



Annual Monitoring Report

2020-2021

The data in this report was generated on Thursday 1st April 2021 by Ellen Lock (B-with-us Facilitator).

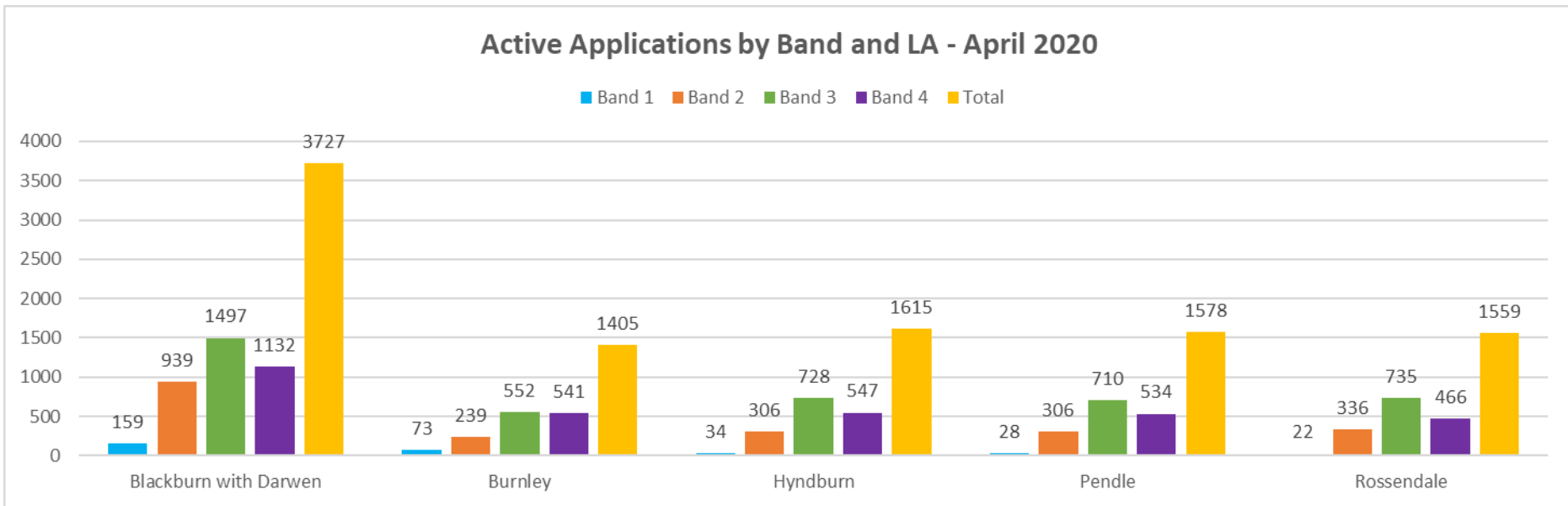
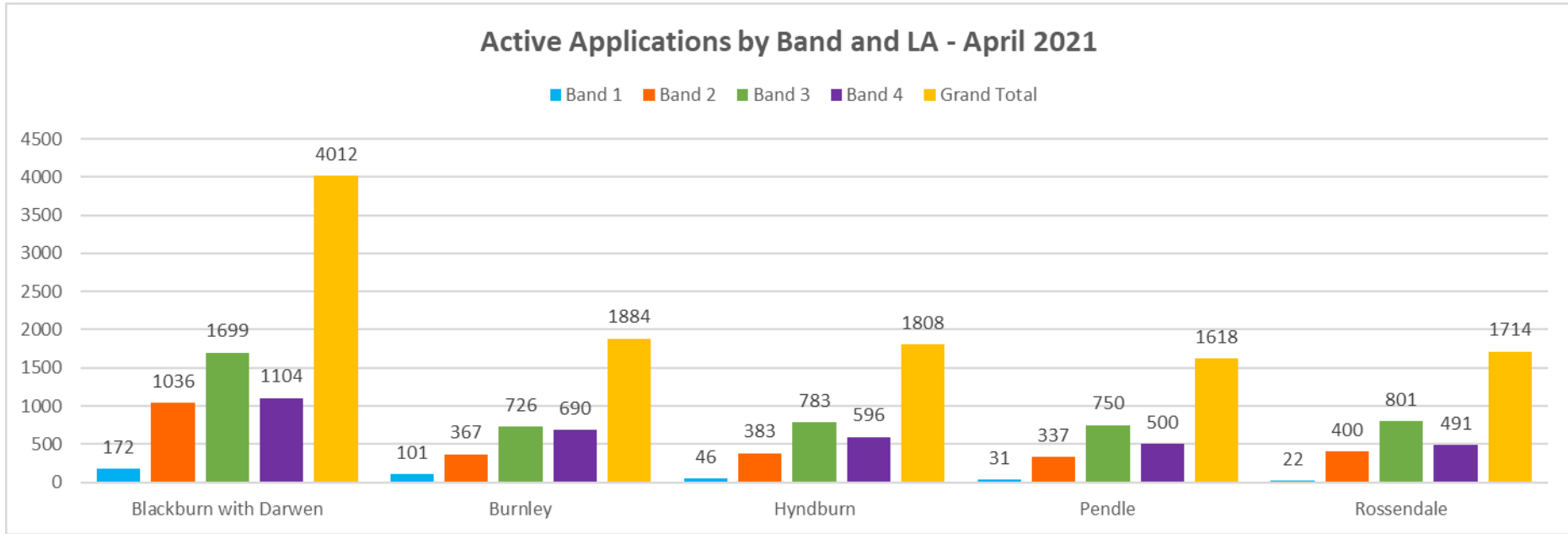
Applications

The table below shows the CRM state of all applications on our Housing Register. As at 1st April 2021, there are 11,036 active applicants – an increase of 1,158 from the same date last year.

