

### Introduction:

This report provides the latest key information from Devon Home Choice and covers 1<sup>st</sup> July 2020 to 30<sup>th</sup> September 2020.

### Households registered with Devon Home Choice:

The total number of households in housing need (Bands A to D) increased from 15,082 in June to 15,820. This is an increase of 4.66%. Excepting South Hams, all other local authorities have seen an increase in applicants. This is an indication that the number of new applications received has returned to normal levels following a reduction during the first quarter on 2020/21. There has also been an increase in Band A applicants since July. Mid Devon is the only LA to have seen a decrease in their Band E applicants from 848 in July to 796 in October.

The percentage of households on the register in Band E is 33.78%, a further decrease from the previous figure of 34.47%.

**Table 1: Number of households in housing need (Bands A to D) as at 1st Oct 2020**

Local authority	Band A		Band B		Band C		Band D		Total No.	Band E	
	No.	%	No.	%	No.	%	No.	%		No.	%
East Devon	4	0.16%	299	12.00%	804	32.28%	1,384	55.56%	<b>2,491</b>	2,073	45.42%
Exeter	8	0.31%	539	21.11%	722	28.28%	1,284	50.29%	<b>2,553</b>	21	0.82%
Mid Devon		0.00%	128	17.80%	271	37.69%	320	44.51%	<b>719</b>	796	52.54%
North Devon	2	0.15%	193	14.44%	366	27.37%	776	58.04%	<b>1,337</b>	1,100	45.14%
Plymouth	4	0.08%	787	15.56%	1,445	28.56%	2,823	55.80%	<b>5,059</b>	2,691	34.72%
South Hams	1	0.16%	128	21.05%	128	21.05%	351	57.73%	<b>608</b>	604	49.83%
Teignbridge	3	0.35%	187	21.57%	298	34.37%	379	43.71%	<b>867</b>		0.00%
Torbay	8	0.64%	235	18.73%	336	26.77%	676	53.86%	<b>1,255</b>		0.00%
Torrige		0.00%	91	16.25%	192	34.29%	277	49.46%	<b>560</b>	374	40.04%
West Devon		0.00%	63	16.98%	105	28.30%	203	54.72%	<b>371</b>	411	52.56%
<b>Grand Total</b>	<b>30</b>	<b>0.19%</b>	<b>2,650</b>	<b>16.75%</b>	<b>4,667</b>	<b>29.50%</b>	<b>8,473</b>	<b>53.56%</b>	<b>15,820</b>	<b>8,070</b>	<b>33.78%</b>

<b>July 2020</b>	<b>23</b>	<b>0.15%</b>	<b>2,466</b>	<b>16.35%</b>	<b>4,518</b>	<b>29.96%</b>	<b>8,075</b>	<b>53.54%</b>	<b>15,082</b>	<b>7,935</b>	<b>34.47%</b>
------------------	-----------	--------------	--------------	---------------	--------------	---------------	--------------	---------------	---------------	--------------	---------------

Note: The percentages given for Bands A – D refer to the proportion of households in housing need who are in that Band (e.g. 16.75% of all households in housing need across Devon are in Band B). The percentage given for Band E refers to the proportion of households in Band E of all those registered (e.g. 33.78% of households registered across Devon are in Band E).

Devon Home Choice  
Quarterly Monitoring Report  
(October 2020)



One bedroom properties remains the greatest need across all local authority areas (Table 2), with 57% of applicants requiring a one bedroom home.

