

## **Cyngor Sir CEREDIGION County Council**

**REPORT TO:** Healthier Communities Overview & Scrutiny Committee

**DATE:** 3<sup>rd</sup> July 2023

**LOCATION:** Hybrid/Council Chamber

**TITLE:** Report on the Housing Register

**PURPOSE OF REPORT:** Information requested by Scrutiny

**REASON SCRUTINY HAVE  
REQUESTED THE  
INFORMATION:**

### **Background**

The Ceredigion Common Housing Register has been in place since 2009 and now partners with Barcud, Caredig and Wales & West Housing. The Housing Register highlights the growing needs and demands of housing within the County, whilst enabling allocations of social housing, through a robust application and allocation process.

All social housing units within Ceredigion are allocated by the Landlord of the property in accordance with the Common Allocation Policy, whilst housing applications are managed by the Local Authority and maintained through the Ceredigion Housing Options website.

### **Application process**

#### **Who can apply?**

Anyone who would like to apply for Housing in Ceredigion can use the service. To apply to join the Housing Register applicants must be over 16 years of age. However, some people are not eligible to register to apply for social housing. Applicants need to be British Citizens or have been granted leave to remain.

The Common Allocation Policy is followed to ensure the people most in need are offered social housing. Four registers ensure that applicants are placed on the correct register/s for their need: Accessible Housing, Affordable Housing, General Needs and Older Persons.

### How to apply

All applications are made through Ceredigion Housing Options website:

[www.ceredigionhousingoptions.cymru](http://www.ceredigionhousingoptions.cymru)

Where this is not possible for the applicant/s, applications are welcomed over the telephone (via Clic 01545 574123) Clic Officers also input the applications through the above website, ensuring consistency and a user-friendly, streamlined approach. In other situations, we will utilise local libraries, the Housing Support Grant network of partners and Community Connectors to help and support applicants on to the Housing Register, making sure no one is excluded. The application form has been designed to only ask relevant questions to the individual case.

### What we need to know

The application form is comprehensive to ensure that a vast array of situations can be captured and assessed appropriately. As a result, we will ask for the following information as a minimum to enable us to band applications:

- Address history
- Local connection to Ceredigion
- Household income and savings
- The areas applicants want to live in
- Housing conditions
- Medical needs
- Any risk of homelessness

We have given applicants up to 5 area choices to maximise their opportunities for living in areas they choose and, where possible and appropriate, remaining in their communities. Alongside the application form, a stock matrix is provided to advise applicants where there are properties matching their needs, making sure area choices are not unrealistic or wasted. In recognition of the difficulties of finding suitable accommodation for those with physical disabilities and requiring accessible housing, this is increased to 10 area choices.

### Updating and Renewing applications

The responsibility of keeping applications up to date and undertaking an annual review sits firmly with the applicants. This enables us to allocate properties to the most suitable and appropriate applicant. Officers will ensure that every opportunity is given to applicants, particularly those in more difficult situations, to renew their applications and remain active on the Housing Register, in the correct band.

### Housing Options Website

In addition to being home to the application form, the housing options website holds a whole host of information relating to the application process and general housing. Including, the Allocation Policies, advice and assistance for homelessness, and information on housing adaptations. The website also holds a Housing options wizard, which can advise applicants on the housing solutions available to them.

## **Banding**

The Common Housing Register uses a banding and time-waiting system to support the allocation of housing.

Applications are banded according to their housing needs, determined by the information submitted on the application. The allocations policy seeks to sustain and strengthen communities through several different policy statements, for example, recognizing employment and local connection as a positive factor. Allocations of housing are made from each of the three 'reasonable preference' bands (A-C) via a quota system – Band A 40% Band B 30% and Band C 30%

Use of a banding system offers a clear message to applicants as to their position on the list. Whilst 'time-waiting' is a fair, more understandable way of allocating housing to people assessed as having similar housing need. In addition, we clearly differentiate between the 'reasonable preference' bands and the non-reasonable preference bands and sign post applicants to other housing options, as appropriate.

