
Update Report

Who Gets Social Housing 2022 - 2023

Housing Scrutiny Commission: January 2024

Assistant Mayor for Housing: Cllr Elly Cutkelvin

Lead Director: Chris Burgin

Useful information

- Ward(s) affected: All
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- Report version number: 1

1. Purpose

- 1.1. This report provides an update to Members of the 'headline' Housing Register and Lettings data, relating to Leicester City Council's Housing Register.
- 1.2. The report deals with the first two quarters of the 2023/2024 financial year – 1st April to 30th September 2023.

2. Headline data from the Housing Register

2.1. Overall number of households on the Housing Register

- 2.1.1. The number of households on the Housing Register is 6431 on 01/10/2023. This is an increase of 7% compared to 6008 on 01/04/2023. This is attributed to an increase in applications to the Housing Register, likely reflective of a worsening housing crisis.

2.2. Banding proportions

- 2.2.1. Band 1 applicants account for 22% (1386). This is an increase of 2% compared to 01/04/2023.
- 2.2.2. Band 2 applicants account for 33% (2115) of all households on the Housing Register. This is a 1% decrease compared to 01/04/2023.
- 2.2.3. Band 3 applicants account for 46% (2930) of all households on the Housing Register. This is relatively unchanged compared to 01/04/2023.

2.3. Primary reasons for joining the Register

- 2.3.1. Overcrowding remains the biggest reason for joining the Housing Register and currently accounts for 60% (3865) of the register. This is relatively unchanged compared to 01/04/2023.
- 2.3.2. Following a Summer 2019 Policy change, there are now three levels of banding priorities for overcrowding, rather than the original two. This allows for overcrowding needs on the Housing Register to be better separated dependent on level of need, which in turn allows for those in the most critical housing need to be elevated and prioritised appropriately. Although this results in a fairer system, and a Policy more capable of allocating housing by level of need, the change did have a consequent negative impact on those remaining in Band 2, who now experience longer waiting times.
- 2.3.3. The following information summarises the differences between priorities:

- Band 1 Overcrowding priority is awarded to those whose overcrowding meets the most critical need – either meeting the statutory overcrowding definition within the Housing Act 1988, or otherwise exceeding the property’s maximum occupancy levels. The number of statutory overcrowded/critically overcrowded households has increased by 18% from 197 to 232 since 01/04/2023. We are seeing a general decrease in lets to applicants in this category. This is likely to be because they are one of the few categories in Band 1 who aren’t restricted to 1 suitable offer of accommodation so can and do tend to wait for their ideal property before bidding or accepting offers of accommodation; whereas most others in this category are only entitled to 1 suitable offer of accommodation and may also be on auto-bid.

Work is ongoing to support overcrowded applicants to find suitable housing through the EasyMove mutual exchange project as well as targeted advice and support to access suitable housing in the private rented sector. However, early indications show that Band 1 overcrowded applicants would prefer to wait for their ideal property on the register than consider this offer.

- Band 2 Overcrowding priority is awarded to those whose overcrowding falls short of Band 1 criteria but is acknowledged within LCC’s Allocations Policy as severe – those lacking 2 bedrooms or more, or families living in 1-bed flats. This has increased by 5% since 01/04/2023 to 868 households.
- Band 3 Overcrowding priority is awarded to those whose overcrowding is not severe but is acknowledged within LCC’s Allocations Policy as causing potential houses difficulties – those lacking just one bedroom. This has increased by 6% since 01/04/2023 to 2765 households.

2.3.4. People who are homeless or threatened with homelessness accounts for 22% (1408) of all households on the Housing Register. This is an increase of 2% compared to 01/04/2023.

2.3.5. More detailed information on reasons for joining the housing register can be found at Appendix 1.

2.4. Housing demand vs. Housing Need

2.4.1. Housing demand and housing need are different.

2.4.2. Housing need is driven by population growth and various socioeconomic factors and is measured by the Local Authority in terms of circumstances. These circumstances are then assessed, and priority is awarded on the housing register depending on the level of housing need.

2.4.3. Housing demand includes housing need as a driver, but other drivers exist. Housing demand is also driven by preference, for example wanting to live in a certain area of the city. This can subsequently drive-up waiting times in that particular area. Preference is a key element of Leicester City Council’s Housing Register, as we operate a choice-based lettings scheme, allowing applicants to bid on properties as they wish (except for those priorities that require auto-bidding due to urgency).

