

**North Ayrshire Housing Register
Performance Report
1st April 2017 to 31st March 2018**



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

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 2017 to 31st March 2018.

To be updated

2017 to 2018 performance summary compared to the previous year

Performance

There are 4,980 applicants on the register, with 4300 new applications added during the year. **An increase from last year's figures in terms of numbers on the register and numbers applying during the year.**

The percentage of applications submitted on-line is 26.9% compared to 14.2% in 2016/17. **An increase from last year's figure.**

Application processing time (between 1 and 10 working days) across all partners continues to be excellent with 97.3% being the lowest percentage processing time for this category for all partners. **This is a slight decrease on last year's figure of 98.2%.**

There were on average 1.9 offers per each void. **Same as last year's figure.**

Trends

Refusals: 31.1% were refused because the applicant disliked the street or area, 44.1% because the applicant was no longer interested in housing or did not respond to the offer or did not want to move at that time and 24.8% was because of something to do with the property itself or the applicant disliked a feature of the property and 0.0% because of Welfare Reform Issues. **The percentages are similar to last year.**

The average length of time an applicant waited to be housed between April 2017 and March 2018 was 14.2 months. **This is an increase to last year's figure of 12.6 months.**

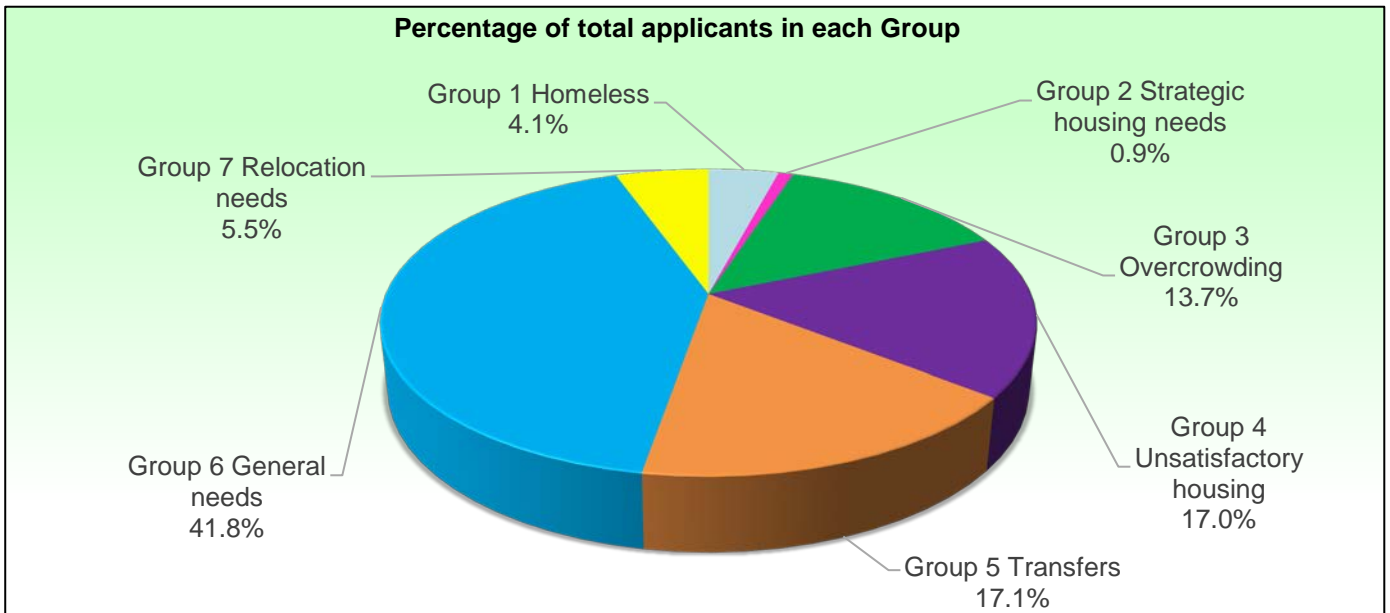
The average length of time that applicants were suspended was 3.8 months. **A decrease on last year's figure of 4.9 months.**

- Section 1 [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 transfer applications received by landlord](#)
 - [1H Number of new applications received on-line as a % of total applications received](#)
 - [1I Number of applicants that have selected each partner landlord and non-core landlords](#)
- Section 2 [Application Management](#)
 - [2A Applications processing times](#)
 - [2B Percentage of annual reviews completed](#)
 - [2C Number of applications closed \(withdrawn or deleted\)](#)
 - [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 and refused](#)
 - [6C Number of offers by group and offers per let](#)
 - [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 and percentage of transfer lets as a total of the partner lets](#)
 - [7F Number and percentage of non-transfer lets as a total of the partner lets](#)
- Section 8 [Nominations to Non-core RSL's](#)
 - [8A Number of nominations requested](#)
 - [8B Number and percentage of nominations resulting in a let](#)
 - [8C Number and percentage of nominations provided within target \(5 working days\)](#)
 - [8D Number and percentage 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 10 [10 Mutual Exchanges](#)
- Section 11 [11 Housing Options](#)

Section 1 Applications Received

1A There were **4980** applicants on NAHR as at 31st March 2018

1B



1C,1D,
1E,1F

Landlord	No. of new transfer applicants by landlord	Percentage of register that are transfers
ANCHO	67	1.3%
CHA	196	3.9%
IHA	116	2.3%
NAC	1075	21.6%
Grand Total	1454	29.2%

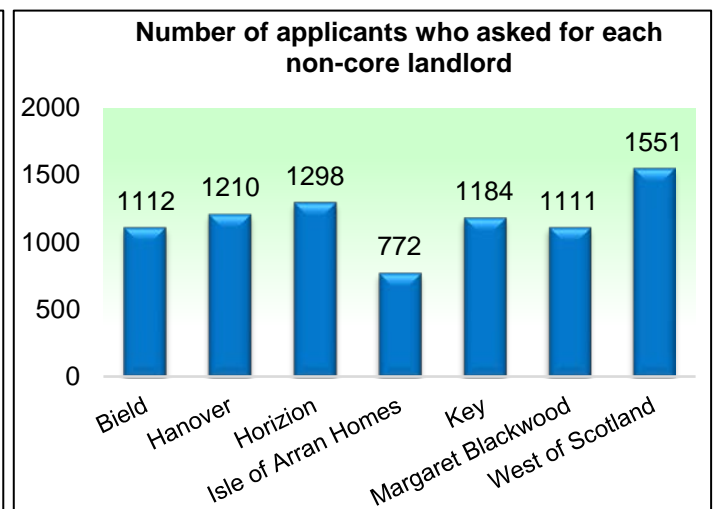
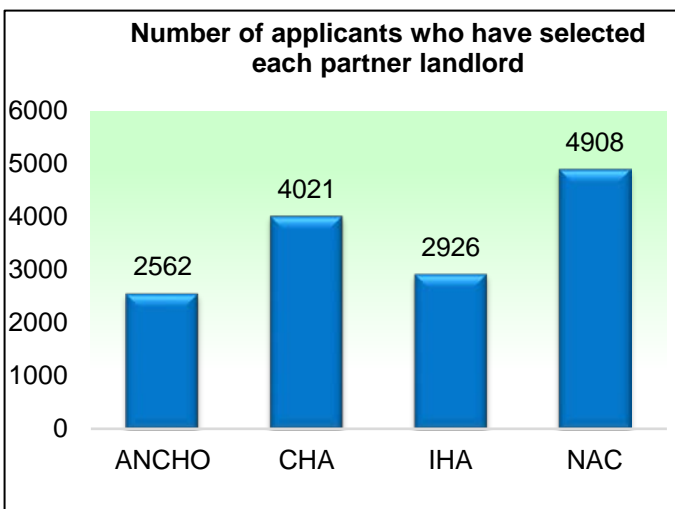
1G

Landlord	No. of new transfer applications received by landlord
ANCHO	33
CHA	101
IHA	52
NAC	584
Not Applicable	3530
Total	4300

