



# Annual Monitoring Report

2023-2024

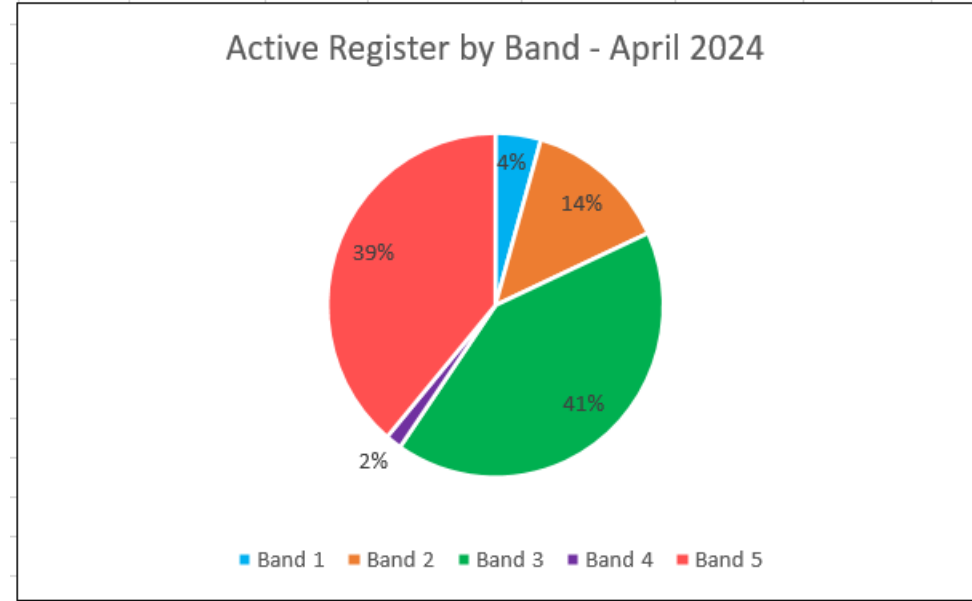
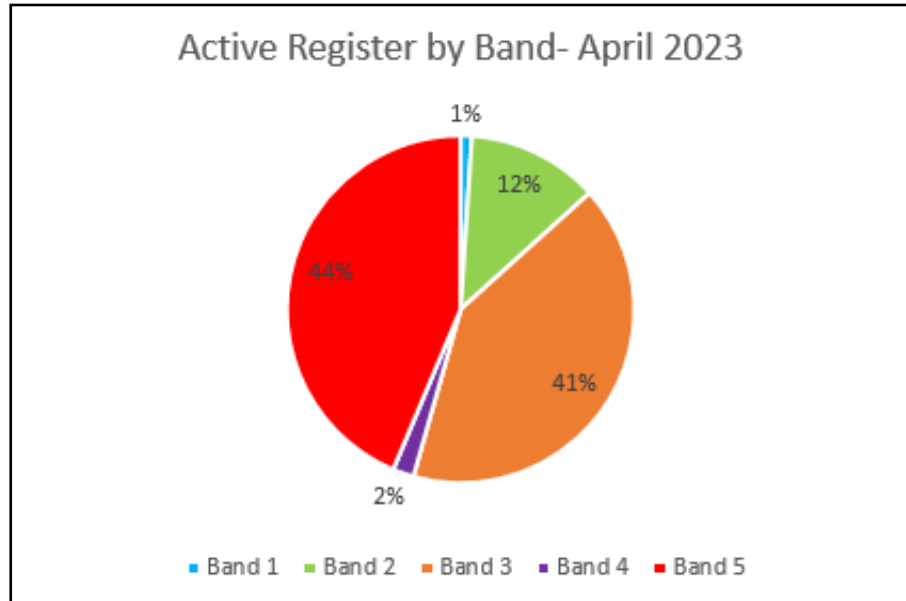
The data in this report was generated on Wednesday 3rd April 2024 by Ellen Lock (B-with-us Facilitator).

