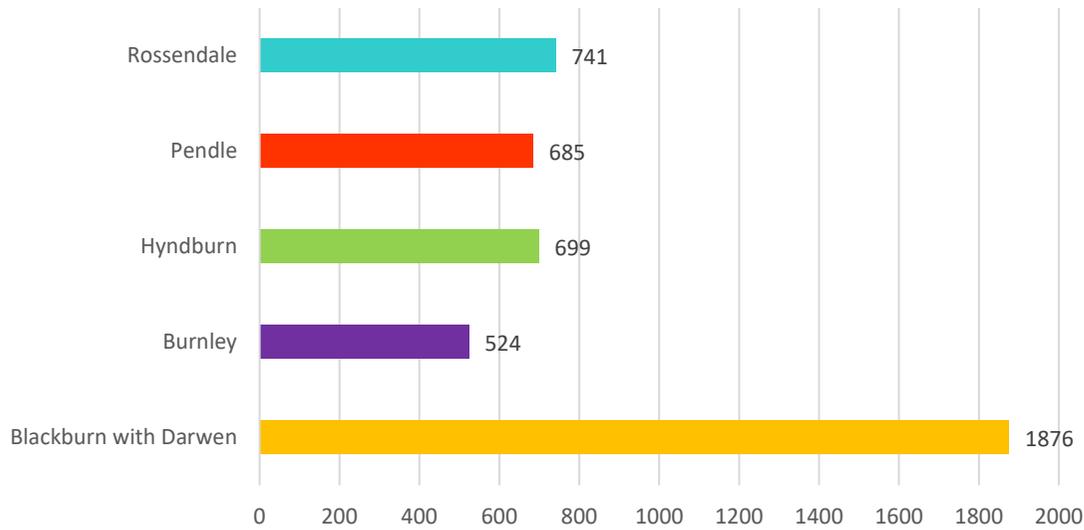
Band three continues to hold the largest percentage of applicants, though just over 50% of band three applicants are in this band due to working or volunteering – community contribution.

The next highest band three reason is standard medical assessment, accounting for a quarter of all band three applicants.

14% of band three applicants are overcrowded by one bedroom.



Applicants in housing need April 2020



This graph shows the number of active applicants that are in housing need, split by local authority. To show the number of applicants in housing need, all applicants currently active in either Band Four or Band Three – Community Contribution have been removed.

The total number of applicants in housing need is 4,525. This is a reduction of 5,359 from the total active register of 9,884.

This means that 46% of our active housing register are in housing need.

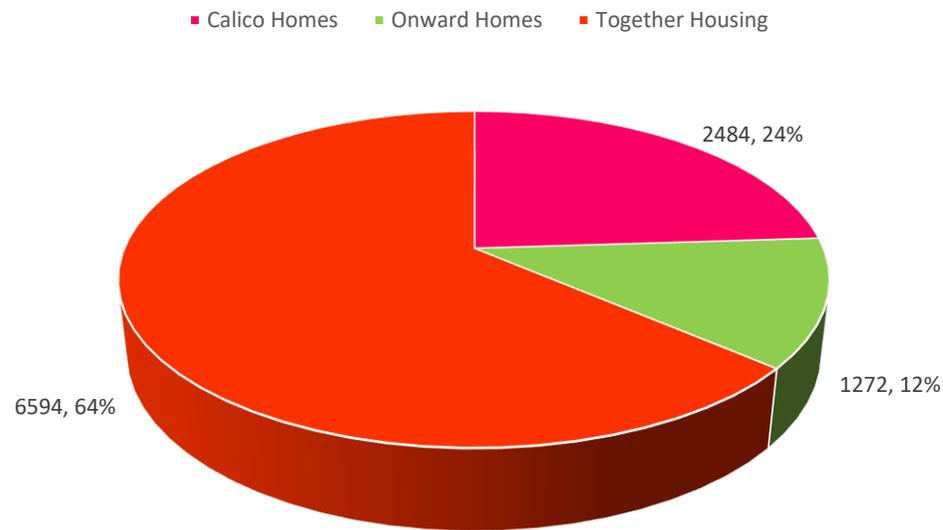
This table shows the amount of applications submitted each month over the year. The amount is very similar each month, with a slight increase in January and February. This is different to last year, where the largest number of applications were submitted in July.

There is a continuing trend of most applications being submitted to Blackburn each year, and fewest to Hyndburn.