## **Links and Benefits**

The Housing Register Team, through the Common Housing Register work in partnership with Housing Options and Housing Support, to identify people at the early stages and risks of homelessness, enabling early intervention and prevention work to be co-ordinated. In turn, this maximises the use and allocation of stock across the County based on need.

This partnership approach also facilitates advice and information on grants, particularly for adaptations and modifications with the Grants Team, allowing people to remain in their own homes and communities.

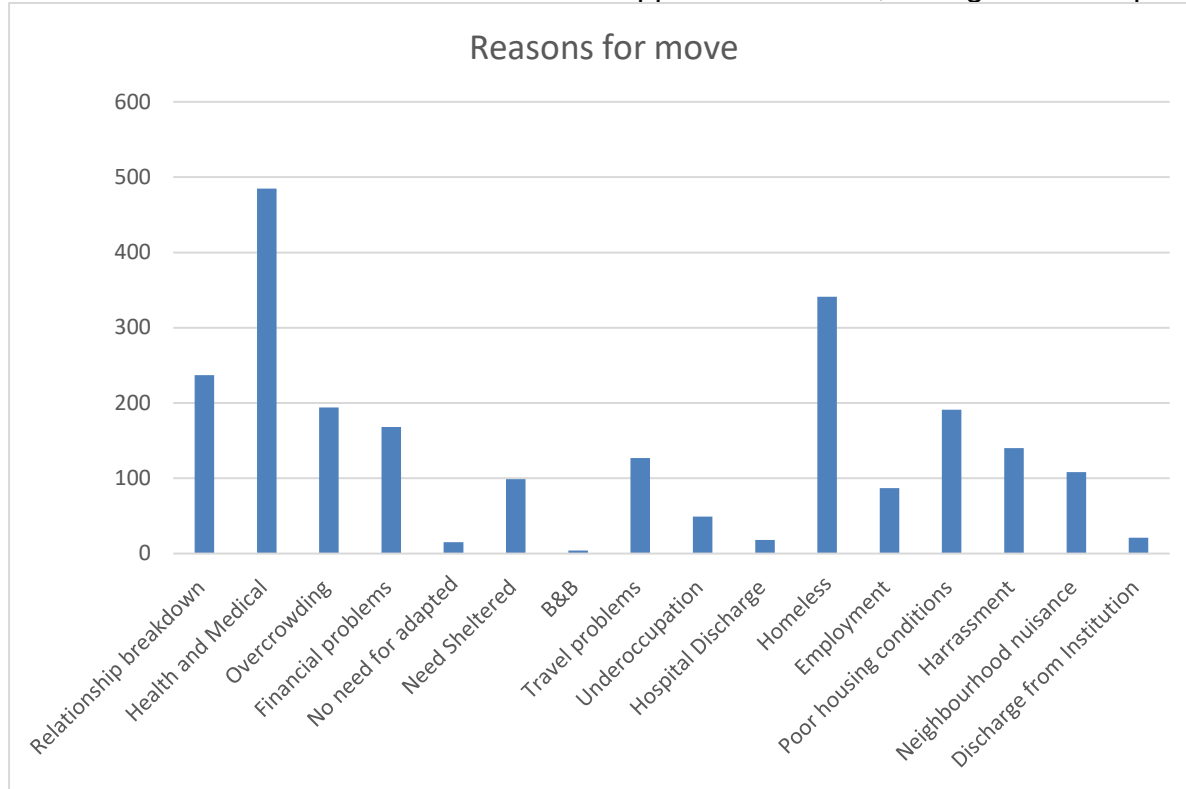
Demand is also captured from our Housing Register to highlighting needs for future housing development for social and affordable housing. Whilst also aiding the Planning Team in their decision-making process.

All of the above also helps us to identify trends, for reflection within the Policy and Housing Strategy.

