

Report to: Overview and Scrutiny Committee (Regeneration and Skills) **Date of Meeting:** Tuesday 21 January 2020

Subject: Review of Social Housing Allocations

Report of: Head of Economic Growth and Housing **Wards Affected:** (All Wards);

Portfolio: Communities & Housing

Is this a Key Decision: No **Included in Forward Plan:** No
Exempt / Confidential Report: No

Summary:

To provide Members with the results of an exercise to Review the Social Housing Allocations policy and procedure; providing the findings, recommendations and next steps arising from this review. Members comments are sought.

Recommendation(s):

- (1) That Members of the Committee note the exercise to review the social housing allocations policy and procedures
- (2) That members provide comments on the review findings, recommendations and suggested way forward.

Reasons for the Recommendation(s):

To provide Members with the opportunity to scrutinise the and comment on the social housing allocations review exercise findings.

Alternative Options Considered and Rejected: (including any Risk Implications)

Not applicable

What will it cost and how will it be financed?

(A) Revenue Costs

There are no direct revenue costs arising from the recommendations of this report. The Review exercise is being funded by the LCR Combined Authority.

(B) Capital Costs

There are no direct capital costs arising from the recommendations of this report

Implications of the Proposals:

Resource Implications (Financial, IT, Staffing and Assets):

There are no resource implications arising from the recommendations of this report. The Review report provides some findings and recommendations which have potential resource implications, but these will be subject to future decisions to be taken in connection with a new allocations policy and procedure, yet to be agreed.

Legal Implications:

Local Authorities have legal duties as set out in Part 6 of the Housing Act 1996, (Allocation of housing accommodation), which require that; (S166A (1)); *“every local housing authority in England must have a scheme (their “allocation scheme”) for determining priorities and as to the procedure to be followed, in allocating housing accommodation. For this purpose “procedure” includes all aspects of the allocation process, including the persons or descriptions of persons by whom decisions are taken.”*

Equality Implications:

There are no equality implications arising from the contents of the report.

In advance of a new Allocations Policy being agreed a new Equality Impact Assessment will be undertaken.

Contribution to the Council’s Core Purpose:

Protect the most vulnerable:

Many vulnerable households rely on accessing suitable social housing to meet their housing needs.

Facilitate confident and resilient communities:

Provision of suitable stable tenancies with social landlords supports community stability.

Commission, broker and provide core services:

The Council has a legal duty to provide a social housing allocations policy and scheme

Place – leadership and influencer:

NA

Drivers of change and reform:

A wish to ensure that the future allocations policy is fit for purpose

Facilitate sustainable economic prosperity:

NA

Greater income for social investment:

NA

Cleaner Greener

NA

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Head of Corporate Resources (FD5920/20) and the Chief Legal and Democratic Officer (LD4104/20) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Neil Morland & Co (NM&Co) maintained regular contact throughout the review exercise with all relevant stakeholders; principally the local authorities and local housing associations.

Implementation Date for the Decision

Immediately following the Committee meeting.

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Appendices:

The following appendices are attached to this report:
Review of Housing Allocations Findings – Neil Morland & Co.

Background Papers:

The existing Housing Allocations Policy can be found at the PropertyPoolPlus website.

<https://www.propertypoolplus.org.uk/content/About/OurPolicies>

1. Introduction/Background

1.1 The Liverpool City Region Combined Authority, on behalf of the 5 Local Authorities who participate in Property Pool Plus (PPP) and St Helens Council (who operate Under One Roof -U1R), have commissioned Neil Morland & Co (NM&Co) to carry out a review of how social rented housing is allocated across the city region. NM&Co are housing consultants formed in 2011, who work throughout England, Scotland and Wales with local authorities, housing associations, voluntary organisations and others.

1.2 Property Pool Plus (PPP) is a sub-regional Choice Based Lettings social housing allocation scheme covering the local authority areas of Halton, Liverpool, Knowsley, Sefton and Wirral. The PPP service went 'live' in July 2012, following the introduction of a suitable IT system (provided by Abris, now Civica).

PPP provides a single point of access for customers/applicants to apply for social housing, complete a single application process, and join a single housing register. It also provides local authorities with a single means to provide nominations, including for homeless applicants. This requires the participation of all, or the vast majority, of housing associations, and their willingness to let their available properties via PPP.

1.3 The local authorities and participating housing associations wish to ensure that the future allocations policy is fit for purpose and supports strategic City Region wide aspirations around access to housing. Some of the principal drivers for undertaking a policy review include ensuring that the policy:

- Is legally compliant with relevant Government legislation, in particular the recent introduction of the Homeless Reduction Act 2017, Codes of Guidance, statutory obligations and also has regard to best practice and current case law;
- Incorporates aims and principles which remain appropriate and relevant;
- Helps support and deliver good customer service and outcomes and ensures any proposed changes improve the customer journey;
- Supports wider system change for homeless people, maximising the number of people in housing need who are successfully housed;
- Is informed by housing association partner organisation's operational and business needs, in order to promote current and future co-operation and participation in the allocation scheme.

1.4 NM&Co have completed stage 1 of the review exercise they have been commissioned to undertake, and provided a report on the findings of the Review. This is provided in the Appendix below.

Review of Housing Allocations Findings

December 2019

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Introduction

The Liverpool City Region Combined Authority on behalf of Property Pool Plus (PPP) and Under One Roof (U1R) have commissioned Neil Morland & Co (NM&Co) to carry out a review of how social rented housing is allocated across the city region

NM&Co are housing consultants. Formed in 2011, NM&Co work throughout England, Scotland and Wales with local authorities, housing associations, voluntary organisations and others. NM&Co's ambition is to reduce housing inequalities by improving social policies. NM&Co uses authoritative evidence and their unique expertise, to create better outcomes for people in housing need. NM&Co's team consists of:

- Neil Morland – Senior Responsible Officer
- Amber Christou – Project Manager
- Liz Griffiths – Project Support Officer
- Kathryn Barber LLB LPC – Lawyer

Phone 07816 935620, email neil@neilmorland.co.uk or visit www.neilmorland.co.uk

Review methodology

Neil Morland & Co (NM&Co) maintained regular contact throughout the review with all stakeholders.

NM&Co carried out the following activities to complete this review:

1. Reviewed housing applications and allocation/lettings trends,
2. Reviewed the current policies, procedures and practices,
3. Formulated this report, recommending changes to policies, procedures and practices
4. Formulated revised draft procedures for allocating social rented housing

In due course NM&Co will carry out the following activities:

5. Afford private registered providers (PRP), members of the public and others opportunities to comment on the revised draft policy and procedures
6. Make alterations to draft housing allocation procedures, in accordance with consultation feedback
7. Carry out an equality impact assessment on the final draft housing allocation procedures

NM&Co commenced the review in July 2019 and completed it in December 2019. Following this, we will assist PPP and U1R to carry out consultation with PRPs, public authorities, voluntary organisations and the general public. We will present all findings to elected councillors, to aid their decision-making processes.

NM&Co carried out the review primarily off-site, however certain aspects of the review was done onsite, such as:

- attendance at monthly project update meetings
- observational visits to all stock transfer PRPs
- attendance at individual meetings with all six LAs
- attendance at elected councillor committee meetings
- facilitation of workshops with all registered providers that are members of PPP and/or U1R.

NM&Co have had regard to all relevant law, statutory guidance, regulations, orders, specified strategies plus other relevant documents. This has included:

- Statute
- Statutory guidance
- Regulations and orders
- Directions issued by the Regulator for Social Housing (RSH)
- Case law
- Rulings made by the Local Government & Social Care Ombudsman (LGSCO)
- Legal text books
- Homelessness strategies
- Tenancy strategies

NM&Co reviewed housing application and allocation/lettings trends to identify whether PPP and U1R is:

- Prioritising social rented housing (SRH) for people whose needs cannot be met by the commercial housing market (especially the most vulnerable people, such as those who are homeless), and
- Making best use of SRH available to-let.

NM&Co reviewed current policies, procedures and practices to identify whether these documents and activity:

- Satisfy the law, statutory guidance, and regulations and orders pertaining to the allocation of social rented housing (including how PRPs co-operate with the allocation of SRH), and
- Reflect nationally recognised standards of practice, being researched and promoted by authoritative bodies such as the Chartered Institute of Housing (CIH), the Local Government Association (LGA), the Ministry of Housing, Communities & Local Government (MHCLG), the National Housing Federation (NHF) and the RSH, and

- Enable an efficient and high standard of customer experience.

NM&Co reported to the PPP and U1R to ensure all parties understood:

- The findings from the review of the policies, procedures and practices, and also housing applicant and allocation/lettings trends,
- Our advice on the alterations that need to be made, to ensure PPP/U1R procedures are legal, effective, and equally satisfy the needs of LAs, PRPs and the public.
- Our advice on future priorities for allocating social rented housing, to ensure those with the most need, get the best opportunity to be offered it.

In accordance with the advice in our report, NM&Co will formulate a draft policy and procedures documents so that the LAs can have a Housing Allocation Scheme (HAS) that all parties approve of.

NM&Co have already and will continue to afford opportunities to comment on the amended procedures, so that opinions of PRP's, and others likely to be affected by any changes about how social rented housing should be allocated is considered, prior to formulating final versions of the policies and procedures. NM&Co will frame a public consultation exercise, to aid local authorities in a proper approach to carrying out this task.

NM&Co will formulate final procedures, to provide the LA members of PPP and U1R, lawful documentation to take forward through democratic processes for consideration and endorsement. NM&Co will formulate an equality impact assessment, to provide the LA members of PPP and U1R, evidence that when social rented housing is allocated using the altered policies and procedures, persons with a protected characteristic (as defined in law) are not prejudiced due to their characteristics.

Legal Context

The law¹ defines SRH as homes available to rent at below market rates to people whose housing needs cannot be met by commercial housing market.

LAs must adhere to the law² regarding the allocation of SRH. An allocation is when a person is selected or nominated to be a tenant of an LA or an PRP. LAs that have transferred their housing stock can agree nominations arrangements with PRPs. Tenants wishing to transfer which would be entitled to a fair advantage (see below for definition) for an allocation of SRH, are covered by the laws governing the allocation of SRH. Within the constraints of the law, LAs can allocate SRH as they see fit.

In specified circumstances, for example succession or assignment of a tenancy, housing allocation law doesn't apply³.

People from abroad are ineligible to be allocated SRH⁴, this includes asylum seekers and those not entitled to claim Universal Credit or Housing Benefit⁵. Tenants who wish to make a transfer and are entitled to a fair advantage when SRH is being allocated, are exempt from

¹ Housing & Regeneration Act 2008, Chapter 1, Part 2, section 69

² Housing Act 1996, Part 6 Allocation of Housing Accommodation

³ Housing Act 1985, Localism Act 2011, Matrimonial Causes Act 1973, Matrimonial and Family Proceedings Act 1984, Children Act 1989, Civil Partnership Act 2004, Land Compensation Act 1973

⁴ Asylum and Immigration Act 1996

⁵ The Universal Credit (Consequential, Supplementary Incidental and Miscellaneous Provisions) Regulations 2013

eligibility rules. Right to rent checks do not apply when an allocation is made by a local authority⁶. Persons from Great Britain, Ireland, Isle of Mann and the Channel Islands are usually eligible for an allocation of SRH, as are refugees and EU citizens who have lived and worked in the UK for more than 6 months⁷. LAs can decide which persons qualify for SRH. Any person applying for an allocation of SRH must be notified of a decision made about their application and the reasons for the decision made. A person who has been declared ineligible or disqualified for an allocation of SRH, can reapply at any time.

LAs must provide free advice and information about social housing allocations, plus assistance to those who need it, to make an application for an allocation of SRH. LAs must inform people about their right to request (i) information about any decisions that are made about them, (ii) the facts of their case and (iii) a review of any decision about their application for an allocation of SRH. LAs must always follow the rules of their HAS.

All LAs must have a HAS. A HAS must provide detailed information about all procedures that will be followed, by which persons, to allocate SRH. LAs can decide how much choice applicants are entitled to when being allocated SRH. People in the following circumstance must be given a fair advantage when SRH is being allocated:

- Homeless;
- Owed a homeless duty;
- Living in insanitary, overcrowded or unsatisfactory housing;
- Need to move due to medical or welfare reasons;
- Need to move due to hardship.