A similar number of applications were submitted this year (12,543) as last year (12,420), though this data does include applications which were partially completed and later cancelled due to being incomplete for 28+ days.

Date application submitted	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
April 2019	396	219	104	144	166	1029
May 2019	373	231	100	153	119	976
June 2019	362	243	137	178	165	1085
July 2019	402	268	139	172	167	1148
August 2019	385	257	141	147	151	1081
September 2019	420	246	108	163	155	1092
October 2019	379	243	105	154	148	1029
November 2019	319	221	93	125	111	869
December 2019	269	145	93	93	106	706
January 2020	458	335	189	216	217	1415
February 2020	439	293	139	171	161	1203
March 2020	329	262	78	122	119	910
Grand Total	4531	2963	1426	1838	1785	12543

Total applications processed by team 2019-2020



A total of 10,550 applications were processed this year by the three processing partners.

Like last year, Together Housing processed the greatest amount of applications, at 6,594, or 64%.

Calico Homes processed 2,484 applications, or 24%.

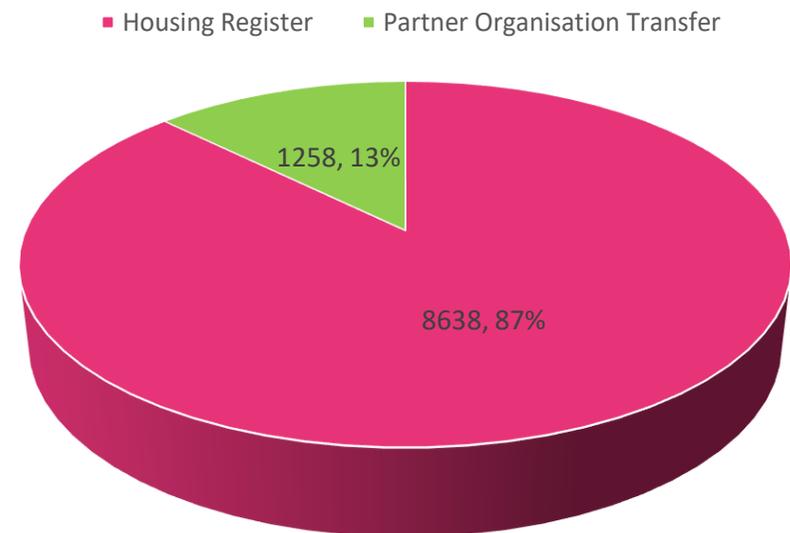
When the data showing applicant type (Housing Register or Partner Organisation Transfer) was generated on 1st April 2020, 57 applicants had no applicant type completed.

The processing partners were sent the list of applications and asked to correct them.