1H **On-line applications**

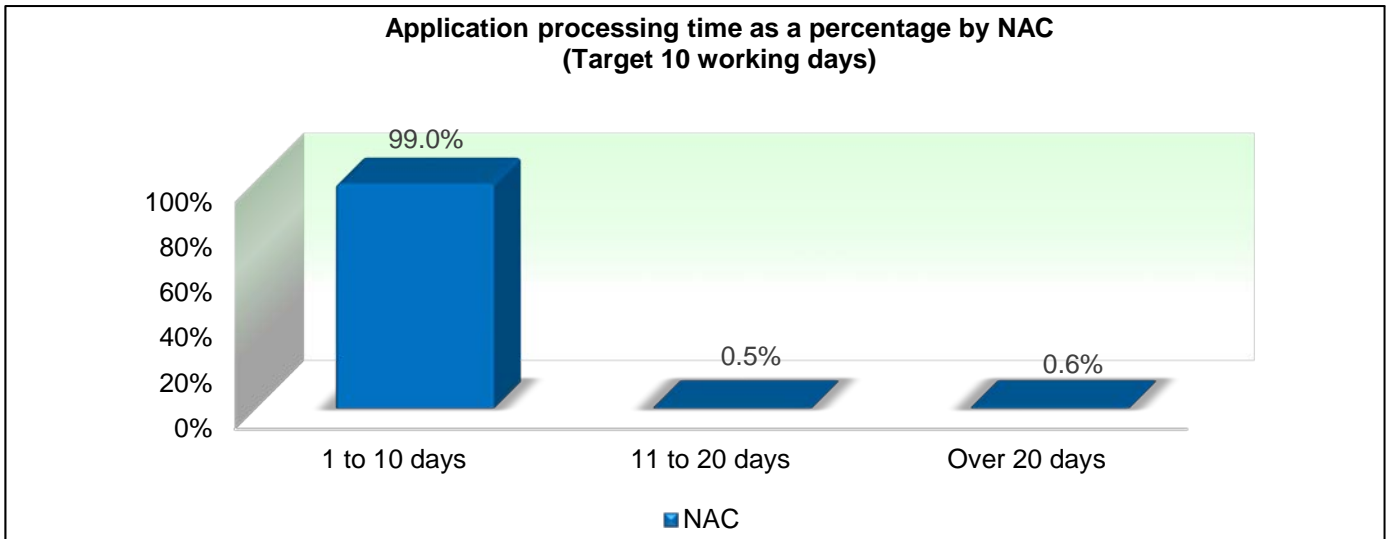
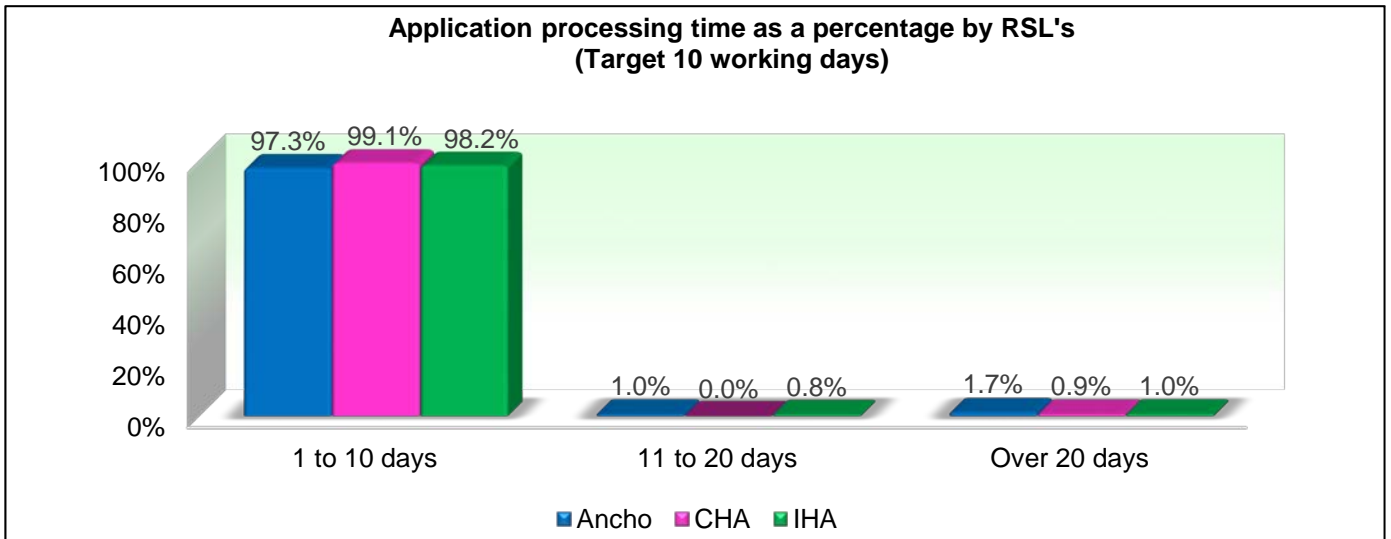
Number of online applications received in the year as a % of total new applications	1157	26.9%
---	------	-------

1I



Section 2 Application Management

2A



2B Percentage of annual reviews completed
The target is 90.0%

Landlord	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average for Year
ANCHO	100.0%	100.0%	100.0%	88.5%	96.1%
CHA	100.0%	100.0%	100.0%	100.0%	100.0%
IHA	100.0%	100.0%	100.0%	95.9%	98.5%
NAC	99.6%	99.7%	98.4%	98.8%	99.1%
Average for Year	99.9%	99.9%	99.6%	95.8%	

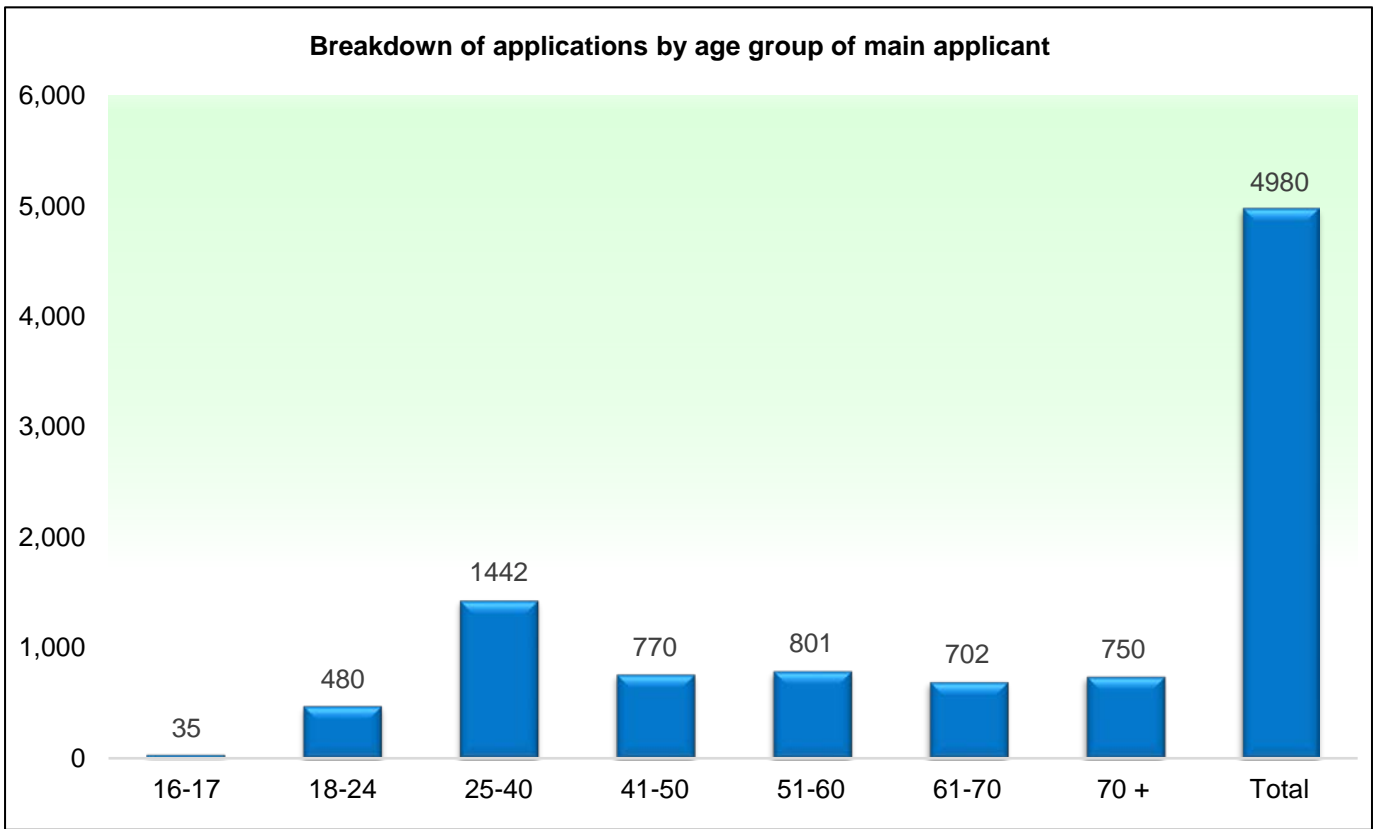
2C The number of applications closed (withdrawn or deleted) this year was: 2530

2D Number of failed application audits (10% of applications received)
This is a combined total for all core partners
The target is 90.0%