Armed forces veterans must be given extra advantage⁸ for an allocation of SRH and LAs can choose to give extra advantage to other applicants. LAs can take account of a persons' income and savings, their behaviour or connection to a local authority district⁹ when allocating SRH. People should have a connection to a district of two years or more¹⁰, however armed forces veterans must be exempt from any local connection qualification criterion¹¹, as should victims of domestic abuse¹² and persons who have a right to move due to employment or educational factors¹³. Care leavers can attain a local connection due to being in a LA district prior to leaving care¹⁴. Special rules can be made when allocating specific types of properties or to particular persons. LAs must inform people how a decision about their application will be made and the likelihood of SRH becoming available for them, plus their right to request a review about their application for SRH, especially in regard to whether they are eligible or qualify. The way SRH is allocated must reflect the priorities of local homelessness strategies and tenancy strategies. LAs must consult with PRPs prior to making any changes to their HAS. LAs must adhere to rules of their HAS.

A summary and full version of a HAS must be available for members of the public. The public should be told of any changes a LA might intend to make to their HAS.

⁶ Immigration Act 2014, Schedule 3

⁷ Allocation of Housing (England) Regulations 2002

⁸ Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012

⁹ Housing Act 1996, Part 7, section 199 Local connection

¹⁰ Providing social housing for local people: Guidance for local housing authorities in England, 2013

¹¹ The Allocation of Housing (Qualification Criteria for Armed Forces Personnel) (England) Regulations 2012

¹² Improving access to social housing for victims of domestic abuse: Guidance for local housing authorities in England, 2018

¹³ The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015

¹⁴ Homelessness Reduction Act 2017, Section 8 Local connection of a care leaver

LAs must follow statutory guidance published by the UK Government.

PRPs must reasonably co-operate with LAs with the allocation of SRH.

People applying for an allocation of SRH can be convicted of fraud if they give false information or withhold information from a local authority.

LAs can contract out the administration of a HAS, however they remain responsible for all decisions made about the allocation of SRH¹⁵.

Elected councillors cannot get involved in the allocation of SRH where a property is located in their electoral ward, or a person lives in that ward or wishes to live in that ward¹⁶.

Local context

Previously, Sefton Metropolitan Borough Council (SMBC) undertook a large scale voluntary transfer of its Social Rented Housing to One Vision Housing (OVH), which were specifically set-up to receive the stock.

To allow the LA to fulfil its legal obligations in regard to housing allocation, at the point of stock transfer, nomination agreements were adopted which stipulated how SMBC and OVH would co-operate in letting of SRH. SMBC complied with the prevailing guidance issued by the then regulator of social housing, the Housing Corporation, by requiring all housing associations to offer a minimum of 50% nominations of existing stock, and 100% on first letting of all subsequent new build stock, where this was provided on land sold by the Council.

SMBC operates a housing allocation scheme in common with other LAs and PRPs under the PPP banner. The scheme rules were last revised in 2018. Applicants are able to express a preference about a property available to let (known as bidding), on a weekly basis, this is capped at three properties per week. Applicants are limited to the number of allocations which they can refuse, with applicants being afforded the highest priority for an allocation being typically entitled to one refusal, whereas applicants with a lower priority for an allocation being typically entitled to three refusals.

SMBC has contracted out the administration of its housing allocation functions to OVH. This arrangement was last renewed in 2018. SMBC will take applications from persons who are homeless or threatened with homelessness wishing to join PPP. For all other persons wishing to join PPP, application can only be made to OVH.

SMBC Homelessness Strategy 2018 – 2023 includes the following actions:

- Review arrangements for administering public law duties to allocate housing accommodation.
- Commission an independent review of (i) cost, (ii) efficiency and (iii) legality of current arrangements for (a) the housing register, (b) housing allocation policy (c) offering choice.

¹⁵ Local Authorities (Contracting Out of Allocation of Housing and Homelessness Functions) Order 1996

¹⁶ Allocation of Housing (Procedure) Regulations 1997

Obtaining social rented housing remains the common method to fulfil homelessness duties. Accordingly, homeless applicants are prioritised for an allocation of social rented housing via PPP. The Liverpool City Region Tenancy Strategy 2016 – 2019 requires updating. Notwithstanding this, the focus of the Tenancy Strategy is to encourage the securest form of tenure whenever possible. As a consequence, housing associations will usually offer their tenants an assured tenancy once an introductory period has come to an end.

One Vision Housing

Access to Service

There is no information on the SMBC home page with regards to housing, and the a-z of Sefton services makes no mention of PPP or social housing when the search criteria 'Housing' is entered. A 'residents' tab at the top of the home page leads to a variety of links including Housing, which provides a link to apply for housing leading to a further page which links to PPP website directly and direct email contact to the OVH team. There is also a link to a list of useful links on the home page which leads to a further link to OVH, but there is no mention of OVH being the Sefton Administering Scheme Partner.

The OVH website has a large button for PPP on its main page which connects directly to the PPP website which provides a telephone number, email address and two office addresses where applicants can visit for assistance, but also no explanation that OVH are the Administering Scheme Partner for SMBC.

Staff are located at the Coral Drive Customer Access Offices, in the middle of one of the former Sefton Council housing estates which are now owned and managed by OVH. This is near a main shopping area with good transport links and provides good access for applicants as well as being very close to a Sefton Housing Options Office.

Applicants are directed to the website for the policy if requested but will be provided with a print copy if they prefer. The offices have a public computer suite for applicants use, and counter staff will also help to apply and to bid for those who require assistance.

Service Structure

The OVH team is structured as follows, although the Senior Manager has other non-PPP responsibilities, and only 20% of her time is dedicated to managing PPP staff.



Charging

OVH charge £158 per property advertised to other PRPs.

Practice

The allocations team have, and continually refer to, copies of the policy and guidance. They will use the policy to ensure the appropriate wording is included in all correspondence, including appeals.

OVH have written a separate armed forces procedure which is used internally because they found the PPP scheme unclear in this area. The procedure complies with the scheme and legislation.

SMBC share caselaw updates with the OVH team and if additional guidance is needed they will contact the lead officer at SMBC to discuss a case, as well as discussing these at the project group of Contractors which meets monthly.

OVH provide a printed sheet of properties to let for some applicants because they have many digitally excluded households.

Staff are aware of the Sefton's Homelessness & Rough Sleeping Strategy and have received training on HRA17 from SMBC. Many applicants approach OVH as homeless rather than for making a PPP application, but applications are always taken, and the applicant then referred to the SMBC homelessness service to make a homeless application. SMBC use proxy bidding for homeless applicants.

OVH find eligibility to be a complicated area but will call the Home Office on occasion for eligibility clarification, after giving the applicant the opportunity to withdraw their application prior to this. If an applicant is ineligible OVH provide a letter with the reasons for ineligibility and appeal rights.

Right to Rent checks are carried out in all cases according to the PPP policy, therefore inappropriately. Arrears checks on applications are carried out upfront, and affordability checks are carried out by the landlord in line with their own allocations policies. Applicants are informed of this on application.

Medical mobility issues are evidenced by Occupational Therapy and the applicants GP for other issues such as COPD. They find mental health more complicated to assess and the applicants find the form complicated to complete in such cases. There is no external resource for independent medical assessments and no internal expertise, only experience.

OVH have a number of applicants who are victim with life at risk of ASB and hate crime, and the police provide evidence for these in order to help prioritise applications for PPP. OVH have also developed a strong partnership with the Probation Service and a move on project enable probation clients to be placed directly in the OVH 25% of properties, which are not part of the PPP nominations agreement. This means that they do not have to assess using PPP criminal convictions criteria as lettings are based on the OVH lettings policy.

OVH find the template letters simple to use and are generally happy with the Civica IT system, particularly since the recent upgrade. They use the reporting function well to monitor bidding, and report to SMBC on a quarterly basis.

Findings

1. **Procedures** – The current PPP/U1R procedures require amendments, to bring the administration of PPP/U1R up-to-date with the latest legislation. In particular the following rules will require changing:
 - a. Qualification – revision to how decisions are made about applicants who
 - i. Incapable of holding a tenancy. Persons lacking mental capacity need to be included in this group.
 - ii. Are guilty of anti-social behaviour. Persons with spent convictions cannot be disqualified for any period time, only for reasons any other applicant can be disqualified. The definition of what constitutes anti-social behaviour needs to be more specific.
 - iii. Have outstanding property related arrears – the minimum threshold of arrears and the method set for repayment of arrears needs to reflect what the specific circumstances of an applicant are.
 - iv. Have breached tenancy conditions. The definition of what constitutes a breach tenancy conditions needs to be more specific.
 - v. Don't have a local connection. The minimum threshold needs to be two years, although exemptions must apply for armed forces veterans, victims of domestic abuse and persons needing to move due to employment or educational related reasons.
 - vi. Currently own a home. Social rented housing is for people who needs cannot be met by the commercial market, a homeowner can be said to have had their needs met by the commercial market. However, exemptions should apply to persons who are negative equity, the property has severe structural faults, the homeowner is at risk of domestic abuse, or where it is not possible to adapt a property due to

the physical arrangements of a dwelling/or the cost of adaptations is prohibitive.

- vii. Have savings and assets. Adopting a definition consistent with the DWP's upper saving limits for claiming welfare benefits would be the fairest methodology.
 - b. Prioritisation – a reduction in the number of bands is recommended, down from six (currently) to four, to reduce confusion and make it easier to shortlist applicants for offers. The four proposed are:
 - i. Band 1 – applicants entitled to a reasonable preference that are being afforded an additional preference for an allocation of SRH
 - ii. Band 2 – applicants entitled to a reasonable preference for an allocation of SRH
 - iii. Band 3 – applicants with a general need/want for an allocation of SRH
 - iv. Band 4 – applicants who have been given a reduced preference, due to refusing a specified number of offers
 - c. Other matters requiring minor adjustments include procedures relating to:
 - i. Eligibility
 - ii. Information, applications, decision-making and reviews
 - iii. Determining eligibility
 - iv. Notification of decisions
 - v. Renewed applications
 - vi. Determining priority for an allocation
 - vii. Local letting schemes
 - viii. Avoiding discrimination and enhancing equality of opportunity
 - ix. Best interests of children
 - x. Discretion
 - xi. Choice
 - xii. Direct lets
 - xiii. Arrangements with PRPs
2. **Nomination agreements** – A new nomination agreement is required between LAs and all PRPs, to make the administration of nominations fully compatible to current statutory guidance and regulations, as there has been changes subsequent to the publication of the current nomination agreement. There is no change being proposed to the rate (%age) of nominations agreed between LAs and PRPs. LAs should consider whether to adopt a common nomination agreement with all PRPs.
3. **Qualification** – PPP could give consideration of disqualifying any applicant that isn't entitled to a reasonable preference or being afforded an addition preference, in the event that PPP LA specific scheme. This might reduce some administrative costs for LAs. All applicants without a reasonable preference or additional preference would still be entitled to make an application directly to an PRP. However, this would move away from having a single housing register and single application for customers.
4. **Local connection** – PPP should consider extending the meaning of local connection to cover anywhere within the LCR, rather than just being LA specific as is the case presently. This might help to mitigate the requirement to increase local connection to a minimum of two-years (exceptions will apply to armed forces veterans and victims of domestic abuse).

5. **Co-ordinator** – LAs should consider re-establishing a post to coordinate the activities of PPP. This will lead to improved accountability and deliverability of PPP activities. The post should be based at an LA and report to the PPP Contract Board. Especially important for this role would be:
 - a. Ensuring compliance with procedures at all times when allocations decisions are being made
 - b. Organising a training curriculum for PPP administrators, commissioning a training programme and evaluating learning outcomes and how these impact on the administration of PPP
 - c. Monitoring nominations activities between LAs and PRPs, including mediation between LAs and PRPs when a nomination fails.
 - d. Reconciliation of PPP data against that which is published by the UK Government on social housing waiting lists and lettings.
 - e. Harmonising the charging and invoicing of LAs and PRPs that use PPP

6. **Administration** – LAs should consider co-locating all PPP administrators ideally on to a single site (initially making no changes to employer or employment conditions, simply a change of work place). This will improve the consistency of decisions made about applications and allocations, plus the quality of information, advice and assistance provided to applicants. A further advantage would be a reduction in the costs associated with paying for administrators, as some posts could be deleted due to duplication of responsibilities. A local presence in each LA would need to be retained to provide the public with information, advice and assistance about the allocation of social rented and making an application to join PPP. In due course LAs should consider pursuing any of the following options (these options are not necessarily mutually exclusive, pursuing any of the options below would constitute a contracting out of housing allocation functions):
 - a. Seconding all PPP administrators to a single body (this could be an LA or a PRP)
 - b. Employing all PPP administrators via a single body (this could be an LA or a commissioned PRP).
 - c. Creating a limited company to administer PPP activities (this could be solely between the PPP LAs or jointly with any PRPs that wish to be a member of PPP).