## Applications

The table below shows the CRM state of all applications on our Housing Register within each Local Authority area. As at 3rd April 2023, there are 13,178 active applicants – a decrease of 1,364 from last year.

HRA CRM State	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Active	4645	2679	2004	2051	1799	13178
Closed	50567	31152	21326	22304	22413	147762
Cancelled	12843	7852	5639	6602	5909	38845
Housed	22666	14164	10324	10080	10047	67281
Online application complete	50	62	19	23	18	172
Online application incomplete	88	77	32	47	27	271
Pending enquiries	2	0	0	1	0	3
Requesting closure	2	0	1	1	1	5
Suspended	153	104	48	56	56	417
<b>Grand Total</b>	<b>91016</b>	<b>56090</b>	<b>39393</b>	<b>41165</b>	<b>40270</b>	<b>267934</b>

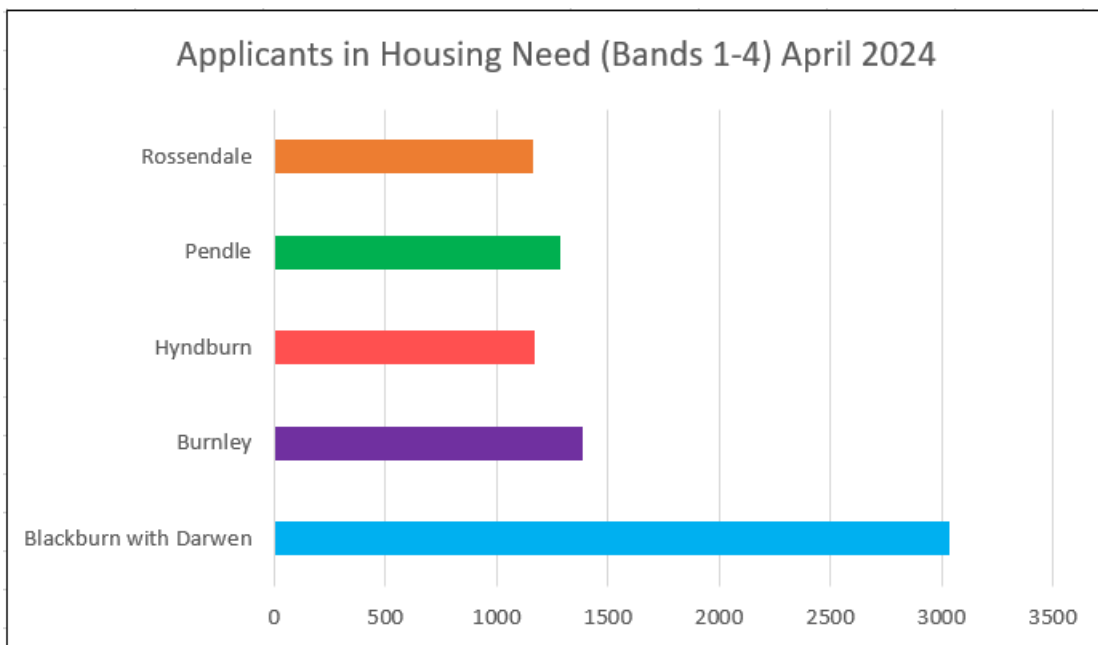
## Summary of Active Applications



The band comparison from 2023 to 2024 is following the trend we expect to see since the implementation of band five back in 2021. The number of active applications has decreased, with 1,364 fewer active applicants than the same point last year.

This year majority of active applicants are in Band Three, which is a change from last year where the majority were in Band Five.

In general the band distribution is very similar to last year, with a significant increase in Band Ones who now make up 4% of the register (152 band one applicants last year, 575 band one applicants this year).



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 Band Five have been removed.

The total number of applicants in housing need is 8,048, which is 146 fewer than last year.

This means that 61% of our active housing register are in housing need, which is slightly more than last year.