## Housing Register Data

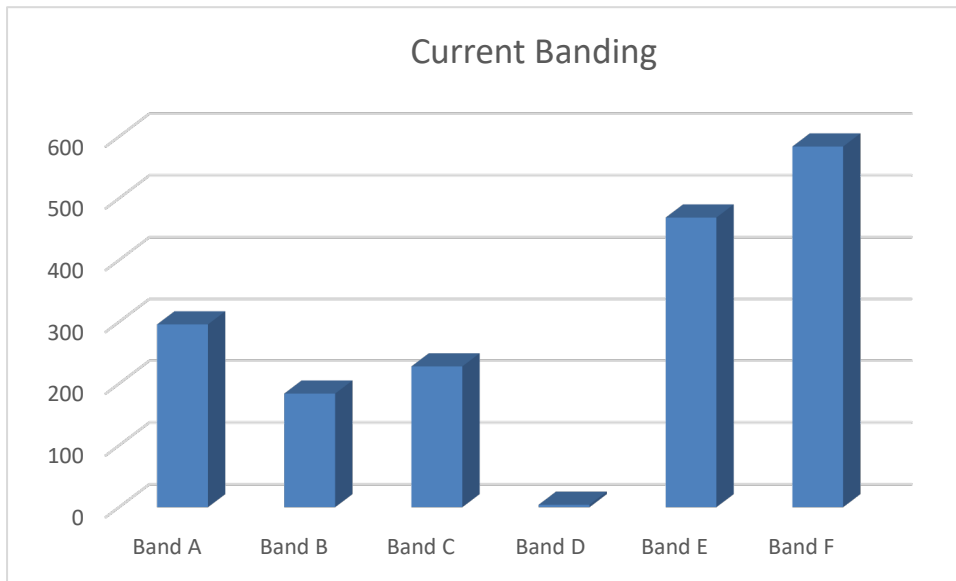
1276 new applications were received between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.

The table below shows the reasons for the applications made, during the same period.



In reference to the Banding system, the following is the current breakdown on the Common Housing Register:

Band A	296
Band B	184
Band C	228
Band D	4
Band E	469
Band F	584



Between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023, a total of 240 Allocations were made, 79 of those were to applicants owed a Homeless Duty

Allocations for the 22/23 year were:

Band A	Band B	Band C	Band D	Band E	Band F	Total
99	69	62	0	9	1	<b>240</b>

**Quotas (target 40%/30%/30%)**

Band A	Band B	Band C
41%	29%	30%

**Has an Integrated Impact Assessment been completed? If not, please state why**

**Summary:**

**Long term:** N/A

**WELLBEING OF FUTURE GENERATIONS:**

**Integration:** N/A

**Collaboration:** N/A

**Involvement:** N/A

**Prevention:** N/A

**RECOMMENDATION (S):**

For information only

**REASON FOR RECOMMENDATION (S):**

As above.

**Contact Name:**

Llŷr Hughes / Cerys Purches-Phillips

**Designation:**

Corporate Manager – Housing Services  
Senior Housing Officer – Strategy and Monitoring

**Date of Report:**

05/06/2023

**Acronyms:**

# HOUSING REGISTER

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LLYR HUGHES - CORPORATE MANAGER – HOUSING

CERY S PURCHES-PHILLIPS - SENIOR HOUSING OFFICER – STRATEGY & MONITORING

# PURPOSE OF THE REGISTER/SERVICE DEMANDS

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Processing Applications

General enquiries

Amending Applications

Reviewing Applications

Liaising with Colleagues in Homelessness, Housing Support, Housing Standards & Grants, Partner RSL's, other CCC Departments and external agencies

Housing demand Reports for Development Teams and Planning



# PARTNERS

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- Offers are made by the Housing Association
- Tenancies are with the Housing Association



# APPLICATION PROCESS

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- All online
  - Website: [www.ceredigionhousingoptions.cymru](http://www.ceredigionhousingoptions.cymru)
  - Clic – 01545 574123
- Application
    - Eligibility for Immigration
    - Employment
    - Local Connection (HM Forces)
    - HHSRS
    - Tenancy References (inc “not favourable”)
    - Owner Occupier
    - Assess Medical Priority
    - Risk of Homelessness

