



Allocations Review 2017

Data Analyses
September 2017

Priority Bandings Housed

Q 1 & Q 2 2017/18 (see hand-out for banding explanations)

Band	Priority	Quota % of Lettings	Actual %
Band A	Urgent priority	0.50%	0.48%
Band B	Very High priority	34%	41.43%
Band C	High priority	22%	16.19%
Band D	Medium priority	29%	13.33%
Band E	Low priority	0.50%	0.95%
Band F	No priority	0%	5.71%
Total		86%	78.09%
Factor			
Transfers no preference/direct lets		10%	4.76%
Temporary accommodation (non-secure) Inc. Wellfield		4%	17.14%

Waiting times

all bandings 2016/17 (properties let via Locata only)

Type / Size	Shortest wait	Longest wait	Average wait
Sheltered accomm.	4 weeks	17 years	25 months
Studio general needs	14 days	19 years	4 years
1-bed general needs	15 days	18 years	4 years
2-bed flat or maisonette	7 weeks	10 years	17 months
2-bed house	7 weeks	5 years	11 months
3-bed flat or maisonette	15 months	17 months	16 months
3-bed house	4 weeks	9 years	10 months
4-bed	3 months	9 years	3 years
5-bed	10 months	10 months	10 months

Applicants on Housing Register

Removal of applicants not meeting criteria

- Following implementation of policy Jan 2014, 2,536 applications were cancelled
- Number of live applications reduced to 2176
- By April 2015 number rose to 2422
- Total has remained around the 2500 mark (new applications and cancellations)
- Recent ongoing review has reduced list to 2317 (August 2017)

Sheltered Suitability

- Number of assessment: 153 between Jan 2016 – July 2017
- 138 Accepted, 15 Declined
- Of those declined 13 either had needs too great or did not require sheltered
- If placement did not attract support loss of income would be £17.70 per week
- Since the buyback policy was implemented 4 owner-occupiers have moved into SBC properties

Under-occupiers/Over-crowding

	Band A	Band B	Band C	Band D	Band E	Band F	Total
Overcrowded needing 1 bed extra	2	15	38	106	6	32	199
Overcrowded needing 2 beds extra	0	4	21	0	0	6	31
Overcrowded needing 3 beds extra	0	0	3	0	0	0	3
Overcrowded needing 4 beds extra	0	0	0	0	0	0	0
Underoccupying needing 1 bed less	0	8	11	13	0	42	74
Underoccupying needing 2 beds less	0	7	17	16	0	64	104
Underoccupying needing 3 beds less	0	0	1	3	0	7	11
Underoccupying needing 4 beds less	0	0	0	0	0	2	2