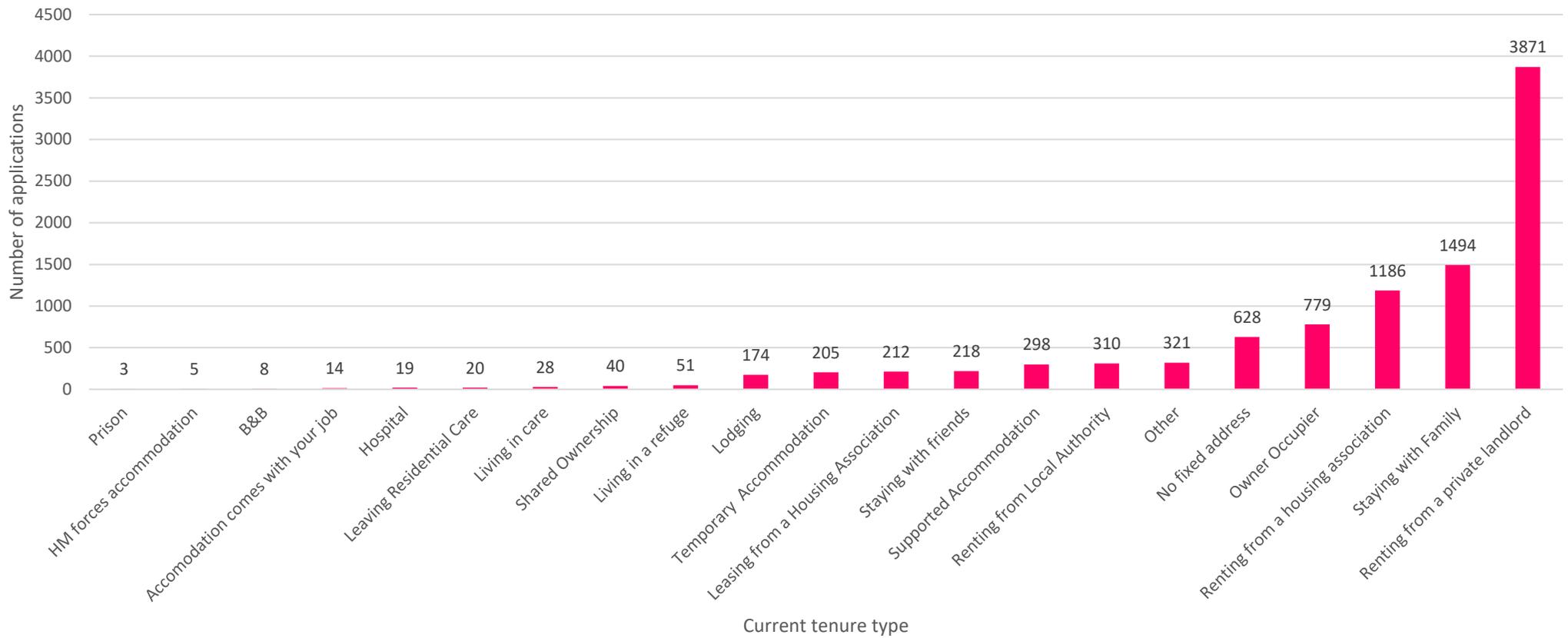
The data was generated again on 2nd April 2020 after the applications had been corrected.

The percentage split of Housing Register to Transfer applicants is the same as last year.

Active applicants by applicant type April 2020



Current tenure of active applicants



Renting from a private landlord remains the most common living situation of our applicants, which is the same as the last two monitoring reports.

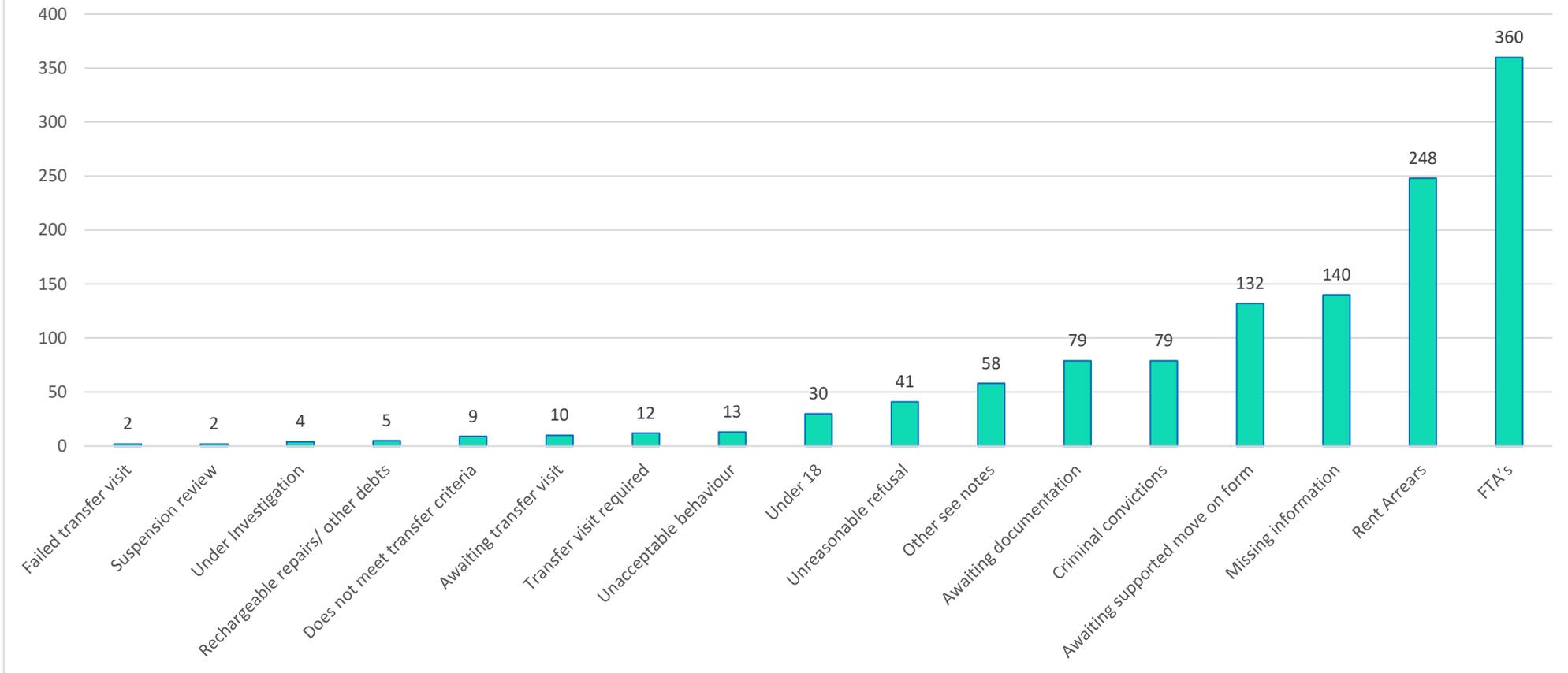
3,871 or 39% of our active applicants are renting from a private landlord.