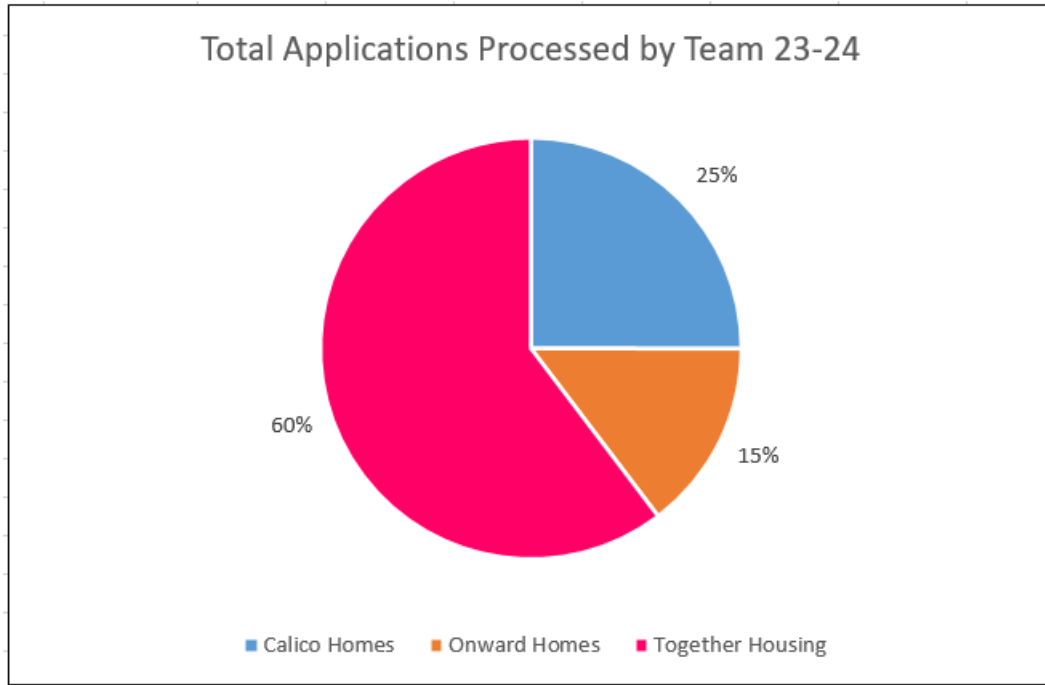
This table shows the amount of applications submitted each month over the year. We received fewer applications this year than last year - 12,013 this year compared with 13,3884 last year. Most months saw greater applications received than the same time last year.

As always, the fewest applications were received in December and the most in January.

The greatest number of applications were received in Blackburn with Darwen which follows the trend of previous years.

This year the fewest applications were received in Hyndburn, with 1,687 received this year which is significantly lower than the 2,201 received last year.

Date Application Submitted	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
April 2023	269	200	127	96	135	827
May 2023	314	260	147	137	160	1018
June 2023	342	263	167	154	139	1065
July 2023	365	273	143	149	169	1099
August 2023	355	259	135	155	154	1058
September 2023	331	228	149	169	135	1012
October 2023	322	241	134	162	136	995
November 2023	306	238	115	160	120	939
December 2023	202	174	80	117	85	658
January 2024	365	320	178	180	177	1220
February 2024	360	269	192	165	157	1143
March 2024	317	231	120	171	140	979
Grand Total	3848	2956	1687	1815	1707	12013



