

# LEICESTERSHIRE

## — Choice based lettings —

APRIL 2012

### Six Month Operational Review

#### Consultation Workshop

Thank you to all those Registered Providers, Statutory and Voluntary Agencies and front line District Council staff who attended the event on the 24th April.

Following a light lunch, attendees were reminded of the objectives of the Leicestershire scheme and were invited to highlight the positives and negatives of the operation of the scheme over the last six months and to identify the top four.

There were many positives identified—see below for more information

#### Good News

There are 9847 home seekers currently registered with the Leicestershire CBL scheme. The housing need of those home seekers is assessed in one of four bands—Low: Medium: High: Priority. Only 2.4% of home seekers are in the Priority housing need band.

1446 Local homes have been advertised in the last six months and 438 properties were advertised in the Leicestershire pool. During this period 828 home seekers have been re-housed—24% were in Priority band, and 18% in High band, whilst the majority (49.5%) were in Medium housing need.

#### Room for Improvement?

Participants at the Workshop were quick to identify the positive aspects of the scheme such as :

- >The scheme is transparent
- >Timescales for re-housing have improved
- >Home seekers have increased choice and opportunity to move across boundaries
- >Alternative languages on line and on the automated bidding telephone line are very useful
- >Vulnerable home seekers who are ready to move are empowered to bid on properties of their choice
- > Housing Need Bands are easy to understand

These are the top three issues that the Leicestershire partners will take into consideration when reviewing the scheme

#### 1. System issues →

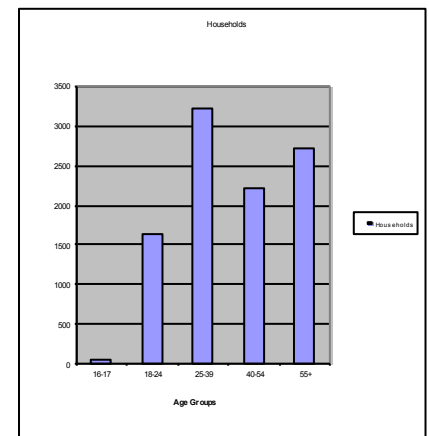
- For some home seekers accessing a computer is an issue
- Quite a lot of home seekers do not fully complete their application on line and then think they have registered with CBL
- Make the on-line bidding process simpler
- Support agencies do not always have the resources to support home seekers in bidding each advert cycle
- Some home seekers have literacy issues and some lead chaotic lifestyles

2. Three bids per advert cycle is too many - home seekers then appear on too many open shortlists until they accept an offer

3. Generally the length of time Priority is awarded for is considered too long and home seekers in urgent housing need should be successfully re-housed in a shorter timescale



#### Homeseeker Demographic



The Leicestershire Choice based lettings Steering Group would like to thank everyone who attended the workshop. Your contributions will help shape the future service. Thanks also for the helpful suggestions on the Parking Board.