

**North Ayrshire Housing Register
Performance report
1st April 2010 to 31st March 2011**



NAHR Partnership Key Objectives

North Ayrshire Housing Register

- To ensure that people have fair and open access to available social housing in North Ayrshire
- To simplify access routes to social housing in North Ayrshire
- To contribute housing need analysis which supports the Local Housing Strategy and assists all social landlords operating in North Ayrshire plan for future housing development in the area

North Ayrshire Housing Allocation Policy

- To give reasonable preference to applicants in the greatest housing need
- Make best use of available housing stock
- Maximise applicant choice
- Contribute to sustainable communities in North Ayrshire

We aim to deliver a high quality service to applicants on the North Ayrshire Housing Register (NAHR). A sound performance management framework helps us to show how well we are achieving our objectives. If you cannot see success, you cannot learn from it. Equally, if you cannot recognise failure you cannot correct it. It is important that we have a performance-monitoring framework in place to provide us with a methodology that: -

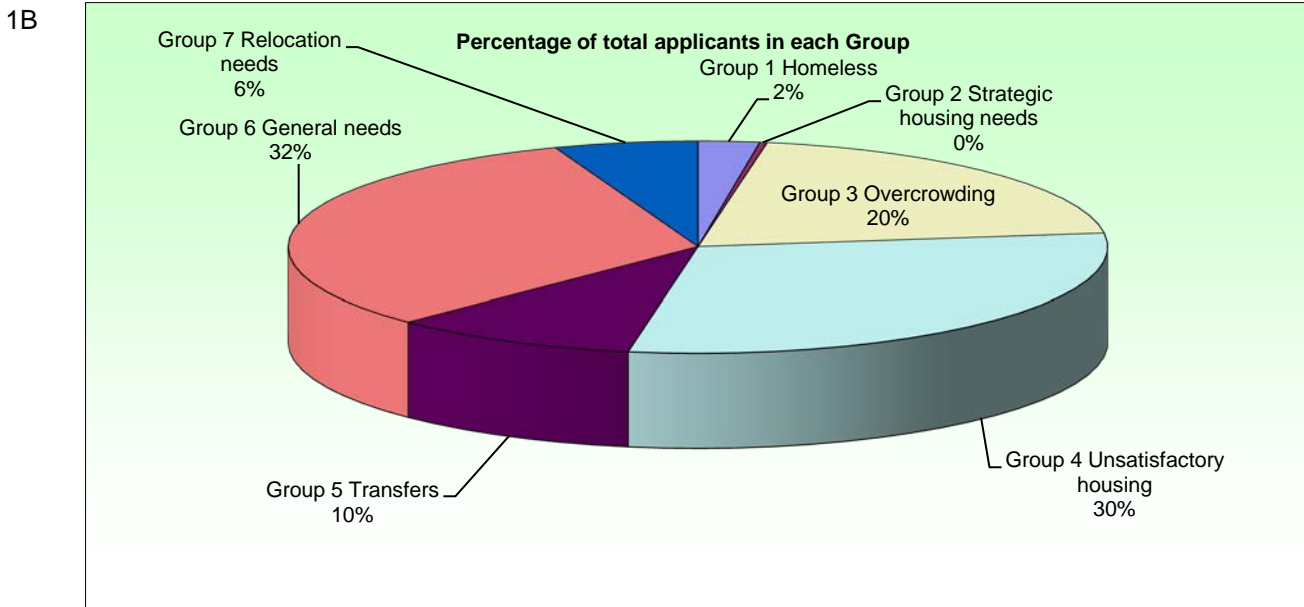
- ensures that applicants and potential applicants get the best possible service
- allows us to assess systematically whether we are meeting the standards and targets we have set
- ensures the most effective use of our resources
- ensures that off target performance is reviewed and corrective/improvement action taken as appropriate so that planned targets and objectives are achieved.

This report contains the performance figures from 1st April 2010 to 31st March 2011

- Section 1 [Number of Applications received](#)
 - [1A Number of applicants on NAHR](#)
 - [1B Percentage of total applicants in each group](#)
 - [1C Percentage of total applicants who are Council tenants](#)
 - [1D Percentage of total applicants who are CHA tenants](#)
 - [1E Percentage of total applicants who are IHA tenants](#)
 - [1F Percentage of total applications who are ANCHO tenants](#)
 - [1G Number of new applications](#)
 - [1H Number of new applications received on-line as a % of total applications received](#)
 - [1I Number of applicants that have selected NAC, CHA, IHA, ANCHO](#)
- Section 2 [Application management](#)
 - [2A Process applications for housing within 10 working days](#)
 - [2B % of annual reviews completed](#)
 - [2C Number of applications withdrawn or deleted](#)
 - [2D Number of failed application audits \(10% of applications received\)](#)
- Section 3 [Equalities information](#)
 - [3A Breakdown of applications by age of the main applicant](#)
 - [3B Breakdown of applications by gender of the main applicant](#)
 - [3C Breakdown of applications by disability of the main applicant](#)
 - [3D Breakdown of applications by ethnic origin of the main applicant](#)
- Section 4 [Suspension of applications](#)
 - [4A Number of applicants suspended from receiving offers and as a % of total applicants](#)
 - [4B Breakdown of the reason for suspension \(total and by landlord\)](#)
 - [4C The average length of suspension](#)
 - [4D The length of time to process a suspension appeal](#)
- Section 5 [Applicant satisfaction](#)
 - [5A Number of appeals of application assessment](#)
 - [5B Number of appeals of suspension and the number upheld](#)
 - [5C Outcome of biannual applicant satisfaction survey](#)
- Section 6 [Offers](#)
 - [6A Number of offers made](#)
 - [6B Number of offers accepted](#)
 - [6C Number of offers by group](#)
 - [6D Average number of offers per property by landlord](#)
 - [6E Offers refused by reason for refusal and by landlord](#)
 - [6F Number of appeals against offers by Group 1 applicants](#)
 - [6G Number of appeals against offers by Group 1 applicants upheld or rejected](#)
 - [6H Number of offers by age and gender of main applicant](#)
 - [6I Number of offers by ethnic origin and disability of the main applicant](#)
- Section 7 [Lets](#)
 - [7A Number of lets](#)
 - [7B Number of lets by group and landlord](#)
 - [7C Number of lets by age and gender of the main applicant](#)
 - [7D Number of lets by ethnic origin and disability of the main applicant](#)
 - [7E Number of lets to NAC / CHA / IHA and ANCHO tenants as a % of each landlord lets](#)
 - [7F % of total lets to applicants who are transfer applicants](#)
- Section 8 [Nominations to non-core RSL's](#)
 - [8A Number of nominations requested](#)
 - [8B Number and % of nominations provided within target \(5 working days\)](#)
 - [8C Number and % of nominations resulting in a let](#)
 - [8D Number and % of successful nominations which were section 5 referrals](#)
- Section 9 [Length of time to house](#)
 - [9A Average time for an applicant to be housed by group](#)