There has been a decline in the number of owner occupiers, with 779 this year compared to 842 last year.

Staying with family remains the second most common living situation of our applicants, with 1,494 or 15%.

12% of our applicants are renting from a housing association.

Suspension reasons April 2020



There are currently (as at 1st April 2020) 1,224 suspended applications.

Former tenant arrears is the most common suspension reason, which is the same as last year. There are 360 applications suspended due to former tenant arrears.

Current rent arrears is the second largest suspension, and there are five applicants suspended due to other debts, making 50% of all suspensions due to arrears.

Only 41 (3%) of suspensions are due to unreasonable refusals which is considerably less than last year, where 78 applicants were suspended for having three unreasonable refusals.

Monitoring Household Type	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
(Not set)	70	21	34	22	22	169
1 adult with children	968	395	409	443	462	2677
2 adults with children	781	232	206	325	233	1777
Couple	372	139	188	155	163	1017
Families with no children	99	34	27	33	22	215
Friends	34	9	12	10	7	72
Single	1405	578	741	591	650	3965
Grand Total	3729	1408	1617	1579	1559	9892

The table above shows the Household Type of applications added during the year. Single applicants remain the largest group, with 3,965 which is slightly higher than last years of 3,822.

However, the household types “one adult with children” and “two adults with children” could be combined to show families with children, which would then be the largest group with 4,454, compared to 4,210 last year.

Diversity Strands information

The below tables show diversity information for active applicants, including age, ethnicity, disability, employment circumstances, gender, sexual orientation and religion.

Age

Age of household member	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
0 - 17					1	1
18-24	531	237	235	189	232	1424
25-44	1850	670	697	774	709	4700
45-59	767	288	300	309	311	1975
60-74	438	155	261	226	212	1292
75+	143	57	124	81	94	499
Grand Total	3729	1407	1617	1579	1559	9891

Disability

Disability	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
(Not set)			2		1	3
No	2777	1026	1144	1174	1122	7243
Yes	952	382	471	405	436	2646
Grand Total	3729	1408	1617	1579	1559	9892

Ethnicity

Ethnic Origin	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Asian Any Other	81	11	9	6	13	120
Asian Bangladeshi	26	26	6	1	26	85
Asian Indian	189	2	3	2	1	197
Asian Pakistani	551	93	79	177	24	924
Black African	63	10	4	1	5	83
Black Any Other	5			1		6
Black Carribean	11	2	1		1	15
Chinese	1			1		2
Gypsy/Romany/Traveller	6	1		1	2	10
Mixed Other	21	3	2	9	5	40
Mixed W & B African	9	1	3	1	4	18
Mixed W & B Asian	18	7	4	6	5	40
Mixed W & B Carribean	10	7	4	7	12	40
Other Ethnic	52	11	4	16	1	84
Unavailable	15		4	2	3	24
White Any Other	222	94	74	146	30	566
White British	2430	1131	1406	1193	1415	7575
White Irish	19	9	14	9	12	63
Grand Total	3729	1408	1617	1579	1559	9892

Gender

Sex	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Female	2210	865	1029	987	1003	6094
Male	1519	543	588	592	556	3798
Grand Total	3729	1408	1617	1579	1559	9892

