



# Annual Monitoring Report

## 2021-2022

The data in this report was generated on Friday 1<sup>st</sup> April 2022 by Ellen Lock (B-with-us Facilitator).

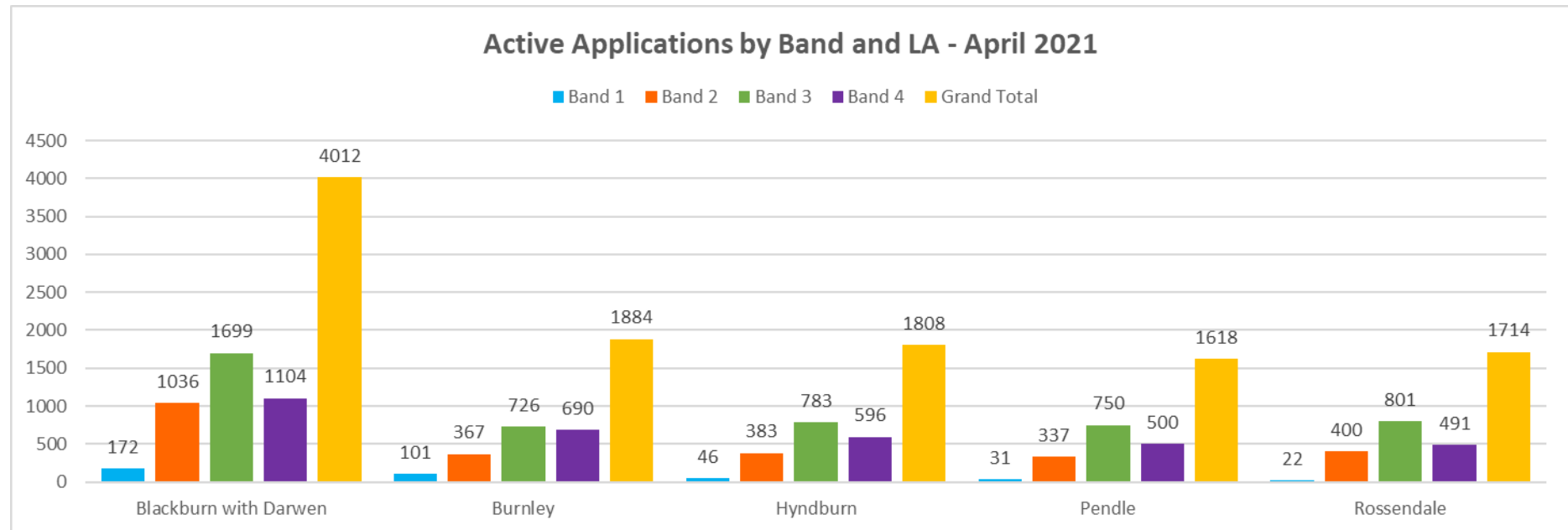
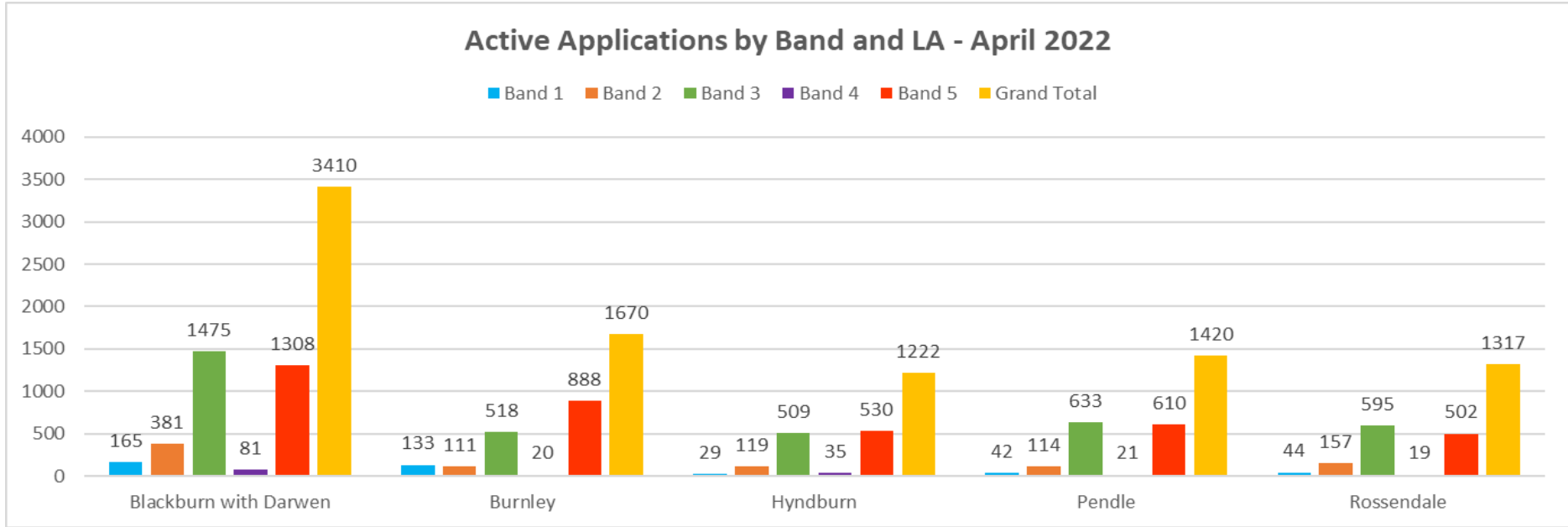
## Applications

The table below shows the CRM state of all applications on our Housing Register. As at 1<sup>st</sup> April 2022, there are 9,039 active applicants – a decrease of 1,997 from the same date last year. The decrease doesn't follow the trend of previous years, but this can be attributed to the applicants closed due to non-renewal when we implemented our new Allocations Policy in September 2021.