Section 1 Applications received

1A There were 5833 applicants on NAHR at 31st March 2011



1C,1D,
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	99	1.7
CHA	192	3.3
IHA	144	2.5
NAC	1046	17.9
Grand Total	1481	25.4

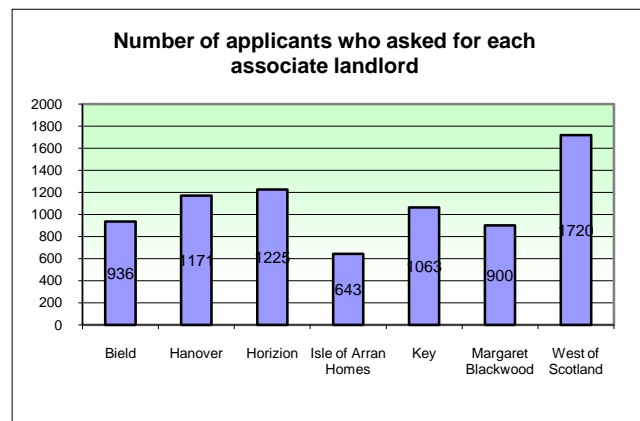
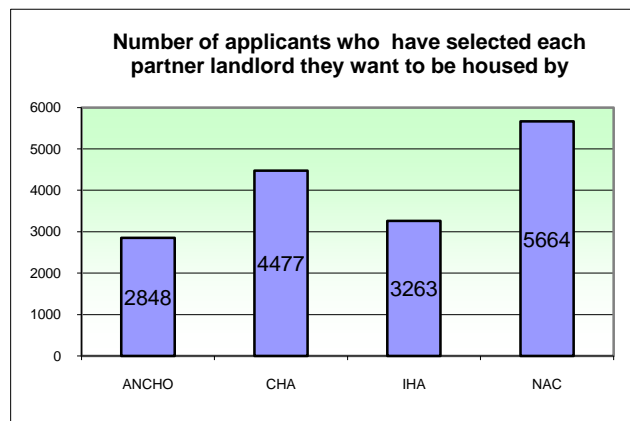
1G

Landlord	No of new applications received by landlord
ANCHO	452
CHA	209
IHA	183
NAC	2935
Total	3779

1H **On-line applications**

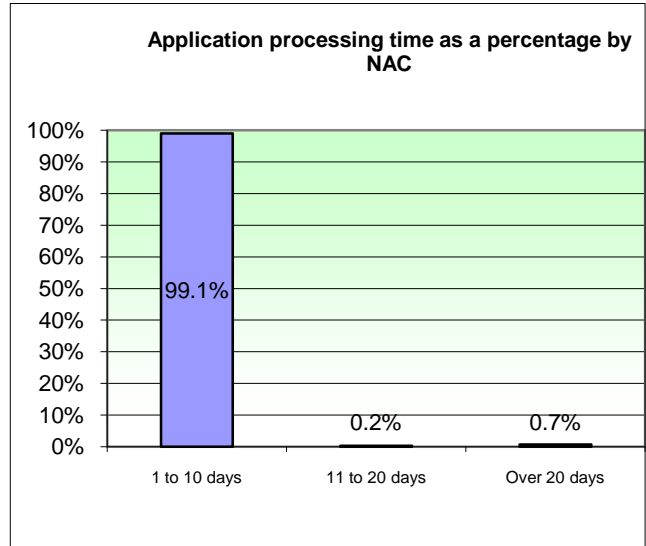
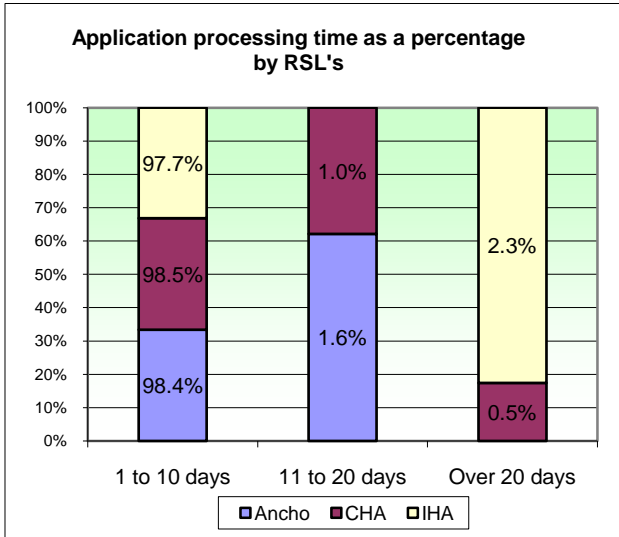
Number of online applications received in the year as a % of total applications
(online started in November 2010) 9%

1I



Section 2 Application Management

2A



2B Percentage of annual reviews completed

North Ayrshire only, data needs to be captured prior to review starting no data has been captured for the three RSL partners. We have started to capture this and figures will be available from quarter 2 next year
A target of 90% has been set

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year
96.88%	98.03	99.45	95.75	97.40

2C There was 2586 applications closed (withdrawn or deleted) this year

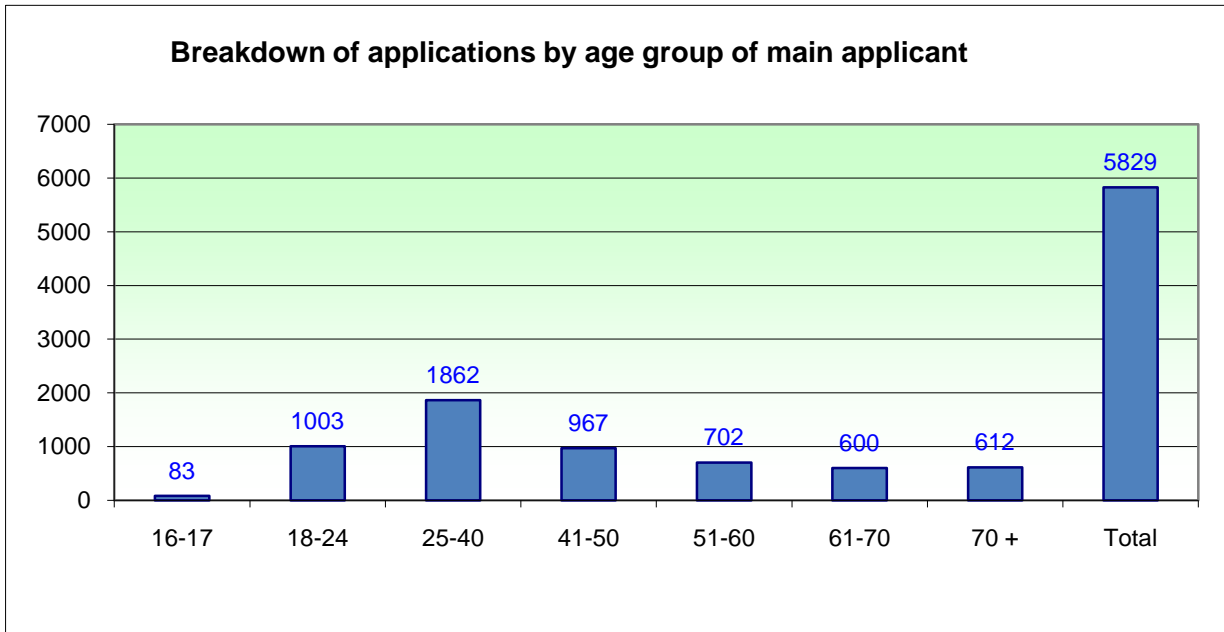
2D Number of failed application audits (10% of applications received)