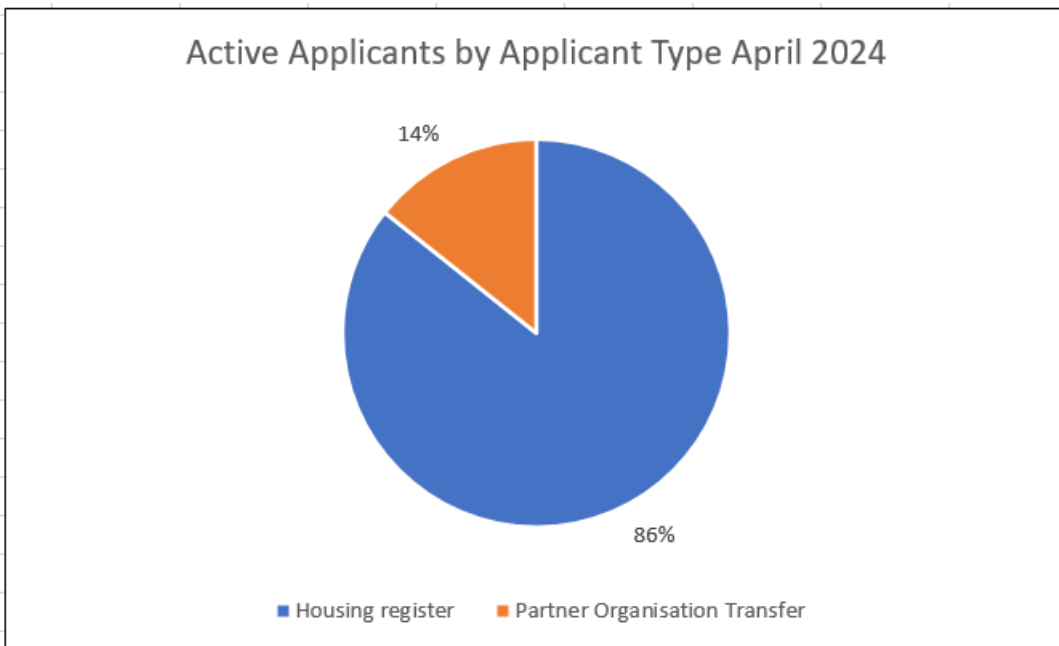
A total of 11,480\* applications were processed this year by the three processing partners; Together Housing, Calico Homes and Onward Homes.

As with previous years Together Housing processed the greatest amount of applications at 6,926 or 60%. This is due to them having the most stock in the areas and a larger group of processing staff.

Calico Homes processed 2,873 applications which is 25%.

Onward Homes processed 1,681 applications which is 15%.

\*The number of applications processed is less than the number of applications received as the 12,013 applications received includes applications that had not yet been processed.



Following the trend of previous years, the percentage split of Housing register to Partner Organisation Transfer applicants is 86% to 14%.

## Diversity Strands Information

The below tables show diversity information for active applicants, including age, household type, ethnicity, disability, sex, sexual orientation and religion.

### Age

Age of Household Member	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
0 - 17	2	3	1	2	3	11
18-24	540	388	238	205	235	1606
25-44	2504	1438	1076	1037	877	6932
45-59	1008	482	384	444	350	1668
60-74	479	269	235	261	228	1472
75+	112	81	77	99	104	473
<b>Grand Total</b>	5124	2930	2246	2309	2025	13162

### Disability

Disability	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
No	3187	1821	1296	1359	1147	8810
Yes	1459	840	716	689	650	4354
<b>Grand Total</b>	4646	2661	2012	2048	1797	13164

**Household Type**

Monitoring Household Type	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
1 adult with children	1446	864	675	654	598	4237
2 adults with children	1020	476	303	410	257	2466
Couple	330	214	156	156	162	1018
Families with no children	110	66	40	58	39	313
Friends	44	23	18	15	11	111
Single	1696	1018	822	755	730	5021
<b>Grand Total</b>	4646	2661	2014	2048	1797	<b>13166</b>

**Sex**

Sex	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Female	2781	1649	1311	1306	1175	8222
Male	1859	1004	700	737	618	4918
Other	2	3	0	1	1	7
Transgender	5	5	2	4	3	19
<b>Grand Total</b>	4647	2661	2013	2048	1797	<b>13166</b>