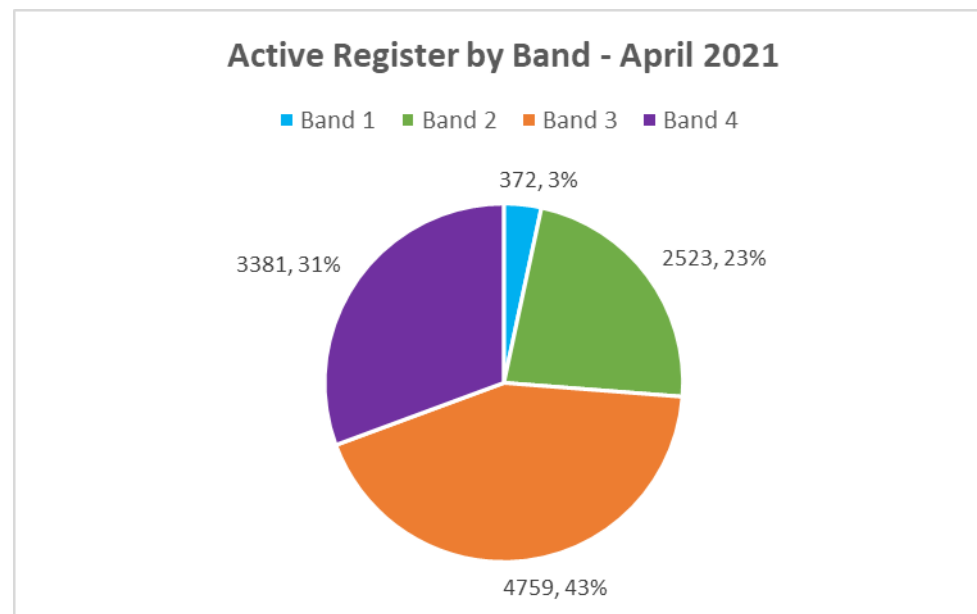
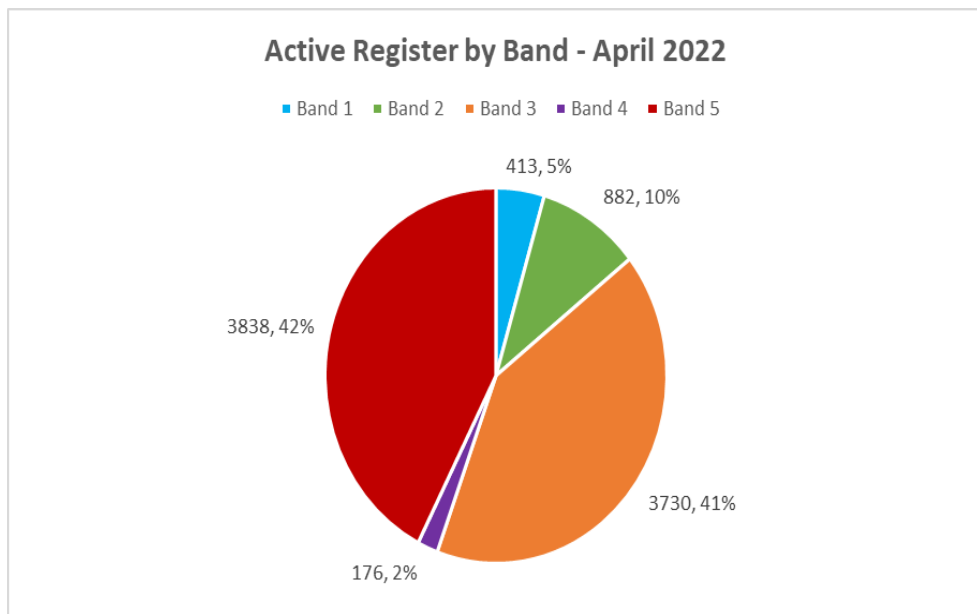
We have housed 32,131 applicants since the scheme started in November 2009.

1,681 applicants have been housed since the last monitoring report in April 2021.

HRA CRM State	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Active	3410	1670	1222	1420	1317	9039
Cancelled	8666	4980	3558	4078	3891	25173
Closed	32550	19112	13741	13844	14531	93778
Deleted	0	0	1	0	0	1
Enquiries complete	0	0	1	0	0	1
Housed	11235	6526	4866	4721	4783	32131
Online application complete	45	85	60	22	22	234
Online application incomplete	49	67	22	29	34	201
Pending enquiries	1	0	4	1	0	6
Requesting closure	0	0	14	0	0	14
Suspended	150	93	63	38	41	385
Under review active	0	0	0	0	1	1
Under review suspended	0	0	1	0	1	2
<b>Grand Total</b>	<b>56106</b>	<b>32533</b>	<b>23553</b>	<b>24153</b>	<b>24621</b>	<b>160966</b>



## Summary of active applications



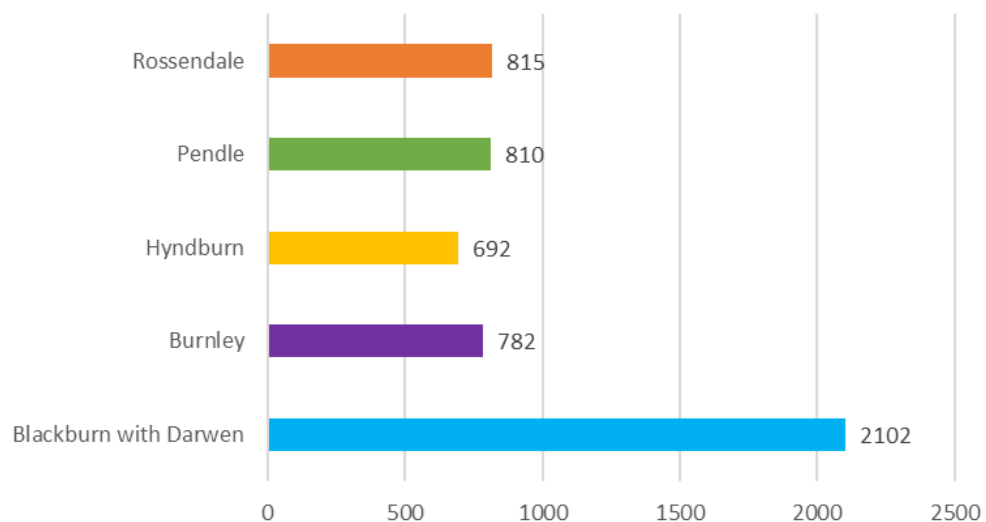
The band comparison looks different this year as the new Allocations Policy implemented in September introduced a fifth band.