North Ayrshire data only, this information will be recorded by the RSL partners in the appropriate format for next year

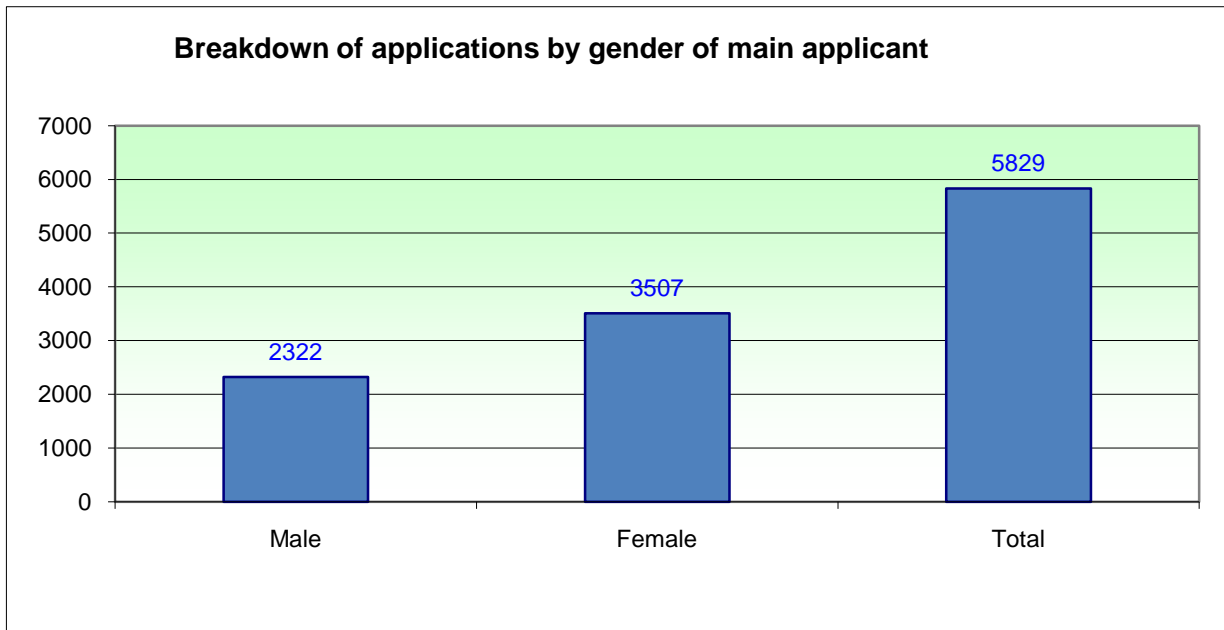
	Number audited	Number passed	Number failed
Quarter 1	79	67	12
Quarter 2	69	63	6
Quarter 3	60	52	8
Quarter 4	43	40	3
Total	251	222	29

