

FOI REF:	14984
RESPONSE SENT:	12/12/2024

Request

Under the Freedom of Information Act 2000, please can you provide me with the following information on veterans and social housing in your local authority:

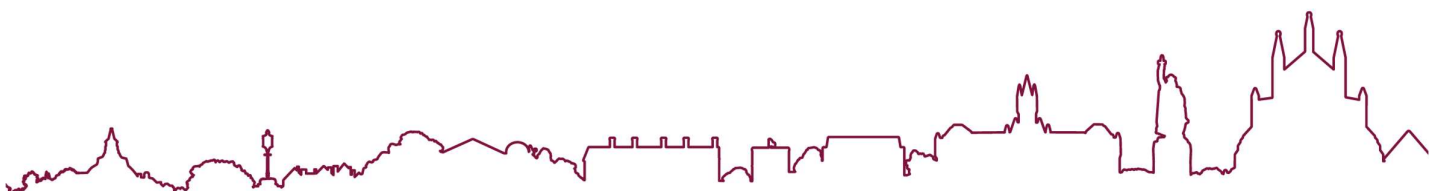
1. The number of veterans that were on a social housing waiting list in your local authority, in each month since the start of the financial year 2018/19;
2. The average length of time spent by a veteran on a social housing waiting list in your local authority, since the start of the financial year 2018/19;
3. The longest time a veteran has spent on a social housing waiting list in your local authority since the start of the financial year 2018/19;
4. The number of complaints made by veterans in social housing about their social housing provision to your local authority, in each month since the start of the financial year 2018/19;
5. The number of veterans that contacted your local authority asking for financial support of any kind in each month since the start of the financial year 2018/19.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

Response

In respect of your first three questions, the Housing Register is live date on that day. We have therefore been unable to provide the information back to 2018.

1. As of 3 December 2024: 48
2. As of 3 December 2024: 2 years 8 months;
3. As of 3 December 2024: the longest a person has been registered on the waiting list is 16 years



4. The number of complaints made by veterans in social housing about their social housing provision to your local authority, in each month since the start of the financial year 2018/19;

September 2023 – Armed Force covenant complaint re: social housing in Winnall Manor Road

Our formal complaints process doesn't hold information in such a way as to segment customers by veteran status

5. The number of veterans that contacted your local authority asking for financial support of any kind in each month since the start of the financial year 2018/19.

We do not capture specific data on financial support for veterans/ex veterans, instead our customer data in this area is segmented by vulnerability such as physical health, mental health etc