7. **Training** – PPP should consider introducing a standard training programme for all housing allocation administrators and ensure adequate frequency of staff training. Such a curriculum could include:
 - a. Understanding housing allocation law and statutory guidance
 - b. Understanding PPP procedures
 - c. Nominating applicants to a PRP
 - d. PRP allocation law and regulations
 - e. Tenancy law
 - f. Transfer applicants
 - g. Determining eligibility for an allocation of SRH
 - h. Determining qualification for an allocation of SRH
 - i. Notifying applicants of decisions about eligibility, qualification and the allocation of SRH
 - j. A persons' rights when applying for and being allocated SRH

- k. providing information, advice and assistance about the allocation of SRH and making an application to join PPP/U1R
 - l. How to determine priority for an allocation (including reasonable preference and additional preference)
 - m. Offering choice when making allocations of SRH
 - n. Local lettings schemes
 - o. Reviews and appeals concerning the allocation of SRH
 - p. Cooperation between LAs and PRPs when allocating SRH
 - q. Dealing with fraud when making an allocation of SRH
 - r. The role of elected councillors in allocating SRH
8. **Choice-based lettings** – PPP should adopt a daily bidding cycle to speed-up the letting of properties. The current fixed one-week cycle isn't satisfactory for PRPs or applicants.
- Adopting a daily cycle, whereby properties are advertised on PPP on daily basis, with bidding closing up to a week afterwards (or potentially sooner if desired and feasible), would help PRPs to reduce void times and associated loss of rental income. These factors are the main reason why some PRPs seek to advertise some properties via other means.
9. **Common housing allocation scheme** – While LAs could consider whether they wish to remain a member of PPP all LAs have previously stated a preference for a single scheme as having a common database of applications and common procedures for determining whom should be allocated SRH, is as advantageous to the LA as it is to PRPs and applicants. It helps LAs and LCR to formulate strategic housing plans and PRPs to plan their development programmes. Applicants have only one application form to complete, a single point of contact regarding securing social rented housing and need only understand one set of rules for how allocations are made (especially beneficial in respect of how applicants are prioritised).
10. **IT** – PPP should consider investing in IT enhancements to both the system used in the back office by staff and also the customer facing website. Essential components of any system include:
- a. Application management
 - b. Decision review management
 - c. Workflow process task management
 - d. Online application form
 - e. Document uploads
 - f. SMS messaging
 - g. Bulk emails
 - h. Digital applicant case files
 - i. Advertising or offering/nomination system
 - j. Shortlisting
 - k. Bidding channels (if CBL is retained)
 - l. Daily bidding
 - m. Proxy bidding
 - n. Auto bidding
 - o. Customised reporting
 - p. Digital signatures

- q. Improved customer website featuring the content:
 - i. Online application
 - a) new application linked to a document upload facility
 - b) change of circumstances form linked to a document upload facility
 - c) guidance on how to complete the form
 - ii. Advice and information
 - a) pdf documents to download on the availability of social rented housing by location, types, number of bedrooms, costs, re-let frequency
 - b) rights when making an application
 - a. how decisions are made
 - b. requesting facts about a case
 - c. rights to review
 - c) online form to request assistance from PPP/U1R, via an online assistance, or via an administrative assistant on the phone or in person (either immediately or by booking an appointment)
 - d) information on how applicants can exercise choice about the SRH they are allocated
 - e) illustrated examples of persons who are and are not eligible and do and do not qualify
 - f) examples of proofs required when making an application
 - g) how to exercise choice about SRH allocated
 - h) how applicants are prioritised
 - i) Specific information and advice for applications who are
 - a. homeless
 - b. victims of domestic abuse
 - c. armed forces veterans
 - d. care leavers
 - j) examples of what constitutes a local connection
 - k) A tool that can forecast how long an applicant might have to wait for an allocation
 - l) PDF full and summary versions of PPP/U1R procedures
 - m) links to LCR PRPs allocation rules and policies and other LCR HAS

11. Co-operation with PRPs – LAs should consider the following options for future co-operation with PRPs:

- a. LAs have a common database of applicants with PRPs, but have separate procedures, rules and policies – this is the current model, with most PRPs across the LCR, PRPs have the options putting as many or as little lettings through PPP.
 - i. LAs pay some costs and charge PRPs for other costs
 - ii. Additional income from PRPs could help to pay for enhanced IT software
 - iii. Governance arrangements would need to incorporate some voting rights for PRPs, but fall short of PRPs having majority rights
 - iv. Reduces the number of HAS applicants have to contend with
- b. LAs have a common database of applicants, plus also have common procedures, rules and policies with PRPs – PRPs would have an option of

either putting all allocations through PPP, alternatively they could choose to handle all allocations via other channels (with only their LA nominations being handled via PPP)

- i. LAs and those PRPs that choose to opt in would equally (proportionally) share costs associated with administering PPP
 - ii. Additional income from PRPs could help to pay for enhanced IT software
 - iii. Governance arrangements would have to change to incorporate PRPs that choose to opt in, with them having equal (proportional) voting rights with LA members
 - iv. Applicants would have only one HAS to contend with
- c. LAs have separate a database of applicants, plus also separate procedures, rules and policies than PRPs –
- i. LAs would incur all costs
 - ii. LAs would retain existing governance arrangements and have exclusive voting rights.
 - iii. Applicants would have multiple HAS to contend with
 - iv. If this became the standard model, PPP should disqualify any applicant that isn't entitled to a reasonable preference or been afforded an additional preference (see finding 3), plus abandon the use of CBL (see finding 7). This would reduce the administrative burden and therefore reduce costs.

12. Financials – PPP should consider adopting a common approach to charging and invoicing PRPs that use PPP (rather than different approaches in each LA currently). This should be based on up-to-date information about all the costs of administering PPP. Charges paid by PRPs should only relate to properties they let via PPP outside of nomination agreements.

13. Contracting out – PPP should consider the following options in regards to contracting out the administration of PPP:

- a. LAs each make their own decision about whether to contract out or not – the current model, with most LAs having contracted out to stock transfer PRPs
- b. LAs make a collective decision about whether to contract out or not and either:
 - i. If it was agreed to contract out, appoint a single organisation to undertake the administration on behalf of all LAs (this could be one LA or PRP on behalf of all parties)
 - ii. If it was agreed not to contract out, the administration would be done in-house:
 - a) By one LA on behalf of all parties
 - b) or separately by each LA, ideally alongside the administration of homelessness functions.

Next Steps

Consultation on the review findings will be carried out with elected councillors of all LAs, PRPs, public bodies, voluntary organisations and the general public.

A full report setting out the review findings will be published.

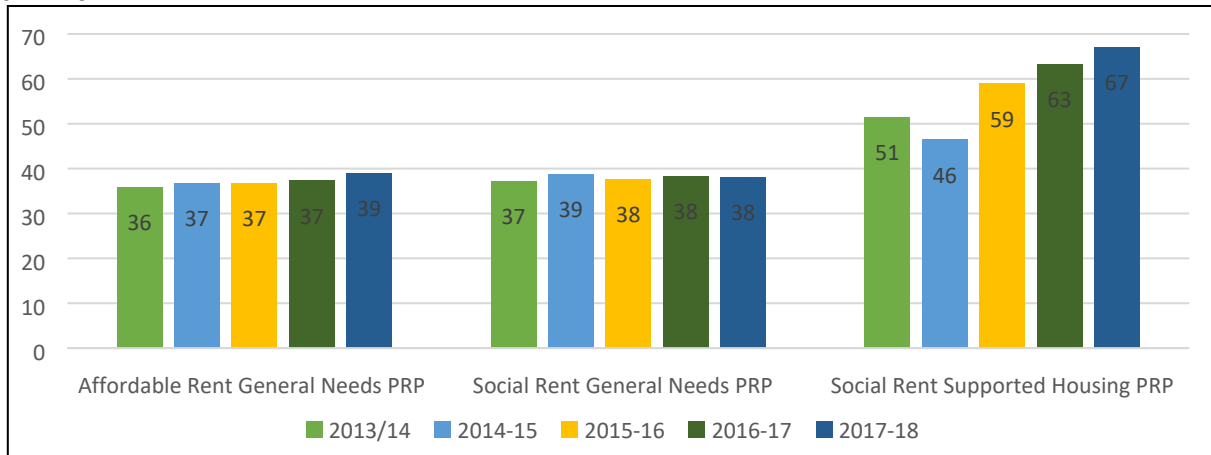
Amended policy and procedures will be agreed then published, and subject to formal consultations before being finalized.

Statistical Context

Age

The median age of the main applicant to general needs social housing and supported housing in Sefton over the 5 year period is 38 and 59 respectively the median age of all 6 LCR Council area is 37 to general needs and 45 to supported housing.

Chart S1: Private Registered Provider Lettings – Mean age of main applicant. Sefton 2013-14 to 2017-18

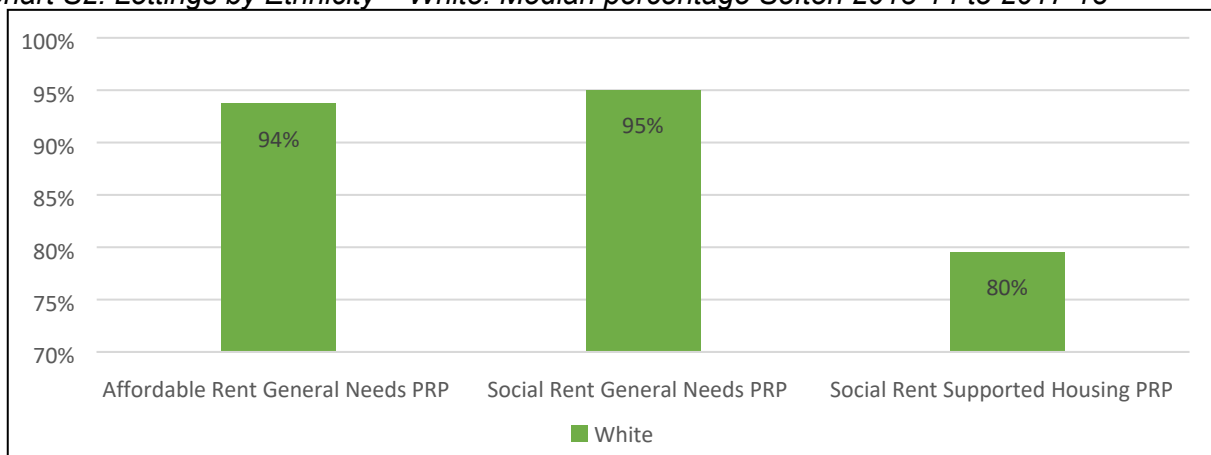


Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Ethnicity

Between 94% and 95% of all new lettings made to general needs during the 5 year period were to white lead tenants. Sefton recorded a higher percentage of white lead tenants compared to both Liverpool at 83% and England¹⁷.

Chart S2: Lettings by Ethnicity – White. Median percentage Sefton 2013-14 to 2017-18



Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2013-14 and 2017-18 Sefton recorded a 5 year median of less than 2% of black and other minority ethnicity (BME) households in new social housing lettings.