**Table 2: Bedroom need of applicants in housing need (Bands A to D) as at 1st Oct 2020**

	1 Bed		2 Bed		3 Bed		4 Beds +		Total
	No.	%	No.	%	No.	%	No.	%	
East Devon	1,437	58%	516	21%	357	14%	181	7%	2,491
Exeter	1,544	60%	510	20%	342	13%	157	6%	2,553
Mid Devon	385	54%	145	20%	127	18%	62	9%	719
North Devon	735	55%	310	23%	199	15%	93	7%	1,337
Plymouth	2,927	58%	1,121	22%	701	14%	310	6%	5,059
South Hams	362	60%	151	25%	64	11%	31	5%	608
Teignbridge	412	48%	236	27%	149	17%	70	8%	867
Torbay	670	53%	283	23%	202	16%	100	8%	1,255
Torrige	280	50%	146	26%	88	16%	46	8%	560
West Devon	192	52%	80	22%	69	19%	30	8%	371
<b>Total</b>	<b>8,944</b>	<b>57%</b>	<b>3,498</b>	<b>22%</b>	<b>2,298</b>	<b>15%</b>	<b>1,080</b>	<b>7%</b>	<b>15,820</b>

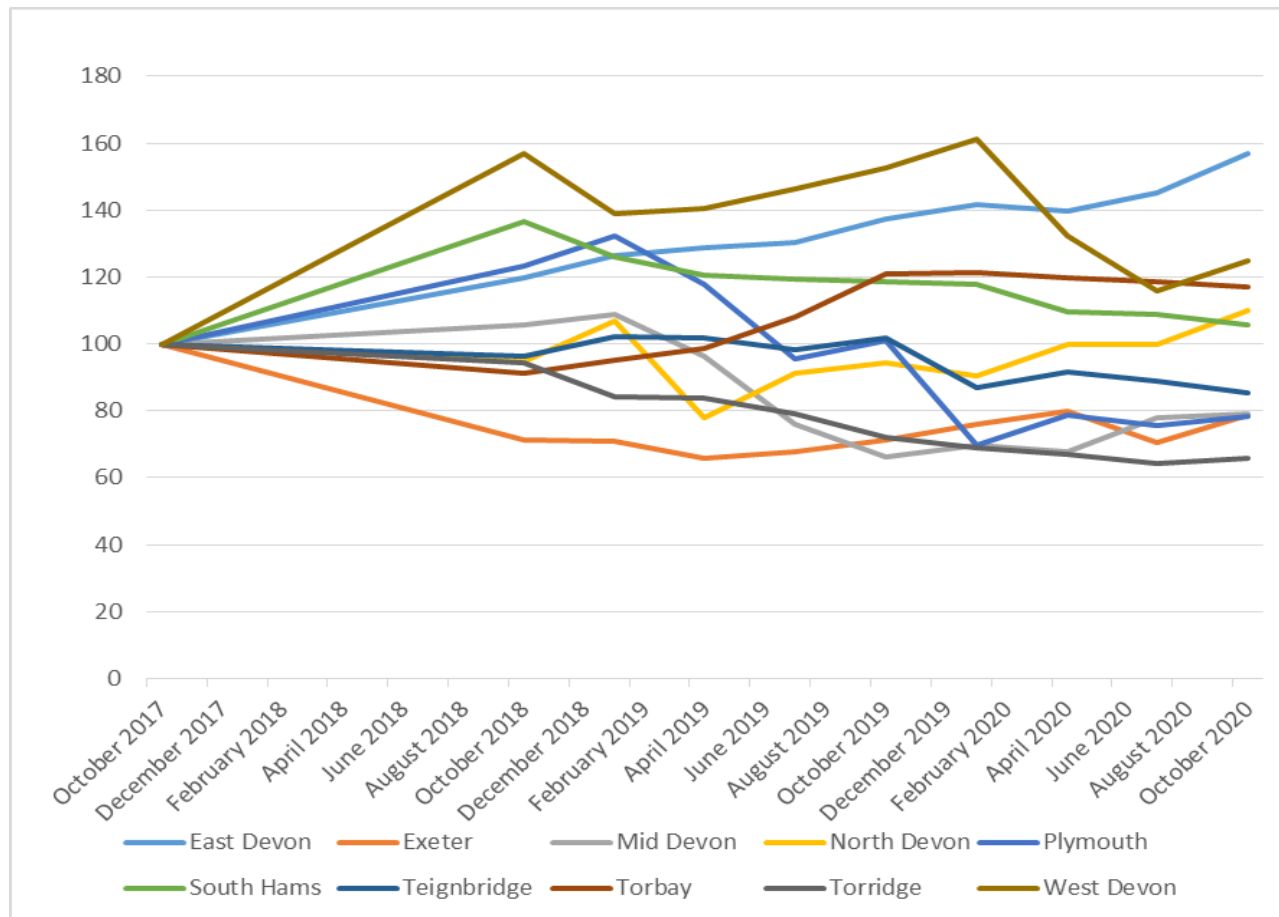
Table 3 below shows the numbers on the register in housing need (Band A – D) in each local authority area by quarter. The number in East Devon has increased each quarter since October 2018 while all other local authorities have shown some fluctuations over this same period.