# POLICIES/REGISTERS

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**General  
Needs**

**Older  
Persons**

**Accessible**

**Affordable  
Housing**

# COMMON ALLOCATION POLICY

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Quota System for sustainable communities: Band A 40% Band B 30% Band C 30%



Time Waiting – resets if band moves up



Multiples move the banding up



Managing expectations



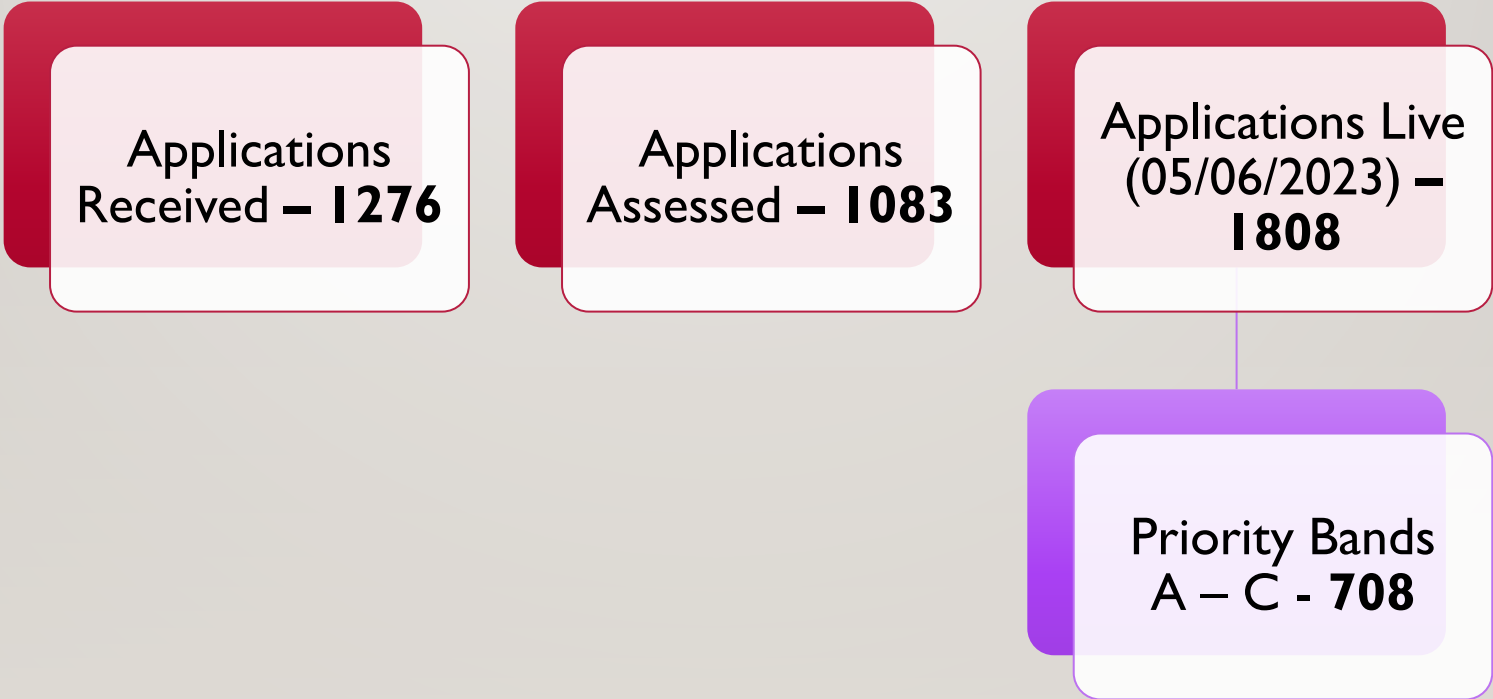
Consistent throughout all Registers and Policies