Gender

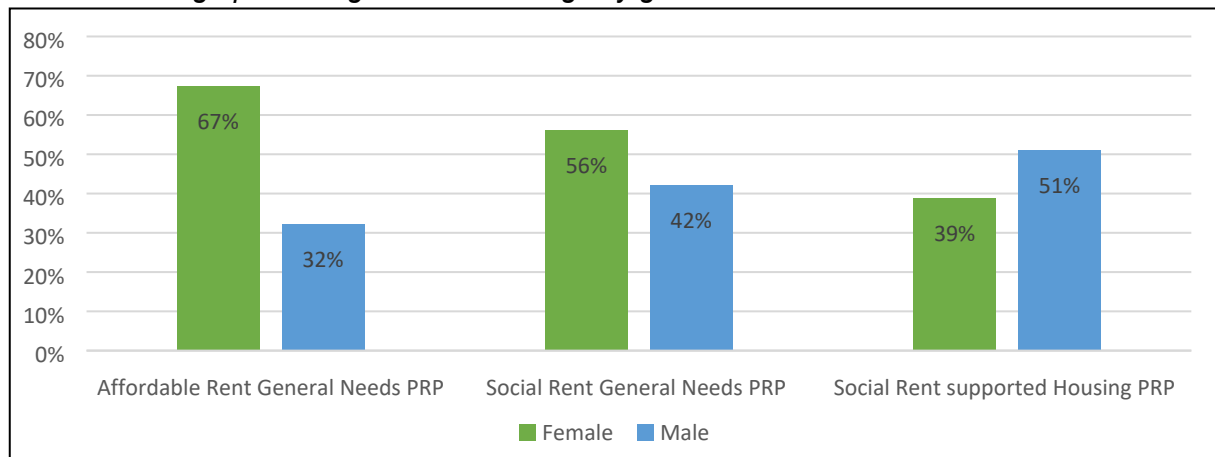
¹⁷ MHCLG Social Housing Lettings April 2017 to March 2018, England. The majority of lead tenants in 2017/18 were in the White ethnic group, comprising 83% of new lettings.

Between 2013-14 and 2017-18, 53% of all¹⁸ private registered provider lettings in Sefton were allocated to female lead tenants and 43% to male lead tenants.

There was an imbalance of genders among affordable rent lettings, with 67% of lettings made to women, the gender imbalance reduced with 56% of social rent letting made to women, in line with England¹⁹.

New supported housing lettings contained more male tenants averaging 51% of all supported housing, in line with England, recording 52% of new supported housing lettings to male households in 2017-18²⁰.

Chart S3: Average percentage of PRP Lettings by gender Sefton 2013-14 to 2017-18



Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Household formation

Between 2013-14 and 2017-18, one person households²¹ made up 50% of all general needs and 84% of supported housing lettings in Sefton.

Over the five-year period 50% of general lettings at social rent levels were made to single households, the second largest percentage of social rent lettings (34%) were made to one or two parent households.

The majority²² (42%) of general needs lettings at affordable rent were allocated to single and two parent households.

¹⁸ All lettings including: Affordable Rent General Needs PRP, Social Rent General Needs PRP, Social Rent Supported Housing PRP.

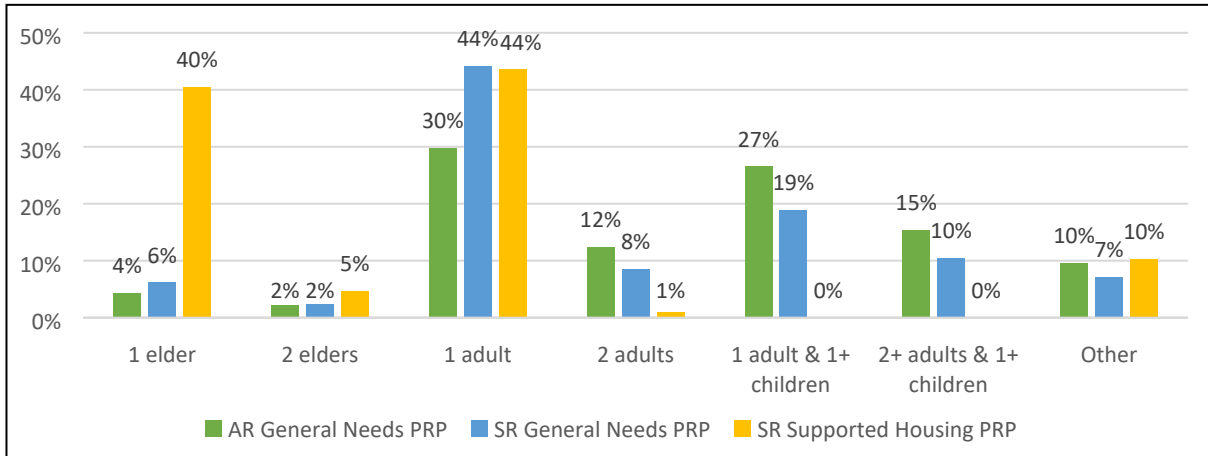
¹⁹ MHCLG Social Housing Lettings April 2017 to March 2018, England.

²⁰ MHCLG Social Housing Lettings April 2017 to March 2018, England.

²¹ Including 1 Elder (aged 60+) and 1 Adult households

²² 27% 1 Adult & 1+ children and 15% 2 Adult & 1+ children

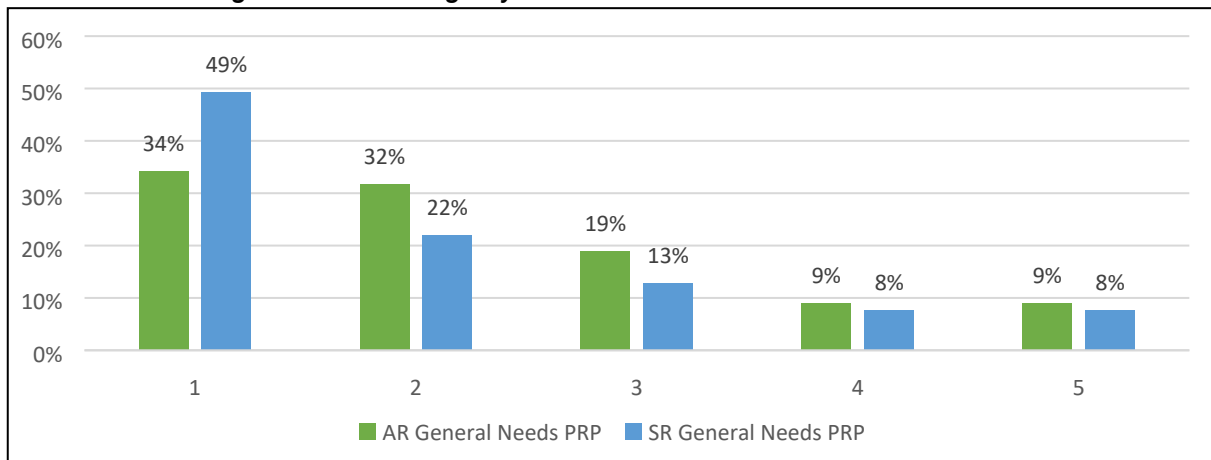
Chart S4: Percentage of PRP Lettings by household type Sefton 2013-14 to 2017-2018



Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Over the 5 year period 37% of general need lettings at affordable rent were allocated to 3, 4 and 5 person households and 29% at social rent levels.

Chart S5: Percentage of PRP Lettings by household members Sefton 2013-14 to 2017-2018

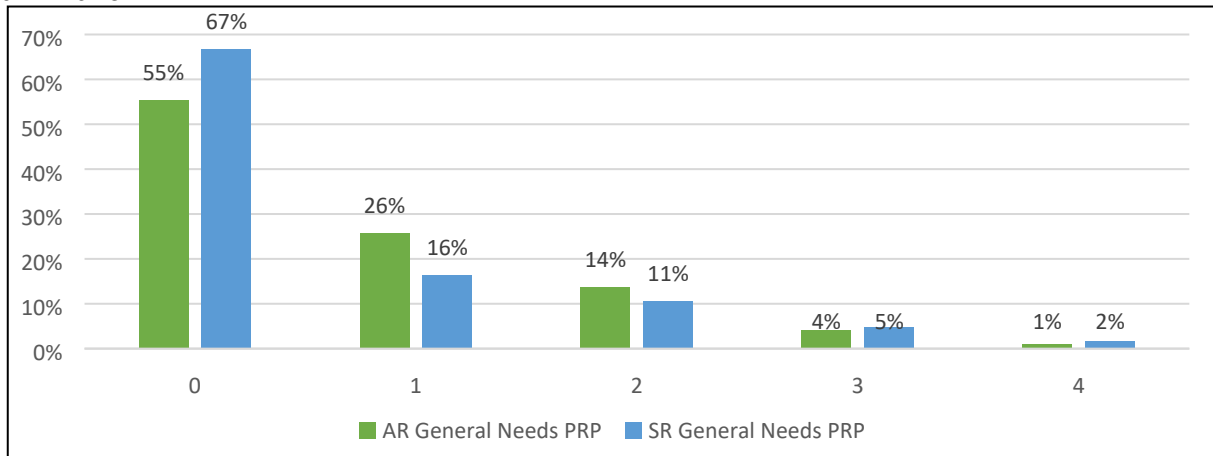


Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Adult households made up 66% of all general need lettings over the five-year period. Households with 1, 2, 3 and 4 children made up 17%, 11%, 5% and 2% of all general need lettings.

45% of general needs lettings at affordable rent were allocated to households with children, compared to 33% of general need lettings at social rent levels.

Chart S6: Percentage of PRP Lettings by number of children in household Sefton 2013-14 to 2017-2018



Source: Ministry of Housing, Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Applicants who are not eligible or do not qualify

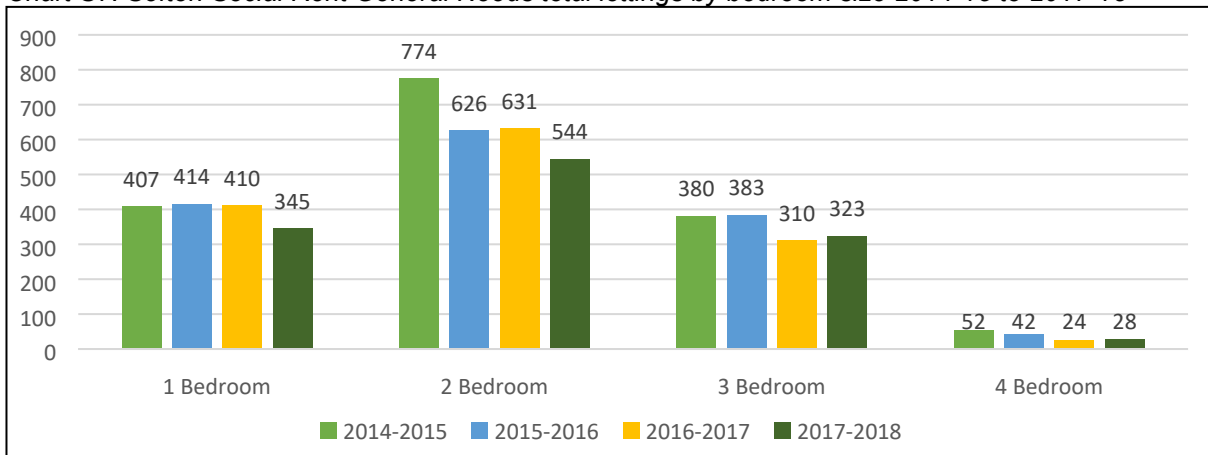
The PPP Allocation Policy sets out the conditions upon when an application can be deemed ineligible or non-qualifying²³ and how the applicant should be notified of such a decision²⁴.

PPP Data on ineligible applicants was not available.

Bedrooms sizes

Between 2014-15²⁵ and 2017-18, 2 bedroom properties made up 45% of social rent general need lettings, 1 and 3 bedroom properties made up 28% and 25% of lettings. The total number of social rent general need lettings has reduced by 23% over the 4 year period.

Chart S7: Sefton Social Rent General Needs total lettings by bedroom size 2014-15 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2014-15 to 2017-18

Between 2014-15 and 2017-18, 2 bedroom properties made up 53% of affordable rent general need lettings, 3 bedroom properties made up 26% and 1 bedroom 19% of lettings. The total number of lettings decreased by 15% in 2015-16 and again by 17% in 2016-17, the trend

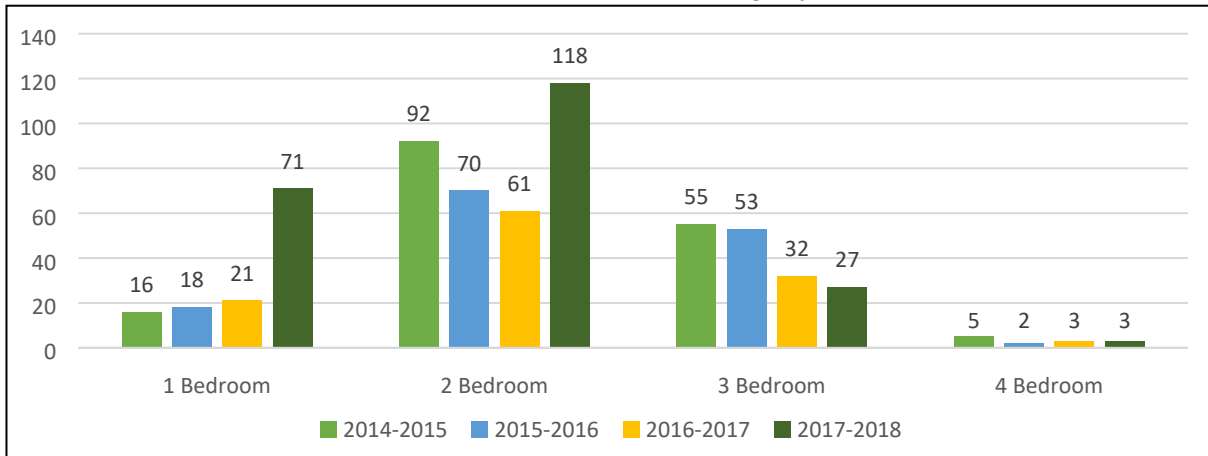
²³ Property Pool Plus Sub Regional Choice Based Lettings Allocations Scheme (Effective 31st October 2018) Chapter 3.2 Ineligibility or non-qualifying Applications.