**Table 3: Numbers on the register in Band A to D per Local Authority by quarter.**

	Oct 18	Jan 19	Apr 19	Jul 19	Oct 19	Jan 20	Apr 20	Jul 20	Oct 20
East Devon	1,903	2,007	2,045	2,070	2,180	2,245	2,214	2,301	2,491
Exeter	2,314	2,297	2,136	2,205	2,307	2,461	2,598	2,290	2,553
Mid Devon	960	988	875	690	602	632	617	709	719
North Devon	1,155	1,298	947	1,111	1,147	1,102	1,216	1,216	1,337
Plymouth	7,940	8,532	7,599	6,146	6,521	4,499	5,080	4,880	5,059
South Hams	785	724	693	687	682	677	631	625	608
Teignbridge	976	1,037	1,033	998	1,032	881	928	901	867
Torbay	978	1,018	1,058	1,157	1,295	1,298	1,281	1,271	1,255
Torrige	803	716	713	674	614	585	571	545	560
West Devon	466	412	417	435	453	479	393	344	371
<b>Total</b>	<b>18,280</b>	<b>19,029</b>	<b>17,516</b>	<b>16,173</b>	<b>16,833</b>	<b>14,859</b>	<b>15,529</b>	<b>15,082</b>	<b>15,820</b>

Chart 1 shows the variance in the number of households in housing need by local authority, using October 2017 as the base year.

**Chart 1: Number of households in housing need by local authority. October 2017 as the base.**



**Bidding patterns:**

Table 4 and Charts 2 & 3 below show the number of bids placed during selected months since May 2019, and the number of households who have placed at least one bid in each month.

