

Devon Home Choice
Quarterly Monitoring Report
(January 2024)



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Introduction:

This report provides the latest key information from Devon Home Choice and covers 1st October 2023 to 31st December 2023.

Households registered with Devon Home Choice:

The total number of households in housing need (Bands A to D) has decreased from 20,630 on 1st October 2023 to 19,229 on 1st January 2024, a drop of 6.8%.

Across Devon, Plymouth had the biggest drop of in the number of households in housing need (Bands A to D) at 22%, most likely due to renewals process undertaken during this period. Torbay and West Devon saw minimal decreases of 1% respectively. All other local authorities in Devon saw an increase in numbers of households in housing needs (Bands A to D) with Teignbridge having the highest increase of 12% and North Devon having the lowest increase of just 3 households.

The number of households in Band E overall has decreased by 7% since 1st October 2023, from 9,858 to 9,154 and remains at 32% of total DHC register.

Table 1: Number of households in housing need (Bands A to D) as at 1st January 2024

	Band A		Band B		Band C		Band D		Total	Band E	
	No.	%	No.	%	No.	%	No.	%		No.	%
East Devon	5	0%	340	12%	929	33%	1,579	55%	2,853	3,004	51%
Exeter	4	0%	515	24%	578	26%	1,092	50%	2,189	1	0%
Mid Devon	3	0%	170	18%	319	34%	460	48%	952	833	47%
North Devon	3	0%	303	21%	441	30%	730	49%	1,477	646	30%
Plymouth	10	0%	1,344	22%	1,624	27%	3,026	50%	6,004	2,597	30%
South Hams	1	0%	248	28%	199	23%	432	49%	880	688	44%
Teignbridge		0%	305	21%	439	30%	705	49%	1,449		0%
Torbay	1	0%	298	18%	461	28%	914	55%	1,674		0%
Torridge	1	0%	175	14%	392	32%	666	54%	1,234	959	44%
West Devon	1	0%	140	27%	127	25%	249	48%	517	426	45%
Total	29	0%	3,838	20%	5,509	29%	9,853	51%	19,229	9,154	32%
Oct 2023	30	0%	4,096	20%	5,732	28%	10,772	52%	20,630	9,858	32%

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Note: In table 1 above the percentages given for Bands A – D refer to the proportion of households in housing need who are in that Band (e.g. 20% 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. 32% of households registered across Devon are in Band E).