Our new Band Five is comparable with our old Band Four, as both are the “no housing need” banding.

The proportion of active applicants in each band has changed slightly this year; Band Three no longer holds the largest percentage of applicants as it has done in recent years - this year Band Five holds the highest percentage of applicants, and the amount of applicants in Band Two has also reduced considerably, from 23% to only 10%. The reason for this change is likely to be the removal of the “cumulative need” banding, which under the old policy boosted applicants into Band Two if they had two or more Band Three needs.

Interestingly, we have a higher number of applicants in Band One now than we did this time last year (413 now, 372 last year), even though with the new Policy we removed one of our Band One criteria - Under Occupiers. All of our Under-Occupiers are now in Band Four (which is the only Band Four criteria).

### Applicants in Housing Need (Bands 1-4) - April 2022



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 5,201, which is only 20 fewer than last year. This is a reduction of 3,838 from the total active register of 9,039.

This means that 57% of our active housing register are in housing need, which is the 10% more than last year.

This table shows the amount of applications submitted each month over the year. We received slightly fewer applications this year than last year - 13,316 this year compared with 14,107 last year.

In April 2021 1,059 applications were received, compared to 657 applications received in April 2020. Most months saw fewer applications received than the same time last year.

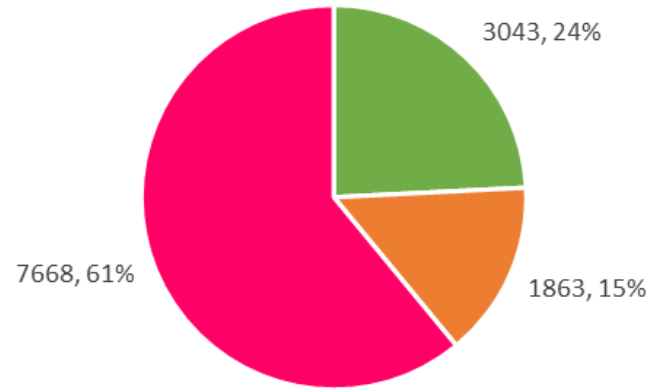
January 2022 saw the largest number of applications submitted in one month with 1,509 applications received which is a return to our usual trend, however we had much lower numbers than usual over the summer months. December was the lowest with 905 applications submitted.

There is a continuing trend of most applications being submitted to Blackburn each year, but for the first time in years the fewest were submitted to Rossendale instead of Hyndburn.

Date Application Submitted	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Grand Total
April 2021	400	245	132	146	136	1059
May 2021	307	232	125	128	115	907
June 2021	354	235	149	149	138	1025
July 2021	299	225	137	138	136	935
August 2021	315	234	128	148	122	947
September 2021	305	251	147	140	123	966
October 2021	350	277	206	150	131	1114
November 2021	418	287	191	173	159	1228
December 2021	318	219	117	128	123	905
January 2022	493	347	239	213	217	1509
February 2022	425	386	198	182	195	1386
March 2022	426	329	209	188	183	1335
<b>Grand Total</b>	<b>4410</b>	<b>3267</b>	<b>1978</b>	<b>1883</b>	<b>1778</b>	<b>13316</b>

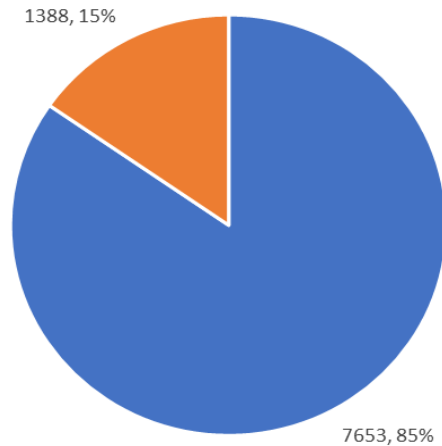
### Total Applications Processed by Team - 2021-2022

■ Calico Homes ■ Onward Homes ■ Together Housing



### Active Applicants by Applicant Type - April 2022

■ Housing Register ■ Partner Organisation Transfer



A total of 12,574\* applications were processed this year by the three processing partners.