Void expenditure

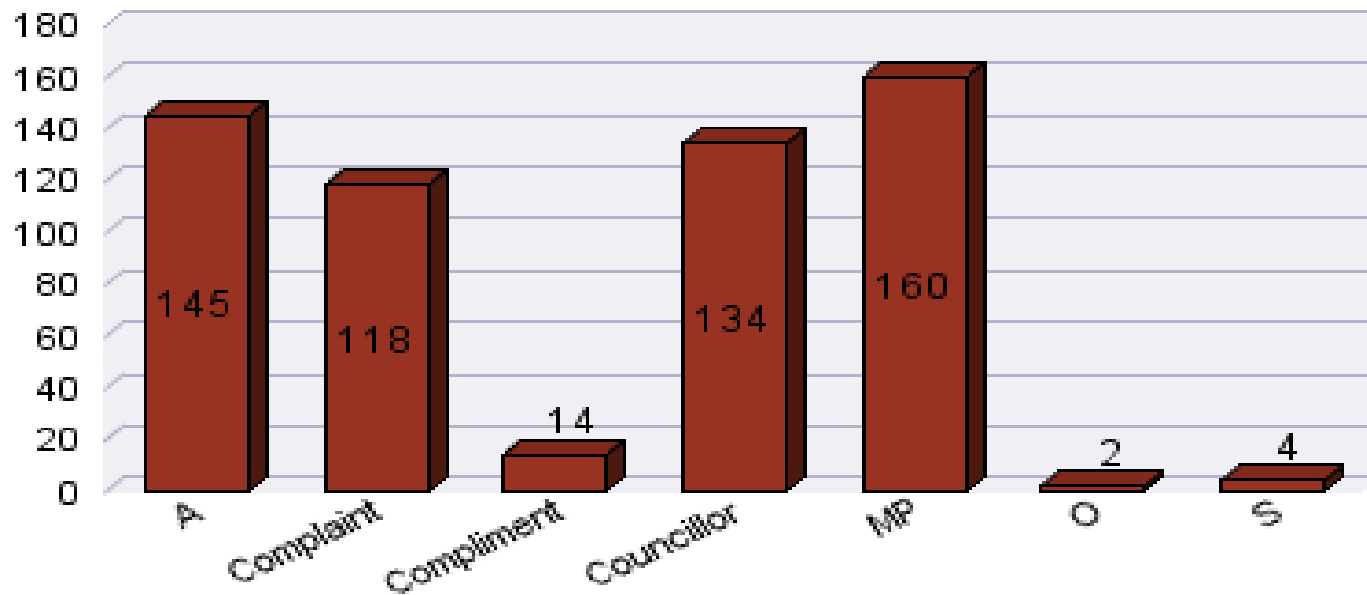
Standard of Voids

- 2016/17 an average of £2,000 was spent on voids repair costs
- A further £36,684 was spent on voids, which was recharged to tenants
- A further £227,238 was spent on void Decent Homes work, towards improving our stock