Section 3 Equalities Information

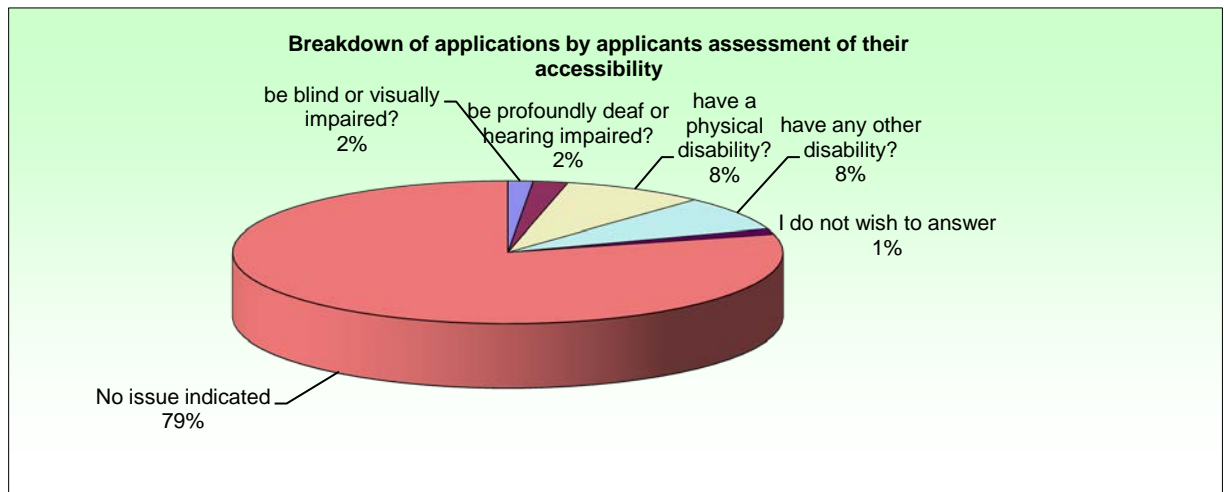
3A



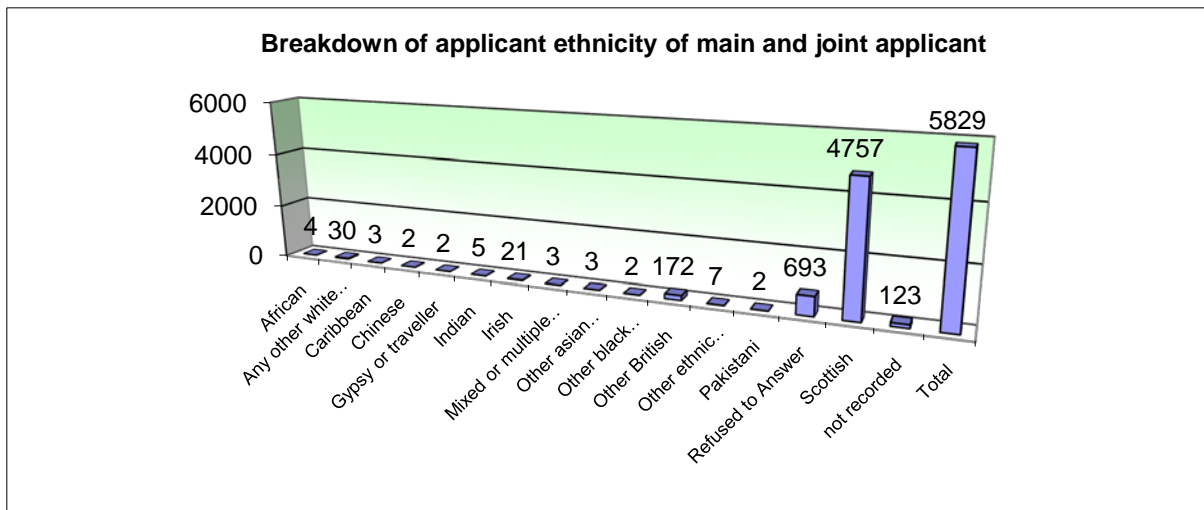
3B



3C

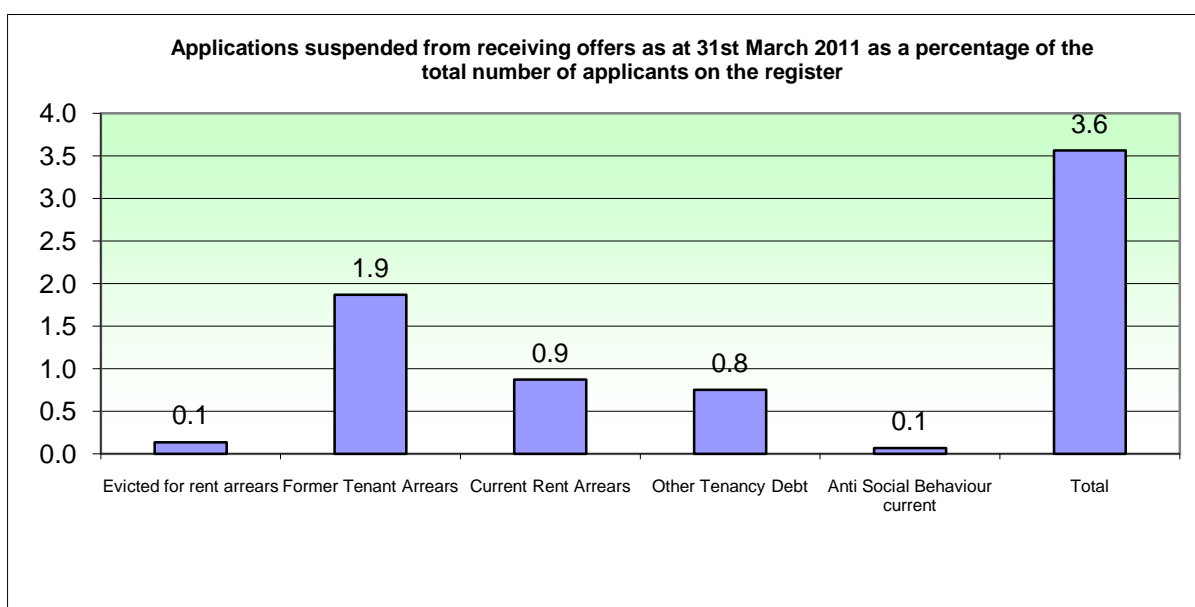


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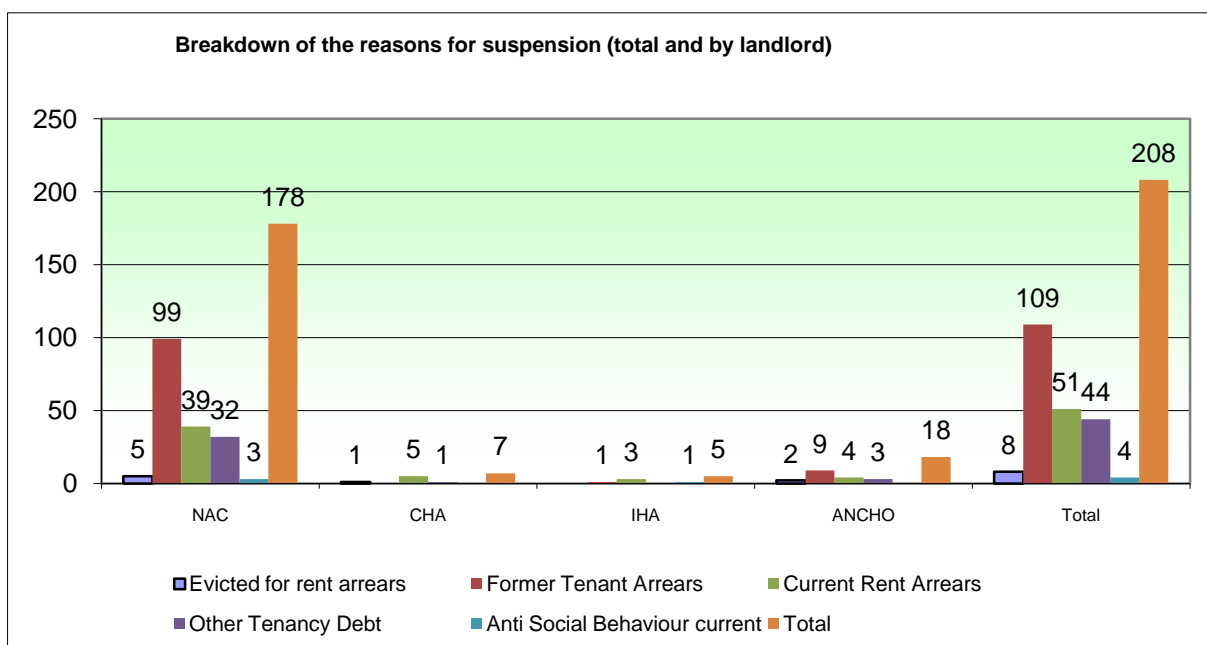


Section 4 Suspension of Applications

4A



4B



4C

The average length of suspension this year was 139 days or 4.6 months

4D Number of appeals against of suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	1	4	5
CHA	0	0	0
IHA	0	0	0
ANCHO	1	0	1
Total	2	4	6