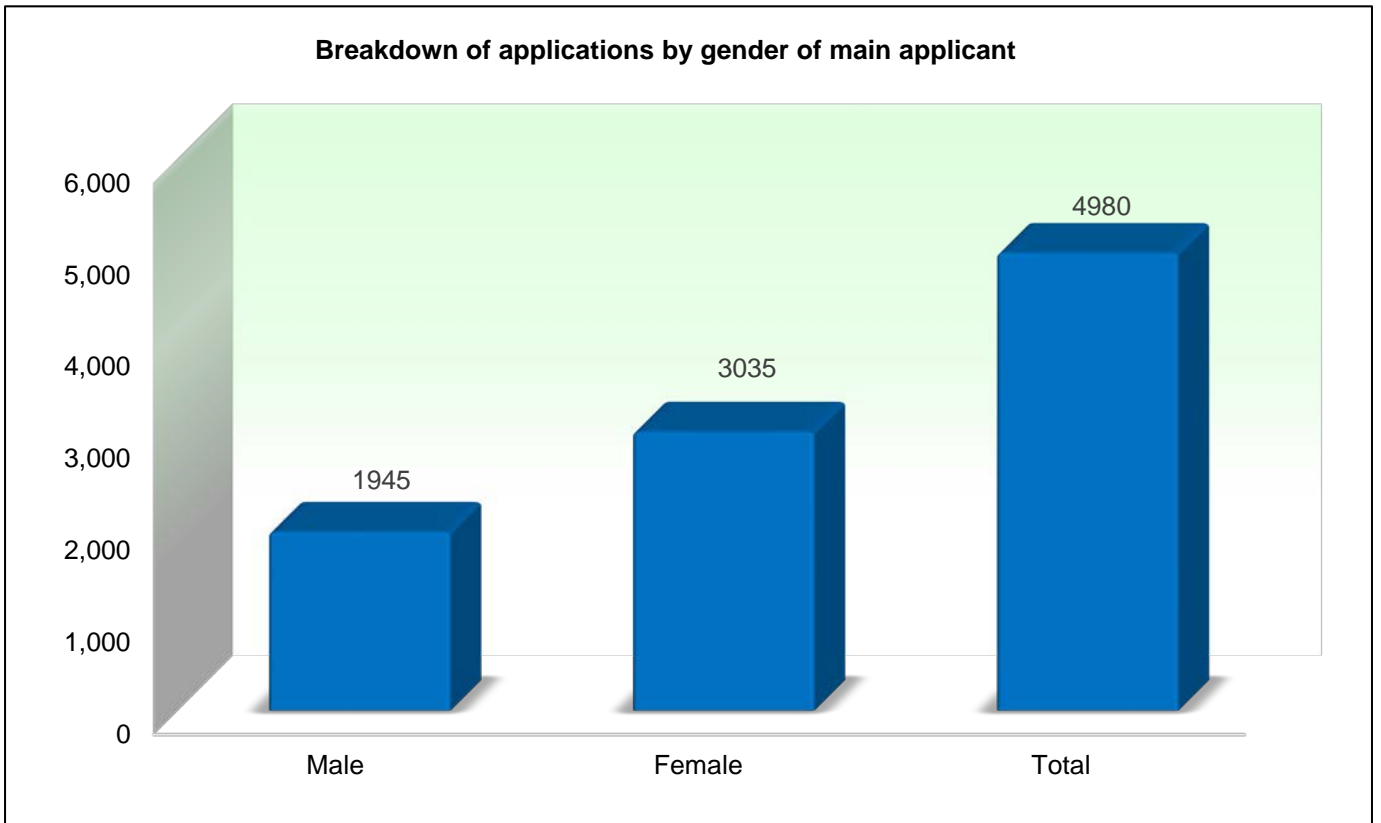
Target 90%	Number audited	Number passed	Number failed	% passed	% failed
Total	191	188	3	98.4%	1.6%