Feedback Analyses

Feedback report for Lettings 01 August 2015 to 31 July 2107

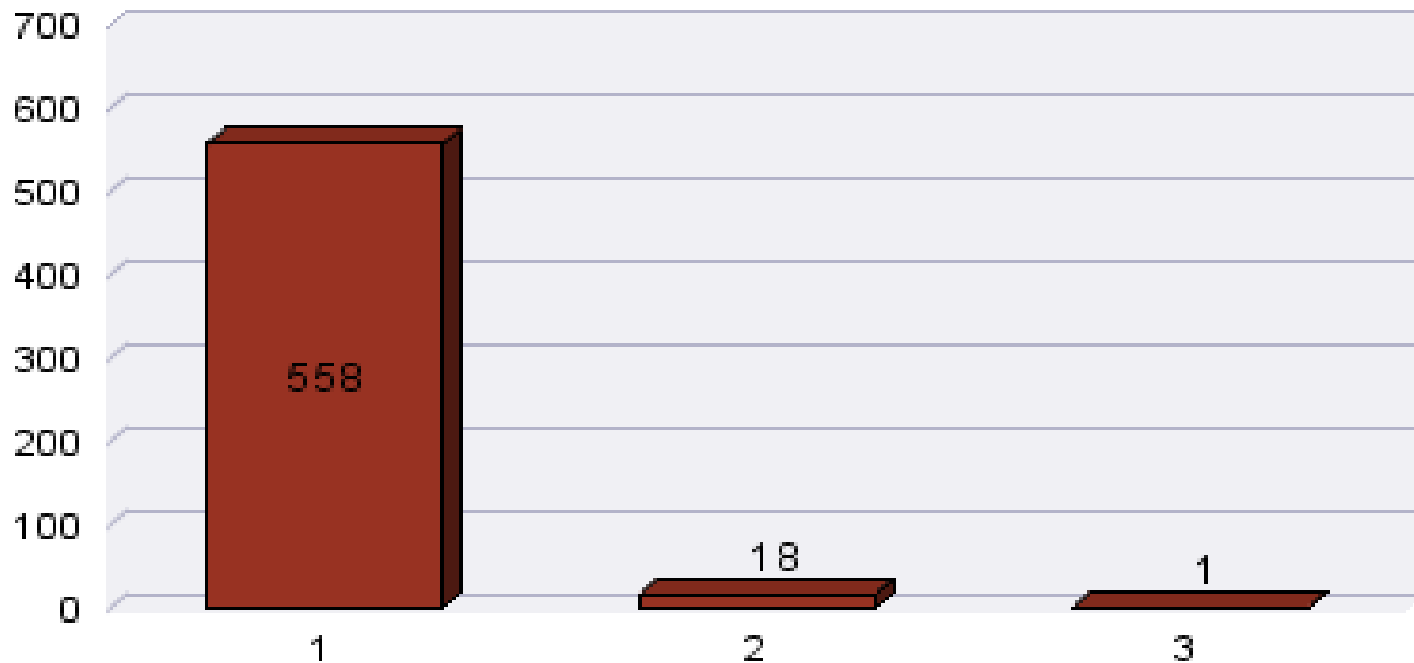
Received Cases - Type



Feedback Analyses

Feedback report for Lettings 01 August 2015 to 31 July 2017

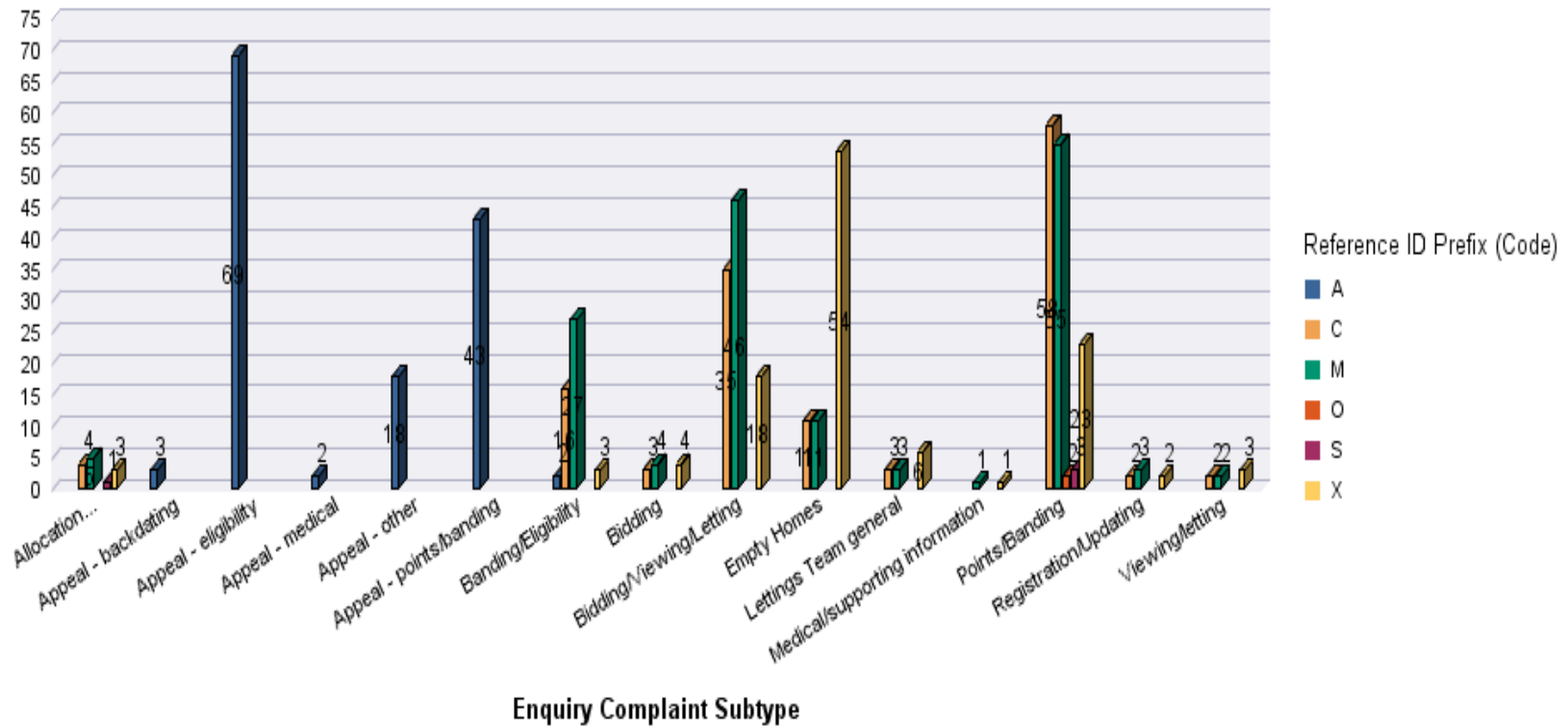
Received Cases - Stage



Feedback Analyses

Feedback report for Lettings 01 August 2015 to 31 July 2017