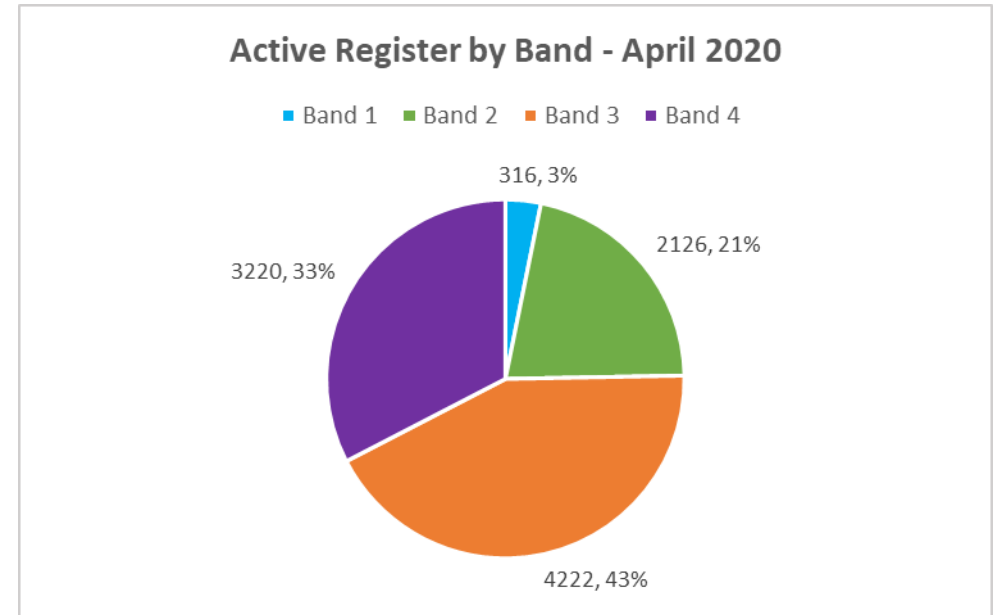
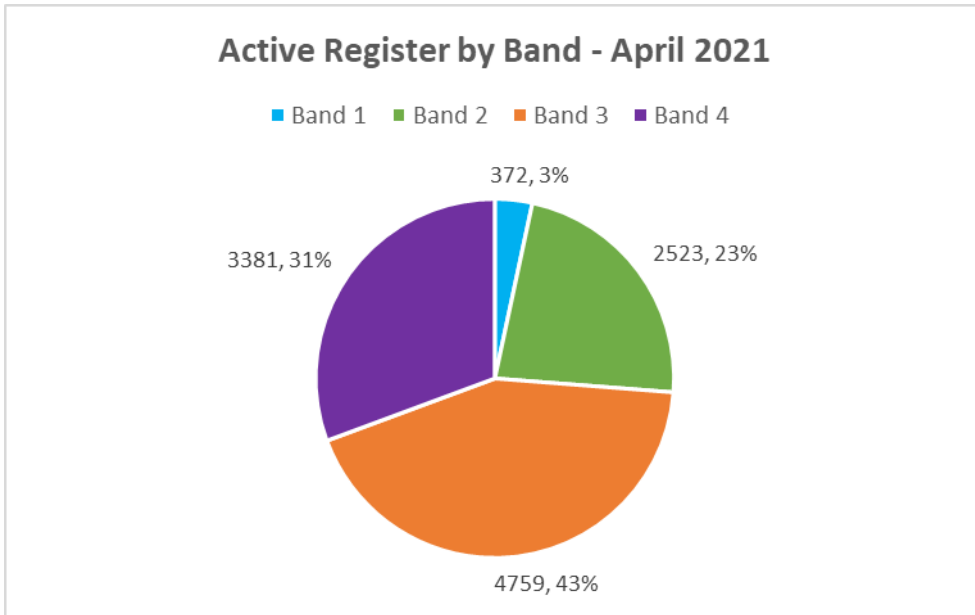
We have housed 30,450 applicants since the scheme started in November 2009.

1,841 applicants have been housed since the last monitoring report in April 2020.

HRA CRM State	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rosendale	Grand Total
Active	4013	1883	1808	1618	1714	11036
Cancelled	7894	4466	3199	3759	3594	22912
Closed	27828	15857	11347	11924	12501	79457
Deleted	0	0	1	0	0	1
Enquiries complete	0	2	0	0	2	4
Housed	10690	6059	4612	4517	4572	30450
Online application complete	95	31	75	40	34	275
Online application incomplete	84	48	53	33	45	263
Pending enquiries	3	0	1	1	0	5
Requesting closure	0	1	4	0	0	5
Suspended	370	339	140	124	139	1112
Under review suspended	1	1	1	0	0	3
Grand Total	50978	28687	21241	22016	22601	145523