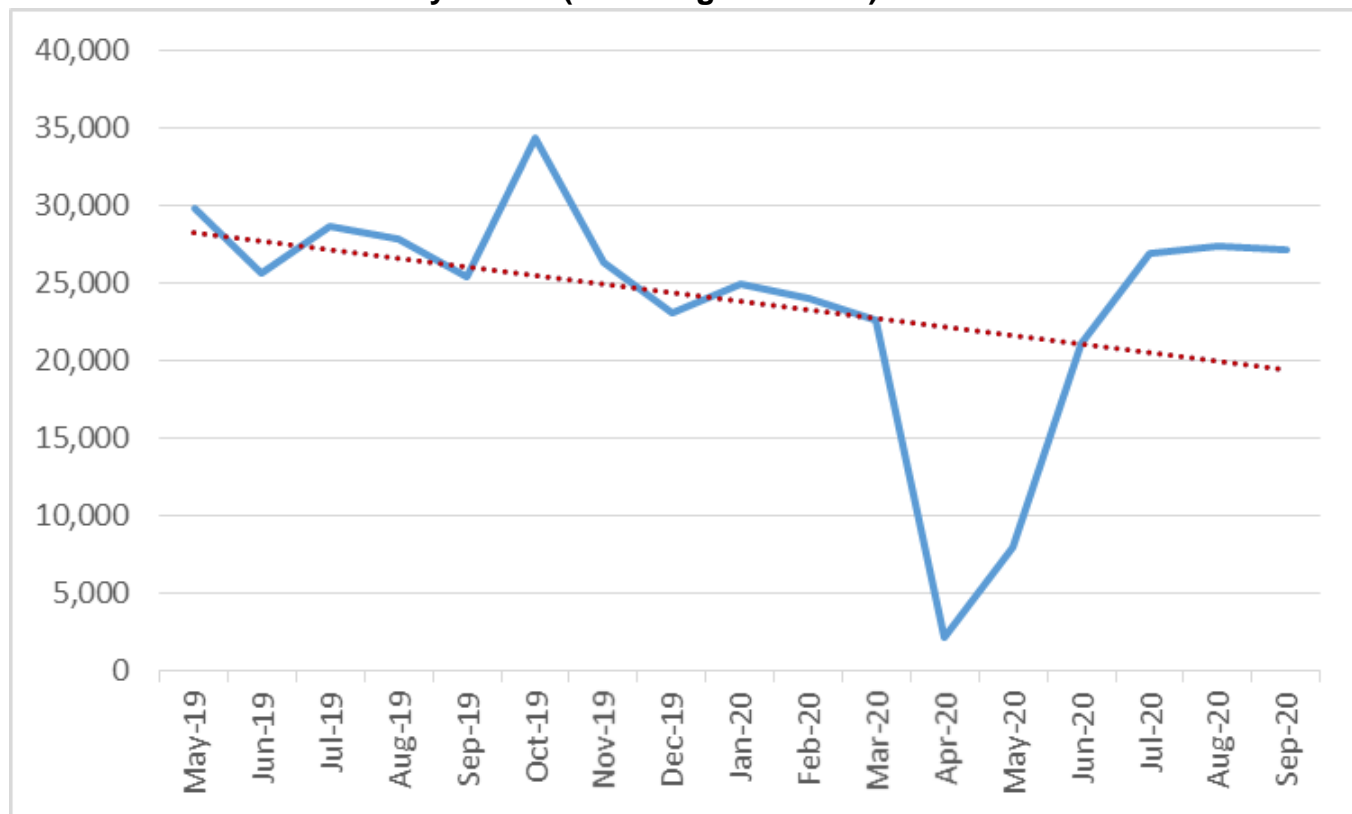
It can be clearly seen from the trend in Charts 2 & 3 that the number of bids decreased dramatically during the months of April 2020 and May 2020 as a result of the complete suspension of advertising for 3 weeks and a reduction in the number of available properties due to COVID 19 lockdown restrictions.

Since June, the trend suggests that the figures have gone back to pre-COVID level, and is in fact, higher than average excepting for the spike between October to November 2019.

**Table 4: Numbers of bids and bidders by month**

Month	No. of bids	No of bidders
May-19	29,861	6,650
Jun-19	25,625	5,986
Jul-19	28,655	6,590
Aug-19	27,815	6,576
Sep-19	25,472	6,599
Oct-19	34,418	7,311
Nov-19	26,341	6,433
Dec-19	23,076	5,551
Jan-20	24,978	6,207
Feb-20	24,041	6,158
Mar-20	22,635	5,868
Apr-20	2,100	1,120
May-20	7,924	2,848
Jun-20	21,073	5,727
Jul-20	26,941	6,398
Aug-20	27,390	6,538
Sept-20	27,150	6,739