Section 3 Equalities Information

3A

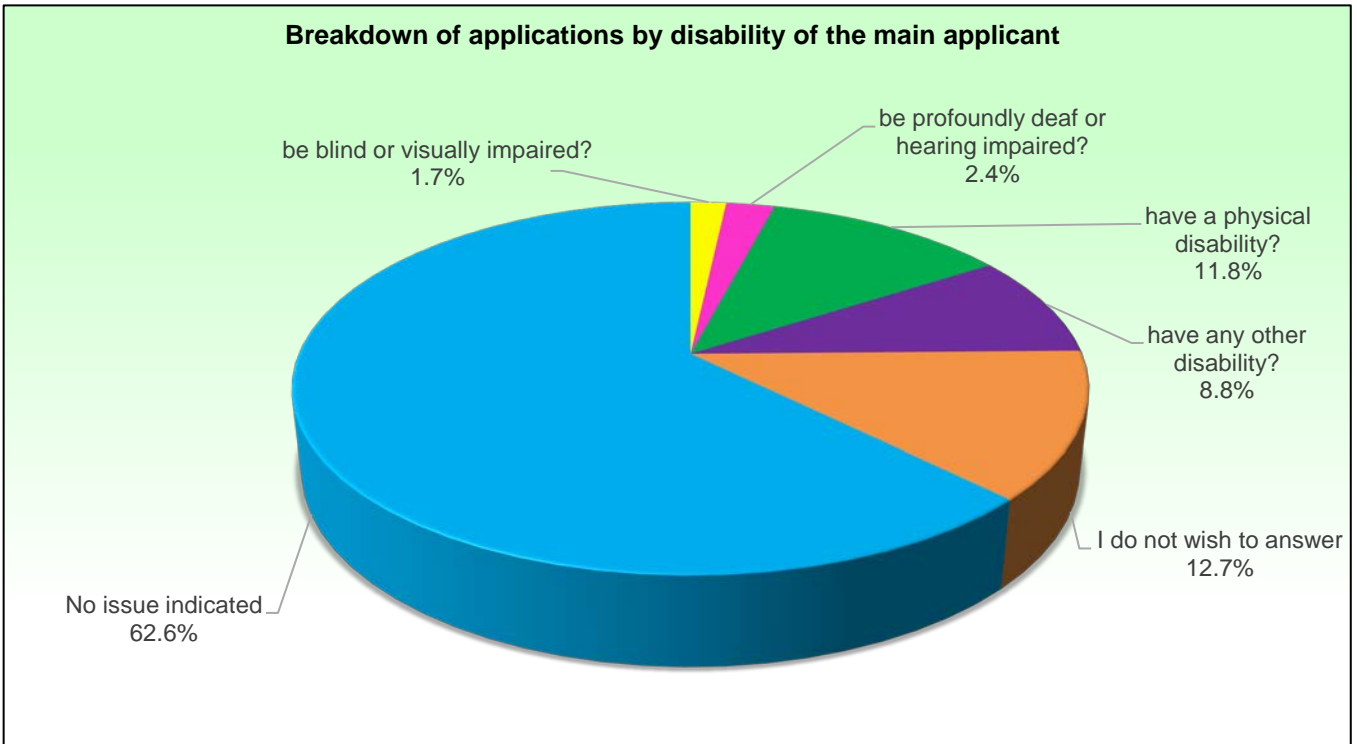


3B

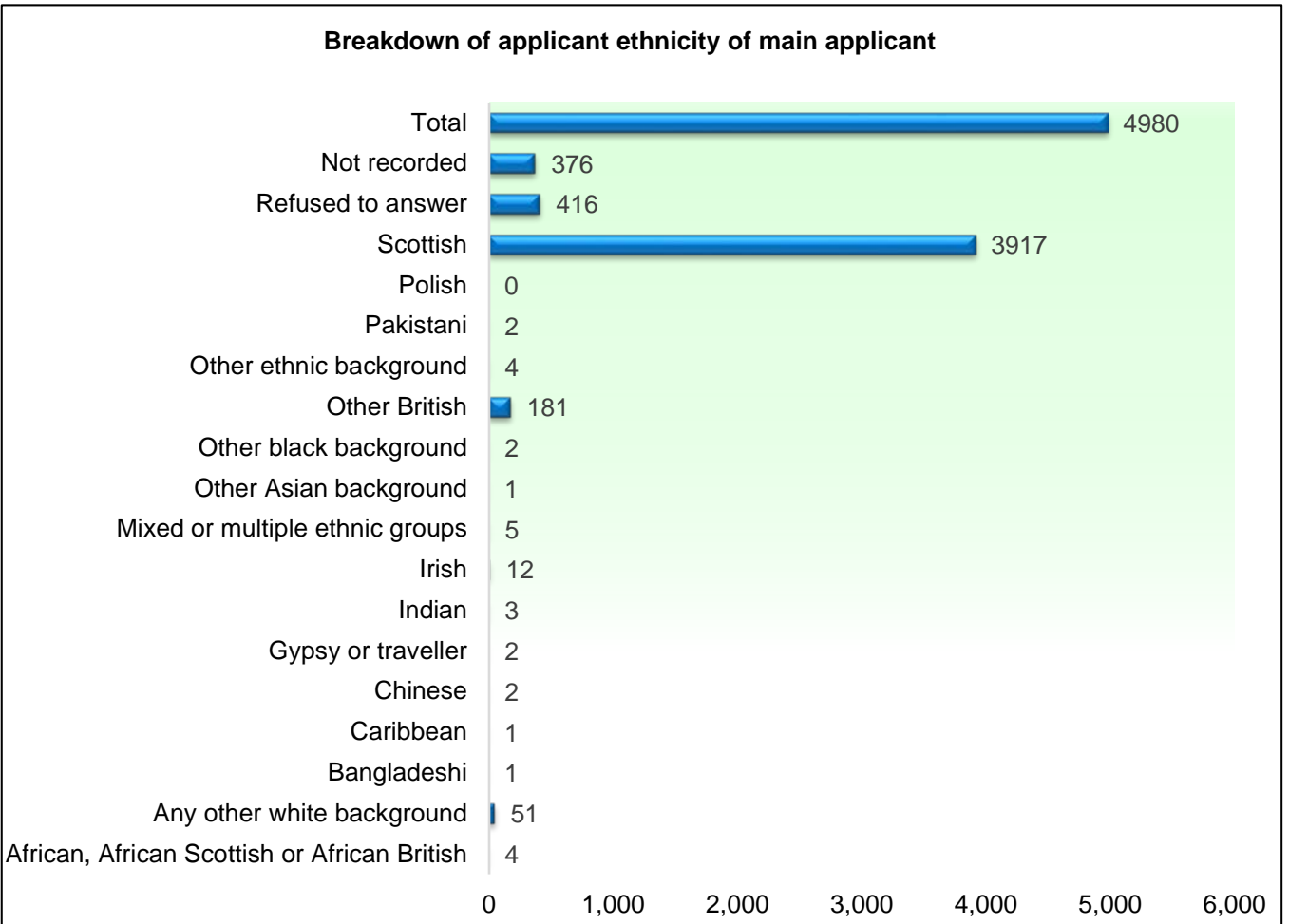


Section 3 Equalities Information continued

3C



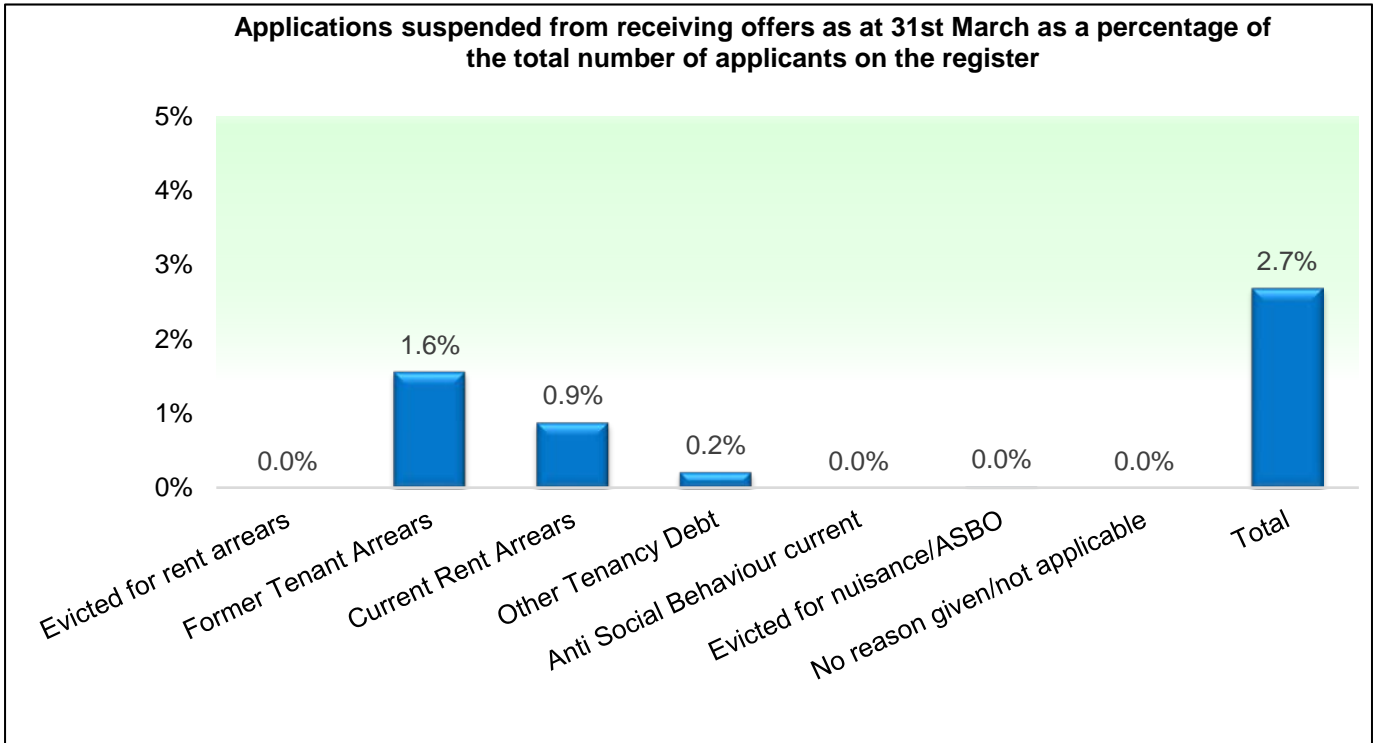
3D



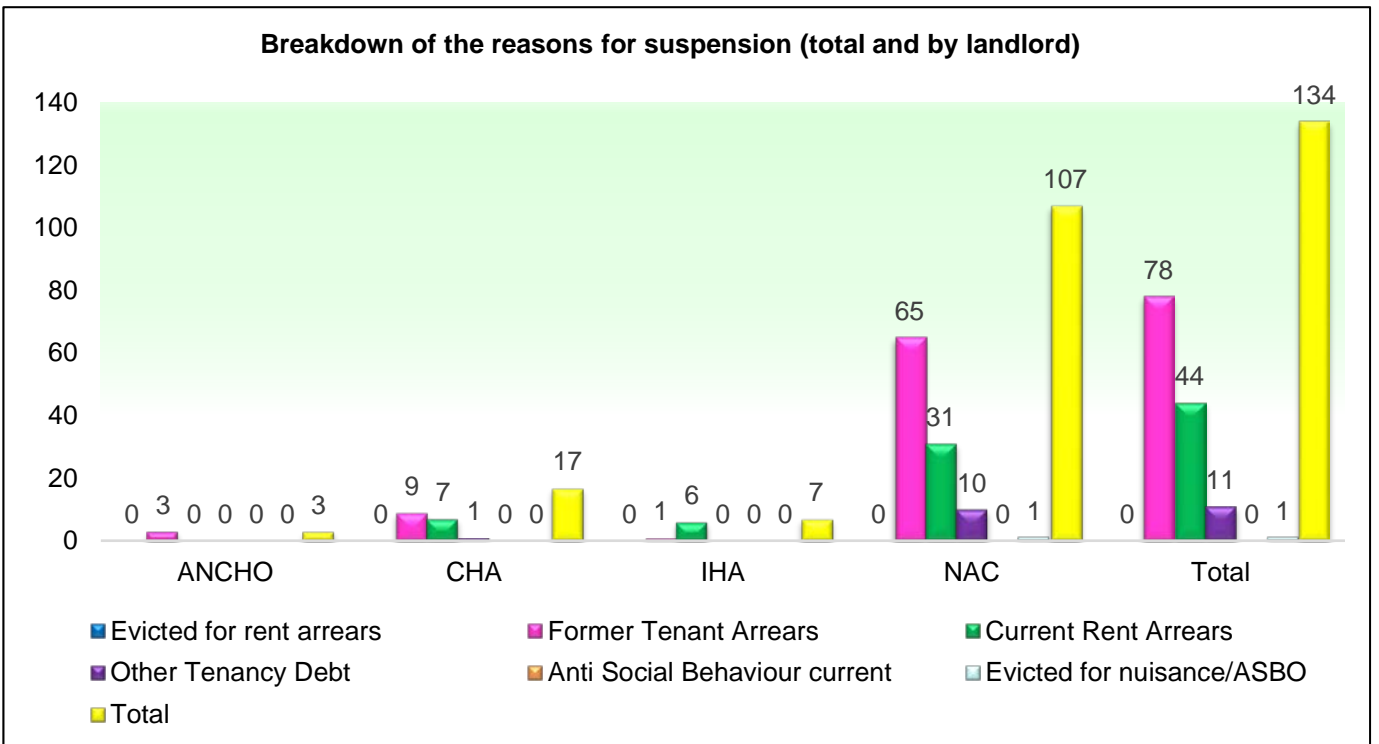
[Back to index](#)

Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 114 days (3.8 months).