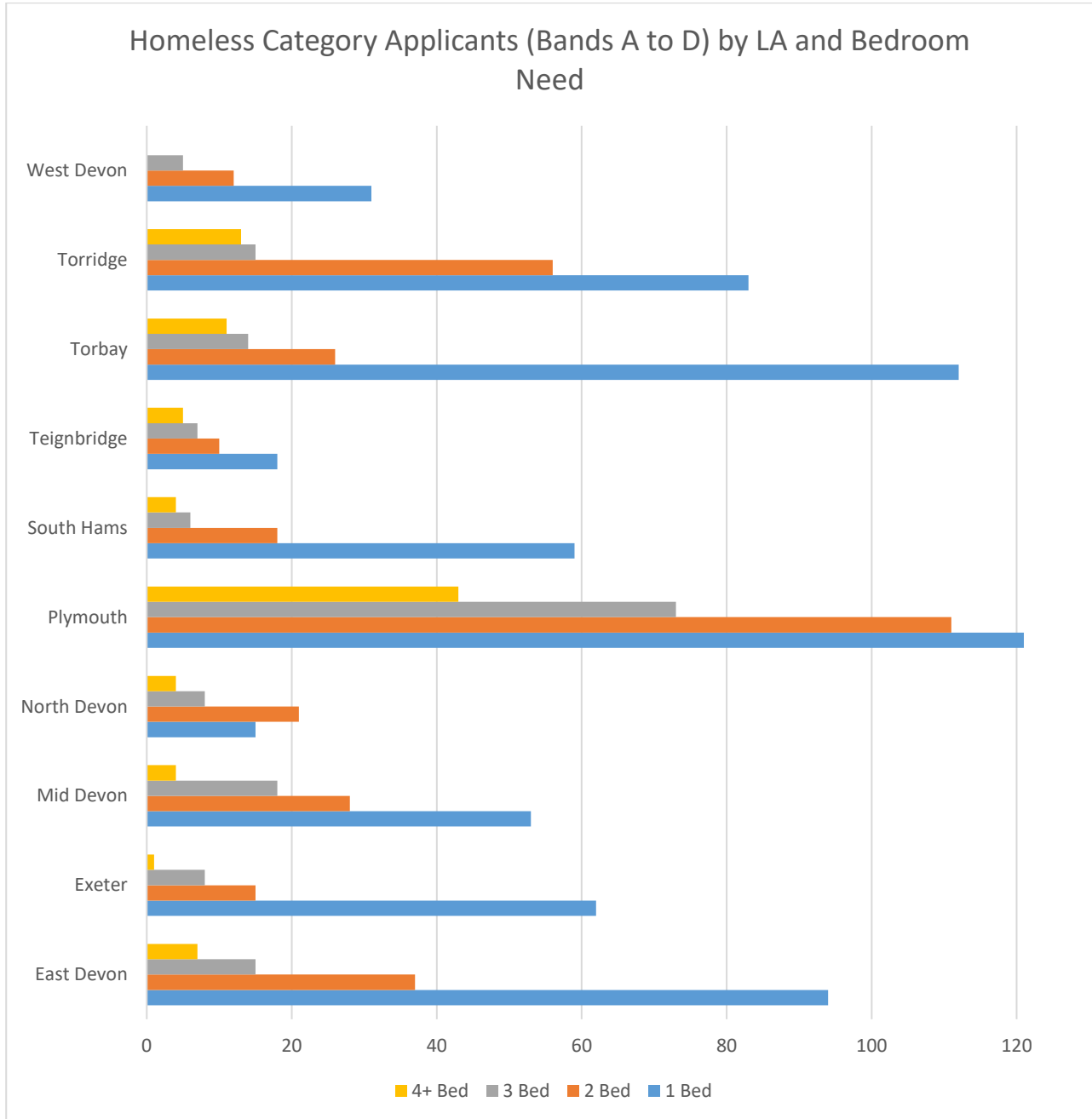
One bedroom properties remain the greatest need across all local authority areas (Table 2), with 54% of applicants requiring a one bedroom home. This is the lowest percentage of the register since we began recording these figures.

Table 2: Bedroom need of applicants in housing need (Bands A to D) as at 1st January 2024

	1 Bed		2 Bed		3 Bed		4 Bed +		Total
	No.	%	No.	%	No.	%	No.	%	
East Devon	1,583	55%	589	21%	458	16%	223	8%	2,853
Exeter	1,306	60%	457	21%	299	14%	127	6%	2,189
Mid Devon	484	51%	203	21%	190	20%	75	8%	952
North Devon	709	48%	378	26%	256	17%	134	9%	1,477
Plymouth	3,279	55%	1,371	23%	894	15%	460	8%	6,004
South Hams	529	60%	182	21%	101	11%	68	8%	880
Teignbridge	703	49%	371	26%	247	17%	128	9%	1,449
Torbay	904	54%	368	22%	270	16%	132	8%	1,674
Torridge	619	50%	311	25%	192	16%	112	9%	1,234
West Devon	283	55%	108	21%	71	14%	55	11%	517
Total	10,399	54%	4,338	23%	2,978	15%	1,514	8%	19,229

Chart 1 below show the breakdown of Homeless Category applicants by bedroom need across Local Authority areas. 1 bed need is also highest for this category across all areas except for North Devon.

Chart 1:



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Table 3 below shows the numbers on the register in housing need (Band A – D) in each local authority area by quarter.

Decreases in applications for individual LAs per quarter are likely to be the result of increased renewal activity.