**Chart 2 - Numbers of bids by month (including trend line):**



**Chart 3 - Numbers of bidders by month (including trend line):**

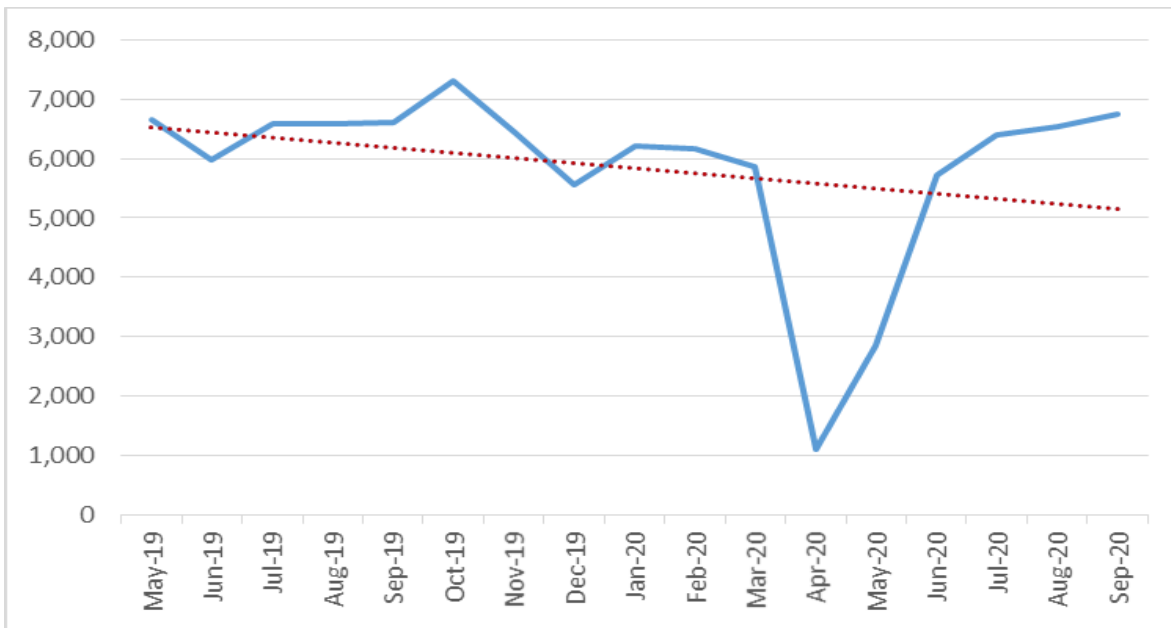


Table 5 shows how bids have been placed throughout the previous 4 quarters (July 2019 to July 2020). Although there has been a fluctuation in the number of bids for each quarter, there is a consistency on how applicants place their bids. The smartphone app accounts for approximately one third of the bids in each quarter and the website, accounts for the majority of bids placed. There have been increased numbers of direct matches in the latest quarter due to preference being given to homeless households to help accommodate those in temporary accommodation in light of COVID 19.

**Table 5: Bid Source**

Source	October 2019		January 2020		July 2020		October 2020	
	No.	%	No.	%	No.	%	No.	%
Activated Bid List	-	-	-	-	2	0%	-	-
Autobid	5,149	6%	5,496	6%	2,364	7%	5,994	7%
Direct matches	117	0%	80	0%	215	1%	125	0%
Back office/Management bid	1,266	2%	1,366	3%	168	1%	876	1%
Mobile app	27,243	33%	24,832	29%	9,790	31%	25,071	31%
Website	48,167	59%	52,061	62%	18,981	60%	49,415	61%
<b>Total</b>	<b>81,942</b>	<b>100%</b>	<b>83,835</b>	<b>100%</b>	<b>31,818</b>	<b>100%</b>	<b>81,481</b>	<b>100%</b>

Table 6 below shows the proportion of applicants by local authority and Band who are considered to be inactive (e.g. they have not bid or logged in during the last 6 months and are also not on autobid).

The figures indicate that the number of inactive applicants increased in the second quarter of this year. The rise of the inactive applicants could be as a result of less time for local authorities to manage housekeeping due to the increase in applicants as shown in the first part of this report during this period. The figures are more in line with previous figures than those in July 2020.