2.4.4. In Leicester, information indicates the following:

Type of accommodation (i.e., house, bungalow, flat, maisonette)

- Need for all types of accommodation is high, and significantly outstrips supply.
- When looking at family-sized housing, houses have higher demand than maisonettes and flats, leading to lower average waiting times for the latter.

Adapted accommodation

- Need for fully wheelchair adapted accommodation outstrips supply significantly. Work is ongoing to determine how we can increase supply.

Size of accommodation

- The highest size-need is for 2-bedroom accommodation which accounts for 33% of total need.

Area of accommodation

- Housing need in all areas of the city is high, but needs are highest in Troon Ward and Eyres Monsell Ward where the highest proportion of people on the housing register are awarded the highest priority (Band 1). Lowest need is in Stoneygate Ward and North Evington Ward, with the lowest proportion of people on the housing register awarded Band 1.
- Housing demand shows us a different picture. By comparing various data sets we can reliably conclude that demand for housing in Belgrave, North Evington, Wycliffe, and Stoneygate Wards is highest, despite housing need in those areas being relatively low in severity. Evidence from customer interactions backs up this conclusion, and also suggests that those currently living in those areas prefer to remain there if possible and will wait longer on the register in order to do so, potentially leading to the high number of ongoing applications in those wards.
- Supply (lets) across the city is disparate, with the north-west seeing high numbers of lettings, as well as pockets in the south and south-west. With the exception of Evington, lets in the east of the city are much lower, with the lowest being seen in Rushey Mead Ward. Supply in various wards can be affected by a number of factors but is primarily driven by the level of Council stock in the area, and the frequency with which tenants leave accommodation.

Landlord preference

- Demand for Council tenancies is higher than Housing Association tenancies, which are also available through the Housing Register. This leads to marginally lower average waiting times for the latter.

2.5. Other observations

2.5.1. Social Housing tenants (Leicester) account for 24% of all households on the Housing Register.

3. Lettings Headline data

3.1. Overall number of lettings

3.1.1. The number of lettings in the last 6 months was 562, which has increased by 27 (5%) from the previous 6 months. This is primarily due to 53 additional (55% increase) nominations made to Housing Associations whereas the number of LCC properties becoming available for letting fell by 28 from the previous 6 months.

3.1.2. To combat lack of supply;

- Leicester City Council has an ambitious acquisitions programme.
- Leicester City Council also has a strong private rented sector access scheme. There have been **105** lettings to private landlords via schemes since 01/04/2023. We continue to review these schemes to ensure they continue to provide excellent support to both landlord and tenants and continue to be competitive in the private sector market.

3.2. Which applicants are achieving the lettings?

3.2.1. Of all lettings in the 6 months since 1/04/2023;

- Band 1 accounted for 72% of all lets.
- Band 2 accounted for 20% of all lets, although there were only 11 family-sized lets to Band 2 families seeking general needs accommodation in the period. This has resulted in longer waiting times for Band 2 families with an average waiting time of over 63 months for 2-bedroom accommodation in Band 2.
- Band 3 accounted for 8% of all lets. A large majority of these lets are to age designated or Sheltered Housing, which is under less demand. Band 3 applicants have the lowest assessed housing need and will generally not have success on the Housing Register for general needs housing. Band 3 Applicants are advised to seek other housing options.

3.2.2. 272 (48%) of all lettings were for households who became homeless or were at threat of homelessness. This is relatively unchanged to the previous year and reflects the support given to homeless households to secure settled accommodation through the housing register.

3.2.3. Humberstone had the most lettings (135) in the 6 months from 01/04/23 followed by Centre and New Parks (126). This is driven by the locations in which Leicester City

Council is actively acquiring accommodation and by the location of Housing Association vacancies which are primarily 1 bedroom accommodation in the City Centre.

3.2.4. More detailed information on lettings can be found at Appendix 2.

3.3. Time taken to achieve an offer of accommodation

Please note: Where the charts below state a number, the number indicates the average time, in months, to achieve an offer during the period. The amount of time spent on the register, and waiting times, is highly dependent on the applicant's level of bidding activity and choices. As such, waiting times could be significantly above average if an applicant is demonstrating lower bidding activity and/or activity that is focused on particular areas of the city, or particular property types.