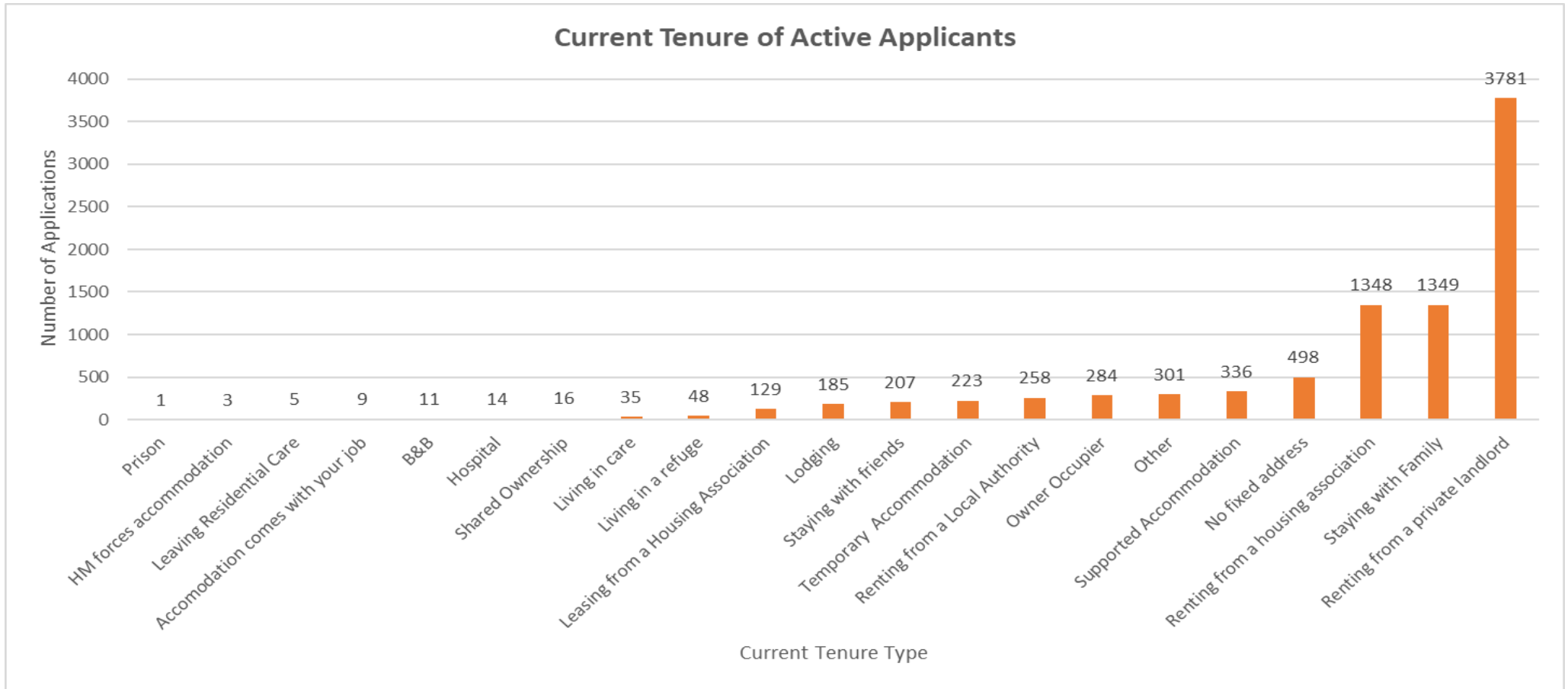
Like last year, Together Housing processed the greatest amount of applications, at 7,668, or 61%.

Calico Homes processed 3,043 applications, or 24%.

Onward Homes processed 1,863 applications, or 15%.

\*The number of applications processed is less than the number of applications received as the 13,316 applications received includes applications that had not yet been processed.

The percentage split of Housing Register to Partner Organisation Transfer applicants is similar to previous years.



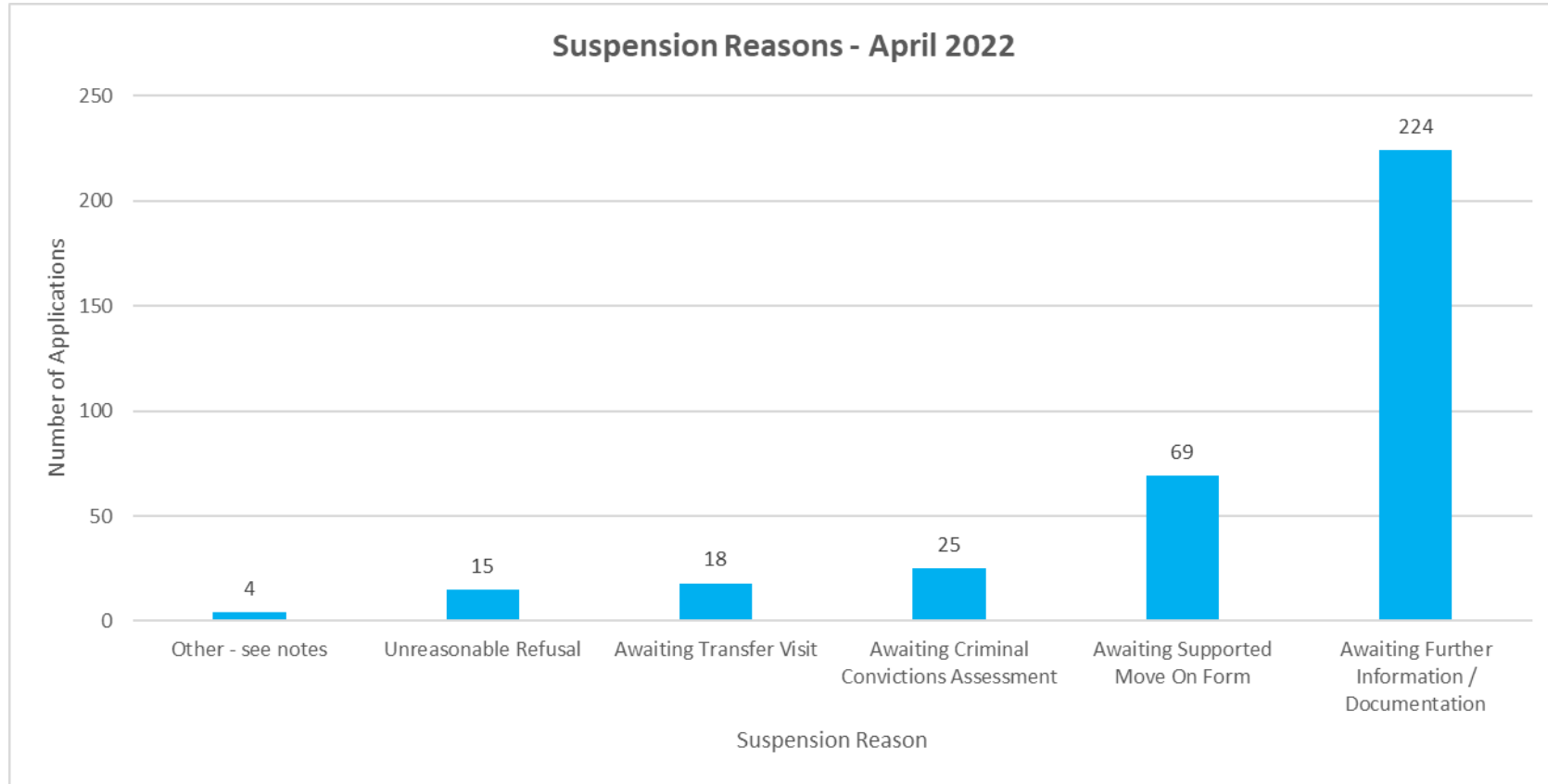
Renting from a private landlord remains the most common living situation of our applicants, which is the same as the last two monitoring reports.

