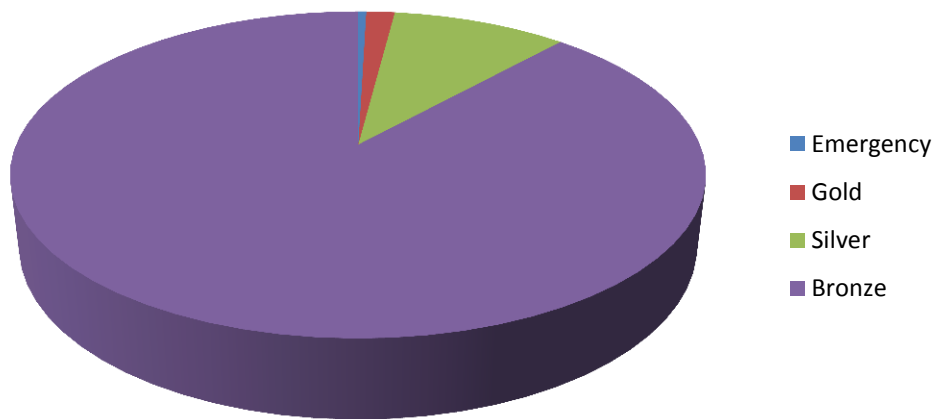


Homeseeker Performance Data for West Oxfordshire

We currently have 2025 people that are active on Homeseeker plus and able to bid on available properties. Of these we have:

- 9 applicants in Emergency Band
- 32 applicants in Gold band
- 197 applicants in Silver band, and
- 1787 applicants in Bronze band

West Oxfordshire Applicants (live)

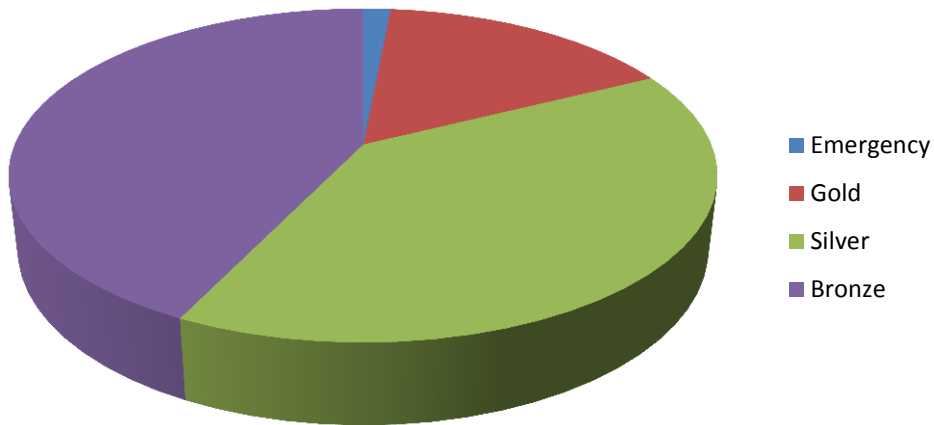


Since October 5th 2016, 402 West Oxfordshire applicants have been housed through the Homeseeker Plus system, all of whom either are already living in West Oxfordshire or who have a strong local connection to West Oxfordshire. Of those housed:

- 6 applicants were in Emergency band
- 65 applicants were in Gold band
- 159 applicants were in Silver band, and
- 172 applicants were in Bronze band

Even though Bronze band are people who have what is regarded as a low housing need, their local connection to the area and sometimes parish will mean that they get priority over people with a higher housing need that are from out of the area. Our banding scheme enables us to meet the housing need for local people in West Oxfordshire.

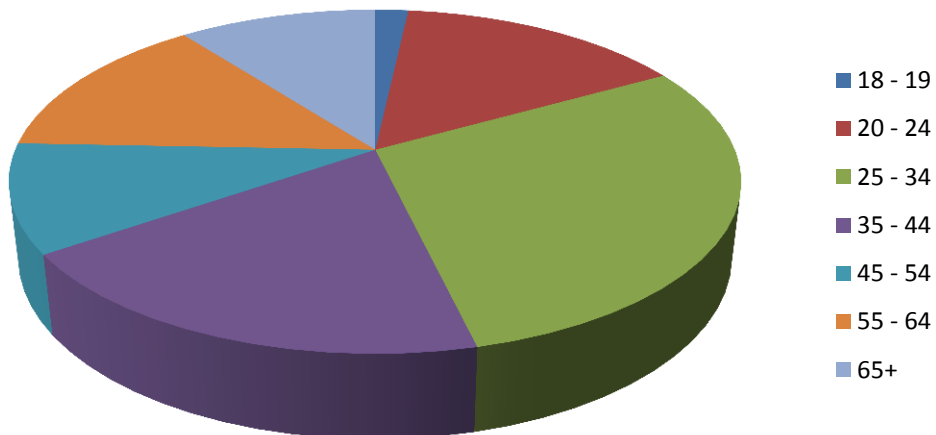
West Oxfordshire Applicants (housed)