²⁴ An applicant will be notified in writing of a decision to assess or reassess an application as ineligible or non-qualifying, the notification will include: Reasons for the decision; and The length of time for which the application will be assessed as non-qualifying; and Steps they must take to address the grounds that deem them as non-qualifying; and Information about the right to request a review of the decision.

²⁵ 2013-14 lettings broken down by number of bedrooms were not recorded on CORE

changed in 2017-18 with an 87% increase from 2016-17, over the 4 year period the total number of lettings recorded an average reduction of 5%.

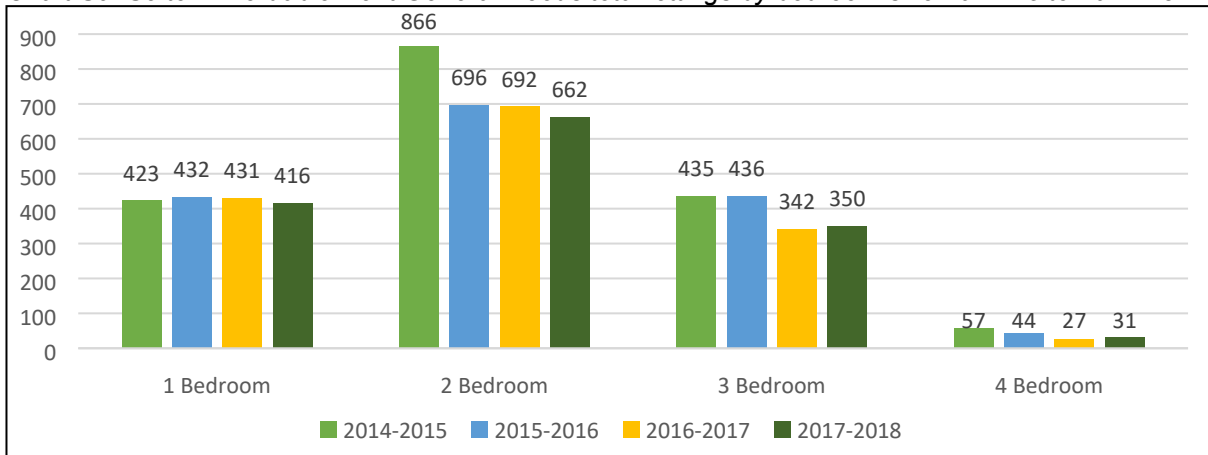
Chart S8: Sefton Affordable Rent General Needs total lettings by bedroom size 2014-15 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2014-15 to 2017-18

Between 2014-15 and 2017-18, 2 bedroom properties made up 46% of general need lettings in Sefton, there was an even distribution of 1, and 3 bedroom properties making up 27%, and 25% of all lettings. The total number of general needs lettings in Sefton has decreased by 18% over the 4 year period.

Chart S9: Sefton Affordable Rent General Needs total lettings by bedroom size 2014-15 to 2017-18

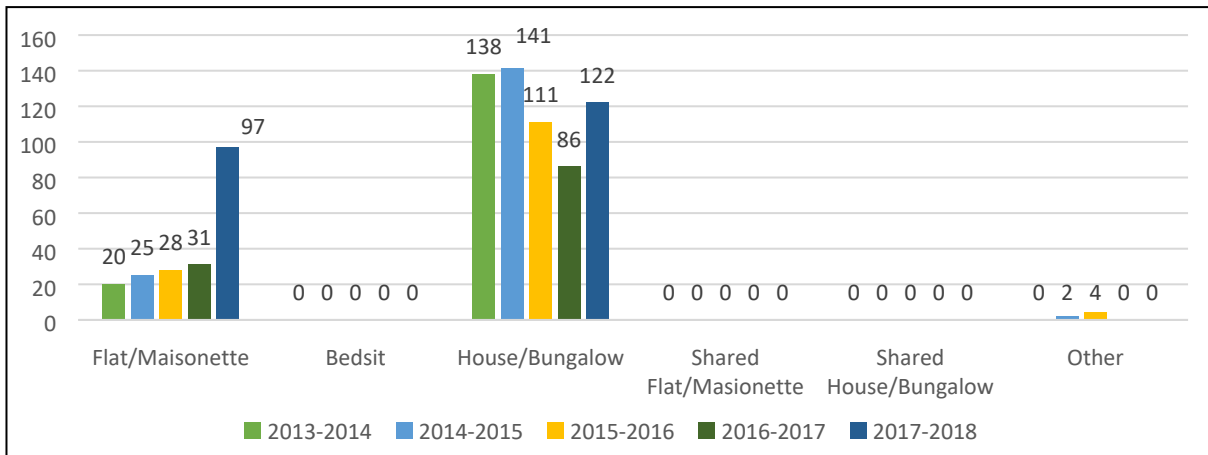


Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2014-15 to 2017-18

Property types

Between 2013-14 and 2017-18, 74% of affordable lettings were houses/bungalows, 25% of lettings were flat/maisonette. The number of flat/maisonette lettings recorded a 55% increase between 2013-14 and 2016-17, followed by a sharp increase of 213% in 2017-18. The number of house/bungalows has recorded a 17% average decrease over the 5 year period.

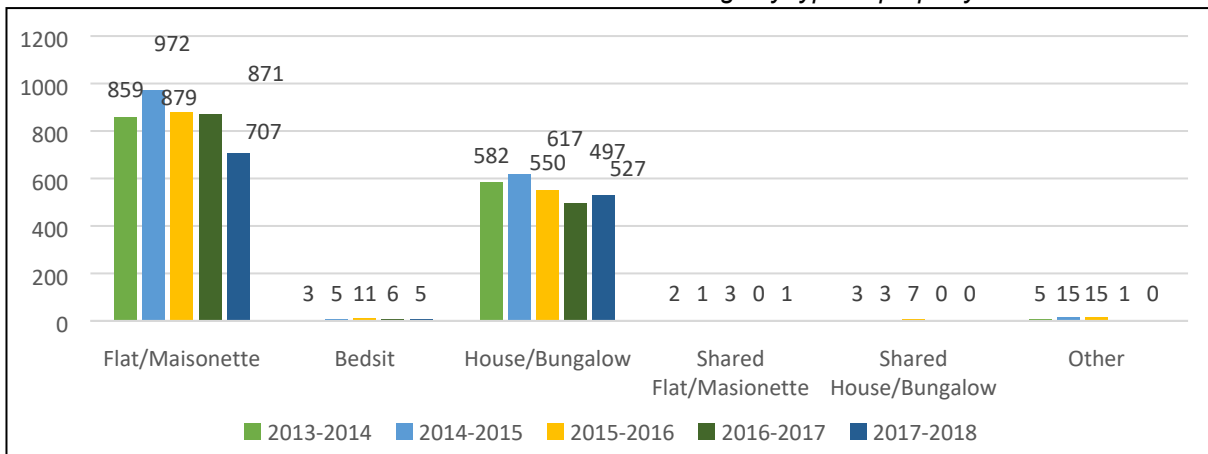
Chart S10: Sefton Affordable Rent General Needs total lettings by type of property 2013-14 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2013-14 and 2017-18, 39% of lettings were houses/bungalows, 60% of lettings were flat/maisonette. The number of house/bungalow lettings reduced by 21%, the number of flat/maisonette lettings increased by 13% in 2014-15 and subsequently reduced by 27% between 2014-15 and 2017-18.

Chart S11: Sefton Social Rent General Needs total lettings by type of property 2013-14 to 2017-18

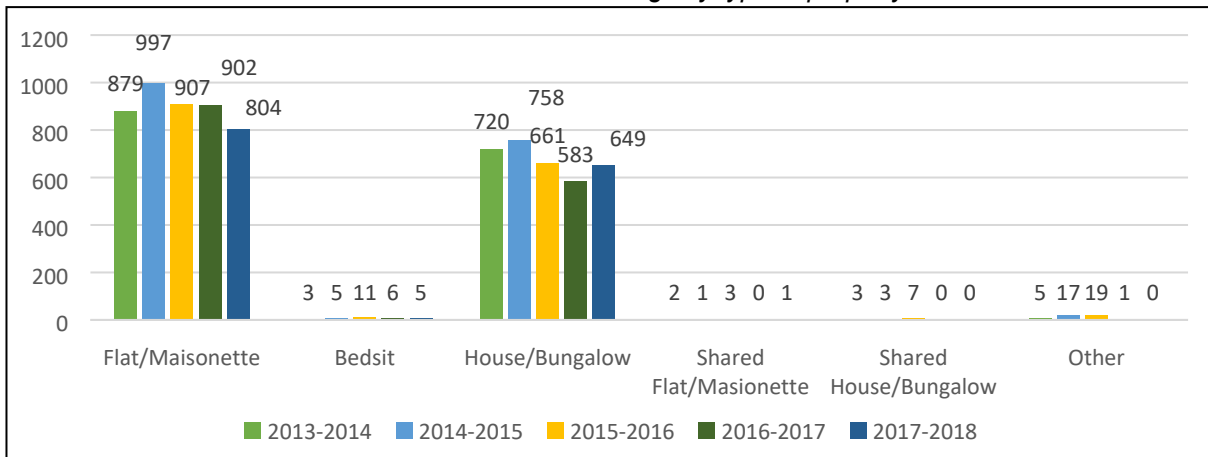


Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

A ratio of flat/maisonette to house/bungalow has averaged 56% flat/maisonette to 42% house/bungalow over the 5 years.

The number of house/bungalow lettings has reduced by an average of 8%, the number of flat/maisonette lettings has seen a 3% average increase over the 5 years.

Chart S12: Sefton General Needs total lettings by type of property 2013-14 to 2017-18



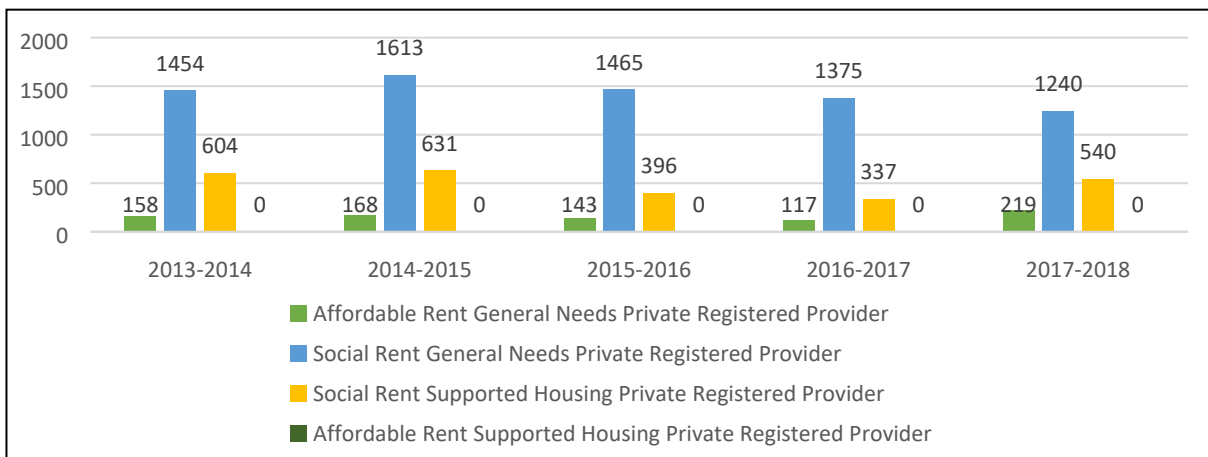
Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Social Rent, Affordable Rent and Supported Housing

Between 2013-14 and 2017-18 Sefton recorded a total of 10,460 lettings, 68% of which were general needs social rent, 24% supported housing at social rent levels and 8% general need at affordable rent.

