

## Appendix C Executive Summary Statistical Analysis

Northampton Borough Council's Choice Based Lettings scheme has successfully let 1,430 properties so far with an average allocation time of 24 days within the current financial year, which is national top quartile performance. The system, which was first introduced in July 2008, offers more choice to people on the council's housing register.

In the past, housing applicants have had a limited say in where they live, with council housing officers matching people to properties as they become available. This new scheme allows householders to choose a number of properties they are eligible for and bid for them. Properties are then offered to bidders on a priority basis alongside the length of time the applicant has been on the register in a category.

Vacant council homes and housing association properties in the town are advertised on the web, in the local press and in council offices. 92.45% of all bids were made online showing that most customers are comfortable with this method of bidding for properties. Less than 1% of bids were made by housing staff on behalf of customers.

In a survey, 70% of customers thought the scheme was fair – well above the national figure of 23%. 87% of those customers housed thought the Choice Based Lettings scheme scored 'excellent' or 'good' overall, with only 1.92% thinking the overall system was 'poor'.

The borough council is committed to the urgent re-housing needs of customers categorised in 'Emergency' and 'Priority Band A'. As a result an average of 84% of lettings are provided to those customers who are placed in the top two bands with critical requirements. 5.98% of all bids were submitted by Emergency customers, 18.40% of these bids were made by Band A customers, 59.16% were made by Band B customers and 16.46% by Band C and D customers.

Successful bids by ethnicity demonstrate the following:

<b>Ethnicity</b>	<b>Lettings</b>	<b>Bids</b>	<b>Register</b>
White British	46%	42%	41%
Black and Minority Ethnic	19%	28%	19%
Not stating ethnicity	35%	29%	36%
Other	0%	1%	4%

Satisfaction scores, some of the highest recorded for Choice Based Lettings nationally, really illustrate the effectiveness and quality of service the borough council is providing in Northampton.

To help ensure that levels of customer satisfaction are maintained, the borough council will continue talking to its customers and carry out surveys every six months.

The economic downturn has meant that demand for social housing has grown across the country. Northampton's waiting list has increased from around 4,000 in April 2008 to 7,000 in April this year. In response, the council recently announced it was expanding the scheme to include private rented properties.