Summary of active applications

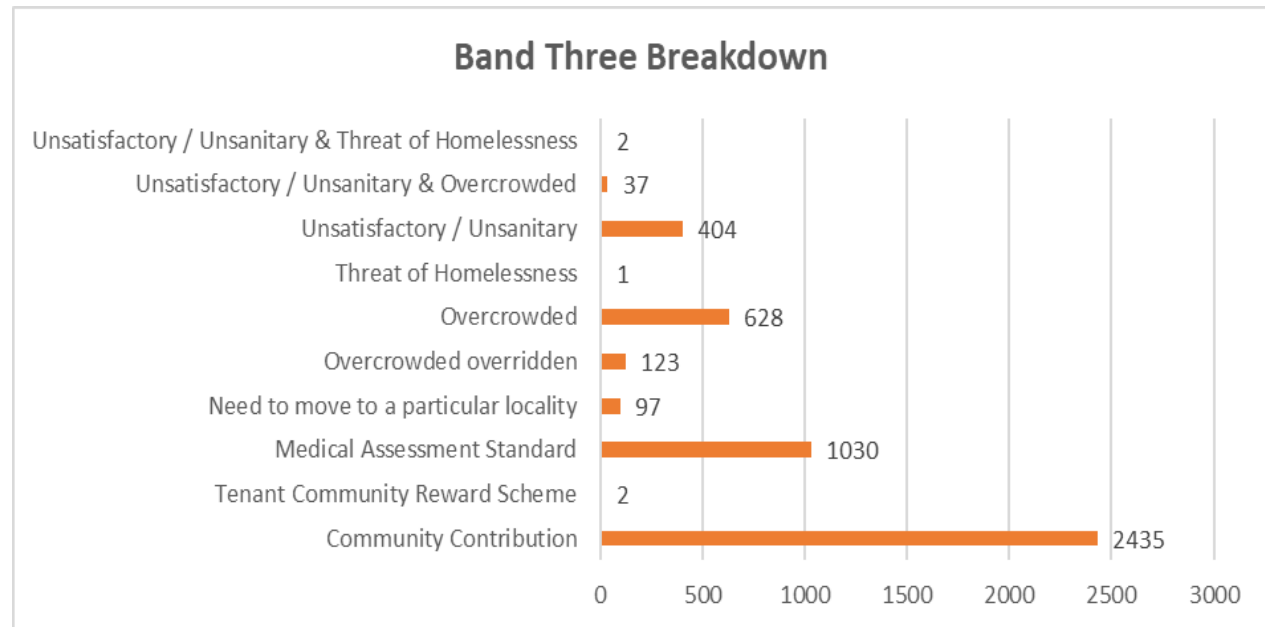


The proportion of active applicants in each band remains very similar to previous years.

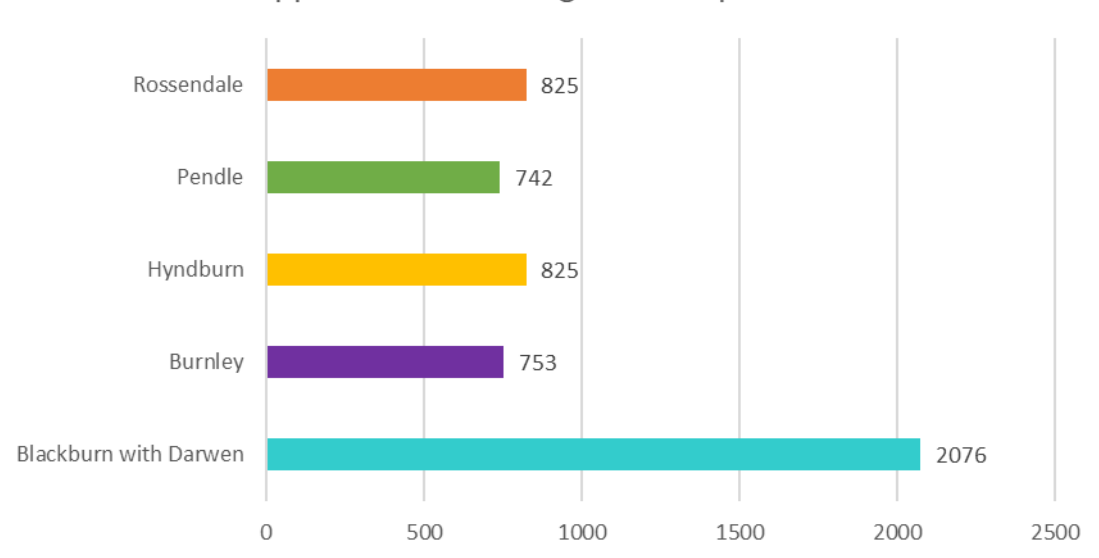
Band three continues to hold the largest percentage of applicants, though just over 50% of band three applicants are in this band due to working or volunteering (community contribution).

The next highest band three reason is standard medical assessment, accounting for 21% of all band three applicants, 6% more than last year.

15.78% of band three applicants are overcrowded by one bedroom.



Applicants in Housing Need - April 2021



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 5,221. This is a reduction of 5,825 from the total active register of 11,036.

This means that 47% of our active housing register are in housing need (last year 46% were in housing need).

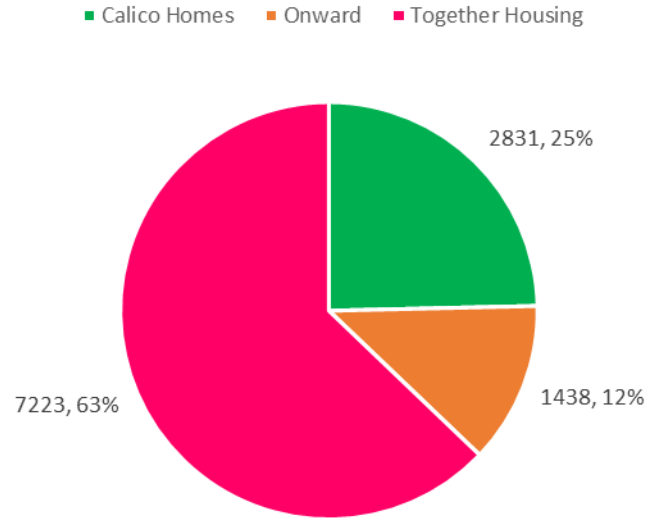
This table shows the amount of applications submitted each month over the year. This years figures are quite different to previous years, which is likely a result of the COVID-19 pandemic. In April 2020 only 657 applications were received, compared to 1,029 applications received in April 2019. From June 2020 we have received more applications than last year in every month. March 2021 saw the largest number of applications submitted in one month with 1,523 applications received. Usually January or the summer months are where we see the greatest increase in applications submitted.

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

More applications were received this year (14,107) than last year (12,543).

Date Application Submitted	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
April 2020	204	197	81	93	82	657
May 2020	315	225	102	152	143	937
June 2020	462	295	166	198	219	1340
July 2020	436	301	145	162	179	1223
August 2020	436	285	155	155	157	1188
September 2020	412	261	169	169	184	1195
October 2020	385	285	134	159	178	1141
November 2020	414	289	159	156	160	1178
December 2020	296	226	101	127	91	841
January 2021	496	344	187	218	209	1454
February 2021	514	323	182	185	226	1430
March 2021	537	355	181	213	237	1523
Grand Total	4907	3386	1762	1987	2065	14107

Total Applications Processed by Team - 2020-2021



A total of 11,492* applications were processed this year by the three processing partners.

Like last year, Together Housing processed the greatest amount of applications, at 7,223, or 63%.