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

	Jan-22	Apr-22	Jul-22	Oct-22	Jan-23	Apr-23	Jul-23	Oct-23	Jan-24	Change this quarter
East Devon	2,409	2,221	2,266	2,422	2,447	2,588	2,686	2,780	2,853	+73
Exeter	3,009	3,131	2,867	2,769	2,691	2,195	2,245	2,169	2,189	+20
Mid Devon	803	868	899	910	886	860	906	908	952	+44
North Devon	1,388	1,420	1,415	1,422	1,458	1,490	1,452	1,474	1,477	+3
Plymouth	6,103	6,957	7,003	6,887	7,175	7,666	8,554	7,730	6,004	-1,726
South Hams	799	895	823	801	784	798	823	857	880	+23
Teignbridge	1,097	1,046	1,007	1,164	1,192	1,132	1,130	1,299	1,449	+150
Torbay	1,507	1,570	1,603	1,620	1,665	1,688	1,692	1,683	1,674	-9
Torridge	929	962	898	1,039	1,142	1,144	1,162	1,208	1,234	+26
West Devon	508	579	516	512	500	528	513	522	517	-5
Total	18,552	19,649	19,388	19,546	19,940	20,089	21,163	20,630	19,229	-1,401

Table 4 below shows the number of New Applications received by each local authority in each of the last six quarters. The number of new applications received during Q3 as per previous years, is lower than for other quarters. This is true for all areas other than East Devon.

Table 4: Number of New Applications received per Quarter by Local Authority

	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Quarterly average
East Devon	254	254	186	253	189	204	227	224
Exeter	236	280	213	324	256	273	214	257
Mid Devon	142	119	112	144	132	133	102	126
North Devon	203	191	159	209	183	167	146	180
Plymouth	699	698	546	678	666	713	530	647
South Hams	128	115	136	143	145	133	120	131
Teignbridge	177	175	160	188	178	201	162	177
Torbay	298	296	224	290	276	291	230	272
Torridge	92	89	78	108	98	84	70	88
West Devon	82	89	63	96	85	86	58	80
Total	2,311	2,306	1,877	2,433	2,208	2,285	1,859	2,183

Bidding patterns:

Table 5 and Charts 2 & 3 below show the number of bids placed, and the number of households who have placed at least one bid, during Q3 of 2023/24 and the corresponding quarter in the previous 3 years, as well as Q2 for 2023/24.

November 2023 shows the highest number of bids and bidders in any single month since we began recording these figures in April 2017. Quarter 3 figures for 2023/24 had the highest number of bidders for all 3 months when compared to the previous Quarter 3 figures.

Table 5: Numbers of bids and bidders by Q3 months including the figures for Q2 2023/24

Quarter	Month	No. of Bids	No. of Bidders
2020/21 Q3	Oct-20	29,045	6,879
	Nov-20	28,893	6,725
	Dec-20	25,366	6,318
2021/22 Q3	Oct-21	28,349	7,291
	Nov-21	31,416	7,309
	Dec-21	27,708	7,062
2022/23 Q3	Oct-22	31,662	7,762
	Nov-22	40,928	8,571
	Dec-22	25,810	7,168
2023/24 Q2	Jul-23	40,799	8,748
	Aug-23	40,386	8,723
	Sep-23	39,592	8,621
2023/24 Q3	Oct-23	38,486	8,857
	Nov-23	44,937	9,231
	Dec-23	26,218	7,382

Chart 2 - Numbers of bids by month:

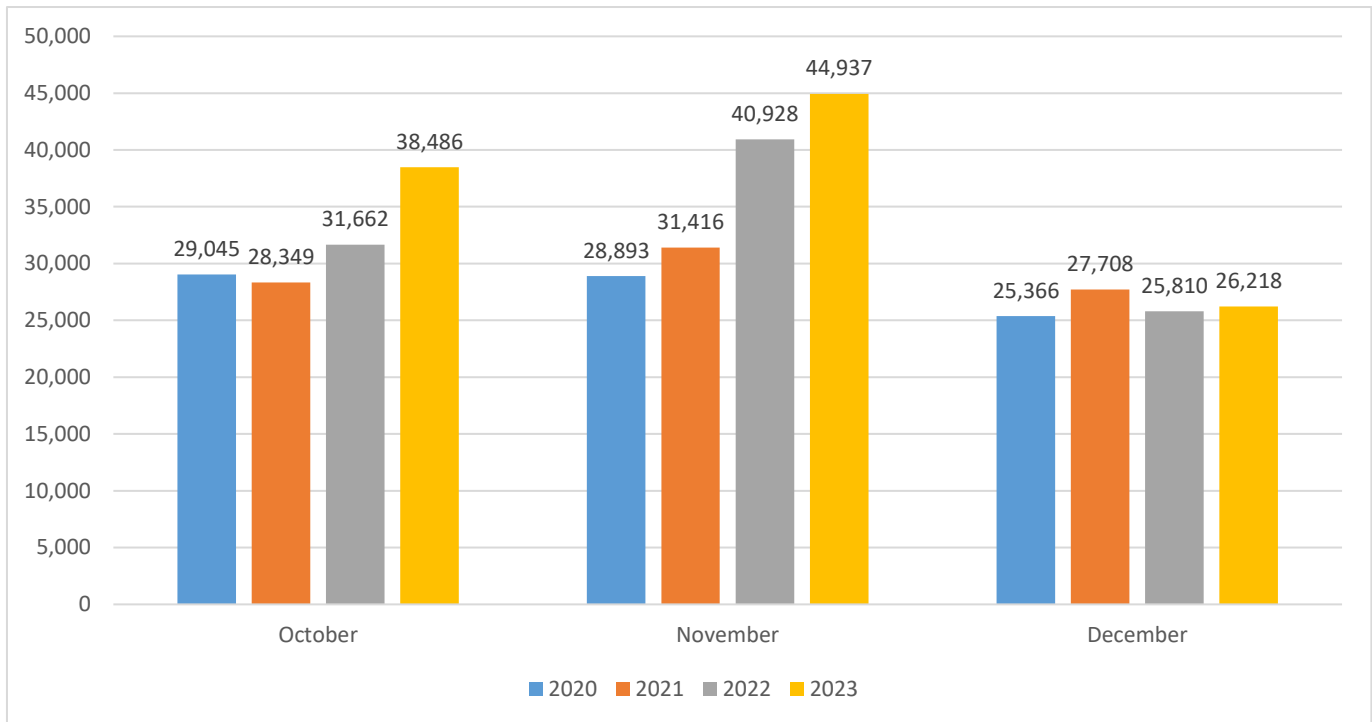
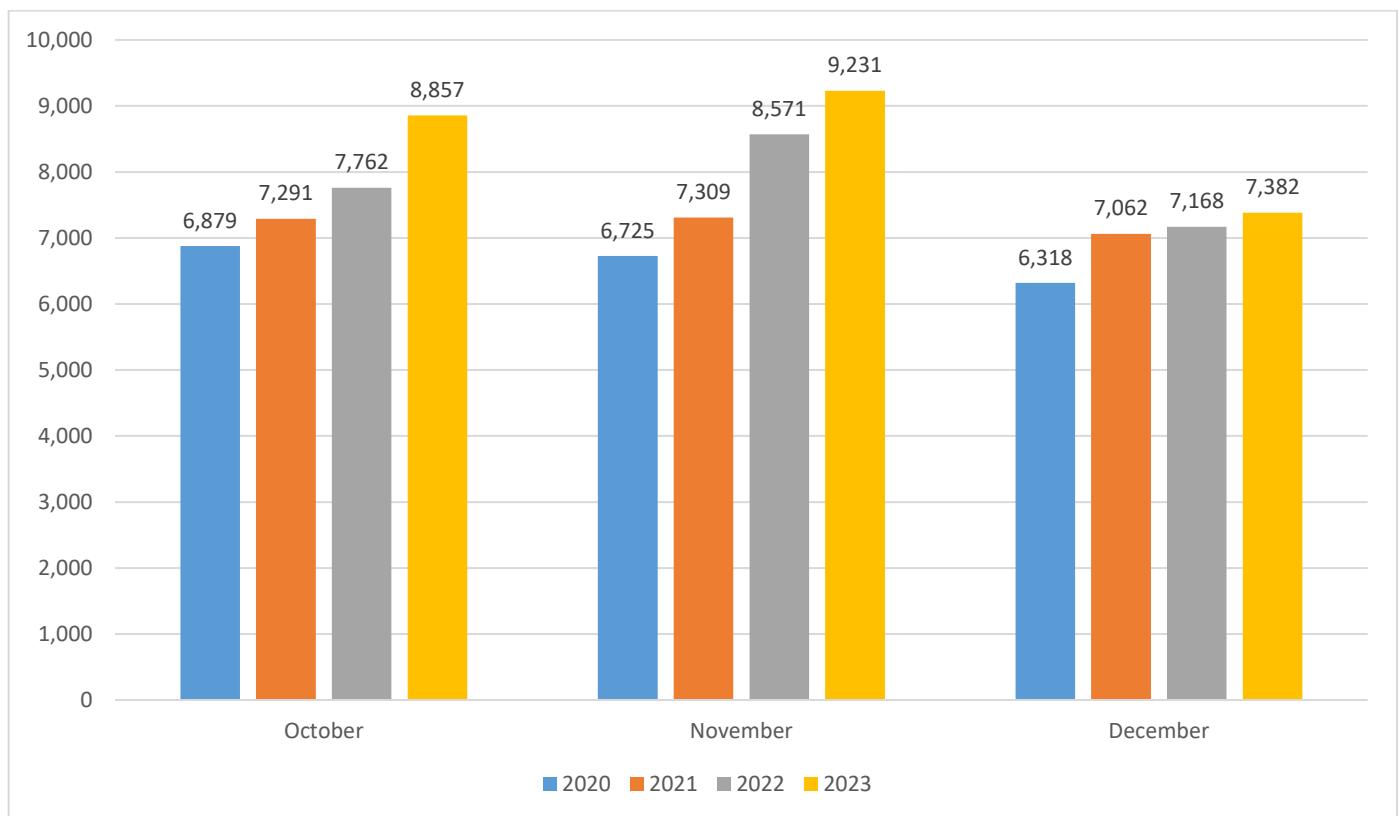