**Table 6: Percentage of applicants who have not bid or logged in during the last 6 months, and are not on autobid.**

	<b>Band A</b>	<b>Band B</b>	<b>Band C</b>	<b>Band D</b>	<b>Band E</b>	<b>Total</b>
East Devon	25%	27%	53%	68%	63%	60%
Exeter	13%	40%	32%	52%	62%	44%
Mid Devon	0%	34%	40%	44%	58%	50%
North Devon	50%	30%	30%	42%	50%	43%
Plymouth	25%	32%	34%	44%	47%	42%
South Hams	0%	37%	36%	38%	44%	41%
Teignbridge	33%	33%	22%	35%	0%	30%
Torbay	38%	34%	25%	36%	0%	33%
Torrige	0%	26%	36%	43%	55%	45%
West Devon	0%	35%	34%	46%	50%	46%
<b>Total</b>	<b>27%</b>	<b>33%</b>	<b>36%</b>	<b>48%</b>	<b>53%</b>	<b>45%</b>
<b>Jul 2020 figures</b>	<b>4%</b>	<b>12%</b>	<b>14%</b>	<b>24%</b>	<b>25%</b>	<b>22%</b>
<b>Apr 2020 figures</b>	<b>13%</b>	<b>22%</b>	<b>25%</b>	<b>48%</b>	<b>52%</b>	<b>42%</b>
<b>Jan 2020 figures</b>	<b>0%</b>	<b>24%</b>	<b>24%</b>	<b>46%</b>	<b>52%</b>	<b>42%</b>
<b>Oct 2019 figures</b>	<b>27%</b>	<b>38%</b>	<b>35%</b>	<b>57%</b>	<b>66%</b>	<b>54%</b>

Devon Home Choice  
Quarterly Monitoring Report  
(October 2020)



The average number of bids placed per general needs property let (Table 7 below) rebounded to 80 from the previous 58 in the 1<sup>st</sup> quarter. This increased trend has been reflected on properties across all local authority areas.

**Table 7: Average number of bids for general needs properties by property type and local authority during Q2 2020/21**

Local Authority	Bedsit	Bungalow	Flat	House	Maisonette	Other	Total
East Devon		24	63	92	84	41	73
Exeter		1	87	127	52	99	91
Mid Devon		34	39	51	2	35	42
North Devon		51	76	119	76	1	97
Plymouth	99	53	88	189	57		105
South Hams		70	30	65	43	46	53
Teignbridge		55	36	59	32	28	44
Torbay		143	49	113	23	43	73
Torrige		45	17	55	28		40
West Devon		66	36	83			58
<b>Total</b>	<b>99</b>	<b>54</b>	<b>69</b>	<b>112</b>	<b>47</b>	<b>54</b>	<b>80</b>

Table 8 presents the same information for homes advertised as sheltered. The average number of bids placed per sheltered property increase slightly to 26 from 21 in this quarter although the figures showed large reductions in East Devon (from 90 to 29 bids) and Exeter (from 72 to 36 bids) followed by Torrridge (from 16 to 3 bids). Other LAs have seen a rise in bids during this period.

**Table 8: Average number of bids for sheltered homes by property type and local authority during Q2 2020/21**

Local Authority	Bedsit	Bungalow	Flat	Maisonette	Other	Total
East Devon		48	2	29		29
Exeter	10		38			36
Mid Devon		45	30	1	26	34
North Devon			34			34
Plymouth	10	49	17			20
South Hams		79	18	17		24
Teignbridge	7	23	13			17
Torbay		68	15	13		34
Torrridge		1	3			3
West Devon	35	81	16		13	31
<b>Total</b>	14	47	20	18	22	26



Devon Home Choice  
Quarterly Monitoring Report  
(October 2020)



**Homes let:**

704 general needs homes were let during the 3 months from 1st July 2020 to 30<sup>th</sup> September 2020 (Table 9). In the previous quarter, which included the lockdown restrictions a total of 470 general need homes were let. The number of homes let in the 2<sup>nd</sup> quarter has now risen but to pre-Covid levels for the same period last year when the number of homes let was 1,041.

The percentage of homes let to applicants in Band B was 46% overall with ranges from 78% in Torbay to 23% for Torrridge.