All appeals were held within 10 working days

Section 5 Applicant Satisfaction

5A, 5B There have been no appeals against application assessment

5C The first applicant satisfaction survey will be completed by December 2011

Section 6 Offers

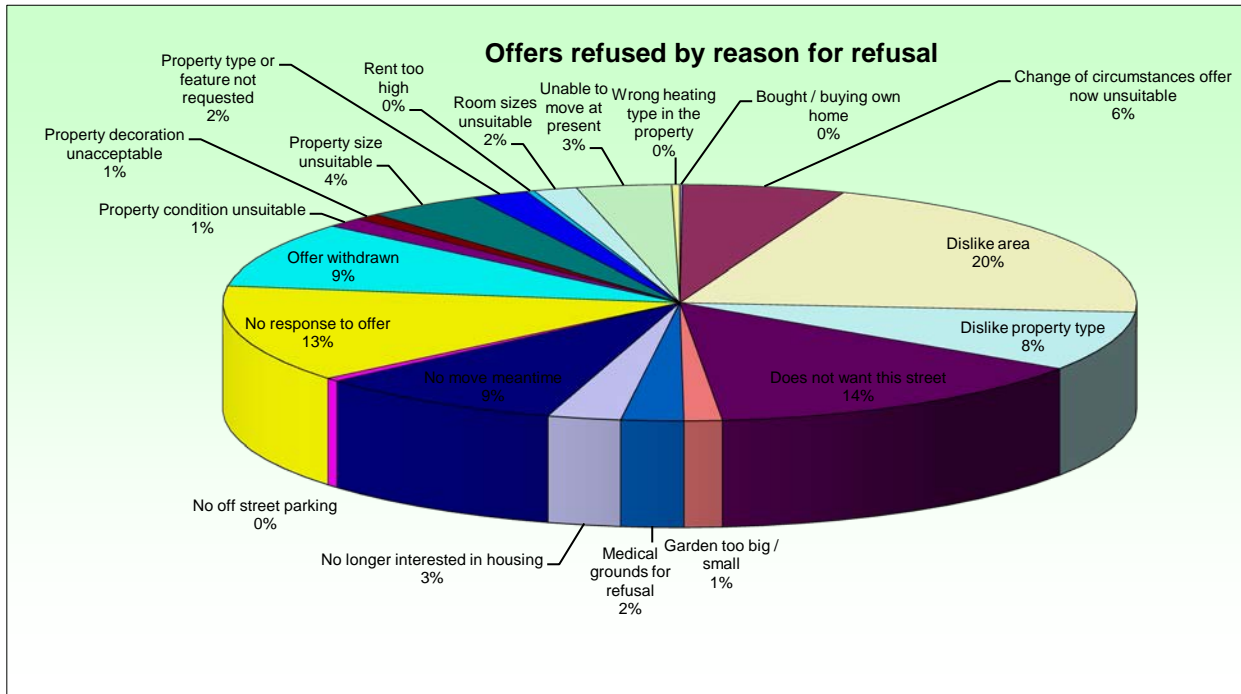
6A, 6B,
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
<u>Group 1</u> <i>Homeless</i>	347	103	450	1.3
<u>Group 2</u> <i>Strategic housing needs</i>	73	8	81	1.1
<u>Group 3</u> <i>Overcrowding</i>	314	294	608	1.9
<u>Group 4</u> <i>Unsatisfactory housing</i>	326	468	794	2.4
<u>Group 5</u> <i>Transfers</i>	42	45	87	2.1
<u>Group 6</u> <i>General needs</i>	185	213	398	2.2
<u>Group 7</u> <i>Relocation needs</i>	7	8	15	2.1
Total	1294	1139	2433	1.9

6D

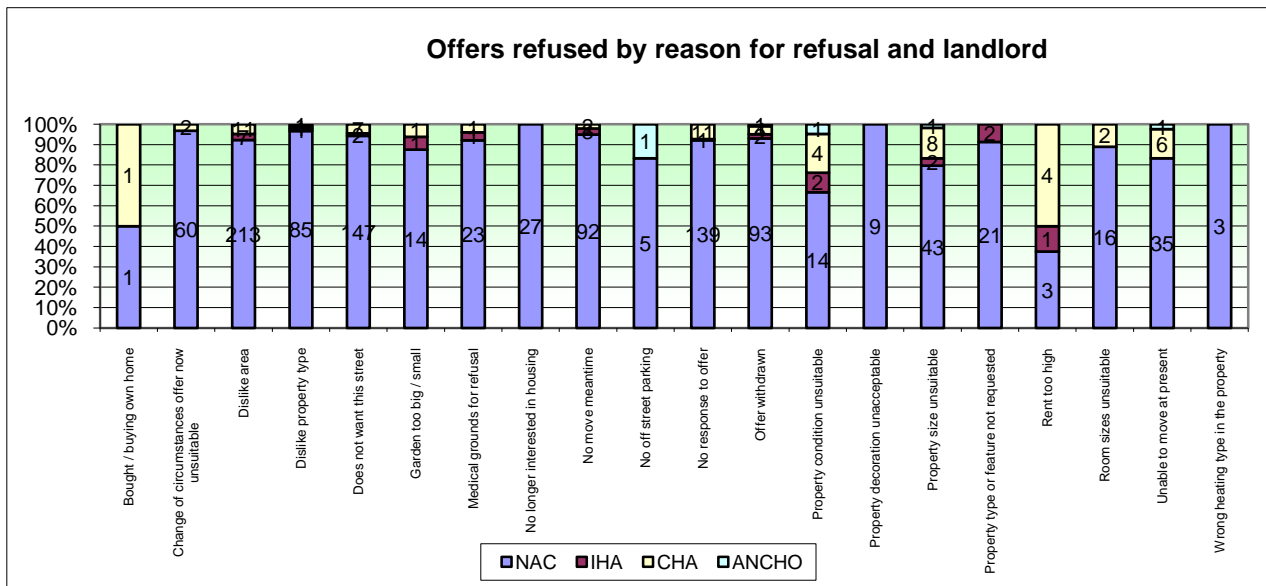
	Refusals	Lets	Total offers	Average no offers
ANCHO	6	38	44	1.2
CHA	65	189	254	1.3
IHA	25	115	140	1.2
NAC	1043	952	1995	2.1
Total	1139	1294	2433	1.9

6E



The reasons for refusals can be grouped into more general reasons:
 33% because the applicant dislikes area or street
 25% because the applicant is no longer interested in housing, no response or no move meantime
 17% because of features/things to do with the property itself

6E

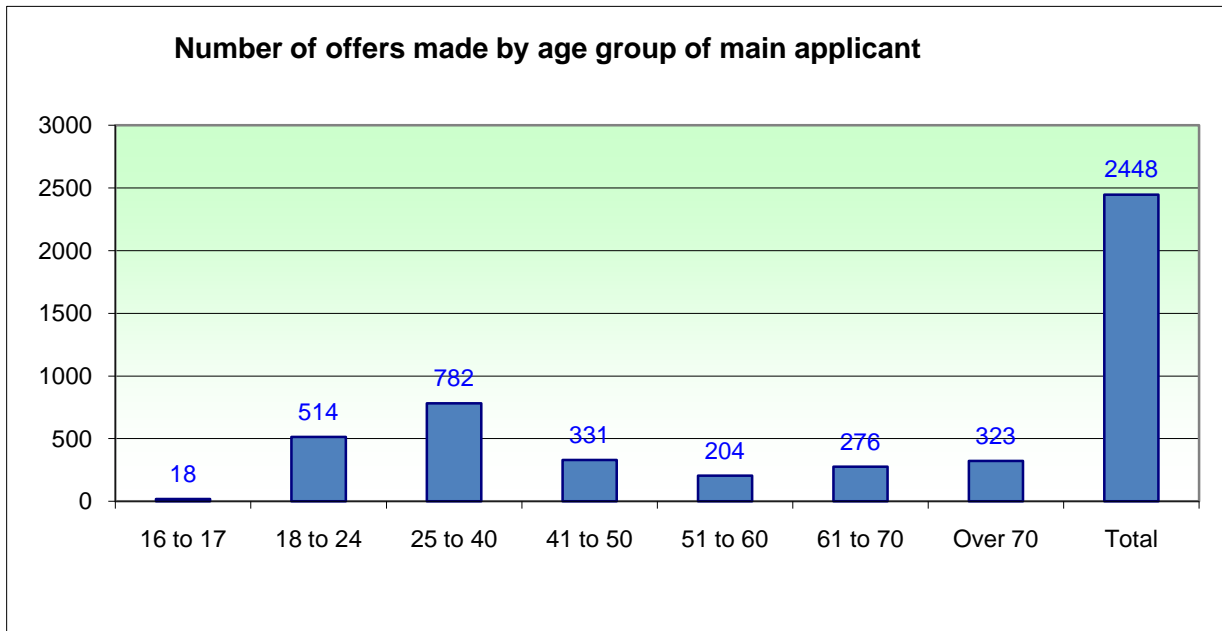


6F, 6G Appeals against offers to group 1 (Homeless)