3,781 or 41% of our active applicants are renting from a private landlord.

There has been a large decrease in the number of owner occupiers on the register, with 779 last year and only 284 this year, likely due to the change to home-owner eligibility introduced with our new Policy.

Staying with family remains the second most common living situation of our applicants, with 1,349 or 15%.

15% of our applicants are renting from a housing association.



There are currently (as at 1<sup>st</sup> April 2022) 355 suspended applications.

Awaiting Further Information / Documentation is the most common suspension reason, which is the different to last year, where Former Tenant Arrears was the most common suspension reason - this change is because under the new Policy we don't suspend for current or former rent arrears.

Only 15 (4%) of suspensions are due to unreasonable refusals, though our suspension period for this is now shorter at only six months instead of the previous 12 months.



Monitoring Household Type	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
1 adult with children	1007	566	434	464	417	2888
2 adults with children	787	322	180	299	206	1794
Couple	272	147	95	128	119	761
Families with no children	77	34	22	34	28	195
Friends	35	21	9	20	12	97
Single	1235	580	482	475	537	3309
<b>Grand Total</b>	3413	1670	1222	1420	1319	9044

The table above shows the Household Type of applications added during the year. Single applicants remain the largest group, with 3,309 which is slightly lower than last years of 4,318.

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 4,682 compared to 5,114 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					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
0 - 17	3	1	2	0	0	6
18-24	449	287	159	182	197	1274
25-44	1870	907	664	736	644	4821
45-59	708	286	193	281	264	1732
60-74	307	151	153	171	151	933
75+	80	40	49	51	64	284
<b>Grand Total</b>	3417	1672	1220	1421	1320	9050

### Disability

Disability	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
No	2478	1200	828	996	904	6406
Yes	940	472	392	425	416	2645
<b>Grand Total</b>	3418	1672	1220	1421	1320	9051

**Ethnicity**

Ethnic Origin	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Any other Asian background	76	14	14	2	4	110
Any other Black/African/Caribbean background	12	2	1	0	3	18
Any other ethnic group	56	13	3	7	5	84
Any other Mixed/Multiple ethnic background	20	7	4	9	7	47
Any other White background	194	133	49	131	20	527
Asian/Asian British: Bangladeshi	23	27	4	3	21	78
Asian/Asian British: Chinese	2	2	0	1	0	5
Asian/Asian British: Indian	162	1	1	2	1	167
Asian/Asian British: Pakistani	541	106	60	174	17	898
Black/Black British: African	50	10	3	3	3	69
Black/Black British: Caribbean	12	3	1	1	1	18
Don't know/refused	11	2	2	8	2	25
Gypsy/Romany/Traveller	3	4	2	1	2	12
Mixed/Multiple ethnic groups: White & Black African	9	4	2	1	8	24
Mixed/Multiple ethnic groups: White & Black Asian	16	6	6	4	1	33
Mixed/Multiple ethnic groups: White & Black Caribbean	17	4	3	6	7	37
White British	2196	1324	1057	1060	1217	6854
White Irish	18	10	8	8	1	45
<b>Grand Total</b>	<b>3418</b>	<b>1672</b>	<b>1220</b>	<b>1421</b>	<b>1320</b>	<b>9051</b>

**Sex**

Sex	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Female	2075	1103	812	931	868	5789
Male	1338	569	406	486	450	3249
Other	2		1	2	1	6
Transgender	3			2	1	6
<b>Grand Total</b>	<b>3418</b>	<b>1672</b>	<b>1219</b>	<b>1421</b>	<b>1320</b>	<b>9050</b>

**Religion**

Religion	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Buddhist	5	3	3	3	2	16
Christian	1173	637	494	505	505	3314
Do not wish to answer	307	175	121	149	126	878
Hindu	1	0	1	0	0	2
Jewish	2	0	0	0	1	3
Muslim	866	152	77	181	45	1321
No religious affiliation	896	607	460	502	570	3035
Other	165	98	63	81	71	478
Sikh	3	0	0	0	0	3
<b>Grand Total</b>	3418	1672	1219	1421	1320	9050

**Sexual Orientation**

Sexual Orientation	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Bisexual	70	46	20	27	13	176
Do not wish to answer	631	271	174	246	190	1512
Heterosexual	2498	1260	968	1066	1035	6827
Homosexual	43	25	20	20	22	130
Lesbian	22	14	11	5	15	67
Other	155	56	26	58	45	340
<b>Grand Total</b>	3419	1672	1219	1422	1320	9052

## Adverts

Property Team	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent	0	58	80	18	0	156
Calico Homes	2	545	2	2	10	561
Great Places Housing Group	112	3	51	2	3	171
Muir Group	0	6	0	23	0	29
Onward	27	0	298	0	0	325
Other	0	0	4	0	0	4
Places for People	93	7	1	2	3	106
Progress Housing Group	0	1	3	1	0	5
The Guinness Partnership	43	0	0	0	5	48
The Regenda Group	0	0	0	0	14	14
Together Housing	413	0	2	256	204	875
Your Housing	0	11	20	4	18	53
<b>Grand Total</b>	690	631	461	308	257	2347

A total of 2,347 adverts were added this year, which is a reduction of 742 from the amount advertised last year of 3,089.

Together Housing and Calico Homes advertised the most properties again, with Together Housing advertising 875 and Calico Homes advertising 561 this year.

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

Four adverts were placed for landlords outside the partnership.

The largest number of adverts were added in Blackburn, with 690 (29%) of adverts, followed by Burnley with 631 (26%) of adverts. The fewest were added in Rossendale with 257 (11%).

There is a significant reduction in adverts added in Blackburn and Burnley this year compared to last year - last year 863 were advertised in Blackburn and 1,097 were advertised in Burnley.