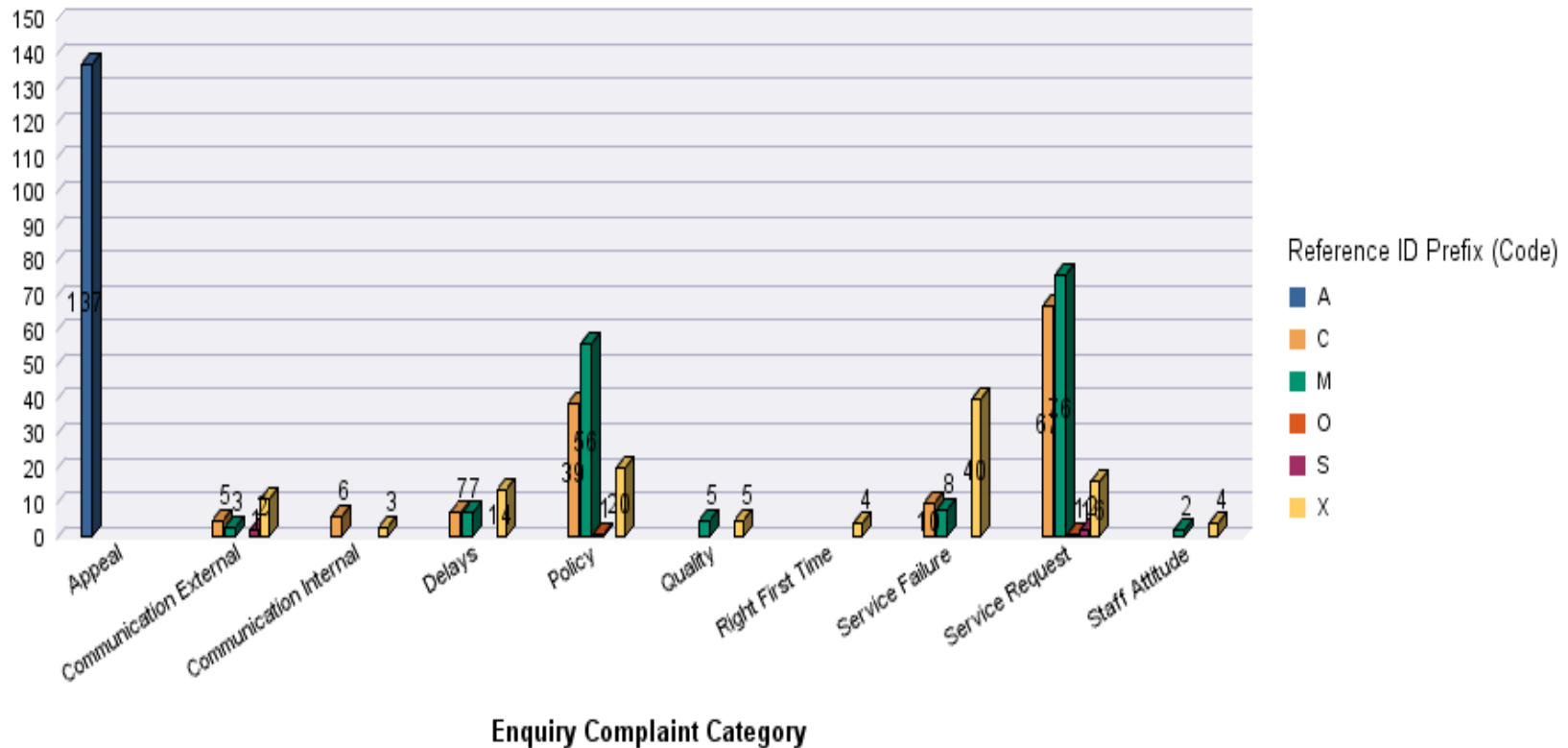
Closed Cases - Sub Type (Excluding Compliments)



Feedback Analyses

Feedback report for Lettings 01 August 2015 to 31 July 2017

Closed Cases - Category (Excluding Compliments)



Feedback Analyses

Feedback report for Lettings 01 August 2015 to 31 July 2017

Count	N/A	Not upheld	Partially upheld	Upheld	
Enquiry Outcome	297	169	33	51	1