3.4. Waiting times for 'General Needs' properties

Band 1 applicants

3.4.1. For properties that were not directly allocated, the current average waiting times for Band 1 applicants seeking general needs accommodation¹ are shown in Fig 1, below (shown in months):

Fig 1 ave. waiting times for B1 applicants seeking general needs accomm for the 6-month period since 01/04/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 1				
House / Maisonette	-	14	17	24
Bungalow	3	12	-	-
Flat	6	11	-	-
Bedsit	4	-	-	-
Sheltered	1	-	-	-

* A – symbol indicates there were no lets of that type in the period.

1. Compared to 2022/2023 (see Fig2) we can see a 4-month increase in average waiting times for 2-bed flats and houses, but a 6-month reduction for bungalows whilst there is a 6-month increase in waiting times for 3-bed houses and a 14-month increase for 4 or more bedrooms. Note, the very low numbers of lets to 4+ beds means that fluctuations more likely between periods.

3.4.2.

Fig 2 ave. waiting times for B1 applicants seeking general needs accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1				
House / Maisonette	-	10	11	10
Bungalow	5	18	-	-
Flat	5	7	-	-
Bedsit	2	-	-	-
Sheltered	-	-	-	-

¹ General needs properties are known as Cat C properties and are defined as those that do not have any significant adaptations installed.

Band 2 applicants

3.4.3. For general needs properties that were not directly allocated, the current average waiting times for Band 2 applicants for the 6-month period since 01/04/2023 are shown in Fig3:

Fig 3 ave. waiting times for B2 applicants seeking general needs accomm for the 6-month period since 01/04/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 2	-	63	-	-
House / Maisonette	6	-	-	-
Bungalow	9	-	-	-
Flat	49	-	-	-
Bedsit	-	63	-	-
Sheltered	6	-	-	-

3.4.4. Compared to 2022/2023 (see Fig4) we can see that waiting times have increased for many property types and sizes, in some cases very significantly, but have reduced for flats and sheltered accommodation. Note that the small numbers of 2+ properties being let in Band 2 makes fluctuations more likely between periods.

Fig 4 ave. waiting times for B2 applicants seeking general needs accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed+
BAND 2	-	39	55	-
House / Maisonette	-	39	55	-
Bungalow	10	-	-	-
Flat	20	27	-	-
Bedsit	31	-	-	-
Sheltered	3	-	-	-

3.5. Waiting times for Wheelchair Accessible Accommodation²

3.5.1. For wheelchair accessible properties that were not directly allocated, the current average waiting times for households for the 6-month period since 01/04/2023 are shown in Fig5:

Fig 5 ave. waiting times for wheelchair accessible accomm for the 6-month period since 01/04/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	14	44	32	-
BAND 2	19	-	-	-
BAND 3	-	-	-	-

² Known as Cat A accommodation, and defined as being fully adapted for wheelchair users, which would include widened doorways.

3.5.2. Compared to 2022/2023 (see Fig6) we can see that waiting times have reduced, in some cases very significantly. This is attributed to an increase in supply of fully wheelchair adapted accommodation and a more pragmatic and person-centred approach to assessing disabled people’s adapted needs. To further support the increase in availability of fully wheelchair adapted accommodation, the Adaptations Strategy, led by Housing Development, will look at how we can better meet adapted demand (and specifically fully-wheelchair accessible accommodation) with our existing stock, and any new stock we acquire.

Fig 6 ave. waiting times for wheelchair accessible accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	30	30	60	51
BAND 2	37	-	-	-
BAND 3	-	-	-	-

3.6. Other Adapted Accommodation³

3.6.1. For other forms of adapted accommodation, the current average waiting times for households for the 6-month period since 01/04/2023 are shown in Fig7:

Fig 7 ave. waiting times for adapted accomm for the 6-month period since 01/04/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	5	12	19	5
BAND 2	5	13	13	-
BAND 3	23	-	-	-

3.6.2. Compared to 2022/2023 (see Fig8) we can see that waiting times have decreased moderately for those requiring 1-bed adapted accommodation but increased for those needing 2-bed and 3-bed adapted accommodation in Band 1.