Property Team	Advert Type		
	First Come First Served	Social Housing	Grand Total
Accent	0	156	156
Calico Homes	83	478	561
Great Places Housing Group	0	171	171
Irwell Valley	0	0	0
Muir Group	0	29	29
Onward	21	304	325
Other	0	4	4
Places for People	0	106	106
Progress Housing Group	0	5	5
The Guinness Partnership	0	48	48
The Regenda Group	0	14	14
Together Housing	9	866	875
Your Housing	0	53	53
<b>Grand Total</b>	<b>113</b>	<b>2234</b>	<b>2347</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 a decrease from last years 9%.

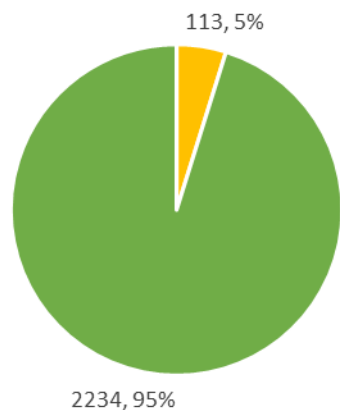
Calico Homes continues to be the landlord advertising the most FCFS adverts, with 83 of their 561 adverts being advertised as FCFS, or 15%.

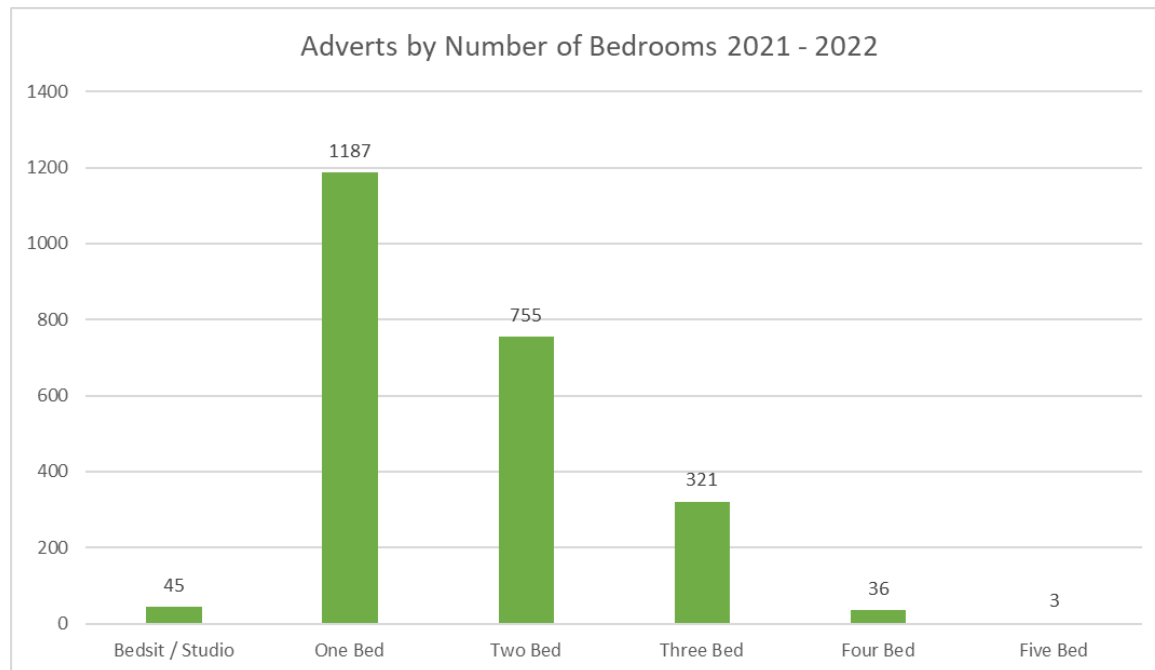
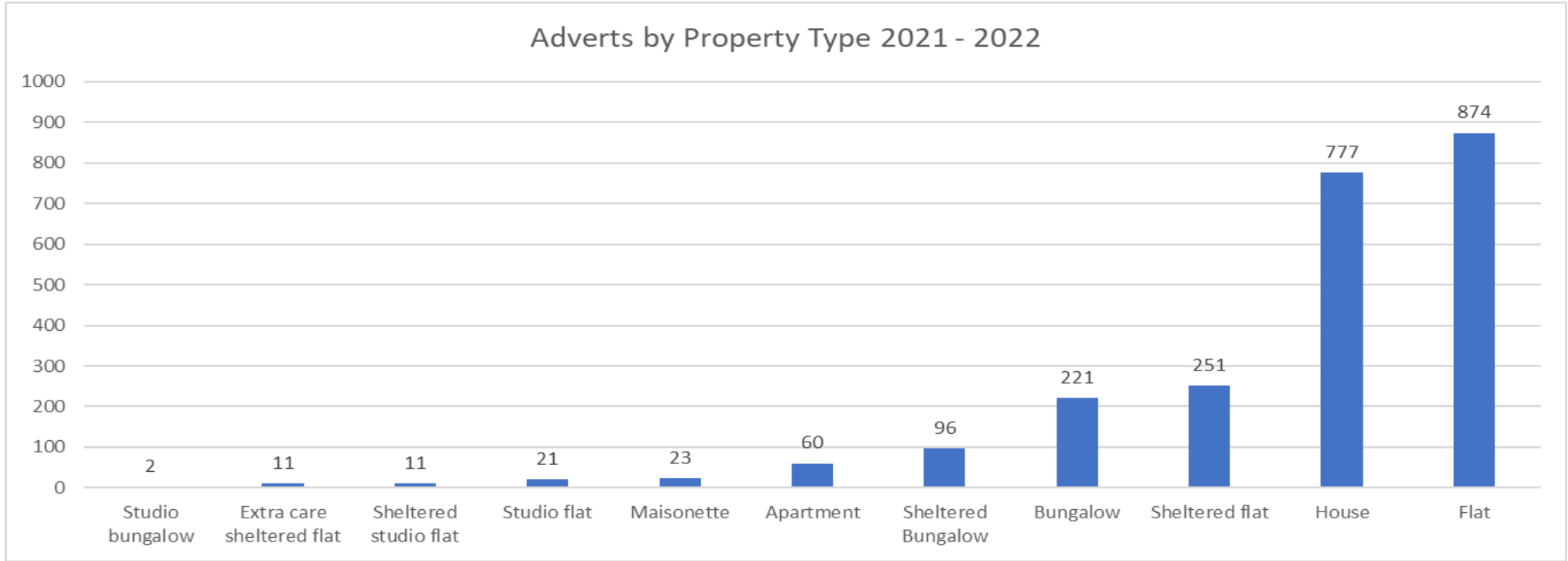
The table below shows the number of adverts added by property type and number of bedrooms. The most commonly advertised property is one bedroom flats, followed by two bedroom houses.