Religion

Religion	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
(Not set)	1		1		1	3
Buddhist	9	4	5	2	2	22
Christian	1409	581	809	649	649	4097
Do not wish to answer	367	146	149	145	144	951
Hindu	1	1			1	3
Jewish	1	1				2
Muslim	925	148	95	194	58	1420
No religious affiliation	864	450	489	509	627	2939
Other	148	77	68	80	77	450
Sikh	4		1			5
Grand Total	3729	1408	1617	1579	1559	9892

Sexual Orientation

Sexual Orientation	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
(Not set)	1		3		2	6
Bisexual	75	25	26	23	25	174
Do not wish to answer	719	215	201	241	217	1593
Gay man	32	11	11	7	10	71
Gay woman	22	9	16	7	15	69
Heterosexual	2742	1110	1315	1240	1248	7655
Other	138	38	45	61	42	324
Grand Total	3729	1408	1617	1579	1559	9892

Adverts

Property Team	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Accent		96	98	57		251
Burnley	1					1
Calico Homes	5	985	4	54	7	1055
Great Places Housing Group	66	6	8	12	1	93
Irwell Valley				9		9
Muir Group		10		5		15
Onward	43		355			398
Other	5					5
Places for People	81	4	2	2	1	90
Progress Housing Group			7			7
The Guinness Partnership	62				7	69
The Regenda Group					10	10
Together Housing	657	3	3	351	315	1329
Your Housing	1	10	32	10	25	78
Grand Total	921	1114	509	500	366	3410

A total of 3,410 adverts were added this year, which is a reduction of 738 from the amount advertised last year of 4,148. This reduction could be due to several Partner Landlords advertising a proportion of their available properties through other means, such as their own websites or Rightmove.

Together Housing and Calico Homes advertised the most properties again, with Together Housing advertising 1,329 and Calico Homes advertising 1,055 this year.

Progress Housing Group advertised the fewest properties with only seven adverts this year.

Five adverts were placed for landlords outside the partnership.

The largest number of adverts were added in Burnley, with 1,114 or 33% of adverts, followed by Blackburn with 921 or 27% of adverts. The fewest were added in Rossendale with 366 or 11%.

Property Team	First Come First Served	Social Housing	Grand Total
Accent	0	251	251
Burnley	0	1	1
Calico Homes	226	829	1055
Great Places Housing Group	3	90	93
Irwell Valley	5	4	9
Muir Group	2	13	15
Onward	47	351	398
Other	0	5	5
Places for People	4	86	90
Progress Housing Group	0	7	7
The Guinness Partnership	0	69	69
The Regenda Group	0	10	10
Together Housing	44	1285	1329
Your Housing	1	77	78
Grand Total	332	3078	3410

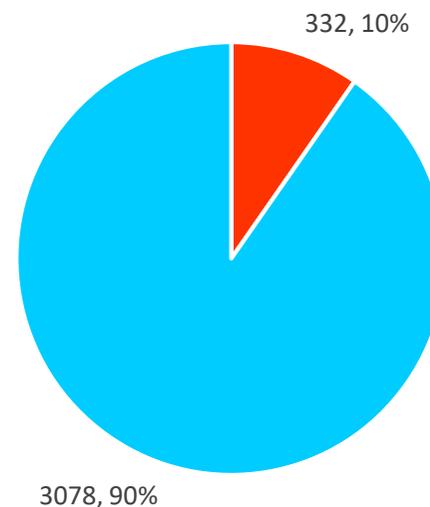
This table shows the number of each advert type (Social Housing or First Come, First Served) advertised by each Partner Landlord.

10% of adverts were First Come, First Served (FCFS) this year, which is a slight increase on last years of 8%.