Fig 8 ave. waiting times for adapted accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	6	6	14	-
BAND 2	7	20	15	-
BAND 3	20	30	-	-

3.7. Ground Floor Accommodation⁴

³ Known as Cat B accommodation, and defined as being significantly adapted, for example the need for a through-floor lift and level-access shower in situ.

⁴ Known as Cat G accommodation and defined as being a property all on the ground floor or having facilities that would make it suitable for someone unable to use stairs.

3.7.1. For ground-floor-specific accommodation, the average waiting times for households for the 6-month period since 01/04/2023 are shown in Fig9:

Fig 9 ave. waiting times for ground-floor- specific accomm for the 6-month period since 01/04/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	6	13	68	48
BAND 2	7	18	-	-
BAND 3	-	-	-	-

3.7.2. Compared to 2022/2023 (see Fig10) we can see that waiting times have increased moderately for those requiring ground floor accommodation in Band 1 and decreased more significantly for those in Band 2. This can be attributed to choice and the bidding activity of Band 1 applicants.

Fig 10 ave. waiting times for ground-floor- specific accomm 2022/2023:

	1 Bed	2 Bed	3 Bed	4 Bed
BAND 1	5	7	60	-
BAND 2	18	25	-	-
BAND 3	-	-	-	-

3.8. Housing Associations

3.8.1. Lettings to Housing Associations and HomeCome accounts for 158 (28%) of all lettings in the last 6 months. This has increased by 6% compared to the overall lettings for 2022-23.

3.8.2. PA Housing was the largest provider with 58 (37%) of the lets with Riverside the next highest provider with 30 lettings (19%).

3.9. Direct Allocations

3.9.1. Leicester City Council's Housing Allocations Policy allows for direct allocations of housing to be made to applicants whose circumstances merit priority rehousing on the basis of managing risk, emergencies, and best use of stock.

3.9.2. The number of direct lettings accounts for 27% (150) of all lettings for the 6-month period from 01/04/2023. This has remained relatively unchanged from the corresponding period last year.

3.9.3. Direct lets to homeless households account for 71% of total direct lettings. This is a reduction of 10% from the 6-month period from 01/04/2023.

4. Summary of appendices:

- 4.1. Appendix 1 - Households on the Register by Band & Priority and as at 01/10/2023
- 4.2. Appendix 2 - Lettings by Priority for the 6-month period 01/04/2023 – 30/09/2023
- 4.3. Appendix 3 - Customer Information Dashboard

5. Is this a private report? No

6. Is this a “key decision”? If so, why? No – update only.

Households on the Register by Band & Priority and as at 01/04/2023

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	7 Bed	8+Bed	Total
BAND 1	248	501	435	143	46	13	-	-	1386
Compulsory Homeloss	-	2	1	-	-	-	-	-	3
Harassment	14	18	12	4	2	-	-	-	50
Management Case	23	5	5	3	1	-	-	-	37
Medical	52	66	76	28	7	3	-	-	232
Priority Under-occupation	66	9	3	-	-	-	-	-	78
Referred Case	1	7	10	2	1	1	-	-	22
Statutory Overcrowding	1	73	91	36	23	8	-	-	232
Statutory Homeless	58	318	237	70	12	1	-	-	696
Young Person Leaving Care	33	3	-	-	-	-	-	-	36
BAND 2	634	783	352	241	80	20	3	2	2115
Care package ASC	24	1	-	-	-	-	-	-	25
Leaving Armed Forces	2	2	-	-	-	-	-	-	4
Leaving Residential Care	3	-	-	-	-	-	-	-	3
Medical	97	113	175	77	14	3	-	-	479
Overcrowded Families in 1 Bed	-	493	103	10	1	-	-	-	607
Severe Overcrowding	-	9	24	142	64	17	3	2	261
Statutory Homeless	183	102	25	7	-	-	-	-	317
Temporary Accommodation	325	50	15	4	1	-	-	-	395
Under-occupation	-	13	10	1	-	-	-	-	24
BAND 3	927	868	902	225	8	-	-	-	2930
Sheltered Housing Only	107	-	-	-	-	-	-	-	107
Adult Leaving Care	1	-	-	-	-	-	-	-	1
Medical Care + Support	26	16	5	1	2	-	-	-	50
Overcrowding - Non-Tenants	769	633	134	29	2	-	-	-	1567
Overcrowding - Tenants	22	217	762	194	3	-	-	-	1198
Workplace Move	2	2	1	1	1	-	-	-	7
Grand Total	1809	2152	1689	609	134	33	3	2	6431