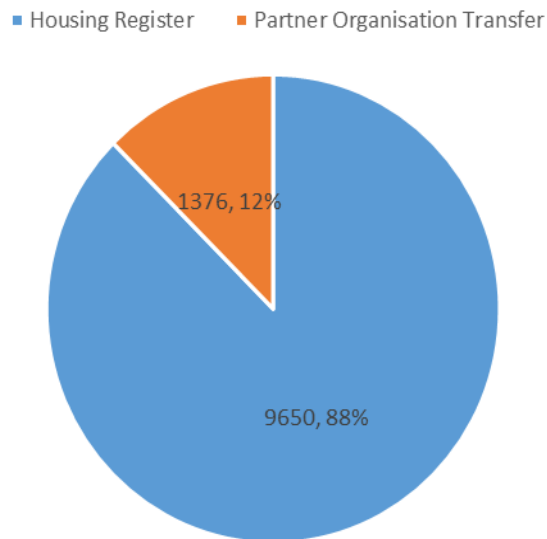
Calico Homes processed 2,831 applications, or 25%.

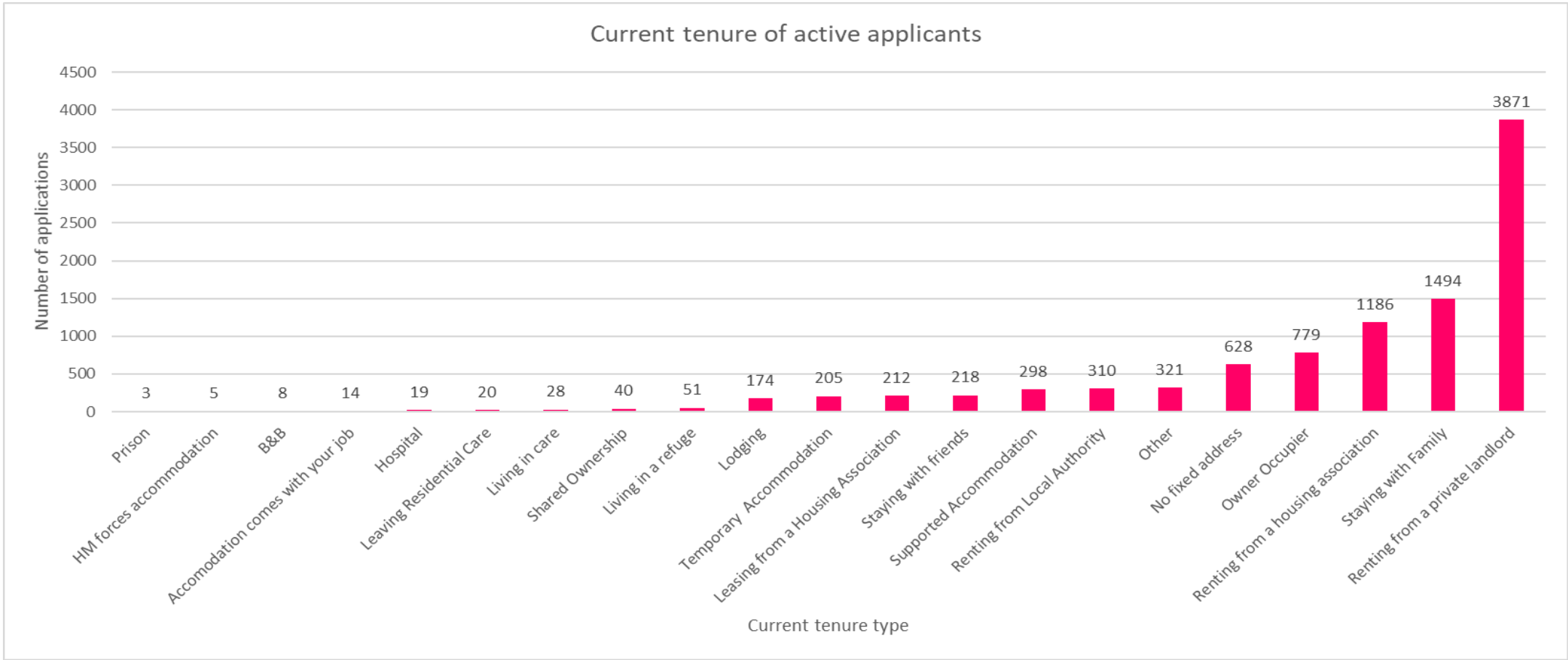
Onward Homes processed 1,543 applications, or 12%.

*The number of applications processed is less than the number of applications received as the 14,107 applications received includes applications that were partially completed and later cancelled due to being incomplete for 28+ days.

The percentage split of Housing Register to Partner Organisation Transfer applicants is the same as the previous two years.

Active Applicants by Applicant Type - April 2021





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

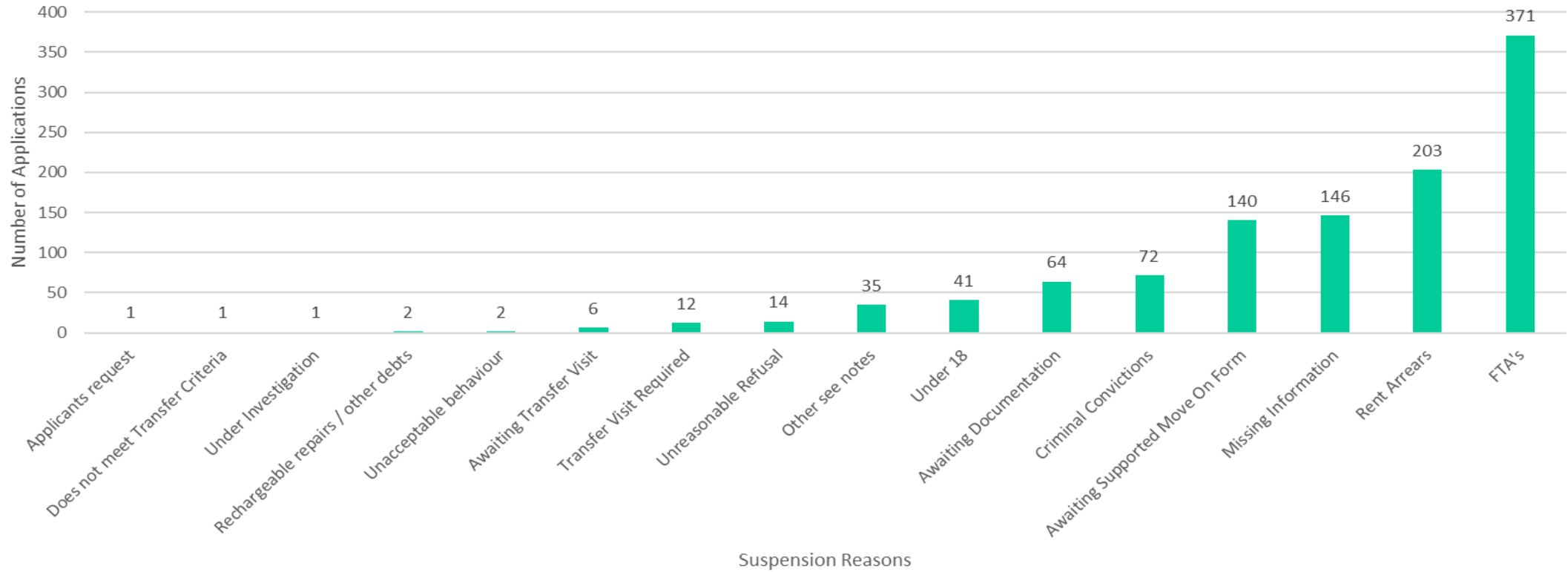
3,871 or 39% of our active applicants are renting from a private landlord.