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	26	43	69
CHA	1	2	3
IHA	0	2	2
ANCHO	1	1	2
Total	28	48	76

36% of appeals were upheld and
 63% of appeals were rejected
 No of offers to Group 1: 450
 % of offers to Group 1 appealed: 6%

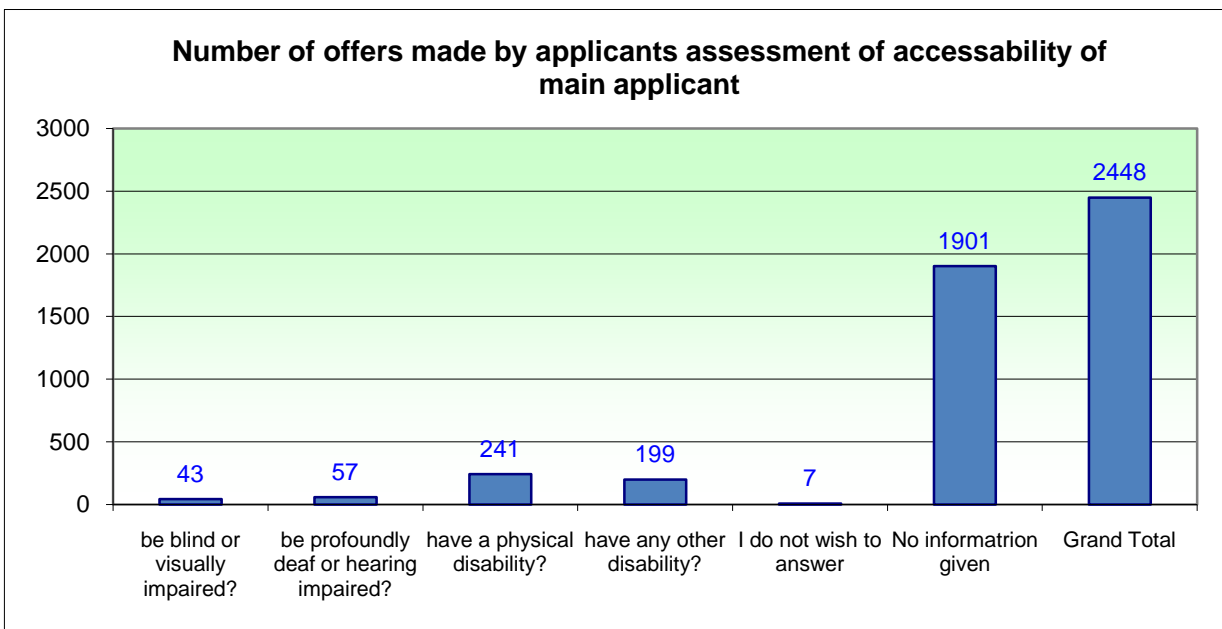
6H

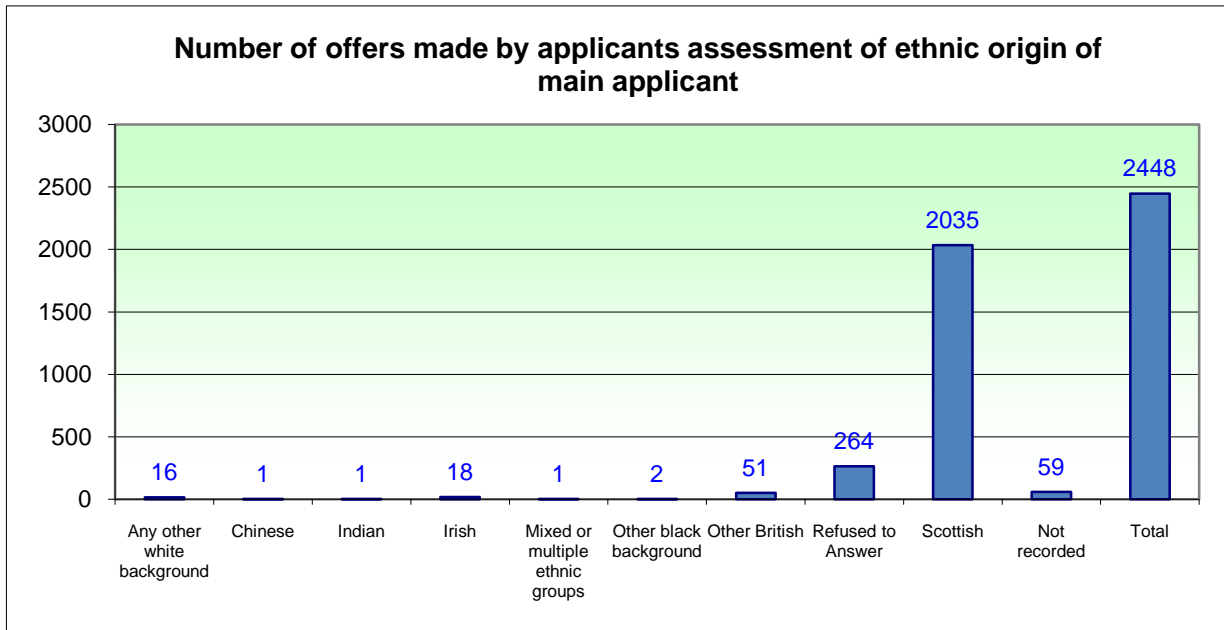