**Ethnicity**

Ethnic Origin						Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Any other ethnic group	123	44	21	21	9	218
Any other White background	310	243	128	182	88	951
Asian Any Other	131	69	22	19	7	248
Asian Bangladeshi	38	50	9	5	33	135
Asian Indian	194	9	5	2	2	212
Asian Pakistani	777	206	106	286	30	1405
Black African	62	30	20	8	11	131
Black Any Other/ African / Caribbean background	16	9	4	1	8	38
Black or Black British: Caribbean	9	6	2	6	2	25
Chinese	4	1	1	1	1	8
Don't know/refused	15	7	2	8	3	35
Gypsy/Romany/Traveller	9	7	7	4	1	28
Irish	20	13	11	10	6	60
Mixed Other / multiple ethnic background	40	19	6	15	9	89
Mixed W & B African	14	6	5	2	5	32
Mixed W & B Asian	33	15	10	15	1	74
Mixed White and Black Caribbean	14	11	5	4	7	41
Refused	9	5	3	2	6	25
Welsh / English / Scottish / Northern Irish / British	2829	1912	1646	1457	1568	9412
<b>Grand Total</b>	4647	2662	2013	2048	1797	<b>13167</b>



**Religion**

Religion	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Buddhist	5	7	4	7	6	29
Christian	1554	907	829	659	677	4626
Do not wish to answer	390	246	185	220	154	1225
Hindu	2	3	0	0	0	5
Jewish	0	3	0	0	0	3
Muslim	1273	355	164	328	79	2199
No religious affiliation	1214	977	724	720	778	4413
Other	207	133	107	114	103	664
Rastafarian	1	0	0	0	0	1
Sikh	1	1	0	0	0	2
<b>Grand Total</b>	4647	2662	2013	2048	1797	<b>13167</b>

**Sexual Orientation**

Sexual Orientation	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Bisexual	90	75	52	54	35	306
Do not wish to answer	776	433	272	351	267	2099
Heterosexual	3470	1994	1572	1526	1414	9976
Homosexual	103	39	50	38	28	258
Lesbian	37	35	19	14	14	119
Other	171	86	48	65	39	409
<b>Grand Total</b>	4647	2662	2013	2048	1797	<b>13167</b>

## Adverts

Landlord	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent	0	51	53	45	0	149
Calico Homes	0	454	2	1	2	459
Great Places Housing Group	36	1	15	5	2	59
Irwell Valley	0	0	0	3	0	3
Muir Group	0	3	0	1	0	4
Onward	27	0	215	0	0	242
Other	0	0	1	0	37	38
Places for People	67	1	1	0	3	72
Progress Housing Group	0	0	4	0	0	4
The Guinness Partnership	32	0	0	0	5	37
The Regenda Group	0	0	0	0	8	8
Together Housing	288	0	2	351	239	880
Your Housing	0	8	18	3	9	38
<b>Grand Total</b>	450	518	311	409	305	<b>1993</b>

A total of 1,993 adverts were added this year, which is an increase of 161 from last year.

Together Housing and Calico Homes advertised the most properties again, with Together Housing advertising 880 and Calico Homes advertising 459 this year.

Irwell Valley advertised the fewest properties with only three adverts this year.

38 adverts were placed for landlords outside the partnership.

The largest number of adverts were added in Burnley this year, with 518 of adverts (26%), followed by Blackburn with Darwen (23%) of adverts. The fewest were added in Rossendale with 305 (15%).

Landlord	Advert Type		Grand Total
	First Come First Served	Social Housing	
Accent		149	149
Calico Homes	101	358	459
Great Places Housing Group		59	59
Irwell Valley		3	3
Muir Group		4	4
Onward	4	238	242
Other		38	38
Places for People	1	71	72
Progress Housing Group		4	4
The Guinness Partnership		37	37
The Regenda Group	1	7	8
Together Housing		880	880
Your Housing	1	37	38
<b>Grand Total</b>	<b>108</b>	<b>1885</b>	<b>1993</b>

