

**HOME-LINK MONITORING REPORT**  
**QUARTER 1 2009-10**  
**1.4.09-30.6.09**

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**CAMBRIDGE CITY COUNCIL CHOICE BASED LETTINGS (HOME-LINK) OBJECTIVES**

Our monitoring report aims to demonstrate that we:

1. Offer equal access to the service to all applicants regardless of:
  - Age
  - Race / Ethnicity
  - Gender
  - Sexual Orientation
  - Disability
  - Religion / belief
2. Let properties efficiently and make a positive contribution towards keeping void levels to a minimum
3. Continuously improve team performance in assessing housing register applications
4. Ensure that the housing register is regularly updated and represents an accurate picture of housing need in the city
5. Regularly obtain and act upon local customer feedback on the system
6. Offer choice for those customers wishing to move into or away from the City

**Objective 1**

Offer equal access to the service to all applicants regardless of:

- Age
- Race / Ethnicity
- Gender
- Sexual Orientation
- Disability
- Religion / belief

**a) Age**

CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	Under 25s 27.09% 25-39 29.56% 40-64 29.15% 65-74 6.79% 75+ 7.42% source: Demographic Socio economic report Jan 2008 (2006 figures) – percentages relate to those over 16 only	Under 25s 17.27% 25-39 43.05% 40-64 29.79% 65+ 9.84%	<ul style="list-style-type: none"> <li>❑ Under 25s are under represented on the housing register</li> <li>❑ 25-39 year olds are significantly over-represented on the housing register</li> <li>❑ Over 65s are slightly under represented on the register</li> </ul>
Lettings	250		Under 25s 17.6% 25-39 44% 40-64 31.6% 65+ 6.8% blank 0%	This quarter the distribution of lettings by age seems broadly in line with the proportions detailed in age categories on the housing register. Over 65s are slightly under represented this quarter but were slightly over represented last quarter
Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		Under 25s 16.6% 25-39 41.4% 40-64 30.3% 65+ 11.6% blank	The range of inactive bidders across age categories appears to be directly proportional to the housing register as whole

**b) Race / ethnicity**

CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	<u>From 2001 census</u> 78.5% White British 1.6 % White Irish 9.4% White Other 2% Mixed Race 3.8% Asian 1.3% Black No Gypsy or Traveller information available 2.1% Chinese	<u>Housing Register breakdown this quarter</u> 45.92% White British 0.63% White Irish 7.94% White Other 1.43% Mixed Race 2.53% Asian 2.30% Black 0.03% Gypsy or Traveller 0.48% Chinese 0.29% other 38.46% not stated or blank	In general, overall comparisons are difficult at this stage due to the high percentage of applicants who have 'not stated' or 'blank' entered under ethnicity – this problem emanated from the system change over to Choice Based Lettings and should be remedied by the end of the 2009 calendar year once our housing register review is complete
Lettings	250		<u>Breakdown of lettings this quarter</u> 54.8% White British 0.4% White Irish 11.2% White Other 0.8% Mixed Race 1.2% Asian 0.8% Black 0% Gypsy or Traveller 1.2% Chinese 1.6% other 28% not stated or blank	See narrative above – the same principles apply.

Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		<u>Breakdown of non-bidders this quarter</u> 44.59% White British 0.67% White Irish 6.43% White Other 1.28% Mixed Race 1.99% Asian 2.07% Black 0.03% Gypsy or Traveller 0.37% Chinese 0.19% other 42.38% not stated or blank	See narrative above – the same principles apply.
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**c) Gender**

CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	51% male 49% female Source: ONS Survey estimate 2007 Population over the age of 15	Where the lead applicant is:  48.9% female 49.5% male 1.6% blank	It is difficult to draw too much from the gender figures without further investigation as this only details who is designated as the lead applicant but there is nothing unusual flagged up in relation to the relevant local population data.
Lettings	250		Where the lead applicant is:  53.2% female 46.4% male 0.4% blank	This quarter and last quarter there are proportionally more lets to households where the female is the lead applicant
Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		Where the lead applicant is: 48.58% female 49.40% male 2.02% blank	The profile of inactive bidders broadly matches the housing register profile

**d) Sexual Orientation**

CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	Stonewall, the Lesbian, Gay and Bisexual charity, states that, "The Government is using the figure of 5-7% of the population which Stonewall feels is a reasonable estimate. However, there is no hard data on the number of lesbians, gay men and bisexuals in the UK as no national census has ever asked people to define their sexuality".	72% of applicants on the register have not entered their sexual orientation details. Of those that have the breakdown is as follows:  Bisexual 1.49% Lesbian or gay 3.21% Hetrosexual 95.30%	The sample of the register that has responded suggests that the register, at around 4.7% lesbian, gay or bisexual applicants is a little bit short of the Government's national estimate. We aim to look at this again later in the year once the housing register review is complete
Lettings	250		Bisexual 1.2% Lesbian or gay 0% Hetrosexual 98.80%	Lesbian and gay applicants were not let any properties in this quarter but were slightly over represented in terms of lettings for last quarter. Hetrosexuals are over represented on lettings this quarter
Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		Bisexual 1.53% Lesbian or gay 3.86% Hetrosexual 94.6%	The profile of inactive bidders by sexual orientation is broadly in line with the profile of the housing register overall.