Property Type	Accommodation Type						Grand Total
	Bedsit / Studio	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	
Apartment	0	39	21	0	0	0	60
Bungalow	4	157	57	3	0	0	221
Extra care sheltered flat	0	11	0	0	0	0	11
Flat	7	639	224	4	0	0	874
House	0	8	423	307	36	3	777
Maisonette	0	0	16	7	0	0	23
Sheltered Bungalow	0	89	7	0	0	0	96
Sheltered flat	4	240	7	0	0	0	251
Sheltered studio flat	11	0	0	0	0	0	11
Studio bungalow	2	0	0	0	0	0	2
Studio flat	21	0	0	0	0	0	21
<b>Grand Total</b>	<b>45</b>	<b>1187</b>	<b>755</b>	<b>321</b>	<b>36</b>	<b>3</b>	<b>2347</b>

Advert Type 2021 - 2022

■ First Come First Served ■ Social Housing





Following the same trend as last year, flats were the most common property type advertised with 874, followed by houses with 777.

One bedroom properties continue to be the most commonly advertised, with 1,187 one bedroom properties advertised this year, or just over 50% of all adverts.

Property Team	Advert State												Grand Total
	Advertising completed	Being advertised	Deleted	Match approved	Match suggested	Not let	Offer accepted	Pending	Ready to advertise	Tenancy commenced	Tenancy withdrawn	Withdrawn during advertising	
Accent	22		87	3	7	63	0		0	61	0	0	243
Calico Homes	5		89	5	0	90	0		1	458	1	3	652
Great Places Housing Group	5		25	9	13	2	73	1	1	69	0	0	198
Irwell Valley	0		3	0	0	0	0		0	0	0	0	3
Muir Group	4		14	0	1	1	5	1	0	18	1	0	45
Onward	41	1	52	8	14	10	189		1	63	0	0	379
Other	0		0	0	0	0	0		0	4	0	0	4
Places for People	6		12	37	2	34	2		2	25	0	0	120
Progress Housing Group	0		3	0	0	0	5		0	0	0	0	8
The Guinness Partnership	26		10	3	11	2	4		2	2	0	0	60
The Regenda Group	8		1	0	0	0	1		0	5	0	0	15
Together Housing	29		175	62	67	73	478	3	1	166	0	0	1054
Your Housing	8		12	0	2	0	31	1	1	12	0	0	67
<b>Grand Total</b>	154	1	483	127	117	275	788	6	9	883	2	3	2848

Many adverts are 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, and means the “average waiting time” data used in the hex maps on the website are inaccurate, as the data is only included for offers moved all the way through the process to “tenancy commenced”.

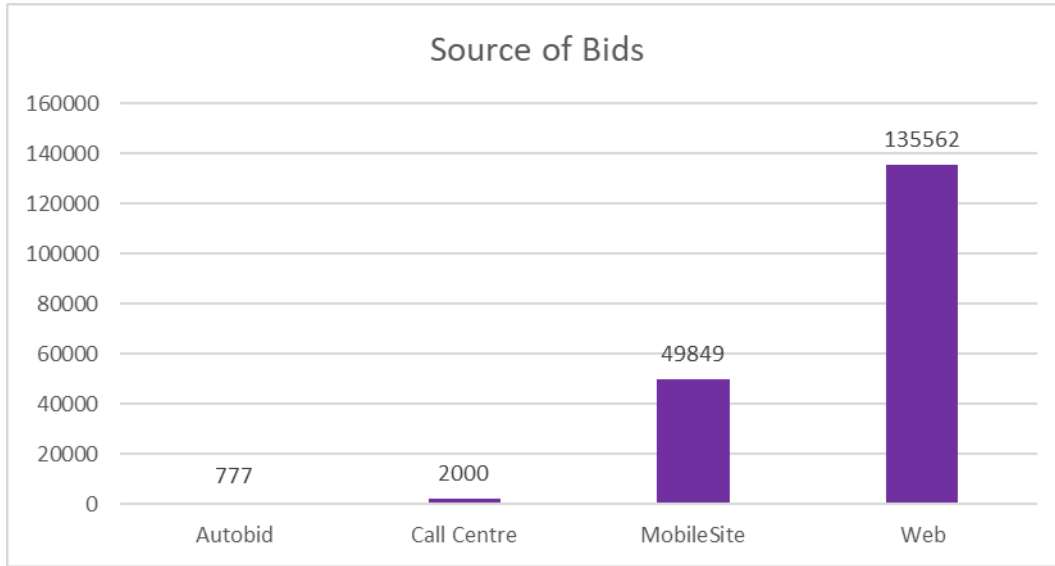
Ellen has started sending a regular report to landlords of all offers they have outstanding to try and stop adverts being left at incorrect statuses.

114 direct match adverts were used this year, which is 4% of all adverts. This is a slight decrease from last year where 172 direct match adverts were used.

Of the direct match adverts used this year, Together used the most with 32, followed by Calico with 28.



## Bids



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

Most bids are placed online via the website, with 72% of all bids being placed this way.

26.5% of all bids were placed using the mobile site, and 1% of bids placed with the assistance of staff at one of the partners.

Only 0.41% of bids were placed by auto bid.

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, which is the same as last year.