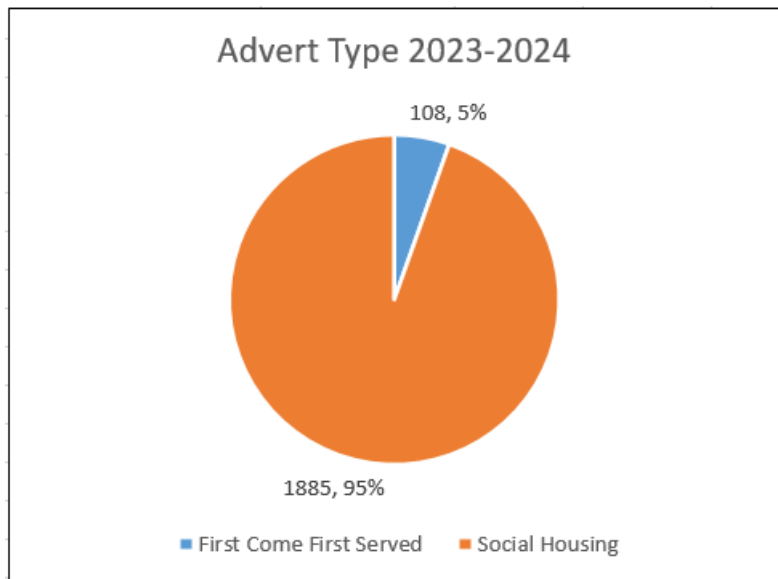
The table to the left shows the number of each advert type (Social Housing or First Come, First Served) advertised by each Partner Landlord.

5% of adverts were First Come, First Served (FCFS) this year, which is an increase from last years 4%.

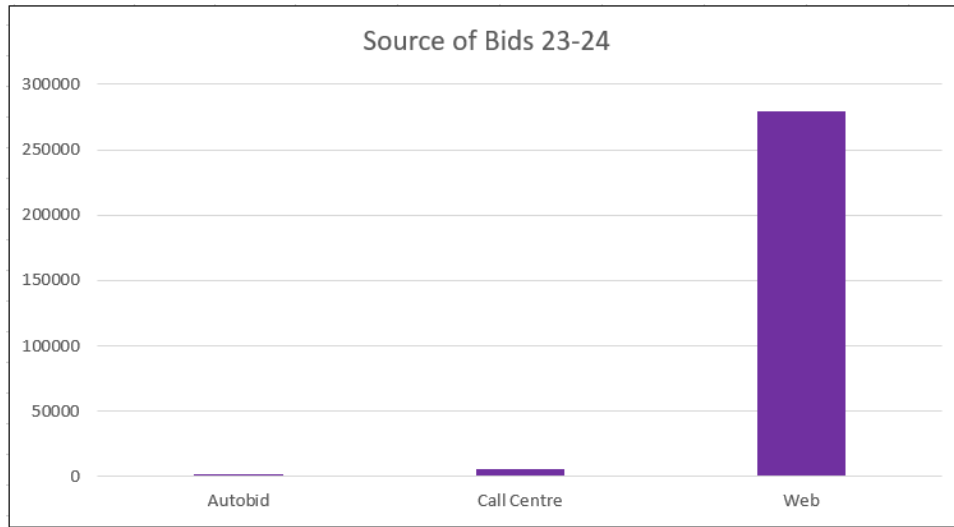
Calico Homes continues to be the landlord advertising the most FCFS adverts, with 101 of their 459 adverts being advertised as FCFS, or 22%.

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 which has remained consistent across the years. It is very rare that the partnership advertised a 5 bed + property.

Property Type	Bedrooms						Grand Total
	0	1	2	3	4	5	
Apartment		11	21				32
Bungalow	2	185	33	4			224
Extra care sheltered flat		2					2
Flat	12	522	198	1			733
House		8	449	276	34	1	768
Maisonette			12				12
Sheltered Bungalow		38	6				44
Sheltered flat		153	3				156
Sheltered studio flat	1						1
Studio flat	2						2
Supported flat	13	2					15
<b>Grand Total</b>		<b>4</b>					<b>4</b>
	29	925	722	281	34	1	1993



## Bids



This graph shows the source of all bids received over the year. The total amount of bids received was 287,304.

Most bids are placed online via the website / via mobile, with 97% of all bids being placed this way.

2% of bids placed with the assistance of staff at one of the partners, and 1% of bids were placed via autobid which is a slight increase on last year.