4D Number of appeals against suspension:

Landlord	Appeals Upheld	Appeals Rejected	Total
Total	5	6	11

[Back to index](#)

Section 5 Applicant Satisfaction

5A, 5B All appeals were held in the 10 working days target, the average time to hear an appeal was 5 days. There have been 2 appeals against application assessment.

5C Applicant survey happens every 3 years. One was scheduled for 2017/18 but the survey has been suspended until the review of NAHAP is finalised and implemented.

Section 6 Offers

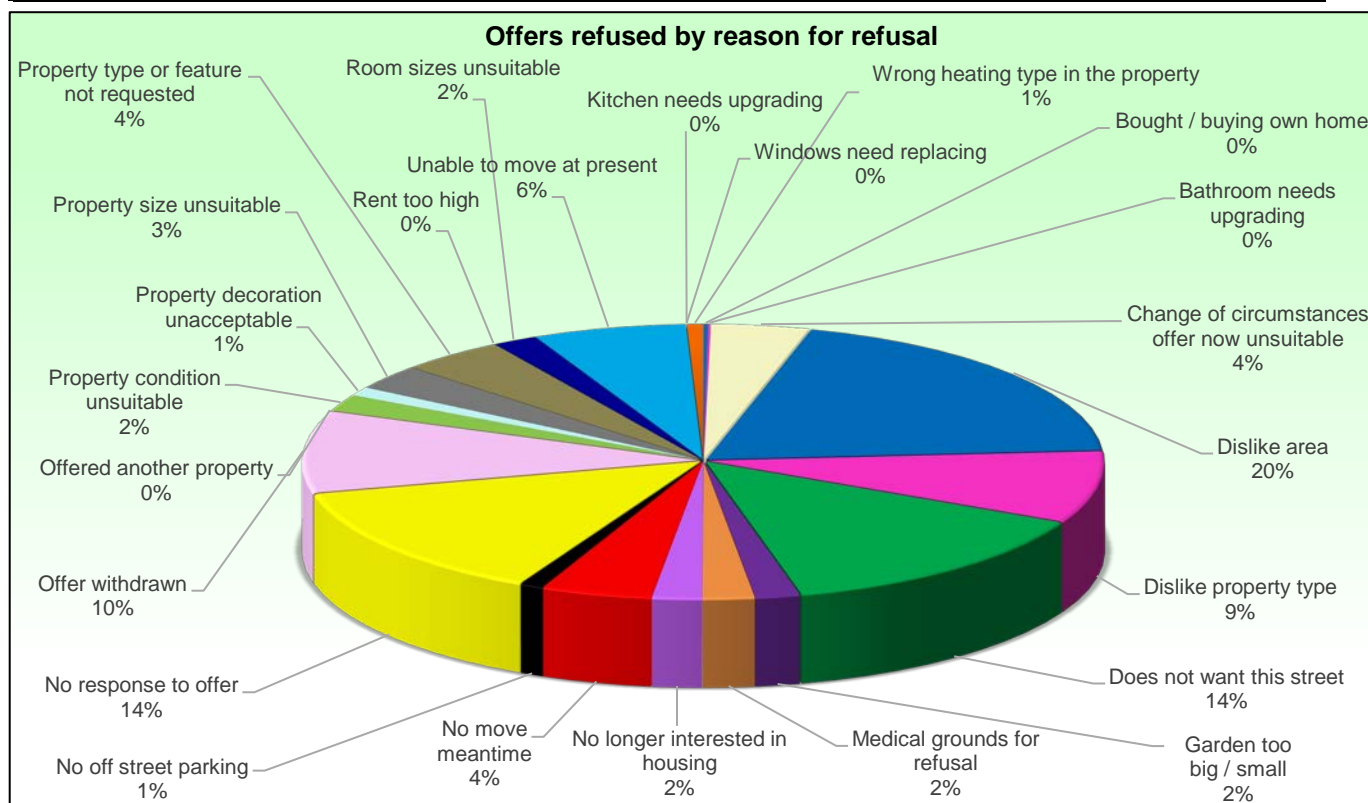
6A, 6B,
6C

Group	No. of offers	Average no. of offers
Group 1 Homeless	496	1.3
Group 2 Strategic housing needs	62	1.2
Group 3 Overcrowding	669	2.0
Group 4 Unsatisfactory housing	509	2.2
Group 5 Transfers	122	2.3
Group 6 General needs	735	2.1
Group 7 Relocation needs	18	18.0
Total	2611	1.9

6D

Landlord	No. of offers	Average no. of offers
ANCHO	107	1.9
CHA	379	1.4
IHA	109	1.2
NAC	2010	2.1
Non-core landlords	6	1.2
Total	2611	1.9

6E

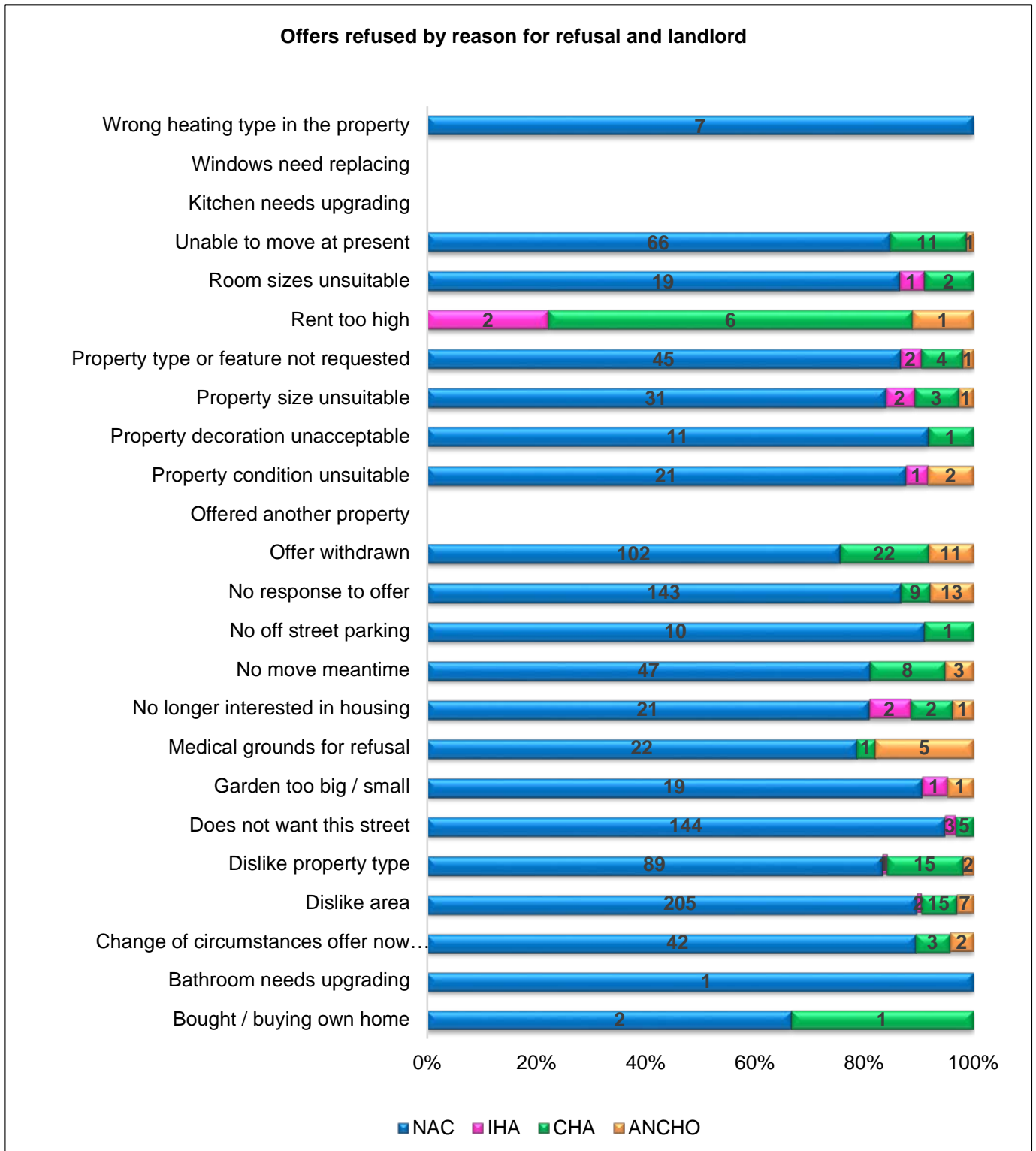


The reasons for refusals can be grouped into more general reasons:

- 31.1% because the applicant dislikes area or street
- 44.1% because the applicant is no longer interested in housing, no response or no move meantime
- 24.8% because of features/things to do with the property itself
- 0.0% because of Welfare Reform issues