#### e) Disability

CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	From 2001 census 14.5% of population had a limiting long term illness, health problem or disability	Only 2.1% of applicants on the housing register have reported a disability or vulnerability and of these 1% accounts for applicants with a permanent physical disability	Clearly we are not capturing the full extent of disability present amongst those on our housing register and need to review how we gather this data.
Lettings	250		5.6% of our lettings in quarter went to applicants with a disability	In terms of lettings disabled applicants are over-represented in comparison to the proportions detailed on the housing register. However, this is not unusual given that housing need is likely to be higher amongst this group

Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		2.2% of inactive bidders in the last six months had a reported disability or vulnerability and 1.1% of these had a permanent physical disability	From the limited information we have it does not appear that those with disabilities are any less likely to bid for properties than those without a disability.
<b>f) Religion or belief</b>				
CATEGORY	Total number at quarter end	Relevant population data	Categories	Narrative
Housing Register	7443	<u>From 2001 census</u> Christian 57.65% Buddhist 1.05% Hindu 1.19% Jewish 0.78% Muslim 2.44% Sikh 0.19% Other 0.49% No religion 26.6% Not stated 9.6%	For 80.8% of the register we do not have a recorded religion or belief entry – we hope to vastly improve on this following the housing register review. Of the applicants that have stated a religion or belief the following breakdown has been captured:  Christian 71.77% Buddhist 1.33% Hindu 0.56% Jewish 0.28% Muslim 6.30% Sikh 0.07% Other 10.15% No religion 9.52%	Christians, Muslims and ‘others’ are significantly over-represented on the housing register. Those with no stated religion are significantly under represented. Again we will look at these figures again after the housing register review.
Lettings	250		Christian 63.49% Buddhist 3.17% Hindu 0% Jewish 0% Muslim 4.76% Sikh 0% Other 11.11% No religion 17.46%	Those with no stated religion seem to be over represented in receipt of lettings in relation to the profile on the housing register. This quarter Christians were marginally under represented in the lettings figures.

Inactive bidding	5939 applicants had not made a bid in the last 6 months. This represents 79.79% of the register		Christian 70.96% Buddist 1.65% Hindu 0.77% Jewish 0.44% Muslim 5.06% Sikh 0.11% Other 11% No religion 10.01%	Inactive bidding patterns by religion and belief are broadly proportionate to the housing register breakdown.
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### Objective 2

Let properties efficiently and make a positive contribution towards keeping void levels to a minimum

N.B. In this section we aim to report on our targets for short listing applicants as part of the voids management process. We are not yet in a position to report on this.


### Objective 3

Continuously improve team performance in assessing housing register applications

The Choice Based Lettings Team will undergo assessments every two months

Sub-regional baseline at December 2008	80.32% successful assessments				
Results this quarter	Average % scores	Comparison with baseline	Average over last 3 assessments	Comparison with baseline	Narrative
April 09	100%	+19.68%	N/a	N/a	This was the first assessment we have conducted since the sub-regional review. We will be attempting to maintain a balance in terms of the degree of complexity involved in the questions set.
June 09	93.75%	+13.43%	N/a	N/a	

### Objective 4

Ensure that the housing register is regularly updated and represents an accurate picture of housing need in the city

**We aim to report on this from quarter 3 09/10 onwards**

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**Objective 5**  
**Regularly obtain and act upon local customer feedback on the system**

**We aim to report on this from quarter 3 09/10 onwards**

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**Objective 6**  
**Offer choice for those customers wishing to move into or away from the City**

**Analysis of properties going into the cross-partner pot**

		Narrative
Cumulative % of randomly selected adverts placed in cross partner pot	9%	Working to an agreed target of 10% for each sub-regional partner.
Cumulative % of adverts voluntarily placed in the cross partner pot	9%	Properties voluntarily placed in the cross partner pot are invariably low demand properties. Most commonly this applies to some of our sheltered housing stock and some disabled adapted properties which are advertised on a cross partner basis to ensure that we attract applicants who need the facilities.
Total % of Cambridge City Council properties advertised in the cross partner pot to date	18%	
Average % of cross partner adverts placed by other districts	19%	Within the Home-Link partnership East Cambridgeshire placed the highest percentage of cross partner adverts with 26%. Huntingdonshire was the lowest with 15%

**Other information**

CATEGORY		Narrative
Total numbers on housing register at end of quarter	7443	
New applications registered this quarter	548	

Number on register at the end of last quarter	7362	
% growth / reduction in register	+1.10%	Compares with a 12.60% growth last quarter.
Total bids this quarter	9948	Compares with 14232 last quarter
Bids by bands this quarter	937 Band A 1777 Band B 6094 Band C 1140 Band D	
Bids by source this quarter	Internet 91.15% Telephone 2.99% Staff (on behalf of applicants) 3.41% Coupon 1.05% Text 1.4%	
% lettings to Homeseekers this quarter	46.8%	14% of data not completed
% lettings to transfer applicants this quarter	39.2%	14% of data not completed