Chart 3 - Numbers of bidders by month:



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Table 6 shows how bids have been placed throughout the previous quarters (Oct 2022 to December 2023). The total number of bids decreased by 9% from the last quarter but will have been affected by the extended letting cycle over the Christmas and new year period, and the 2023/24 Q3 level is still 11.4% higher than in the same quarter in the previous year.

The percentage of bids placed via the app increased to 37% which is the highest figure since we began recording these details.

Table 6: Bid Source

Bid Source	Q3 2022-23		Q4 2022-23		Q1 2023-24		Q2 2023-24		Q3 2023-24	
	No.	%	No.	%	No.	%	No.	%	No.	%
Autobid	9,562	10%	12,518	11%	12,953	13%	15,607	13%	12,603	11%
Direct matches	94	0%	70	0%	105	0%	117	0%	90	0%
Back office / Management bid	1,861	2%	2,415	2%	2,170	2%	2,220	2%	1,807	2%
Mobile app	30,381	31%	34,065	30%	27,323	27%	38,199	32%	40,171	37%
Website	56,502	57%	66,231	57%	57,675	58%	64,634	54%	54,970	50%
Total	98,400	100%	115,299	100%	100,226	100%	120,777	100%	109,641	100%

Table 7: Number of and Percentage of Direct Lets by Local Authority Area

Local Authority	Choice Based Lets		Direct Lets		Total
	No.	%	No	%	
East Devon	99	93%	8	7%	107
Exeter	110	85%	19	15%	129
Mid Devon	40	93%	3	7%	43
North Devon	47	89%	6	11%	53
Plymouth	191	88%	26	12%	217
South Hams	54	82%	12	18%	66
Teignbridge	53	95%	3	5%	56
Torbay	50	98%	1	2%	51
Torridge	34	92%	3	8%	37
West Devon	24	92%	2	8%	26
Total	702	89%	83	11%	785

Table 8 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).

Table 8: Percentage of applicants who have not bid or logged in during the last 6 months, and are not on autobid.