Section 6 Offers continued

6E



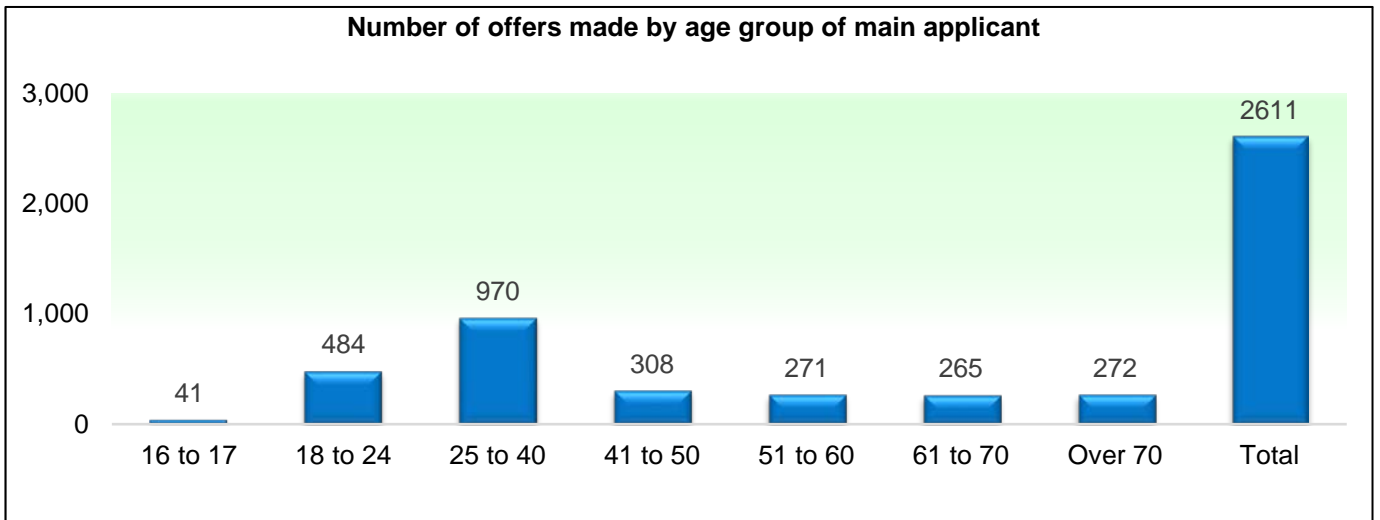
6F Appeals against offers to group 1(Homeless):

Landlord	Appeals Upheld	Appeals Rejected	Withdrawn	Total
NAC	21	37	2	60

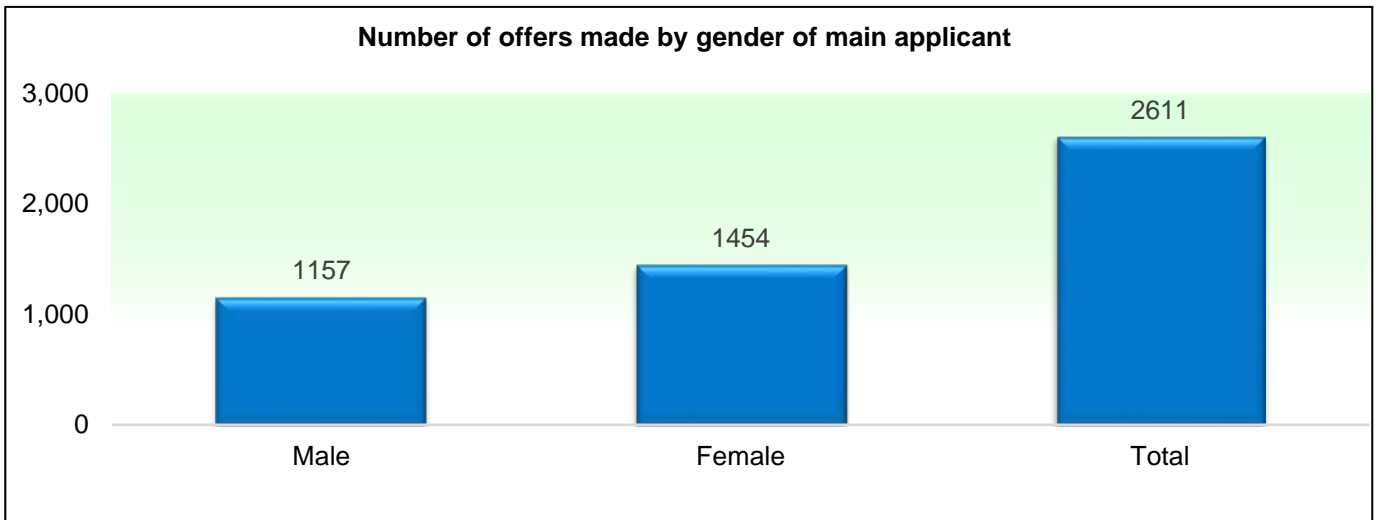
6G % appeals upheld:	35.0%
% appeals rejected:	61.7%
No. of offers to Group 1:	375
% of offers to Group 1 appealed:	16.0%