6H



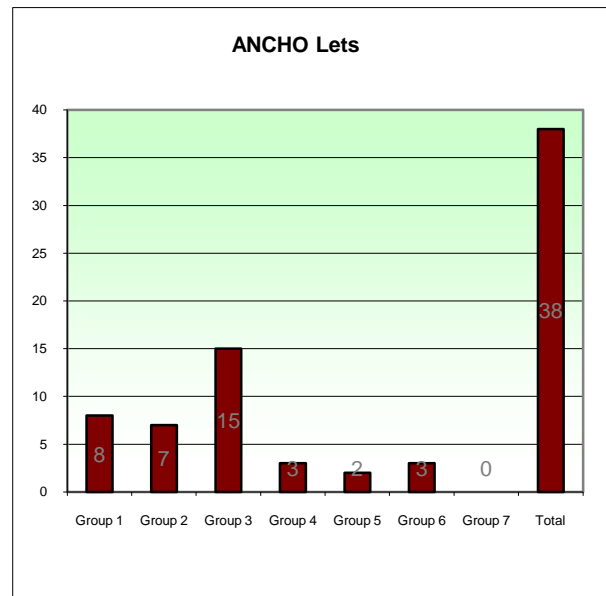
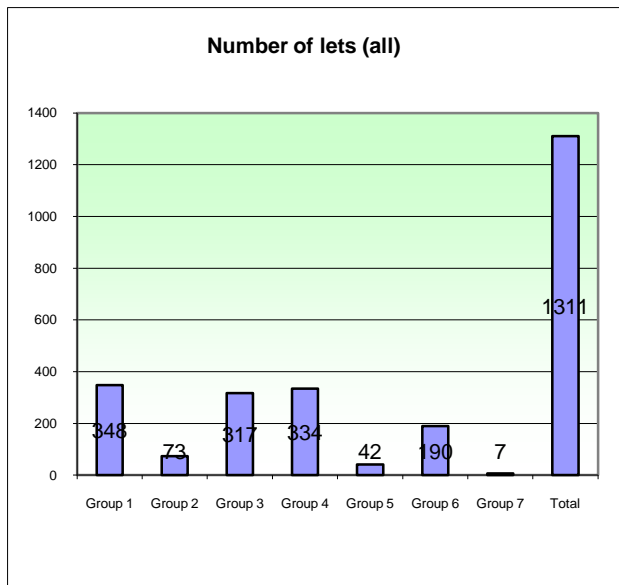
6I



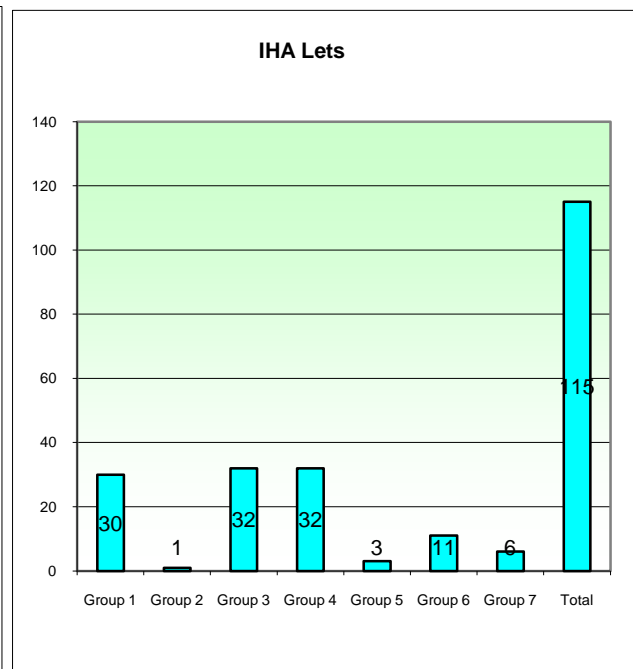
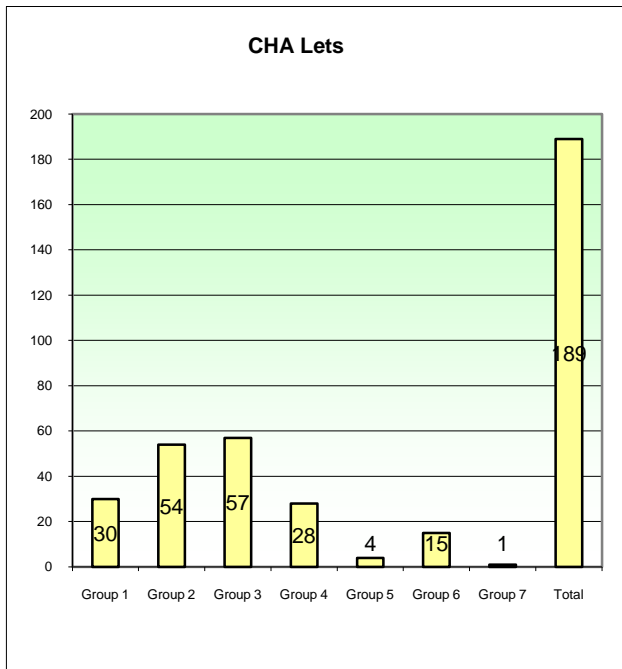


Section 7 Lets

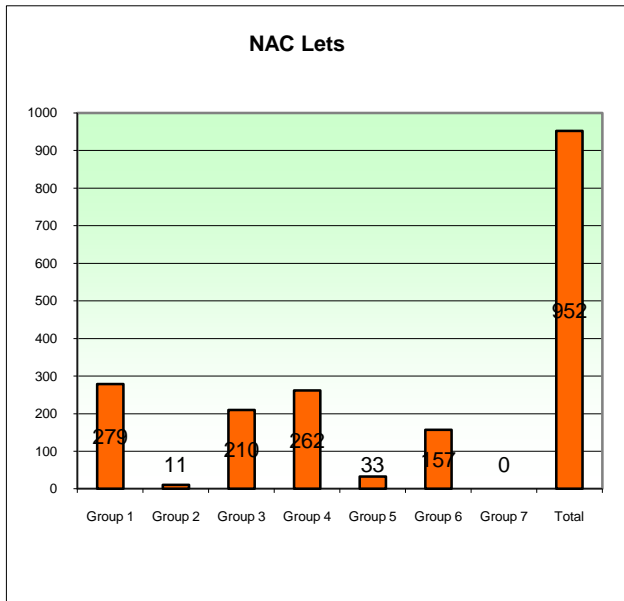
7A,7B



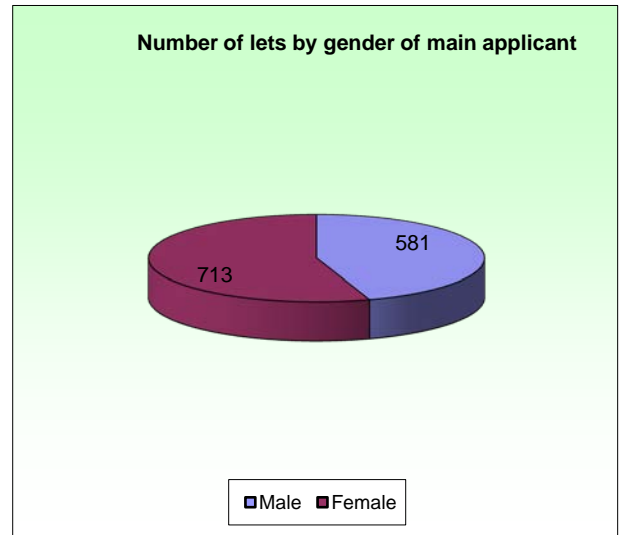
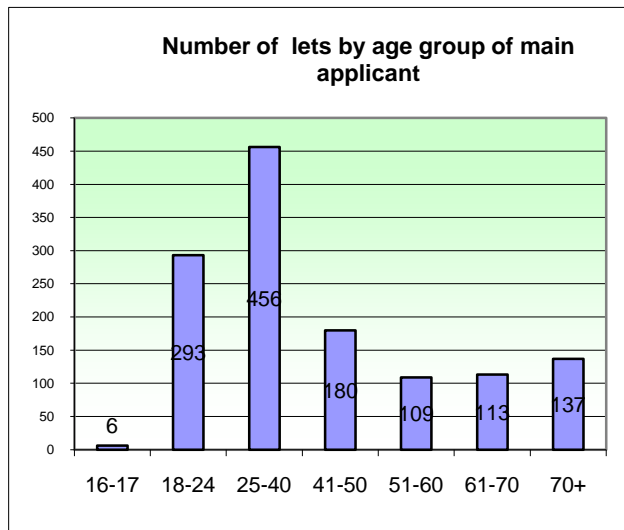
7B