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 2021



There are currently (as at 1st April 2021) 1,111 suspended applications.

Former tenant remains the most common suspension reason, which is the same as last year. There are 371 applications suspended due to former tenant arrears.

Current rent arrears is the second largest suspension, and there are two applicants suspended due to other debts, making 51% of all suspensions due to arrears.

Only 14 (1%) of suspensions are due to unreasonable refusals which is considerably less than last year, where 41 applicants were suspended for having three unreasonable refusals.

Monitoring Household Type	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
(Not set)	96	27	38	36	42	239
1 adult with children	1104	566	502	468	517	3157
2 adults with children	804	343	242	313	255	1957
Couple	340	166	198	159	165	1028
Families with no children	94	39	34	29	34	230
Friends	54	17	15	11	13	110
Single	1523	726	779	601	689	4318
Grand Total	4015	1884	1808	1617	1715	11039

The table above shows the Household Type of applications added during the year. Single applicants remain the largest group, with 4,318 which is slightly higher than last years of 3,965.

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 5,114, compared to 4,454 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	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
0 - 17	1	1	0	0	1	3
18-24	582	333	262	221	282	1680
25-44	2141	949	835	796	827	5548
45-59	805	337	313	340	325	2120
60-74	389	182	272	195	195	1233
75+	97	82	126	65	85	455
Grand Total	4015	1884	1808	1617	1715	11039

Disability

Disability	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
No	3062	1427	1290	1205	1276	8260
Yes	953	457	517	412	439	2778
Grand Total	4015	1884	1808	1617	1715	11039

Ethnicity

Ethnic Origin	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Asian Any Other	85	9	12	5	10	121
Asian Bangladeshi	28	40	7	1	26	102
Asian Indian	206	3	4	3	1	217
Asian Pakistani	602	130	94	189	22	1037
Black African	63	8	4	4	6	85
Black Any Other	8	1	1	1	1	12
Black Carribean	8	5	1	1	4	19
Chinese	0	0	0	1	0	1
Gypsy/Romany/Traveller	7	0	1	1	1	10
Mixed Other	29	6	3	6	5	49
Mixed W & B African	11	3	1	0	12	27
Mixed W & B Asian	26	9	5	8	4	52
Mixed W & B Carribean	13	5	4	5	8	35
Other Ethnic	56	15	5	9	2	87
Unavailable	13	3	4	5	2	27
White Any Other	260	133	78	142	34	647
White British	2587	1501	1570	1225	1566	8449
White Irish	13	13	14	11	11	62
Grand Total	4015	1884	1808	1617	1715	11039

Disability

Sex	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Female	2376	1199	1166	1039	1131	6911
Male	1639	685	642	579	584	4129
Grand Total	4015	1884	1808	1618	1715	11040

Religion

Religion	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Buddhist	6	3	5	4	2	20
Christian	1458	754	838	614	654	4318
Do not wish to answer	359	182	168	159	170	1038
Hindu	3	0	2	0	0	5
Jewish	2	0	0	0	0	2
Muslim	999	199	111	206	60	1575
No religious affiliation	1033	658	593	552	738	3574
Other	151	87	89	80	90	497
Rastafarian	1	0	0	1	1	3
Sikh	3	1	1	2	0	7
Grand Total	4015	1884	1808	1618	1715	11040

Sexual Orientation

Sexual Orientation	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Bisexual	86	34	36	18	19	193
Do not wish to answer	724	274	240	250	226	1714
Gay man	35	20	15	10	14	94
Gay woman	28	19	18	12	21	98
Heterosexual	2979	1482	1438	1263	1387	8549
Other	163	55	58	65	48	389
Grand Total	4015	1884	1808	1618	1715	11040

Adverts

Property Team	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent		87	61	48		196
Calico Homes	2	977	2	4	12	997
Great Places Housing Group	51	2	23	6	3	85
Irwell Valley				6		6
Muir Group		16		5		21
Onward	49		304			353
Other			4			4
Pendle				1		1
Places for People	121	4	1		1	127
Progress Housing Group			4			4
The Guinness Partnership	46				8	54
The Regenda Group					19	19
Together Housing	594		3	299	251	1147
Your Housing		11	36	5	23	75
Grand Total	863	1097	438	374	317	3089

A total of 3,089 adverts were added this year, which is a reduction of 321 from the amount advertised last year of 3,410. This reduction is likely to have been caused by the pause in advertising that a lot of landlords did during the first lockdown of the COVID-19 pandemic.

Together Housing and Calico Homes advertised the most properties again, with Together Housing advertising 1,147 and Calico Homes advertising 997 this year.

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

Five adverts were placed for landlords outside the partnership.

The largest number of adverts were added in Burnley, with 1,097 (36%) of adverts, followed by Blackburn with 863 (28%) of adverts. The fewest were added in Rossendale with 317 (10%).