Section 6 Offers continued

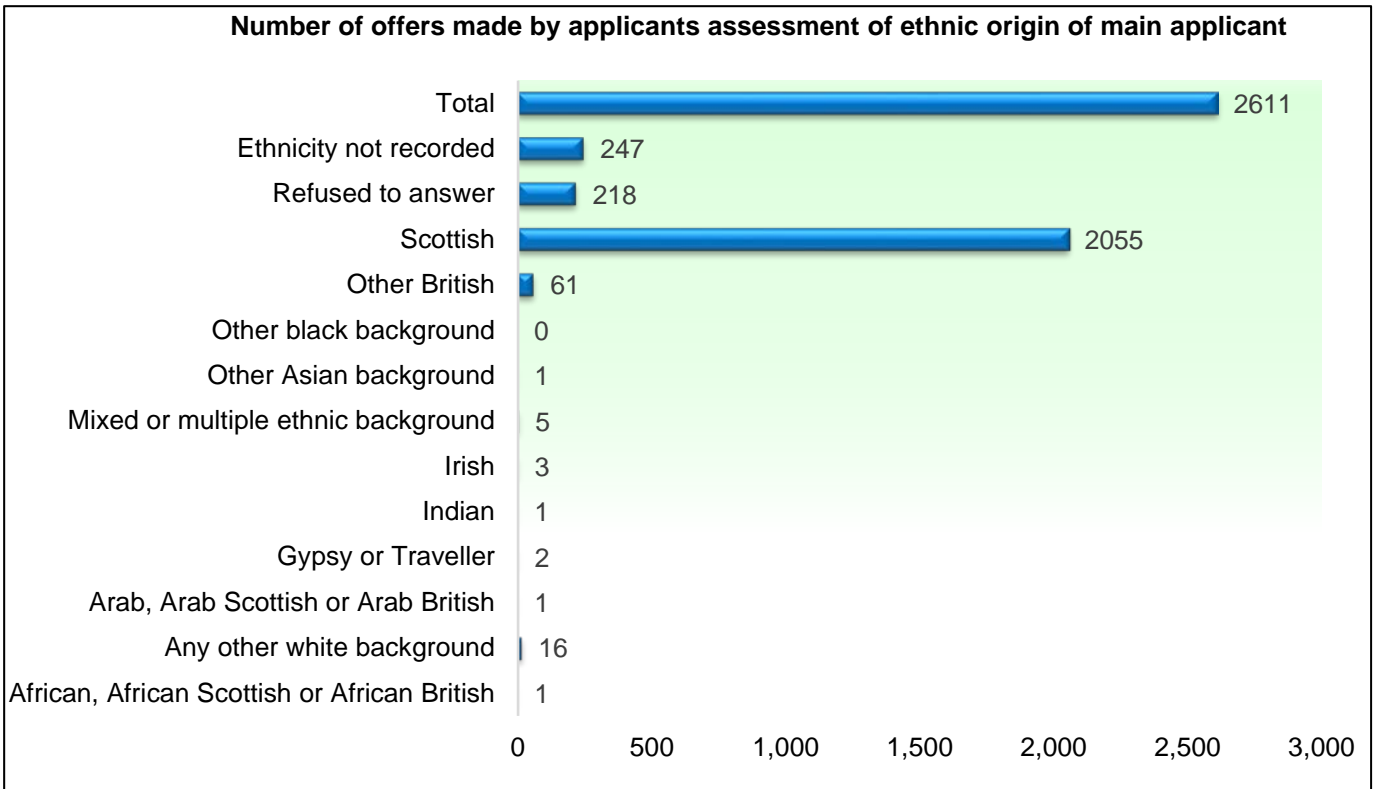
6H



6H

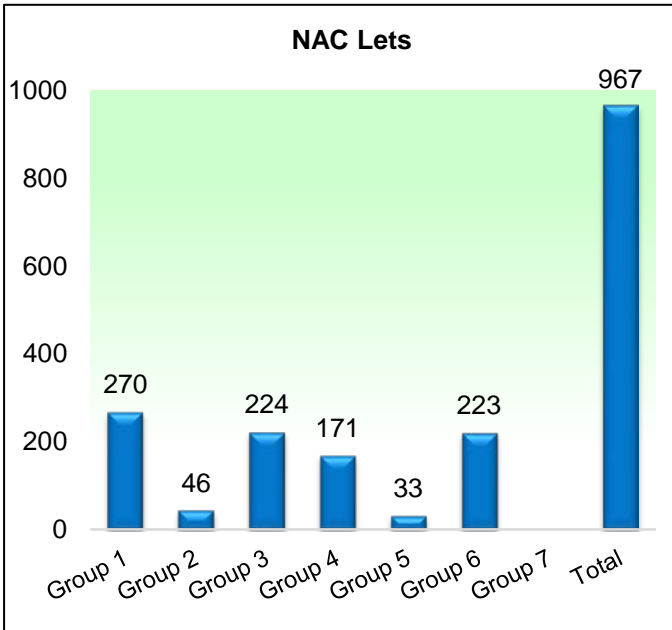
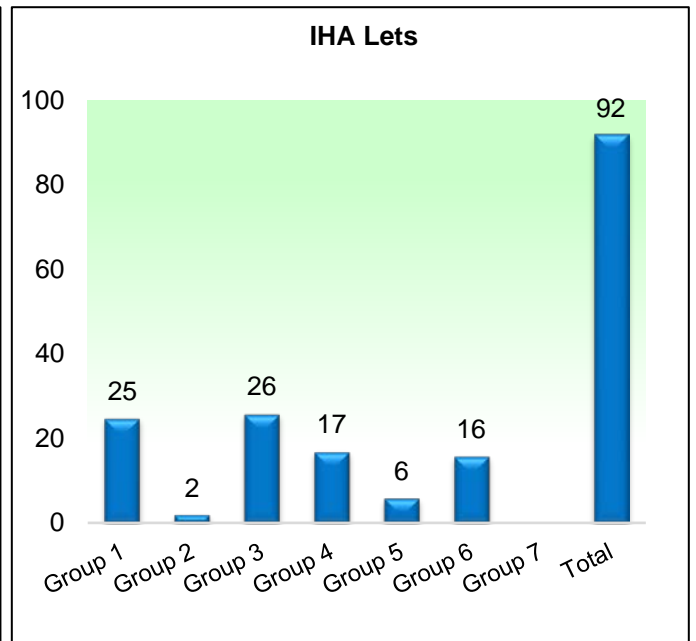
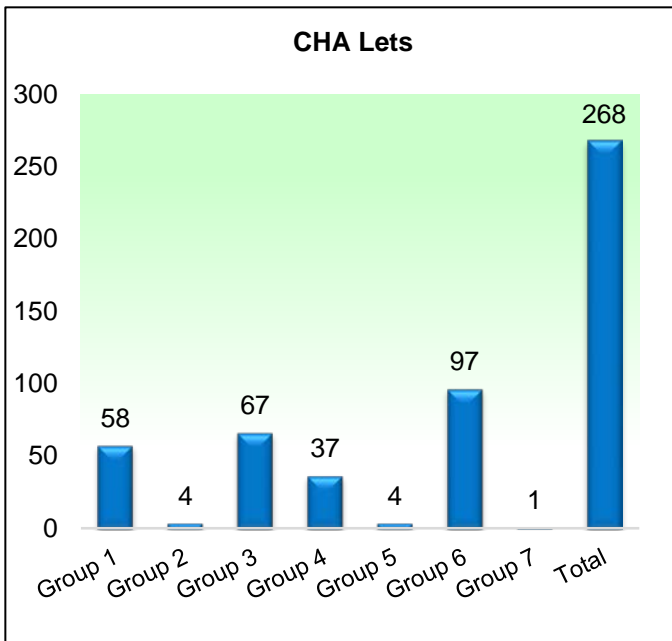
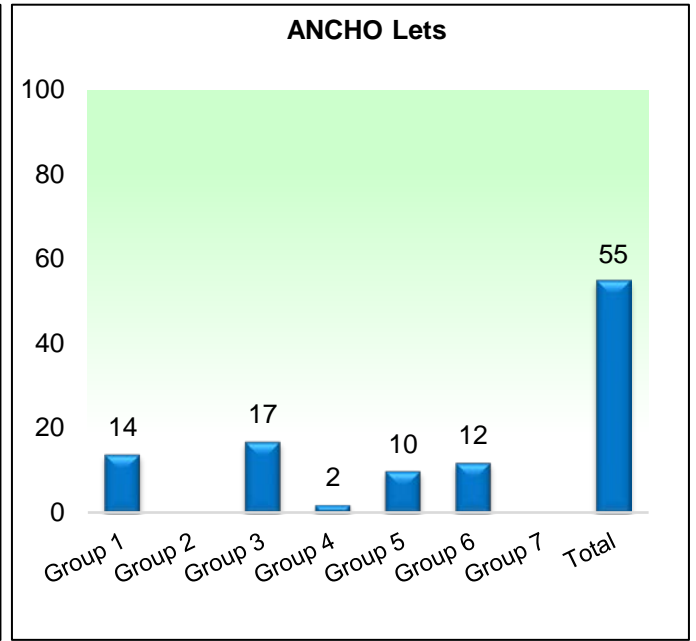
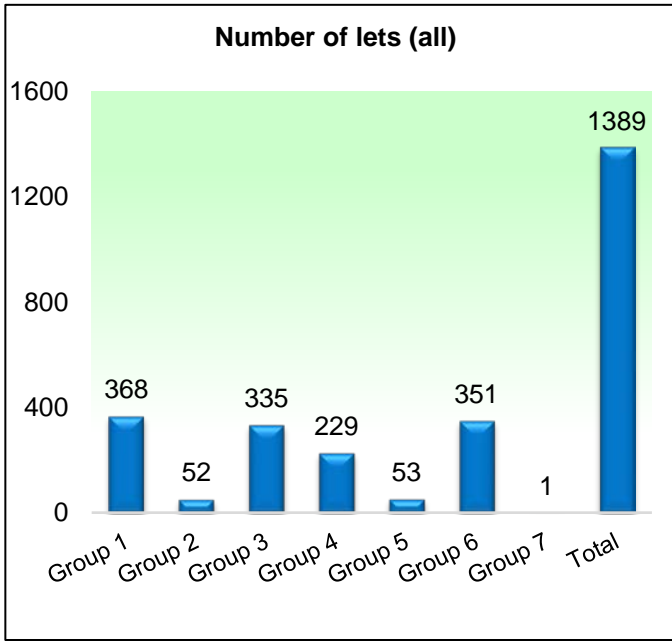


6I



Section 7 Lets

7A,7B

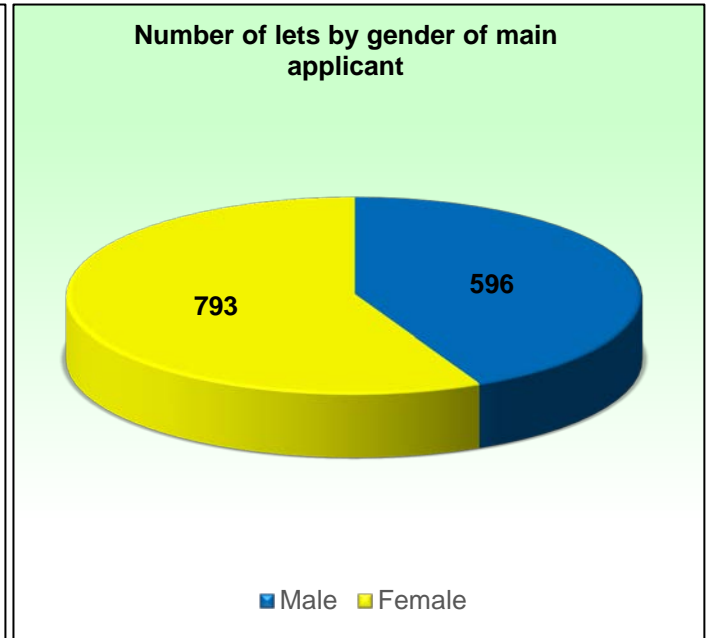
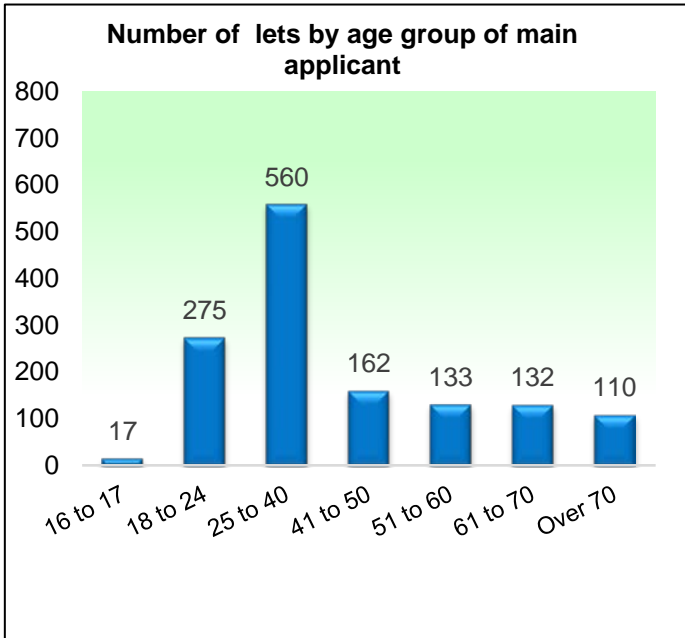