The number of supported housing lettings has reduced by an average of 21% over the 5 year period, general needs at social rent levels has reduced by 15% whereas general needs at affordable rent has seen an average increase of 2%.

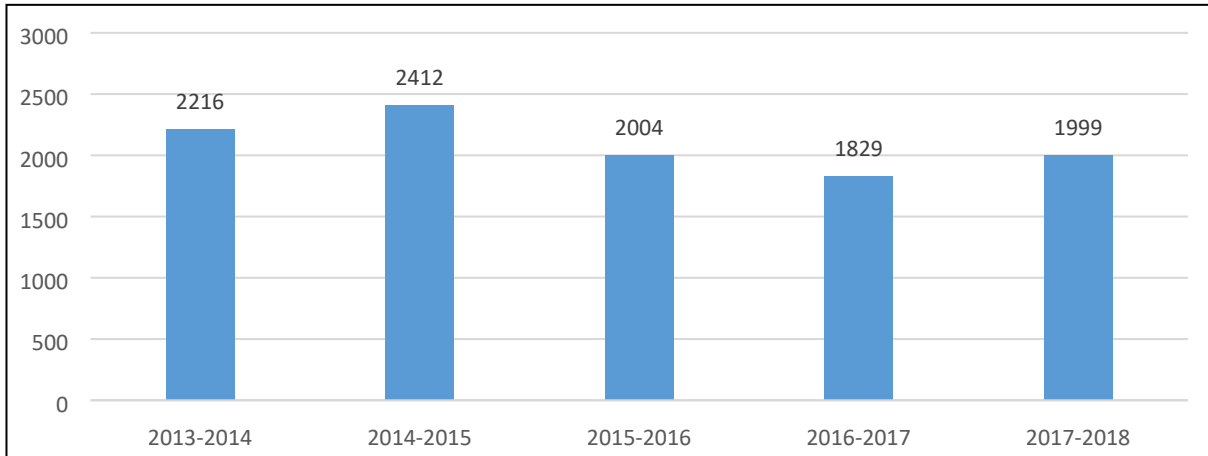
Chart S13: Sefton total lettings at social rent, affordable rent and supported housing 2013-14 to 2017-2018



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2013-14 and 2017-18 80,308 allocations were made across the 6 LCR Council areas, Sefton recorded a total of 10,460, equal to 13% of total allocations. The number of total allocations in Sefton saw an overall reduction of 7% over the 5 year period.

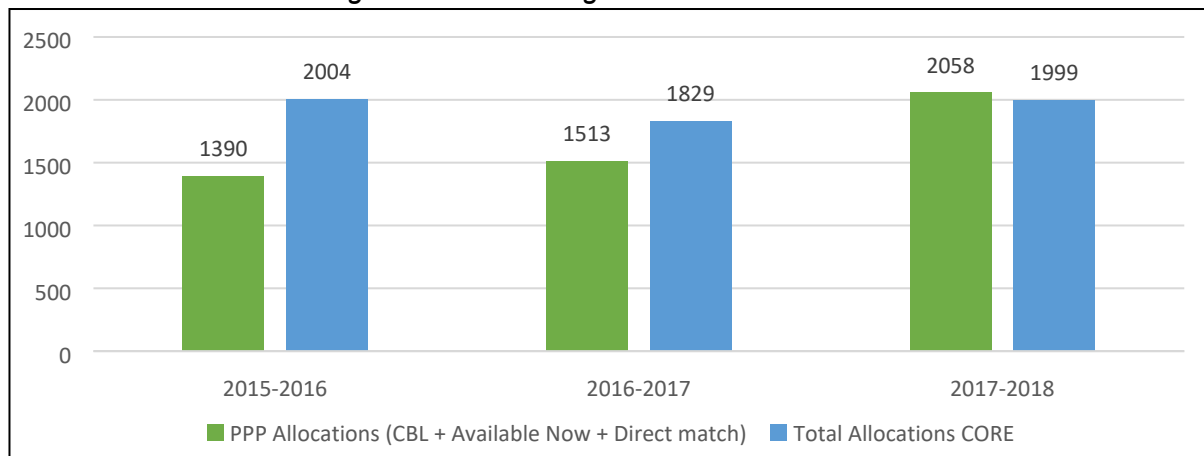
Chart S14: Sefton total lettings 2013-14 to 2017-2018



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2015 and 2018 a total of 4,961 PPP allocations were made, equal to 85% of the total number of allocations (5,832) made in Sefton. The total number of allocations saw an average reduction of 4%. Sefton recorded a 48% increase in the number of PPP allocations however accuracy of reporting requires further scrutiny given the number of PPP allocations are greater than the total number of allocations recorded.

Chart S15: Sefton total lettings and PPP Lettings 2013-14 to 2017-2018

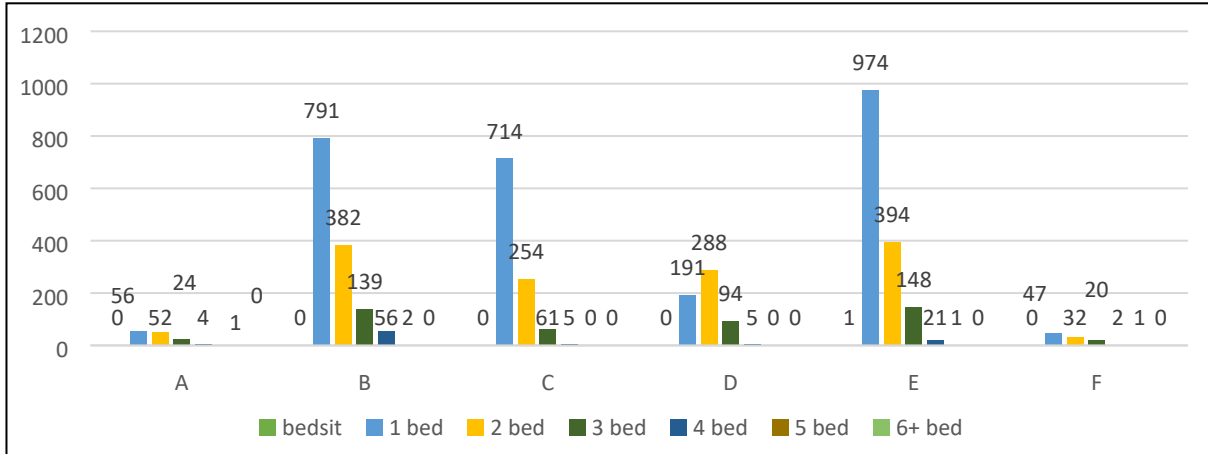


Source: MHCLG CORE Local Authority Level Tables and Property Pool Plus monitoring data 2015-16 to 2017-18

Property Pool Plus waiting lists

PPP and CORE waiting list numbers for 2018 correlate. PPP monitoring data provides a breakdown of applicants by priority band, 32% of applicants had been assessed as Band E, 29% Band B and 22% C. Over half (58%) of applicants required a 1 bedroom property, 29% required 2 bedrooms.

Chart S16: Property Pool Plus waiting list by priority band and minimum bedroom size – Sefton 2018

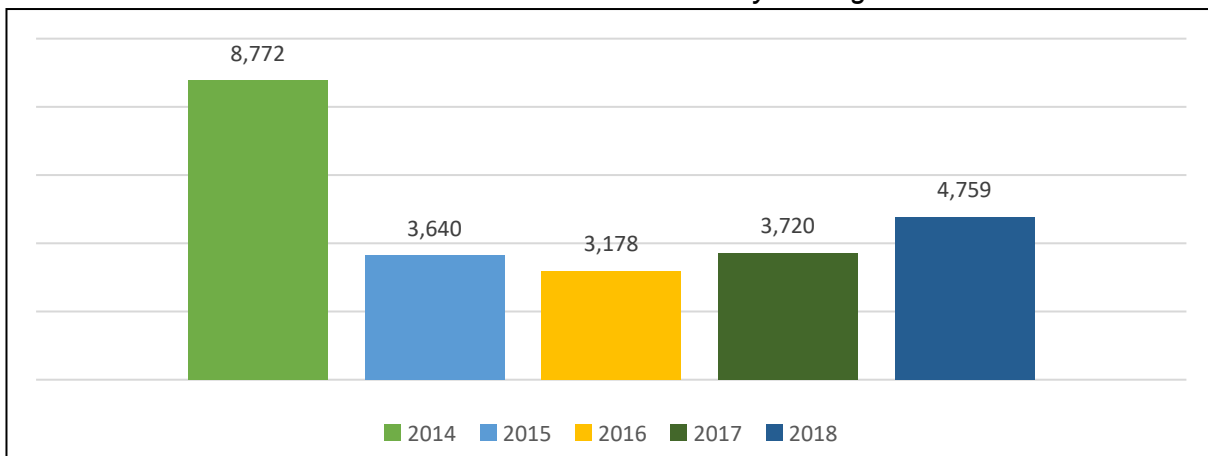


Source: Property Pool Plus monitoring data 2018

Local authority waiting list

The number of recorded households on the local authority waiting list in Sefton saw a 58% reduction in 2015 and a further reduction of 13% in 2016, numbers increased by 17% and again by 28% in 2017 and 2018.

Chart S17: Sefton number of households on local authority waiting list 2014 – 2018

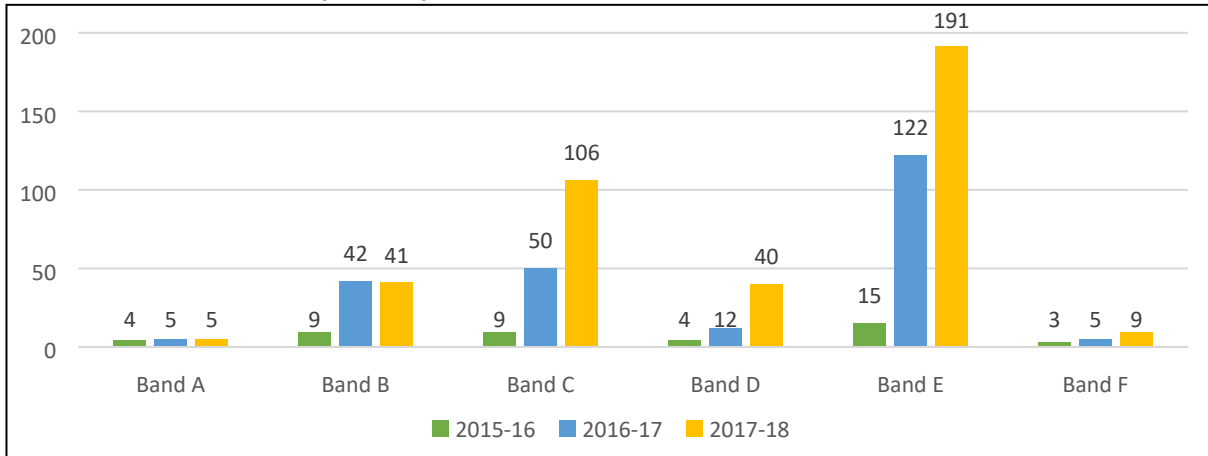


Source: MHCLG Table 600 Numbers of households on local authorities' housing waiting lists (updated October 2019)

Property Pool Plus bands

Between 2015 and 2018, 49% (328) of direct match allocations were made to households assessed as Band E, 25% were made to households assessed as Band C, 14% of allocations were made to Band B and 8% to Band D households.

