

South Norfolk Council

Housing team Freedom of Information Act data

This data has been collated to support on with frequently received Freedom of Information Act requests to the Council. This therefore aims to review common requests and collect the relevant data below.

This information will be updated on a quarterly basis.

While we have endeavoured to maintain a consistent reporting standard, some figures may vary based on updated reporting methods.

Locations where further information can be accessed are:	
H-CLIC data	Homelessness statistics - GOV.UK
Norfolk Insight data: Broadland	Housing - LTLA South Norfolk Report Builder for ArcGIS
GOV.UK Homelessness Statistics	Additional information on Government homeless statistics
Housing Register Waiting Times	Housing register waiting times Broadland and South Norfolk

The data in this document has been sorted into the following sub-categories:

- Homelessness and Temporary Accommodation
- Social Housing and Waiting Lists
- Empty Properties and Land Use
- Domestic Abuse and Refugee Services
- Evictions and Legal Reviews
- Veterans and Special Groups
- Hotel and Accommodation Expenditure
- Housing First and Strategic Models

Homelessness and Temporary Accommodation

Type of information	Data
Number of homeless applications annually	2023/24: 333
	2024/25: 403
Number of people placed in interim accommodation under Sections 188(1) and 189(b) of the Housing Act	Section 188(1): 162
	Section 189(b): 80
Total cost of temporary accommodation (expenditure)	2021/22: £96,643
	2022/23: £373,857
	2023/24: £632,857
Number of out-of-area placements	2021/22: 86
	2022/23: 196
	2023/24: 109
Associated costs of out-of-area placements	2021/22: £419
	2022/23: £10,063
	2023/24: £14,473

Number of children under 5 in temporary accommodation	December 2024: 12 households, 26 children
	March 2025: 15 households, 32 children
Hotel nights booked	Hotel nights booked Oct 2023–Sep 2024: 14,115
Hotel spend (from nights booked)	Hotel spend Oct 2023–Sep 2024: £632,857
Temporary Accommodation property purchasing	Properties owned before 2023: 2
	2023/24: 5
	2024/25: 4
	2025/26 (to date, end of Q3): 10

Social Housing and Waiting Lists

To view a fuller breakdown of our Housing Register data, please view information provided under the separate 'Housing Register' document available on the downloads page.

Type of information	Data
Number of accessible housing completions (M4(2), M4(3))	Accessible housing needs (2025): 108
EPC ratings of council-owned properties	South Norfolk does not own any social housing

Empty Properties and Land Use

Type of information	Data
Number of empty and long-term empty properties	Empty properties (May 2025): 1,314
	Council-owned empty properties: None
Council budget allocated for reducing empty properties	Budget for reducing empty properties: £20,000
Use of internal resources for enforcement and advice	Financial support (grants/loans): None issued
Number of properties brought back into use (if available)	Reuse strategy: Reactive enforcement and advice

Domestic Abuse and Refugee Services

Type of information	Data
Number of households in Temporary Accommodation due to domestic abuse	Domestic abuse households in TA (2023/24): 14
	Individuals in TA due to domestic abuse (2023/24): 31
	Average stay in TA (domestic abuse cases): 73 days
Domestic abuse services funded by the Council	Funded services: NIDAS outreach and Orwell Housing tenancy support

Evictions and Legal Reviews

Type of information	Data
Number of judicial or suitability reviews and outcomes - section 202 reviews	2019: 0
	2020: 1 received, 0 successful
	2021: 0
	2022: 2 received, 0 successful

	2023: 4 received, 0 successful
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Veterans and Special Groups

Type of information	Data
Number of veterans housed or on the waiting list	Veterans on waiting list (2024): 10
Average wait times for veterans	Average wait time for veterans (2024): 18 months
Number of complaints or support requests from veterans	Complaints and financial support requests: Not held

Hotel and Accommodation Expenditure

Type of information	Data
Total annual expenditure on hotel accommodation for homelessness and refugee-related purposes	2023/24: £632,857
Rent-to-rent spend between 2020–2025	2020/21: £45,111
	2021/22: £76,759
	2022/23: £52,528
	2023/24: £41,291
	2024/25 (to date): £33,229

Housing First and Strategic Models

Type of information	Data
Number of Housing First units and individuals supported	Individuals supported: Up to 8 at once, 15 total
Funding Sources	Support staff cost: £55,800
	Funding source: MHCLG RSI Grants
Strategic partnerships	Provider: Clarion Housing