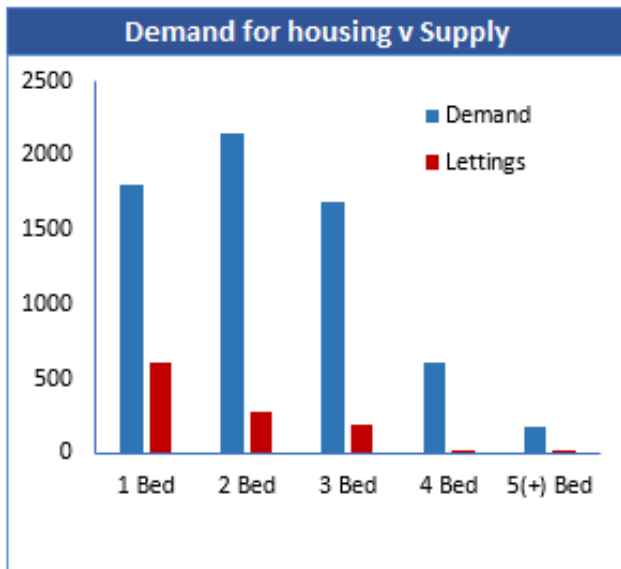
Lettings by Priority for the 12-month period 01/04/2023 – 30/09/2023

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	7 Bed	Total
BAND 1	177	133	81	9	2	-	402
Harassment	12	7	8	-	-	-	27
Management Case	23	7	4	1	-	-	35
Medical	14	15	8	1	-	-	38
Priority Under-occupation	22	1	-	-	-	-	23
Referred Case	1	1	3	-	-	-	5
Stat Overcrowding	1	20	15	2	2	-	40
Statutory Homeless	83	79	43	5	-	-	210
Young Person Leaving Care	21	3	-	-	-	-	24
BAND 2	102	6	5	1	-	1	115
Care package ASC	8	-	-	-	-	-	8
Leaving Residential Care	3	-	-	-	-	-	3
Medical	30	5	5	-	-	-	40
Overcrowded Families in 1 Bed	-	1	-	-	-	-	1
Severe Overcrowding	-	-	-	-	-	1	1
Statutory Homeless	16	-	-	-	-	-	16
Temporary Accommodation	45	-	-	1	-	-	46
BAND 3	43	-	2	-	-	-	45
Sheltered Housing Only	18	-	-	-	-	-	18
Medical Care + Support	2	-	-	-	-	-	2
Overcrowding - Non Tenant	22	-	2	-	-	-	24
Overcrowding - Tenants	1	-	-	-	-	-	1
Grand Total	322	139	88	10	2	1	562

Who Gets Social Housing? (Council and Housing Association Homes)

Updated every 6 months
Last update: October 2023

Total Applicants on 1st October 2023	Total Lettings October 2022 to September 2023
6,431	1,097



Average waiting times (months) for different property types*

*Figures quoted are average waiting times for individuals who are bidding regularly across all areas of the city

	General Needs Homes					Wheelchair Accessible Homes				
	1 BED	2 BED	3 BED	4 BED	5 BED	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	5	12	17	23	24	14	44	32	55*	60*
BAND 2	10	60*	60*	60*	60*	19	60*	60*	60*	72*
BAND 3	20	72*	72*	72*	72*	72*	72*	72*	72*	84*

	Accessible Homes with Level Access Shower					Ground Floor Homes				
	1 BED	2 BED	3 BED	4 BED	5 BED	1 BED	2 BED	3 BED	4 BED	5 BED
BAND 1	5	12	19	48*	60*	5	7	60	60*	72*
BAND 2	5	13	19	60*	60*	18	25	48*	60*	72*
BAND 3	23	36*	48*	60*	60*	36*	48*	60*	60*	84*

*Estimated waiting times as no actual data available during this period
For further information visit our website at www.leicester.gov.uk/housingapplications