**Table 9: General needs homes let (1<sup>st</sup> July 2020 to 30<sup>th</sup> September 2020):**

	Band A		Band B		Band C		Band D		Band E		Total No.
	No.	%	No.	%	No.	%	No.	%	No.	%	
East Devon		0%	19	45%	21	50%	2	5%		0%	42
Exeter	1	1%	45	54%	28	33%	10	12%		0%	84
Mid Devon		0%	31	53%	16	28%	8	14%	3	5%	58
North Devon		0%	28	34%	31	38%	18	22%	5	6%	82
Plymouth	3	1%	120	52%	56	24%	43	19%	7	3%	229
South Hams		0%	16	24%	20	30%	22	33%	8	12%	66
Teignbridge	1	2%	20	44%	11	24%	13	29%		0%	45
Torbay	3	7%	35	78%	5	11%	2	4%		0%	45
Torrige		0%	6	23%	9	35%	9	35%	2	8%	26
West Devon		0%	8	30%	7	26%	8	30%	4	15%	27
<b>Grand Total</b>	<b>8</b>	<b>1%</b>	<b>328</b>	<b>47%</b>	<b>204</b>	<b>29%</b>	<b>135</b>	<b>19%</b>	<b>29</b>	<b>4%</b>	<b>704</b>

Devon Home Choice  
Quarterly Monitoring Report  
(October 2020)



There were a total of 142 sheltered homes let in Quarter 2 across Devon (Table 10 below). This has greatly increased from the previous quarter when only 51 sheltered homes were let as a result of the restrictions in place due to COVID-19. This would also further explain the reduction in average number of bids on sheltered accommodation in the latest quarter.

**Table 10: Sheltered homes let (1<sup>st</sup> July 2020 to 30<sup>th</sup> September 2020):**

Local Authority	Band A		Band B		Band C		Band D		Band E		Total No.
	No.	%	No.	%	No.	%	No.	%	No.	%	
East Devon		0%	4	57%	2	29%	1	14%		0%	7
Exeter		0%	6	40%	5	33%	4	27%		0%	15
Mid Devon		0%	4	40%	3	30%	2	20%	1	10%	10
North Devon		0%	2	14%	5	36%	6	43%	1	7%	14
Plymouth	1	3%	8	27%	6	20%	13	43%	2	7%	30
South Hams		0%	1	10%	2	20%	3	30%	4	40%	10
Teignbridge	1	5%	8	40%	6	30%	5	25%		0%	20
Torbay		0%	9	53%	5	29%	2	12%	1	6%	17
Torrige	2	22%		0%	3	33%	3	33%	1	11%	9
West Devon		0%	1	10%	2	20%	4	40%	3	30%	10
<b>Grand Total</b>	<b>4</b>	<b>3%</b>	<b>43</b>	<b>30%</b>	<b>39</b>	<b>27%</b>	<b>43</b>	<b>30%</b>	<b>13</b>	<b>9%</b>	<b>142</b>

Over 45,000 homes have now been let through Devon Home Choice since 2010. The total number of lets per year by bedroom size is shown in Table 11. COVID 19 has impacted on the number of lets tremendously but it is reassuring to see that the trend shows that things are now starting to return to normal.

**Table 11: Number of properties let:**

	<b>1 Bed</b>	<b>2 Bed</b>	<b>3 Bed</b>	<b>4+ Bed</b>	<b>Total</b>
2010/11	1,758	1,490	633	76	<b>3,959</b>
2011/12	1,798	1,666	758	76	<b>4,302</b>
2012/13	1,579	1,463	586	52	<b>3,683</b>
2013/14	1,893	2,051	997	121	<b>5,071</b>
2014/15	1,774	1,998	950	90	<b>4,812</b>
2015/16	1,655	1,819	780	91	<b>4,345</b>
2016/17	1,840	1,828	746	100	<b>4,514</b>
2017/18	1,608	1,676	729	80	<b>4,093</b>
2018/19	1,719	1,968	802	109	<b>4,598</b>
2019/20	1,688	1,788	646	82	<b>4,204</b>
2020/21 Q1	236	232	99	21	<b>588</b>
2020/21 Q2	375	351	111	9	<b>846</b>

For more information please contact Gary Pitman ([gary.pitman@exeter.gov.uk](mailto:gary.pitman@exeter.gov.uk)) or Lena Macfarlane ([lena.macfarlane@exeter.gov.uk](mailto:lena.macfarlane@exeter.gov.uk)).