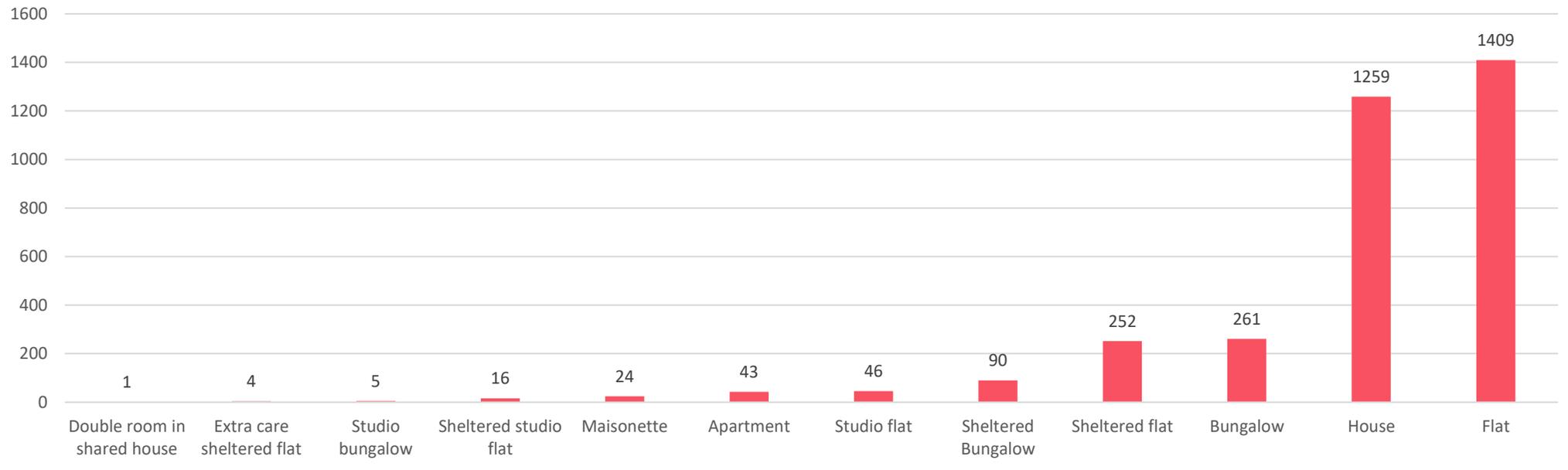
Calico Homes continues to be the landlord advertising the most FCFS adverts, with 226 of their 1,055 adverts being advertised as FCFS, or 21%.

Advert Type 2019-2020

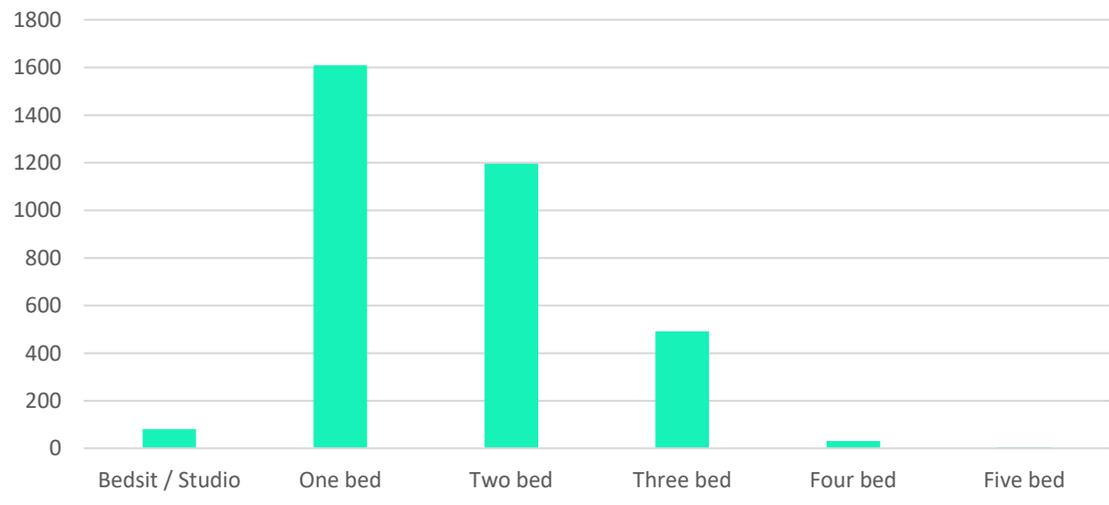
■ First Come First Served ■ Social Housing



Adverts by property type 2019-2020



Adverts by number of bedrooms



Following the same trend as last year, flats were the most common property type advertised with 1,409, followed by houses with 1,259.