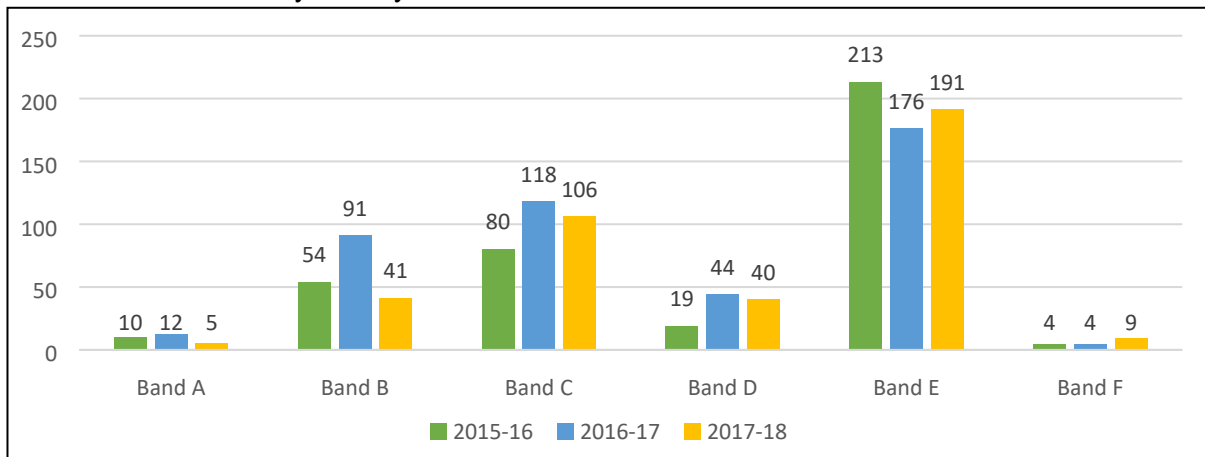
Chart S18: Allocations by Priority Band via direct match – Sefton



Source: Property Pool Plus monitoring data 2015-16 to 2017-18

Over the 3 year period, 48% (580) of 'available now' allocations were made to Band E households, 25% (304), 15% (186) and 8% (103) were made to Band C, B and D respectively. 2% (27) of allocations were to Band A households.

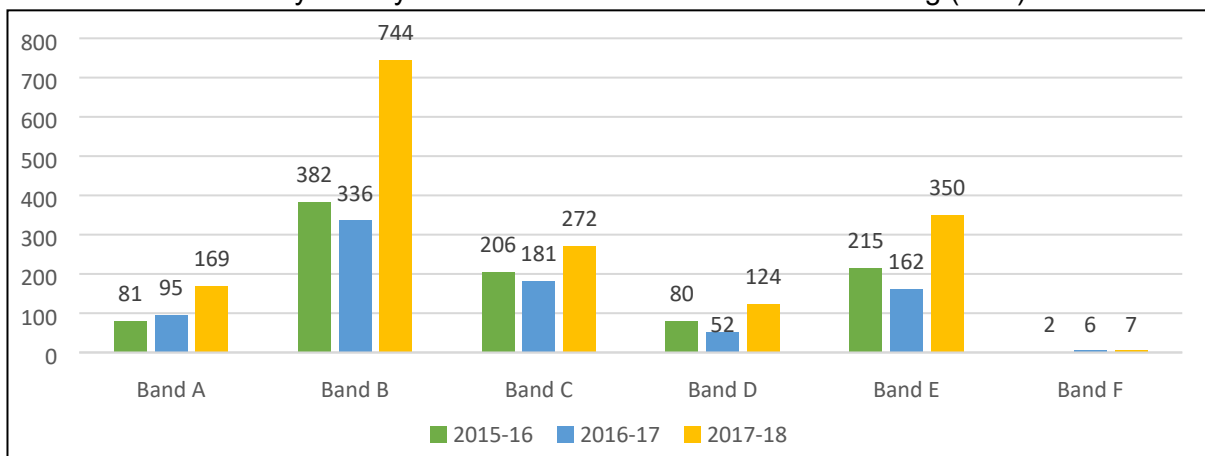
Chart S19: Allocations by Priority Band via available now advert– Sefton



Source: Property Pool Plus monitoring data 2015-16 to 2017-18

Over the 3 year period, 42% (1,462) of CBL allocations were made to Band B households, 21% (727) to Band E, 19% (659) to Band C and 10% (345) to Band A.

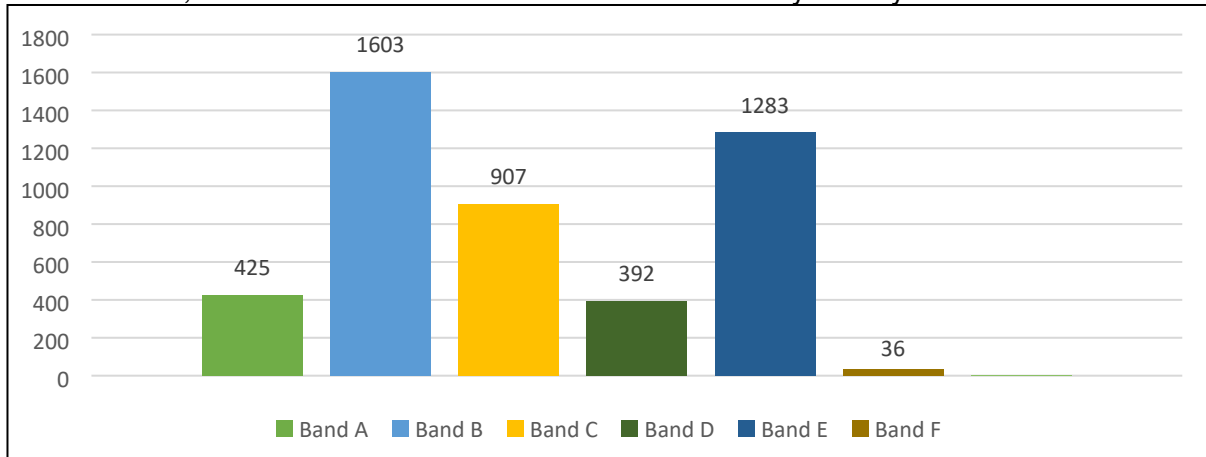
Chart S20: Allocations by Priority Band via available Choice Based Letting (CBL) – Sefton



Source: Property Pool Plus monitoring data 2015-16 to 2017-18

Of all allocations made between 2015-16 and 2017-18, 35% were to Band B households, 28% and 20% Band E and C respectively, 9% of allocations were to Band A households.

Chart S21: CBL, Available Now and Direct match Allocations by Priority Band – Sefton

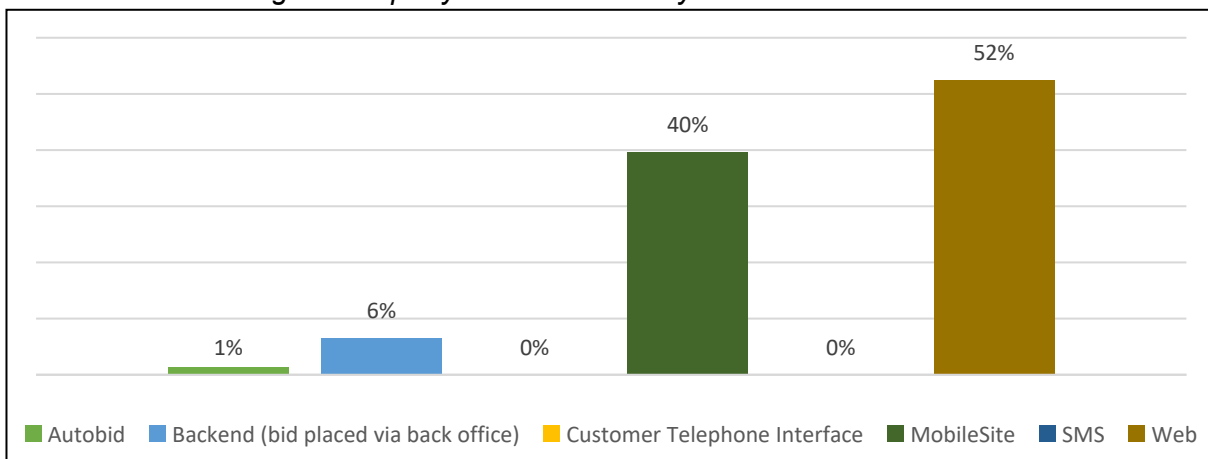


Source: Property Pool Plus monitoring data 2015-16 to 2017-18

Bids by source 2018-19

A snapshot of the total number of bids²⁶ recorded by PPP in the year 2018-19 records 18% of bids for properties advertised in Sefton. The majority of bids are made via the PPP website and mobile site respectively.

Chart S22: Percentage of Property Pool Plus Bids by source Sefton 2018-19



Source: Property Pool Plus shared monitoring data

MHCLG publish organisational level summary data²⁷ presented by percentage²⁸, MHCLG were not able to provide a breakdown of numbers for each organisation²⁹. Below is a list of PRP’s operating in Sefton, an average of 48% of lettings in 2017-18 were Choice Based, 26% via a Common Allocation Policy and 18% Common Housing Register.

²⁶ Total number of bids made in 2018-19 411,125. By region: Halton 39,983, Knowsley 38,931, Liverpool 182,040, Sefton 73,794 and Wirral 76,377

²⁷ These tables present data at an (owning) organisation by Local Authority (LA) level and are derived from record level data recorded through the COntinuous REcording of social housing.

²⁸ All figures are unweighted. The data in the tables is not fully consistent with the data at national level in the statistical release as the national data is weighted. Weights are not included in the tables as these are not designed to be representative by organisation.

²⁹ Telephone enquiry made by Neil Morland & Co. to MHCLG Statistical Enquiries 10th October 2019

Chart S23: Social Housing Lettings in Sefton – By Organisation³⁰ 2017-18

	Choice Based Letting	Common Housing Register	Common Allocations Policy
Adactus Housing Group Ltd.	61%	8%	2%
Anchor Trust	0%	0%	0%
Arena Housing Group	22%	11%	89%
Beech HA Ltd.	31%	14%	7%
Chorley Community Housing	92%	0%	0%
Crosby HA Ltd.	86%	86%	86%
Housing and Care 21	0%	47%	53%
Liverpool Housing Trust	50%	44%	44%
One Vision Housing Ltd.	96%	0%	1%
Pierhead HA Ltd	64%	36%	4%
Plus Dane Housing	0%	0%	0%
Plus Dane Merseyside	73%	0%	13%
Regenda Homes	88%	6%	6%
Riverside Housing Group	55%	9%	13%
Sanctuary HA	71%	45%	49%
The Abbeyfield Society	25%	0%	0%
Your Housing	8%	0%	77%

Source: MHCLG Social Housing Lettings in England - Organisation by Local Authority Level Tables 2017-18

On average, 96% of social housing lettings in 2017-18 were made to 'not homeless' households. More than half (58% average) of all lettings in 2017-18 are general needs at social rent levels, an average of 29% of lettings are supported housing at social rent. On average 64% of all lettings in 2017-18 were Starter/Introductory tenancies.

Chart S24: Percentage of Social Housing Lettings by Organisation. Sefton by type 2017-18

	Social Rent General Needs	Social Rent Supported Housing	Affordable Rent General Needs	Affordable Rent Supported Housing
Adactus Housing Group Ltd.	39%	10%	51%	0%
Anchor Trust	0%	100%	0%	0%
Arena Housing Group	100%	0%	0%	0%
Beech HA Ltd.	17%	83%	0%	0%
Chorley Community Housing	0%	0%	100%	0%
Crosby HA Ltd.	97%	3%	0%	0%
Housing and Care 21	0%	82%	0%	18%
Liverpool Housing Trust	75%	19%	6%	0%
One Vision Housing Ltd.	82%	9%	9%	0%
Pierhead HA Ltd	100%	0%	0%	0%
Plus Dane Housing	100%	0%	0%	0%

³⁰ Organisations with <10 lettings have been omitted from the categorical tables.