Property Team	Advert Type		
	First Come First Served	Social Housing	Grand Total
Accent		196	196
Calico Homes	194	803	997
Great Places Housing Group	1	84	85
Irwell Valley		6	6
Muir Group		21	21
Onward	42	311	353
Other		4	4
Pendle		1	1
Places for People	8	119	127
Progress Housing Group		4	4
The Guinness Partnership		54	54
The Regenda Group	3	16	19
Together Housing	20	1127	1147
Your Housing	1	74	75
Grand Total	269	2820	3089

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

9% of adverts were First Come, First Served (FCFS) this year, which is a slight decrease from last years 10%.

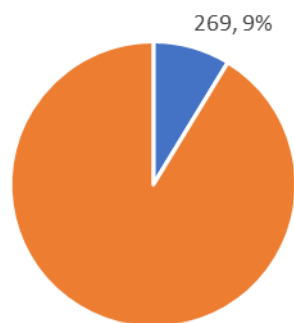
Calico Homes continues to be the landlord advertising the most FCFS adverts, with 194 of their 997 adverts being advertised as FCFS, or 19%.

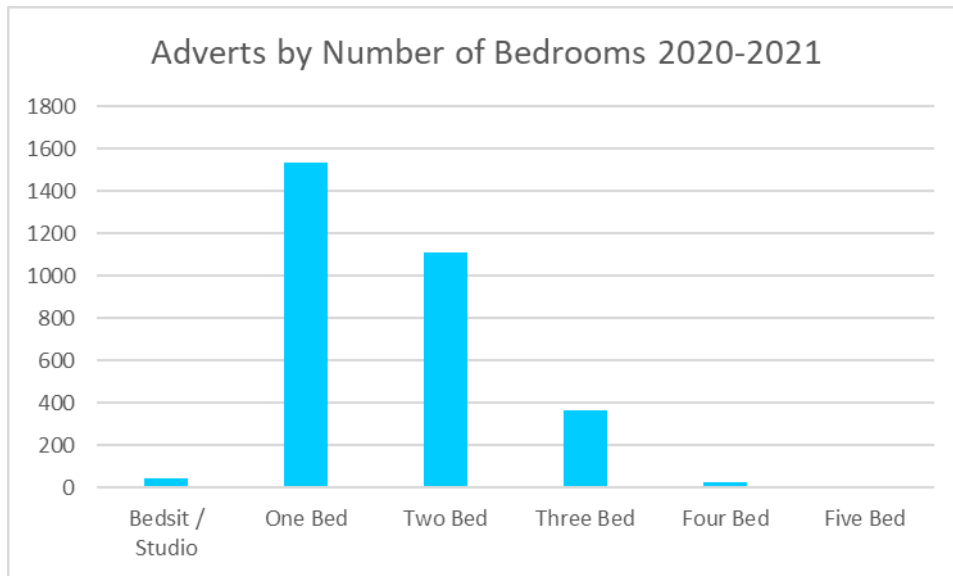
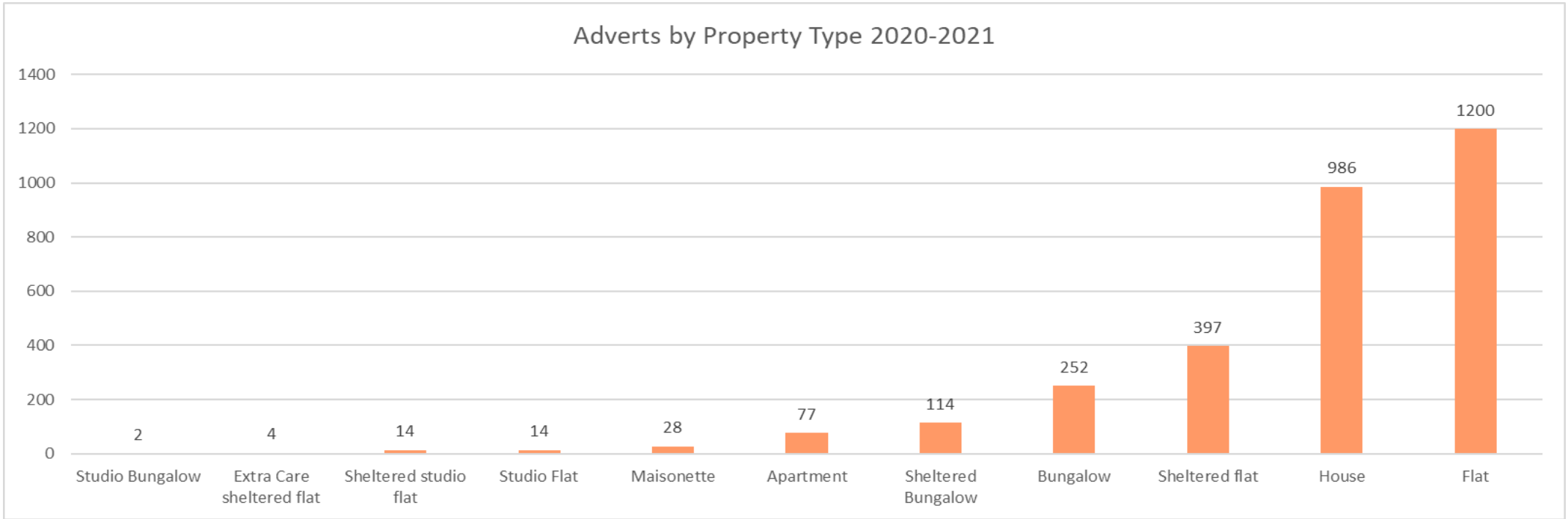
The table below shows the number of adverts added by property type and number of bedrooms. The most commonly advertised property is one bedroom flats, followed by two bedroom houses.

Property Type	Accommodation Type						Grand Total
	Bedsit / Studio	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	
Apartment	1	27	49				77
Bungalow	3	181	68				252
Extra care sheltered flat		4					4
Flat	5	863	330	2			1200
House		13	584	358	29	2	986
Maisonette			21	7			28
Sheltered Bungalow		81	33				114
Sheltered flat	8	365	24				397
Sheltered studio flat	13	1					14
Studio bungalow	1	1					2
Studio flat	12	2					14
Grand Total	43	1538	1109	367	29	2	3088

Advert Type 2020-2021

■ First Come First Served ■ Social Housing





Following the same trend as last year, flats were the most common property type advertised with 1,200, followed by houses with 986.