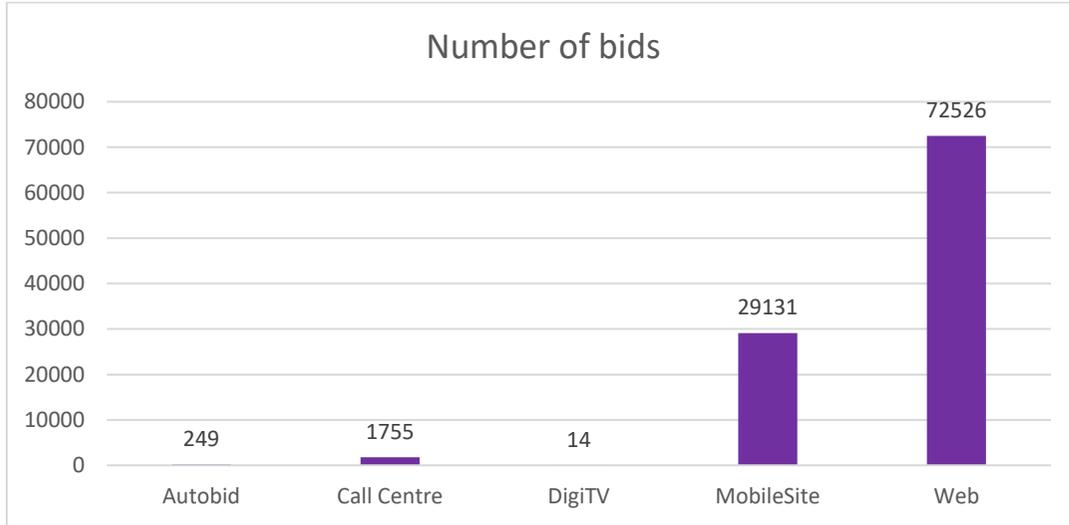
One bedroom properties continue to be the most commonly advertised, with 1,609 one bedroom properties advertised this year, or 47% of all adverts.

Property Team	Advertising completed	Being advertised	Deleted	Match approved	Match suggested	Not let	Offer accepted	Pending	Tenancy commenced	Tenancy withdrawn	Withdrawn during advertising	Grand Total
Accent	15		119	2	8	54	16		37			251
Burnley	1											1
Calico Homes	22	3	132	2	56	315		1	525		1	1057
Great Places Housing Group	9		13	1	6	6	47		11			93
Irwell Valley		3	4		1	1						9
Muir Group			5		1		8		1			15
Onward	41	4	76	3	59	23	150	1	41			398
Other	1						4					5
Places for People	2		19	8	1	12	1		47			90
Progress Housing Group			2				5					7
The Guinness Partnership	15		13		10	9	1		21			69
The Regenda Group				1		4	4		1			10
Together Housing	28	1	162	10	137	107	744	2	130	3	5	1329
Your Housing	12		16	1	2	8	34		5			78
Grand Total	146	11	561	28	281	539	1014	4	819	3	6	3412

Many adverts are often not moved fully through the shortlisting process, resulting in the figures for total lets by each partner landlord being inaccurate. Lots of adverts are left at “advertising complete”, “match suggested” and “match approved”, rather than being changes to “offer accepted” or “not let”. This also means that there are applicants who have now been housed that still have an active application.

165 direct match adverts were used this year, which is 5% of all adverts. This is a slight decrease from last year where 261 direct match adverts were used.

Bids



This graph shows the source of all bids received over the year.

Most bids are placed online via the website, with 70% of all bids being placed this way.

28% of all bids were placed using the mobile site, and 2% of bids placed with the assistance of staff at one of the partners.

Only 0.24% of bids were placed by autobid.

This table shows the number of bids placed on each property type in the year.

One bedroom flats had the largest number of bids in total.

Property Type	Bedsit	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	Grand Total
Apartment	11	80	125				216
Bungalow	109	6052	1430	101			7692
Double room in shared house		3					3
Extra care sheltered flat		1					1
Flat	131	28799	5630	85			34645
House		392	28660	27653	1294	176	58175
Maisonette			375	409			784
Sheltered Bungalow		792	252				1044
Sheltered flat		634	12				646
Sheltered studio flat	22						22
Studio bungalow	35						35
Studio flat	402	10					412
Grand Total	710	36763	36484	28248	1294	176	103675