# BANDING

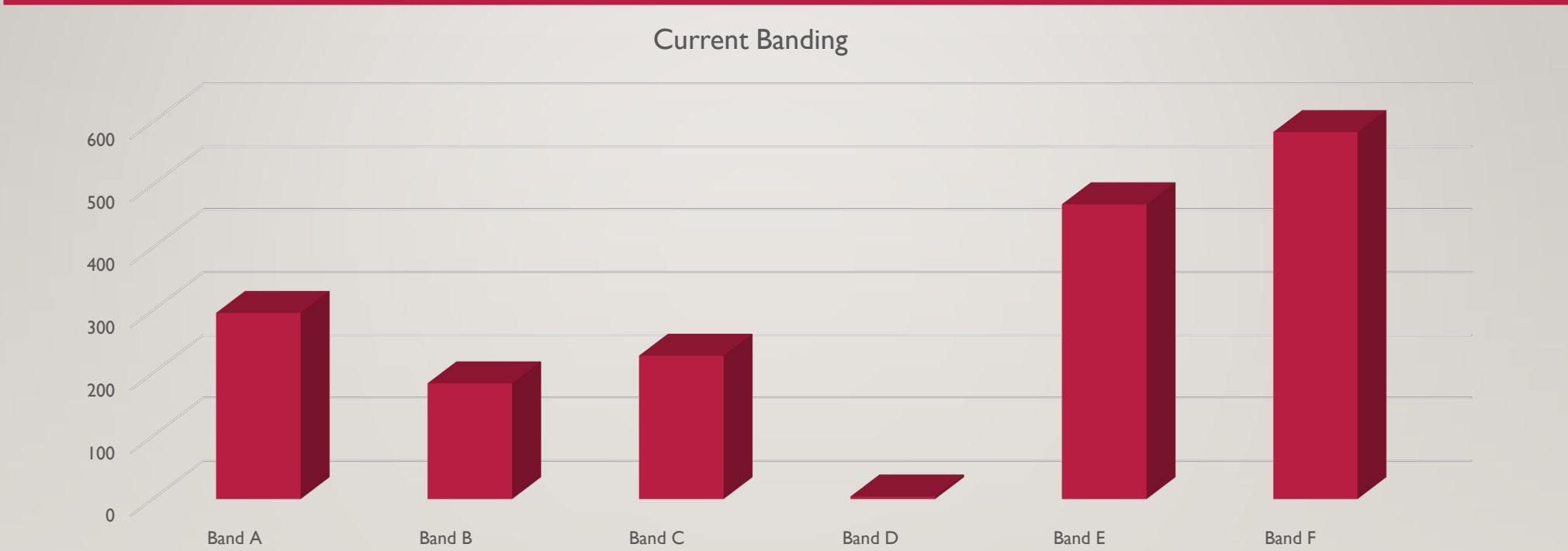
- Band A – F (No one is excluded) \*British Citizens or granted Leave to Remain
- Band A – C – Priority Banding, to meet duty
- Band D – Low needs
- Band E – No identified housing need, as per our Policy
- Band F – Not suitable for Social Housing at this time (alternative Affordable Housing options)