One bedroom properties continue to be the most commonly advertised, with 1,109 one bedroom properties advertised this year, or 50% of all adverts.

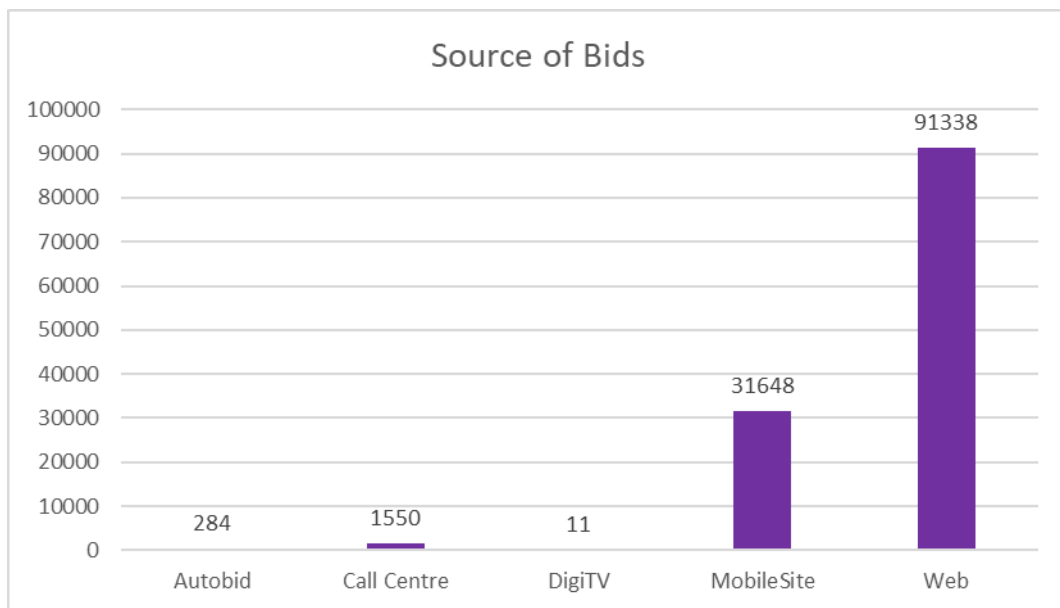
Property Team	Advert State												
	Advertising completed	Being advertised	Deleted	Match approved	Match suggested	Not let	Offer accepted	Pending	Ready to advertise	Tenancy commenced	Tenancy withdrawn	Withdrawn during advertising	Grand Total
Accent	43		60	3	6	31				53			196
Calico Homes	33	16	135	8	72	283	13	1		433		3	997
Great Places Housing Group		3	12	16	3	2	31	1	1	16			85
Irwell Valley	1		2	1	2								6
Muir Group	1		5			1	2			12			21
Onward	47	5	55	9	47	7	121			62			353
Other			1				3						4
Pendle			1										1
Places for People	4		18	3	4	54				44			127
Progress Housing Group	1		1				2						4
The Guinness Partnership	7		15	3	11	4	12			2			54
The Regenda Group	3	2	2		1	5			2	4			19
Together Housing	63	19	172	12	115	64	563	1	1	133	1	2	1146
Your Housing	20		14		3	1	33			4			75
Grand Total	223	45	493	55	264	452	780	3	4	763	1	5	3088

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 changed to “offer accepted” or “not let”. This also means that there are applicants who have now been housed that still have an active application.

172 direct match adverts were used this year, which is 6% of all adverts. This is a slight increase from last year where 165 direct match adverts were used.

Of the direct match adverts used this year, 48% of them were Calico adverts, 22% were Onward adverts, 19% were Together adverts, and 6% were Accent adverts.

Bids



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

Most bids are placed online via the website, with 73% of all bids being placed this way.

25% of all bids were placed using the mobile site, and 1.24% of bids placed with the assistance of staff at one of the partners.

Only 0.23% of bids were placed by autobid.

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

Two bedroom houses had the largest number of bids this year. Last year one bedroom flats received the most bids.

Property Type	Accommodation Type						Grand Total
	Bedsit / studio	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	
Apartment	15	1980	1340				3335
Bungalow	51	6846	3696				10593
Extra care sheltered flat		8					8
Flat	43	31460	7480	72			39055
House		502	34510	30230	2037	40	67319
Maisonette			761	276			1037
Sheltered Bungalow		1262	335				1597
Sheltered flat	17	1325	55				1397
Sheltered studio flat	55	2					57
Studio bungalow	28	37					65
Studio flat	359	9					368
Grand Total	568	43431	48177	30578	2037	40	124831

Lets

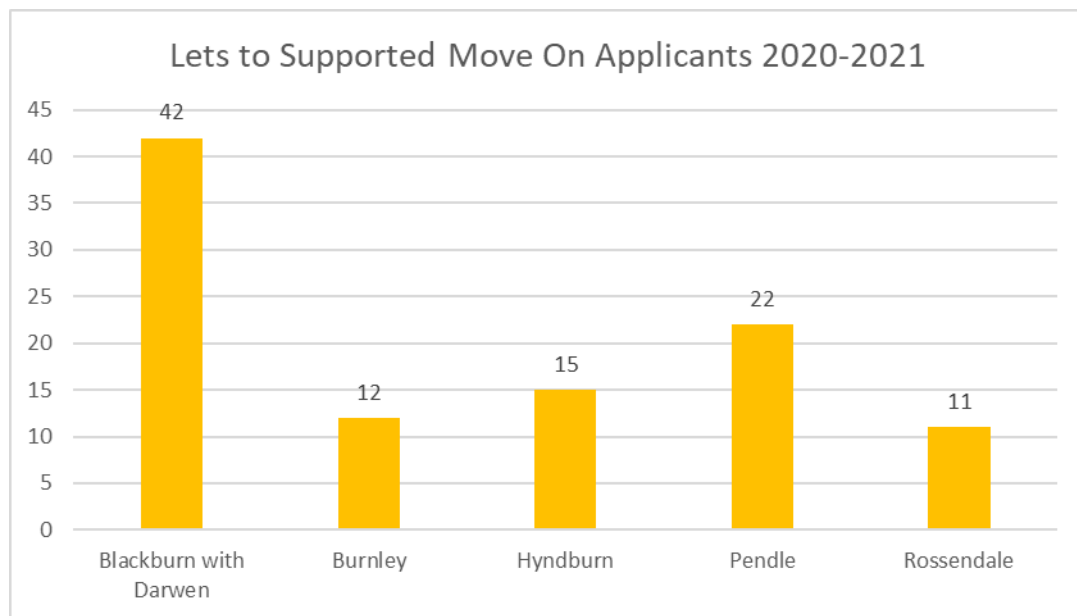
Band	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Band 1	20	30	7	14	12	83
Band 2	323	214	159	144	180	1020
Band 3	112	193	70	61	43	479
Band 4	71	90	20	17	7	205
Grand Total	526	527	256	236	242	1787