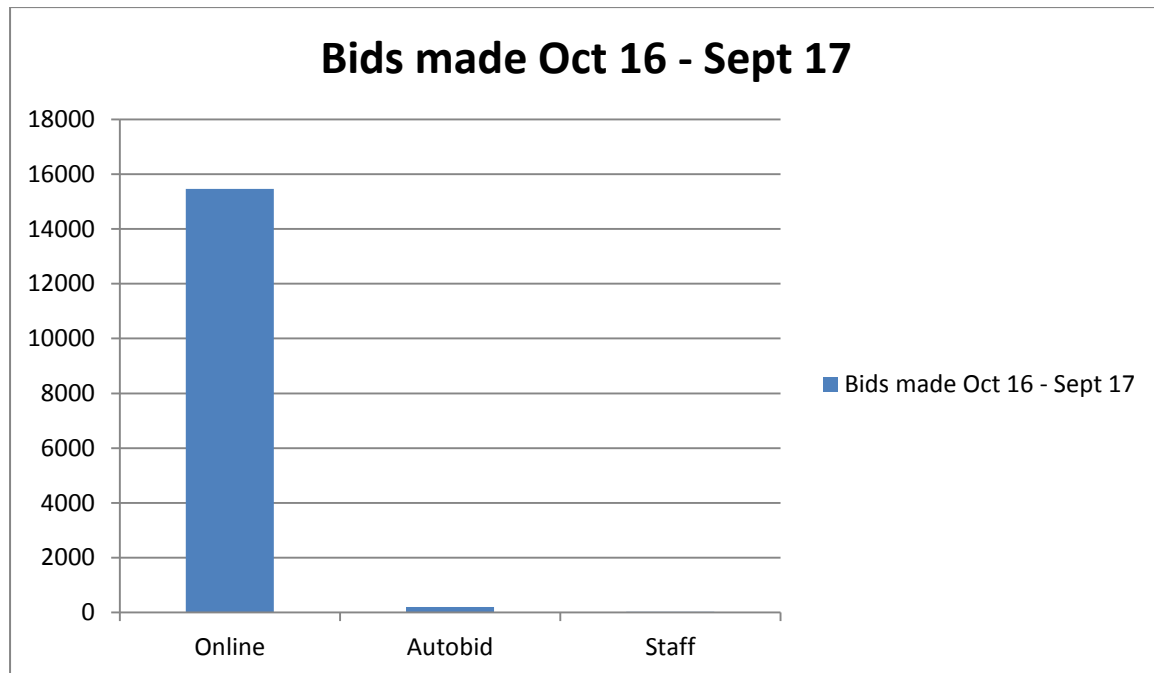
The Homeseeker plus system is accessible to people of all ages, from the people that have been housed through the system, here is a breakdown of their age bands:

Age of applicant	Number housed
18 - 19	7
20 - 24	61
25 - 34	118
35 - 44	77
45 - 54	41
55 - 64	56
65 +	42

Applicants housed



There was doubt that people in West Oxfordshire would be able to successfully use the Homeseeker Plus system as it is an online system, however, since October 2016 we have received 15,688 bids on properties, 15,463 of those were made through the online system – which is an astounding 98.65%. 201 bids were placed using our autobid system (where the system automatically places bids for people unable to do so themselves, using the information that we have gathered from the applicant) and the remaining 24 were made by staff on behalf of the applicant. This demonstrates that people of West Oxfordshire have embraced the system and are using it successfully.



There have been people that have needed ours and others' help in order to complete the online form. In total, 347 people have told us that they needed help to complete their form. Below is a breakdown of why those people needed help and who they got that help from:

The applicant need help because they have/are	Number
A learning difficulty	32
Literacy difficulties	30
A medical condition	32
Mental health issues	56
Not computer literate	134
Other	63

Who helped the applicant	Number
Carer/support worker	51
Friend/relative	171
Housing Association staff	36
Local Authority staff	57
Other	32

347 applicants needed help to complete the form which is 17% of the total amount that we currently have live on the system which demonstrates that a large majority of our applicants are able to complete the application form. As we are part of a partnership, we along with other local authorities are working together, looking at the difficulties people have with questions on the application form, to develop the form all the time to ensure that it is as easy as possible for the applicant to complete.