This table shows the number of bids placed on each property type through out the year. Overall we saw an increase of over 100,000 bids placed this year compared to last year.

Two bedroom houses had the largest number of bids this year and is primarily due to the number of adverts which applicants could bid on, which is the same as last year.

Property Type	Accommodation Type							Grand Total
	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	Bedsit	Studio	
Apartment	260	1373						1633
Bungalow	14544	2831	805			78		18258
Extra care sheltered flat	5							5
Flat	63568	17390	79			242	19	81298
House	1066	97577	74636	5668	128			179075
Maisonette		1120						1120
Sheltered studio bungalow	2252	122						2374
Sheltered Bungalow	2329	21						2350
Sheltered flat						11		11
Sheltered studio flat						38		38
Studio flat	273					819		1092
Supported flat	53							53
<b>Grand Total</b>	<b>84350</b>	<b>120434</b>	<b>75520</b>	<b>5668</b>	<b>128</b>	<b>1188</b>	<b>19</b>	<b>287307</b>

## Lets

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

In total there were 1441 lets in the year, slightly less than last years 1443.

Together Housing housed the most applicants with 605 lets, most of which were in Blackburn with Darwen which is the same as last year.

The fewest lets were made by Progress Housing Group who have 0 lets, followed by Irwell Valley, with only two lets this year.

In previous years these figures would have been inaccurate due to lots of Partners not fully completing the allocations process, however this should be less of an issue now as a regular report is done highlighting any incomplete offers for landlords to update.

Landlord	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent		16	19	20		55
Calico Homes		342	2		1	345
Great Places Housing Group	36		5	3	2	46
Irwell Valley				2		2
Muir Group		5		4		9
Onward	22		215			237
Other			1		37	38
Places for People	43	4	2		3	52
The Guinness Partnership	10				1	11
The Regenda Group					7	7
Together Housing	228		1	208	168	605
Your Housing		5	20	2	7	34
<b>Grand Total</b>	<b>339</b>	<b>372</b>	<b>265</b>	<b>239</b>	<b>226</b>	<b>1441</b>

Priority Band	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Band 1	35	15	22	10	18	100
Band 2	117	213	156	143	155	784
Band 3	112	89	65	67	45	378
Band 4	2	10	4	2	1	19
Band 5	73	45	18	17	7	160
Grand Total	339	372	265	239	226	1441

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

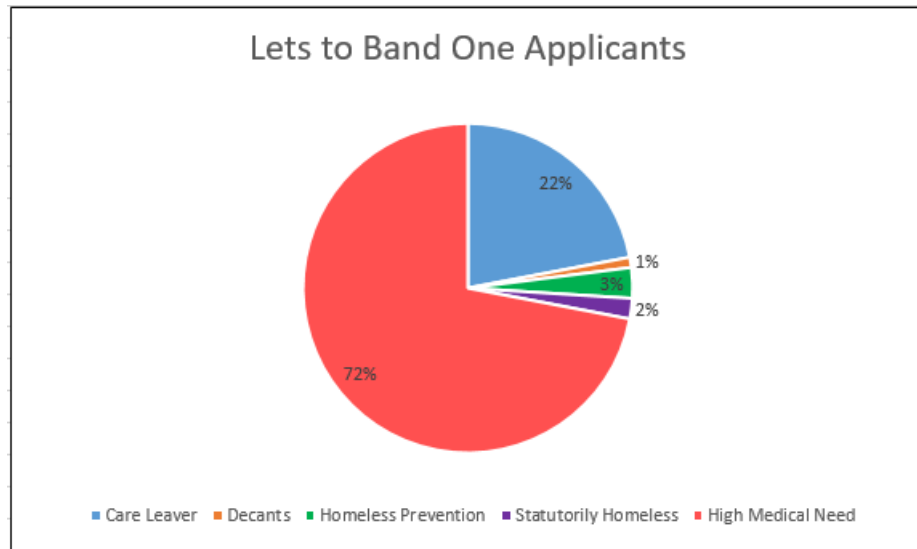
For an applicant to show as “housed” so that they are included in lets, the full shortlisting procedure must have been followed, with the advert being moved through all stages to “tenancy commenced”. So as mentioned previously about the adverts, this data may not be fully relied upon if the full shortlisting procedure has not been followed in its entirety.