Target for lets to homeless applicants (Group 1) 25%

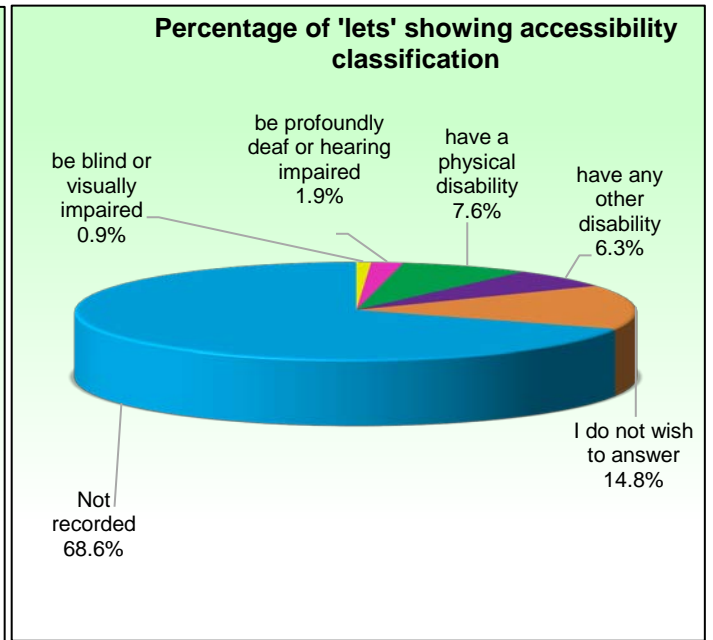
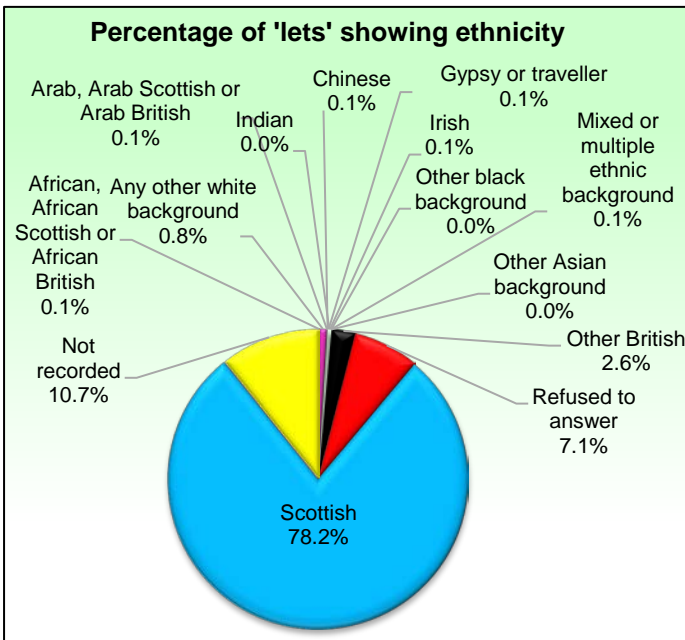
Actual % lets to Group 1 by landlord

ANCHO	25.5%
CHA	21.6%
IHA	27.2%
NAC	27.9%
Total	26.5%

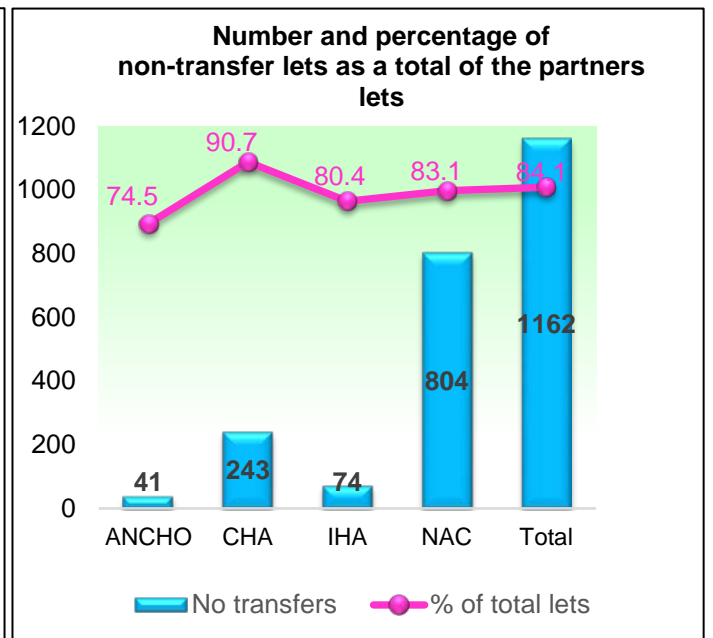
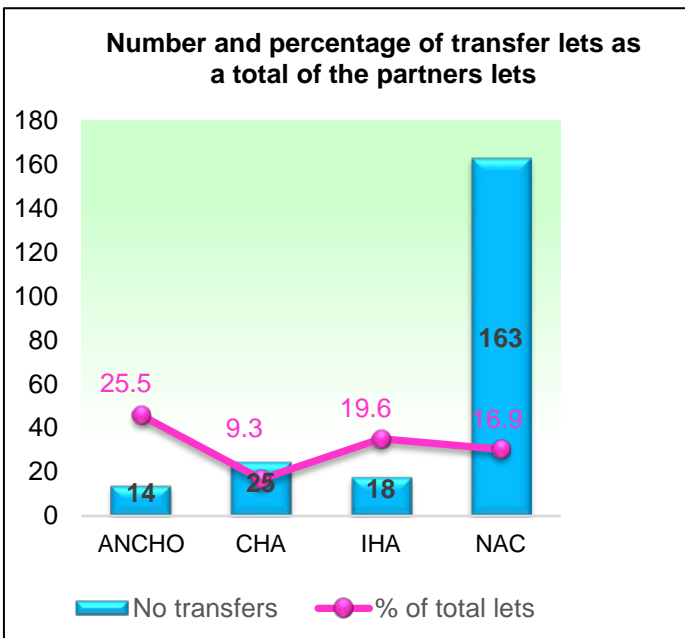
7C



7D



7E, 7F



Section 8 Nominations to Non-core RSLs

8A, 8B	Landlord (nominations)	Nominations requested	Refusals	Lets
	<i>Bield HA</i>	0	0	0
	<i>Hanover HA</i>	1	1	0
	<i>Horizon HA</i>	1	0	1
	<i>Isle of Arran Homes</i>	2	1	1
	<i>Key HA</i>	0	0	0
	<i>Margaret Blackwood HA</i>	2	0	2
	<i>West of Scotland HA</i>	3	0	3
	Total	9	2	7

8C All nomination requests were provided within 5 days.

8D There was 1 successful Section 5 referral to a non-core partner.

Section 9 Length of Time to be Housed

9A	Group	Average no. of days to be housed	Average no. of months to be housed
	<i>Group 1</i>	186.8	6.2
	<i>Group 2</i>	417.7	13.9
	<i>Group 3</i>	421.0	14.0
	<i>Group 4</i>	765.4	25.5
	<i>Group 5</i>	760.7	25.4
	<i>Group 6</i>	415.2	13.8
	<i>Group 7</i>	491.0	16.4
	Total	427.2	14.2

Section 10 Mutual Exchanges

The number of Mutual Exchange applications being advertised on the NAHR website:	871
The number that became active during the year:	871
Exchanges (adverts) that were approved:	118
Exchanges (adverts) that were rejected:	4
Exchange requests are from people who live outwith North Ayrshire:	94

Section 11 Housing Options

We have an electronic housing option wizzard, this launched in February 2014.

The number of completed housing option action plans for the year was: 1439

[Back to index](#)



Contact:

Gillian Affleck CHR Manager 01294 310178

**Housing Services
Cunninghame House
IRVINE
Ayrshire
KA12 8EE**