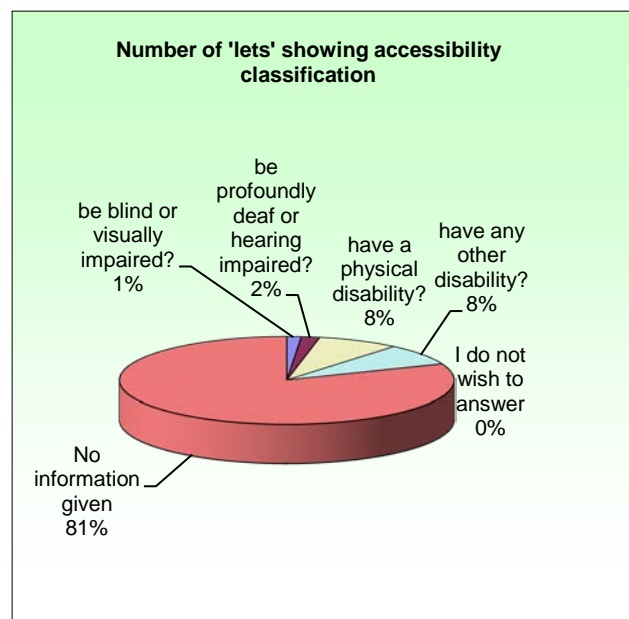
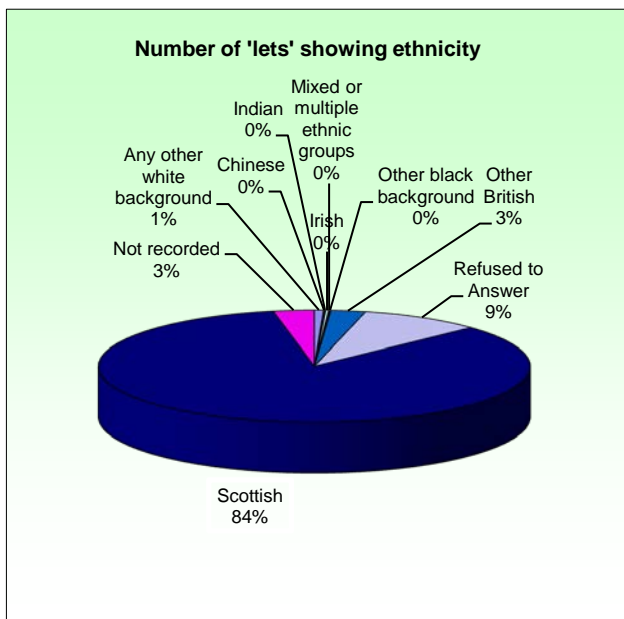
7B



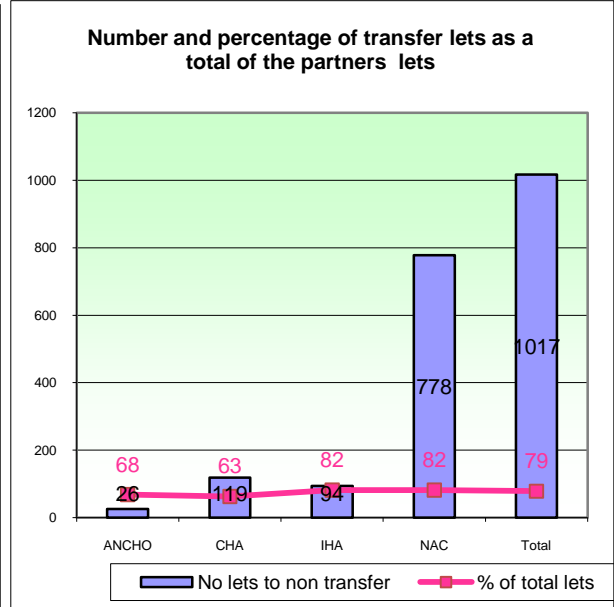
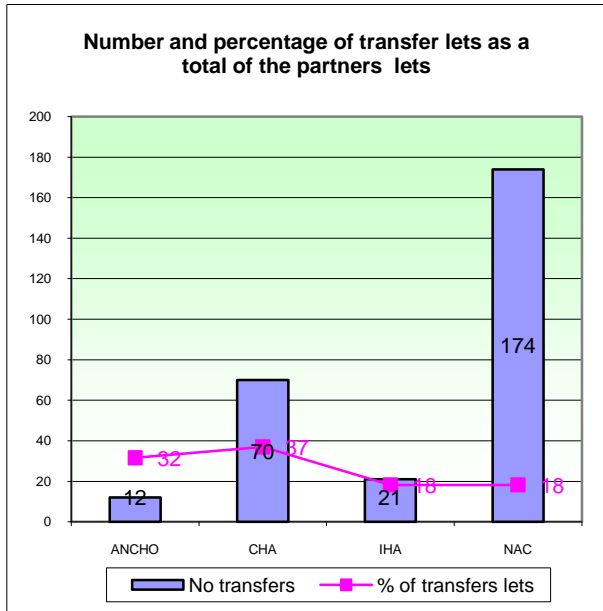
7C



7D



7E, 7F



Section 8 Nominations to Non-core RSLs

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
Beild HA	4	1	3
Hanover HA	2	0	2
Horizion HA	1	0	1
Isle of Arran Homes	8	1	7
Margaret Blackwood HA	4	2	2
West of Scotland HA	1	0	1
Total	20	4	16

8B All nomination requests were provided within 5 days

8D There was 1 sucessful section 5 referral to a non-core partner

Section 9 Length of Time to be Housed

9A

	<i>Average no of days to be housed</i>	<i>Average no of months to be housed</i>
Group 1	172	5.7
Group 2	321	10.7
Group 3	567	18.9
Group 4	700	23.3
Group 5	596	19.9
Group 6	561	18.7
Group 7	423	14.1
Overall	481	16.0



Contact:

Bill McGhee Housing Project Manager 01294 324011
Alison Vass CHR Implementation Manager 01294 314930

Housing Services
5th Floor
Cunninghame House
IRVINE
Ayrshire
KA12 8EE