Local Authority	Band A	Band B	Band C	Band D	Band E	Total
East Devon	0%	22%	39%	64%	70%	60%
Exeter	25%	19%	14%	41%	100%	29%
Mid Devon	0%	14%	19%	43%	55%	41%
North Devon	0%	9%	13%	37%	42%	29%
Plymouth	0%	14%	20%	44%	50%	37%
South Hams	0%	26%	13%	39%	45%	36%
Teignbridge	0%	19%	18%	44%	0%	31%
Torbay	0%	10%	12%	37%	0%	25%
Torridge	0%	36%	41%	61%	66%	58%
West Devon	0%	27%	18%	40%	48%	39%
Total for Jan 2024	3%	17%	22%	46%	58%	41%
Oct 2023 figures	7%	20%	25%	46%	56%	42%
Jul 2023 figures	15%	27%	32%	50%	62%	47%
Apr 2023 figures	0%	20%	11%	52%	61%	46%

The percentage of inactive applicants in Band B has continued to decrease slightly across Devon from 20% to 17%. However, across the board, only Mid Devon and Plymouth had a decrease in percentage compared to the last quarter. All other LAs showed an increase in the percentage of inactive applicants apart from Exeter which stayed the same.

Band C did not see much movement within individual local authorities apart from Plymouth which dropped from 29% to 20%. The overall percentage of inactive bidders in Band D stayed the same across Devon with the main decrease coming from Plymouth, falling from 50% to 44%. All other local authorities saw an increase in inactive bidders apart from West Devon which remained at 40% for their Band D applicants.

58% of applicants in Band E are considered to be inactive, a slight increase from the previous Quarter.

The average number of bids received for general needs properties let during Q3 is shown in Tables 9 and 10 below. The overall average number of bids reduced from the previous quarter's average of 170 to 147.

Table 9: Average number of bids for general needs properties by property size and local authority during Q3 2023/24

	1 Bed	2 Bed	3 Bed	4 Bed	Total Average
Bedsit	144				144
Bungalow	129	83			113
Flat	176	73	41	135	129
House	248	194	160	200	180
Maisonette	129	140	198		144
Other		73			73
Total Average	167	122	157	192	147

Table 10: Average number of bids for general needs properties by property type and local authority during Q3 2023/24

	Bedsit	Bungalow	Flat	House	Maisonette	Other	Total Average
East Devon		149	79	121	50	73	99
Exeter	138	191	111	166	113		137
Mid Devon		107	76	120			99
North Devon		187	87	158			134
Plymouth	148	114	223	343	235		232
South Hams		121	35	159	27		89
Teignbridge		58	60	112			87
Torbay		89	96	160			122
Torridge		55	25	155	114		114
West Devon		61	60	90			78
Total Average	144	113	129	180	144	73	147
Previous Quarter	134	124	152	209	160	93	170

Table 11 and 12 presents the same information for homes advertised as sheltered. The average number of bids placed per sheltered property has increased to 79 from 73 in Q2. There were no sheltered houses let in Q3.

Table 11: Average number of bids for sheltered homes by property type and local authority during Q3 2023/24

	1 Bed	2 Bed	Total Average
Bedsit	57		57
Bungalow	190	73	161
Flat	51	38	50
Maisonette	54	55	54
Total Average	84	54	79

Table 12: Average number of bids for sheltered homes by property type and local authority during Q3 2023/24

	Bedsit	Bungalow	Flat	House	Maisonette	Total Average
East Devon	62	175	74			125
Exeter			20		55	25
Mid Devon		118	11			96
North Devon		212	37		27	61
Plymouth	47	113	88		80	88
South Hams			18			18
Teignbridge			37			37
Torbay		126	36			49
Torridge		115	46			63
Total Average	57	161	50	-	54	79
Previous Quarter	43	140	52	23	47	73

Homes let:

There were 679 general needs homes let in the 3 months from 1st October to 31st December 2023 (Table 13 below) compared to 813 lets in Q3 of 2022/23 and 736 lets in Q3 of 2021/22.

70% percent of all general homes let were let to applicants in Band B which has increased from 68% and 66% in Q2 and Q1 resepctively.