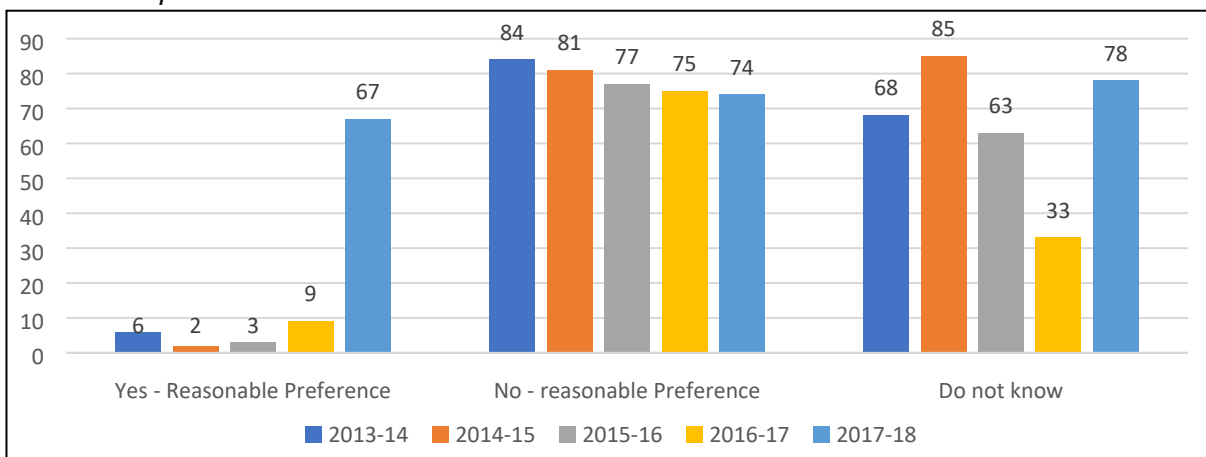
Plust Dane Merevside	80%	11%	9%	0%
Regenda Homes	100%	0%	0%	0%
Riverside Housing Group	38%	36%	27%	0%
Sanctuary HA	67%	31%	2%	0%
The Abbeyfield Society	0%	100%	0%	0%
Your Housing	85%	15%	0%	0%

Source: MHCLG Social Housing Lettings in England - Organisation by Local Authority Level Tables 2017-18

Reasonable preference

Between 2013-14 and 2017-18, 11% of affordable rent general need lettings were via reasonable preference, 49% had no reasonable preference and 41% of lettings were unknown. 2017-18 recorded a significant increase in the use of reasonable preference.

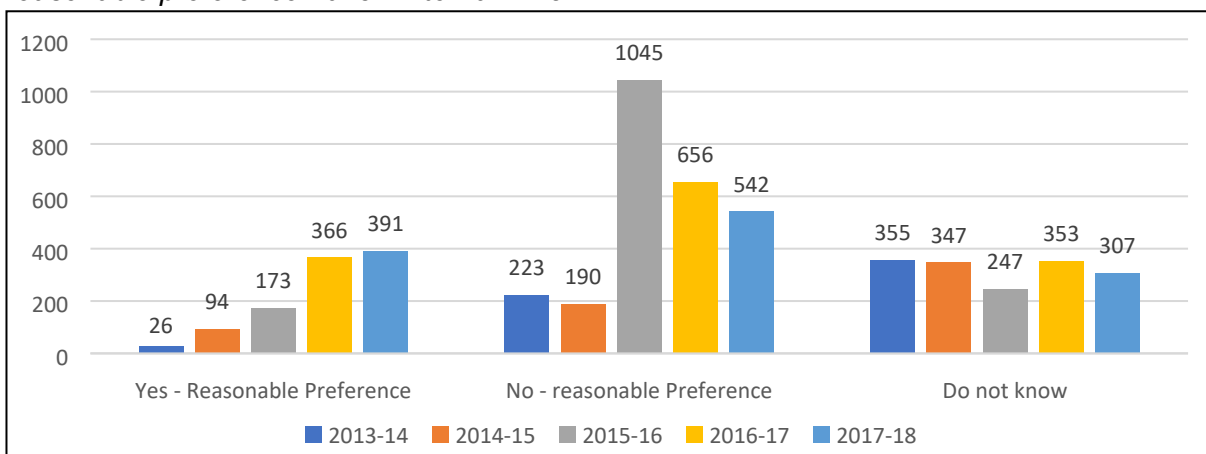
Chart 25: Sefton total number of affordable rent general needs PRP lettings to households given reasonable preference 2013-14 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

In comparison, the use of reasonable preference is higher for social rent general need lettings with 20% of lettings made via reasonable preference, 50% of lettings had no reasonable preference and 30% were unknown.

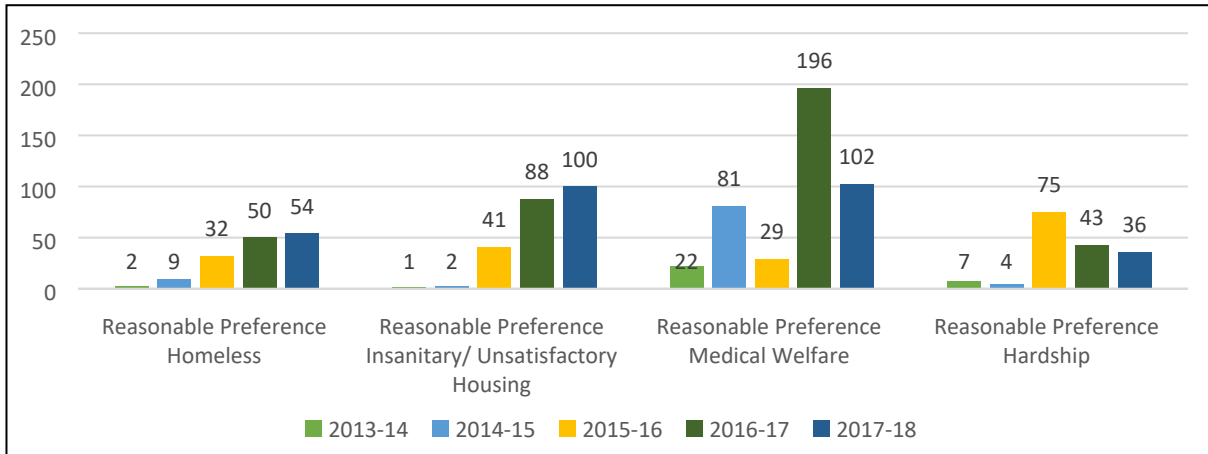
Chart S26: Sefton total number of social rent general needs PRP lettings to households given reasonable preference 2013-14 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2013-14 and 2017-18, 19% of all general need lettings in Sefton were via reasonable preference, 38% of which had experienced medical welfare issues, 20% were leaving unsatisfactory housing and 15% had experienced hardship, 13% were homeless.

Chart S27: Sefton general needs PRP lettings to households by reasonable preference category 2013-14 to 2017-18

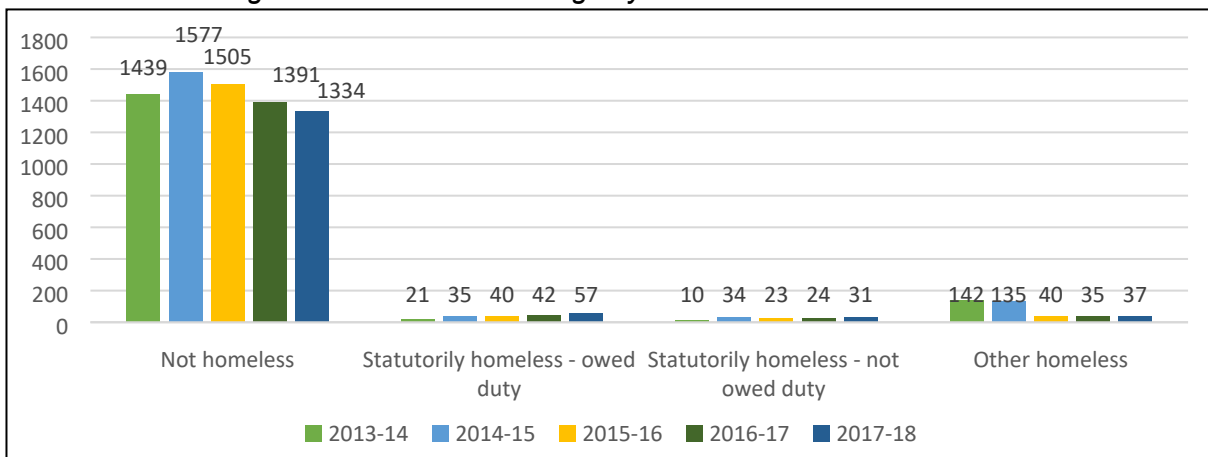


Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Homeless

Between 2013-14 and 2017-18, 91% of lettings were to not homeless households, the percentage of not homeless household lettings in Sefton has remained consistent, with an average of 91% over the years.

Chart S28: Sefton general needs PRP lettings by homeless status 2013-14 to 2017-18



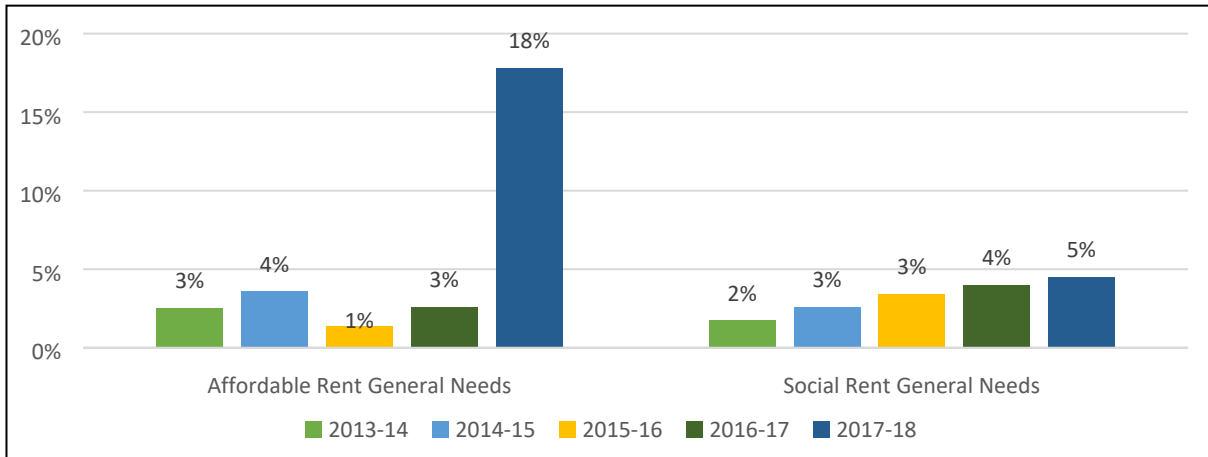
Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Property meets wheelchair user standards

Between 2013-14 and 2017-18, 7% of all affordable rent lettings in Sefton met wheelchair user standards, compared with 3% of lettings at social rent levels.

Over the 5 year period 4% of general need lettings (including both affordable rent and social rent) in Sefton met wheelchair user standards. The percentage of lettings meeting wheelchair user standards has increased from 2% in 2013-14 to 7% in 2017-18.

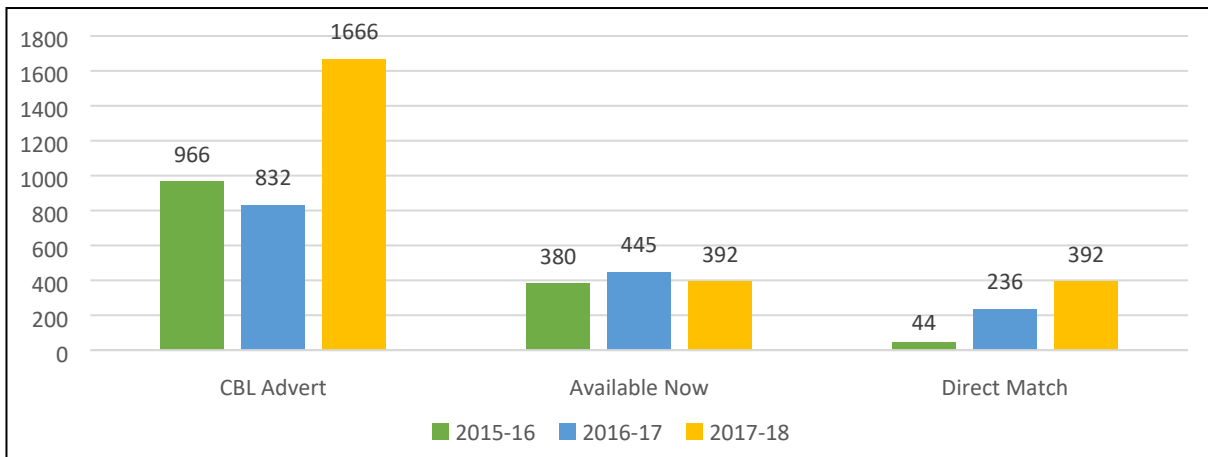
Chart S29: Sefton general needs PRP lettings by percentage of properties meeting wheelchair user standards 2013-14 to 2017-18



Source: Ministry of Communities & Local Government. CORE Local Authority Level Tables 2013-14 to 2017-18

Between 2015 and 2018, 65% of allocations were made via CBL, 23% available now and 13% direct match.

Chart S30: Allocations by Choice Based Letting, Available Now and Direct Match – Sefton



Source: Property Pool Plus monitoring data 2015-16 to 2017-18