Lets

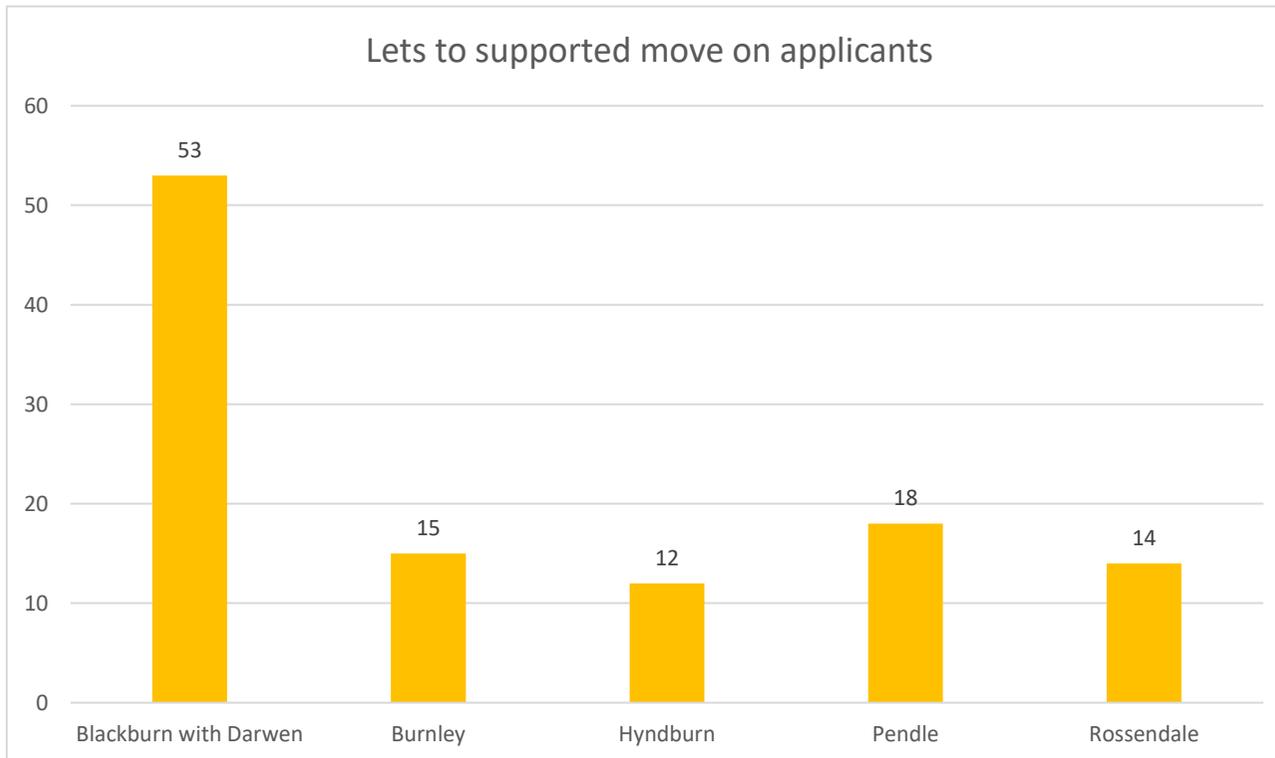
Band	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Band 1	24	42	11	16	13	106
Band 2	345	174	121	147	181	968
Band 3	123	192	72	98	36	521
Band 4	73	111	20	23	17	244
Grand Total	565	519	224	284	247	1839

This table shows the total lets this year by band and Local Authority.

For an applicant to show as “housed”, the full shortlisting procedure must have been followed, with the advert being moved to “offer accepted” and eventually “tenancy commenced”.

The most lets were completed for Band Two applicants, with 968 Band 2 applicants housed this year.

Blackburn with Darwen had the most lets, followed by Burnley.



This graph shows the total lets in each Local Authority to applicants who had Band Two for Supported Move On.

112 Supported Move On applicants were housed this year across the partnership.

Band 1 reason	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Band 1 - Care leaver	1		1			2
Band 1 - Medical Assessment high	8	37	7	10	9	71
Band 1 - Partner organisation management transfer	3	1		1		5
Band 1 - Under occupied by 2 or more bedrooms	12	4	3	4	4	27
Band overridden				1		1
Grand Total	24	42	11	16	13	106

This table shows the number of lets to Band One applicants in each Local Authority over the year, split by the reason for the band one.

106 band one applicants have been housed in total this year, with 42 of those housed in Burnley.

Most of the lets (71) were to those applicants with a high medical need.