Table 13: General needs homes let (1st October 2023 to 31st December 2023):

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
East Devon	1	1%	27	38%	31	43%	9	13%	4	6%	72
Exeter	3	2%	82	67%	25	20%	7	6%	5	4%	122
Mid Devon	2	5%	25	66%	7	18%	3	8%	1	3%	38
North Devon	2	5%	30	77%	2	5%	4	10%	1	3%	39
Plymouth	5	3%	182	91%	9	5%	4	2%		0%	200
South Hams	1	2%	30	55%	12	22%	10	18%	2	4%	55
Teignbridge	1	2%	24	48%	15	30%	10	20%		0%	50
Torbay		0%	43	98%	1	2%		0%		0%	44
Torridge		0%	19	58%	4	12%	9	27%	1	3%	33
West Devon		0%	14	54%	9	35%	3	12%		0%	26
Q3 2023/24 Total	15	2%	476	70%	115	17%	59	9%	14	2%	679

Q2 2023/24 Total	16	2%	555	68%	140	17%	76	9%	25	3%	812
Q1 2023/24 Total	9	1%	485	66%	137	19%	73	10%	27	4%	731

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There were a total of 106 homes advertised as sheltered (Table 14 below) let across Devon in the months of October to December 2023. Quarter 3 of 2022/23 had a total of 88 lets of homes marked as sheltered.

Table 14: Sheltered homes let (1st October 2022 to 31st December 2022):

	Band A		Band B		Band C		Band D		Band E		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
East Devon	1	3%	17	49%	7	20%	6	17%	4	11%	35
Exeter		0%	3	43%	1	14%	3	43%		0%	7
Mid Devon		0%	3	60%	2	40%		0%		0%	5
North Devon		0%	8	57%	3	21%	2	14%	1	7%	14
Plymouth		0%	10	59%	3	18%	3	18%	1	6%	17
South Hams		0%	3	27%		0%	6	55%	2	18%	11
Teignbridge		0%	5	83%		0%	1	17%		0%	6
Torbay		0%	4	57%	1	14%	2	29%		0%	7
Torridge		0%	1	25%	1	25%	2	50%		0%	4
Q3 2023/24 Total	1	1%	54	51%	18	17%	25	24%	8	8%	106

Q2 2023/24 Total	-	0%	67	47%	27	19%	44	31%	5	3%	143
Q1 2023/24 Total	1	1%	69	51%	25	19%	32	24%	8	6%	135

**Please note that these figures only include homes which have been flagged specifically as sheltered. Other age restricted properties may have been included with the general needs lets figures.*

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Over 55,900 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 15.

Table 15: Number of properties let:

	1 Bed	2 Bed	3 Bed	4+ Bed	Total
2010/11	1,758	1,490	633	76	3,959
2011/12	1,798	1,666	758	76	4,302
2012/13	1,579	1,463	586	52	3,683
2013/14	1,893	2,051	997	121	5,071
2014/15	1,774	1,998	950	90	4,812
2015/16	1,655	1,819	780	91	4,345
2016/17	1,840	1,828	746	100	4,514
2017/18	1,608	1,676	729	80	4,093
2018/19	1,719	1,968	802	109	4,598
2019/20	1,688	1,788	646	82	4,204
2020/21	1,368	1,303	529	60	3,260
2021/22	1,417	1,357	490	34	3,298
2022/23	1,402	1,275	463	48	3,188
2023/24 Q1	400	335	122	9	866
2023/24 Q2	415	390	133	17	955
2023/24 Q3	336	300	132	17	785

Table 16: Homes let (1 October 2023 to 31st December 2023) by local authority and property size.

Local Authority	1 Bed	2 Bed	3 Bed	4+ Bed	Total
East Devon	45	46	16		107
Exeter	53	53	21	2	129
Mid Devon	20	18	5		43
North Devon	24	18	10	1	53
Plymouth	108	78	28	3	217
South Hams	25	25	13	3	66
Teignbridge	20	20	12	4	56
Torbay	21	19	11		51
Torridge	12	17	7	1	37
West Devon	8	6	9	3	26
Total	336	300	132	17	785

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