Property Type	Accommodation Type					Grand Total	
	Bedsit / Studio	1 Bed	2 Bed	3 Bed	4 Bed		5 Bed
Apartment		1375	563			1938	
Bungalow	128	9513	4953	354	118	15066	
Extra care sheltered flat		29				29	
Flat	256	41360	10333	201		52150	
House		593	55686	52746	3216	231	112472
Maisonette			845	304			1149
Sheltered Bungalow		2800	175				2975
Sheltered flat	22	1754	31				1807
Sheltered studio bungalow	19						19
Sheltered studio flat	37						37
Studio bungalow		16					16
Studio flat	440	90					530
<b>Grand Total</b>	<b>902</b>	<b>57530</b>	<b>72586</b>	<b>53605</b>	<b>3334</b>	<b>231</b>	<b>188188</b>

## Lets

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

In total there were 1728 lets in the year, this is very similar to last years 1787.

Together Housing housed the most applicants, with 676 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, with only three 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”. However it is clear from the reminders that have been sent that all partners are getting better as this and the figures will be more reliant in next years Monitoring report.

Landlord	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Accent	13	13	18	11	5	60
Calico Homes	23	347	18	29	31	448
Great Places Housing Group	110	4	31	2	10	157
Muir Group		9	1	12	2	24
Onward	70	8	160	9	16	263
Other	1		1		2	4
Places for People	24	3	3	3	3	36
Progress Housing Group	1	1		1		3
The Guinness Partnership	6					6
The Regenda Group			1	1	8	10
Together Housing	300	33	27	171	145	676
Your Housing	7	8	9	4	13	41
Grand Total	555	426	269	243	235	1728

Band	Local Authority					Grand Total
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	
Not set			1		2	3
Band 1	185	143	41	33	44	446
Band 2	191	109	115	99	124	638
Band 3	129	114	84	86	52	465
Band 4	19	20	11	12	5	67
Band 5	31	40	17	13	8	109
Grand Total	555	426	269	243	235	1728

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

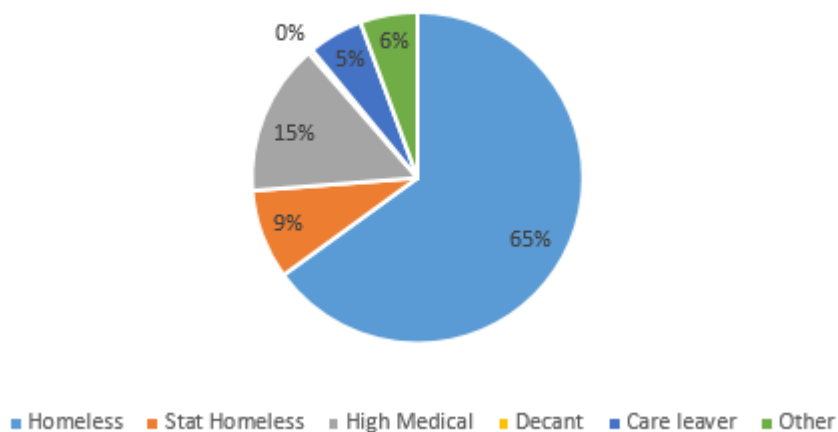
For an applicant to show as “housed” so that they are included in lets, the full shortlisting procedure must have been followed, with the advert being moved to “offer accepted” and eventually “tenancy commenced”. So as mentioned previously about the adverts, this data may not be fully relied upon if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

The most lets were completed for Band Two applicants, with 638 Band 2 applicants housed this year.

Blackburn had the most lets with 555. Burnley saw a drop in lets from last year and the other local authority areas remained consistent to last years figures.

Local Authority	Band One Reasons						Total
	Homeless Prevention	Stat homeless	High Medical	Decant	Care leaver	Other	
Blackburn With Darwen	139	13	15	2	9	7	185
Burnley	93	12	28	0	5	5	143
Hyndburn	18	0	7	0	7	9	41
Pendle	18	8	6	0	0	1	33
Rossendale	22	6	10	0	3	3	44
<b>Total</b>	<b>290</b>	<b>39</b>	<b>66</b>	<b>2</b>	<b>24</b>	<b>25</b>	<b>446</b>

Lets to Band 1 applicants by reasons



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. 446 Band One applicants have been housed this year, which is significantly more than last years 83 lets to Band Ones. This is likely due to the dramatic increase in demand that Housing options are faced with and many bands moving from Band 2 Housing prevention/relief up to Band 1. Most of the Band One lets were in Blackburn with Darwen, with 185lets, closely followed by Burnley with 143.

The graph to the left shows the split of Band one applicants who were rehoused between April 21– April 22. The highest proportion of lets was to Homeless prevention with 65% of lets.

Property Type	Local Authority					
	Blackburn with Darwen	Burnley	Hyndburn	Pendle	Rossendale	Total
Apartment	17	17	2	1	1	38
Bungalow	39	27	12	52	43	173
Extra care Sheltered Flat	0	0	1	0	1	2
Flat	220	102	92	110	93	617
House	227	195	96	71	80	669
Maisonette	10	2	0	0	4	16
Sheltered Bungalow	13	36	21	4	5	79
Sheltered Flat	24	47	43	4	6	124
Sheltered Studio Bungalow	0	0	0	0	1	1
Sheltered studio Flat	2	0	1	0	0	3
Studio Bungalow	0	0	0	0	1	1
Studio Flat	2	0	1	1	1	5
<b>Total</b>	<b>554</b>	<b>426</b>	<b>269</b>	<b>243</b>	<b>236</b>	<b>1728</b>

This table shows lets by property type and Local Authority. The majority of lets were in to houses and flats which is typically what we would expect to see. The partnership as a whole has a larger stock of houses and flats.

The bar chart to the right shows the lets in 2021-2022 by household type. As you can see, the highest number of lets went to single applicants. This is what we would expect to see as per the type of properties which were let, listed in the table above. As described earlier on the in the report, the majority of applicants with an active application were single occupants. So we can see the Lets have followed the same trend.

Lets by Household Type