The most lets were completed for Band Two applicants, with 784 Band Two applicants housed this year, which is higher than last years 422 band two lets.

Burnley had the most lets with 372. Rossendale had the fewest lets with 226.

Unfortunately this data is not completely accurate, as some Band One applicants had their Band One removed before the let was completed in the system, so they will show as a let to another band.

Band One Reasons	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Care Leaver	8	5	6	0	3	22
Decants	0	0	1	0	0	1
Homeless Prevention	2	0	1	0	0	3
Statutorily Homeless	2	0	0	0	0	2
High Medical Need	23	10	14	10	15	72
Total	35	15	22	10	18	100



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.

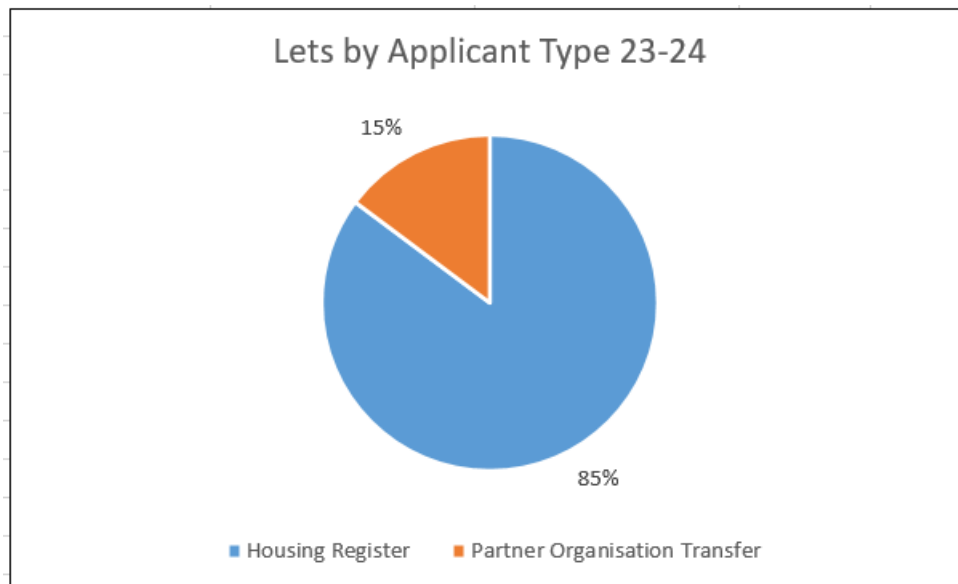
The data shows 100 Band One applicants have been housed this year, however this is not an accurate figure as some Local Authority staff had been removing Band One’s from applications before the offer had been completed in the system.

This unfortunately means that we don’t have an accurate figure for the amount of lets in any of the bands this year.

Most of the Band One lets show as being for applicants with a high medical need, but this is unlikely to be accurate.

Blackburn with Darwen shows as having the highest number of Band One lets, but again we don’t know if this is true or not.

Property Type	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Apartment	18	1	1			20
Bungalow	26	45	17	35	40	163
Extra Care Sheltered Flat		1	1			2
Flat	170	122	76	80	82	530
House	106	160	84	119	95	564
Maisonette	6	1		1		8
Sheltered Bungalow	2	20	21			43
Sheltered flat	6	21	63	2	4	96
Sheltered Studio Bungalow			1			1
Sheltered studio flat			1			1
Studio flat	5	1		2	2	10
Supported flat					3	3
<b>Grand Total</b>	<b>339</b>	<b>372</b>	<b>265</b>	<b>239</b>	<b>226</b>	<b>1441</b>



This table shows lets by property type and Local Authority. The majority of lets were to houses and flats which is typically what we would expect to see.

The graph to the left shows lets by applicant type with the split between Housing Register and Transfers following the same trend as always.