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

For an applicant to show as “housed” so that they are included in lets, 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 1020 Band 2 applicants housed this year.

Burnley and Blackburn with Darwen had the most lets, with 527 and 526 respectively.



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

102 Supported Move On applicants were housed this year across the partnership, with most being housed in Blackburn with Darwen with 42 lets.

Priority Band	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Band 1 - Care leaver	1		2	1	1	5
Band 1 - Homeless Prevention	1					1
Band 1 - Medical Assessment high	10	27	3	12	7	59
Band 1 - Medical Assessment high, Homeless Prevention		1				1
Band 1 - Partner organisation management transfer	2					2
Band 1 - Under occupied by 2 or more bedrooms	6	7	1	1	3	18
Band 1 - Environmental health prohibition notice			1			1
Grand Total	20	30	7	14	12	83

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.

83 Band One applicants have been housed this year, which is significantly less than last years 106 lets to Band Ones.

Most of the Band One lets were in Burnley, with 30 lets (36%).

Most of the lets (36 (43%)) were to those applicants with a high medical need, but this is significantly less than last year, where 71 lets were to applicants with a high medical need.

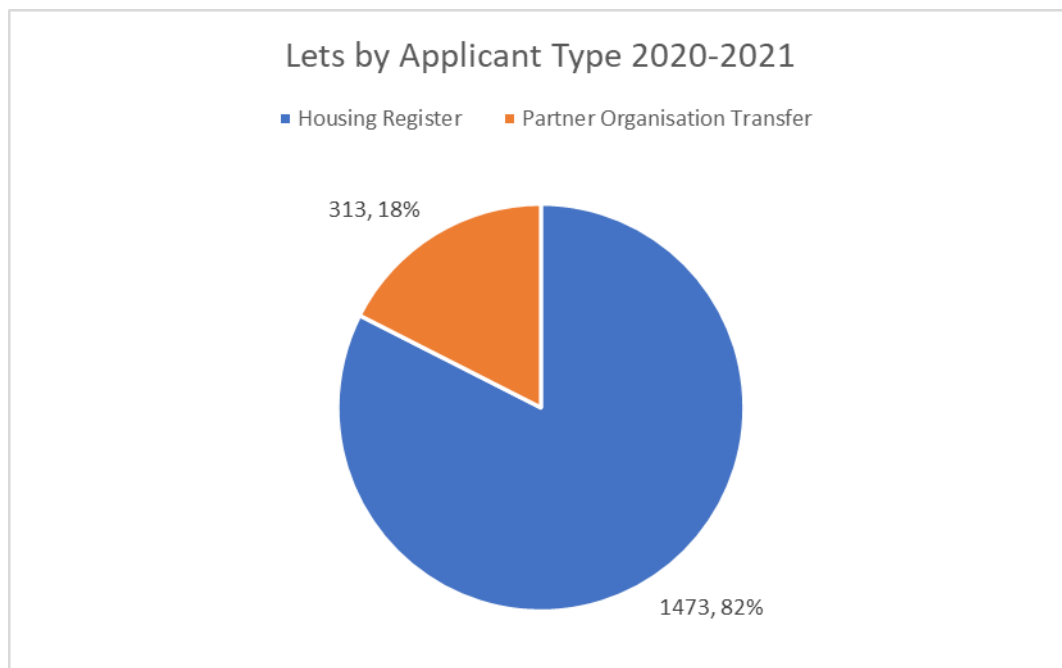
This table shows the number of lets made over the year, by Landlord and Local Authority.

Together Housing housed the most applicants, with 820 lets, most of which were in Blackburn with Darwen.

The fewest lets were made by Progress Housing Group, with only two lets this year.

However, these figures for lets are likely to be inaccurate due to most partners not following the shortlisting procedure all the way through and leaving applicants at “match suggested” or “match approved”, which means they do not count as a let as the applicant has not changed to “housed”. This is an issue as it also means that the applicant can continue logging in and making changes to their application, which they shouldn’t be able to do if they have been housed.

Landlord	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent		19	23	17		59
Calico Homes	2	485		2	7	496
Great Places Housing Group	35	2	11	7	2	57
Muir Group		11		5		16
Onward	25		194			219
Other			3			3
Places for People	49	3			1	53
Progress Housing Group			2			2
The Guinness Partnership	13				2	15
The Regenda Group					4	4
Together Housing	402		1	200	217	820
Your Housing		7	22	5	9	43
Grand Total	526	527	256	236	242	1787



This graph shows the number of lets made over the year by applicant type.

82% of lets were to Housing Register applicants, and 18% were to Partner Organisation Transfer applicants.

The table below shows the number of lets made over the year by property type and Local Authority.

Property Type	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
Apartment	14	5			1	20
Bungalow	38	30	30	55	39	192
Extra care sheltered flat			1			1
Flat	230	98	108	119	104	659
House	216	251	81	62	93	703
Maisonette	16	2	1		2	21
Sheltered Bungalow		68	6			74
Sheltered flat	4	71	27		2	104
Sheltered studio flat	2		1			3
Studio bungalow	1				1	2
Studio flat	5	2	1			8
Grand Total	526	527	256	236	242	1787