# APPLICATIONS - 01/04/2022 TO 31/03/2023

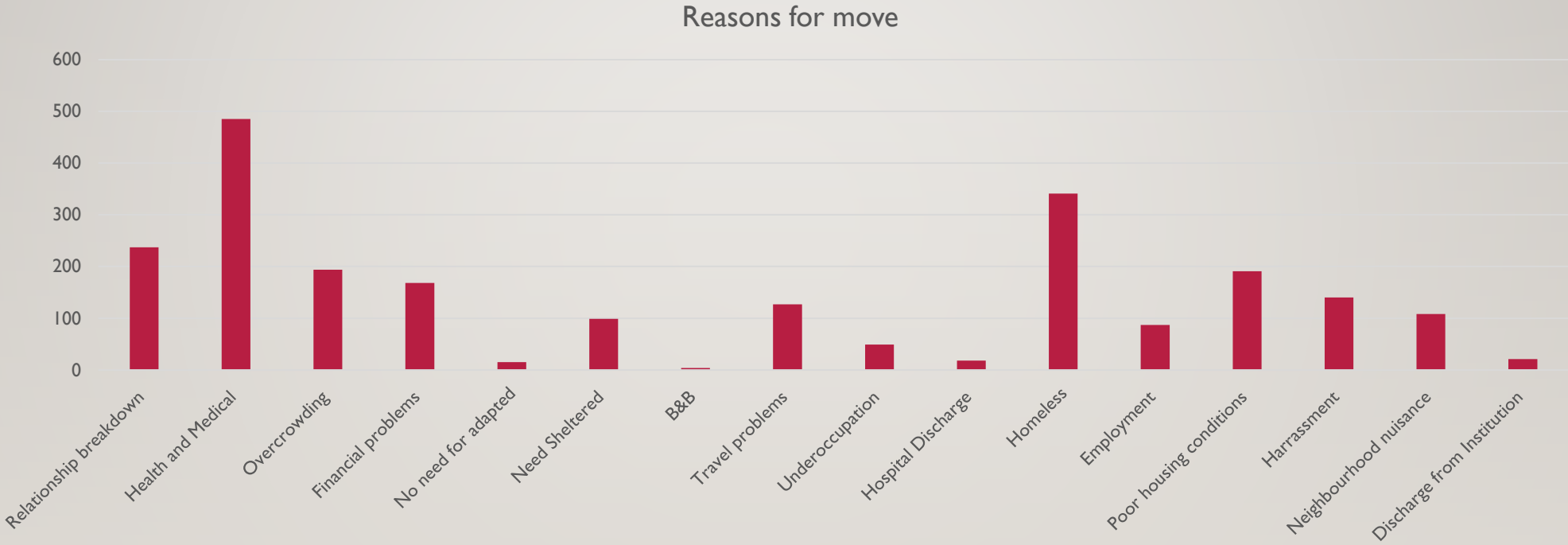
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# CURRENT BREAKDOWN



# REASONS FOR MOVE

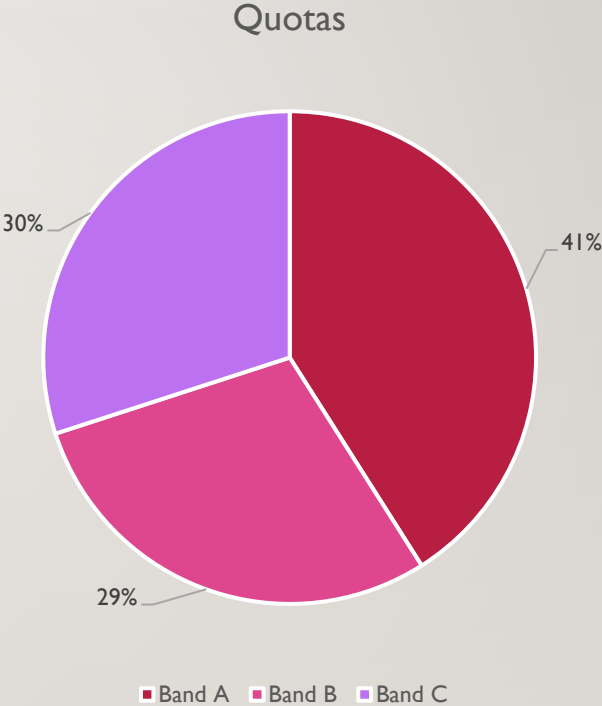




# ALLOCATIONS - 01/04/2022 TO 31/03/2023

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- **240** Tenancies Started
- **79 (33%)** of all allocations went to Applicants with a Homeless Duty



# CONTACT DETAILS

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Housing Register Team – 01545 574123

Housing Options Team – 01970 633396

Barcud – 0345 606 7654

Caredig – 01239 621800

WWHA – 0800 052 2526

} Ceredigion County Council

## Note:

Pre-tenancy - Ceredigion County Council

Post allocation/ Tenancy Issues/ Maintenance Issues - Landlord

**ANY QUESTIONS?**

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