

North Ayrshire Housing Register
Performance report
1st April 2011 to 31st March 2012



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 2011 to 31st March 2012

2011 to 2012 highlights compared to 2010 to 2011

Improved performance

There are 5,740 applicants on the register, 3,324 applied during the year. **Drop from last year's figures**

The percentage of applications submitted on-line is 14%. **Improvement on last year's figures**

Application processing time (between 1 and 10 working days) across all partners continues to be excellent with 98.8% being the lowest percentage processing time for this category for all partners. **Improvement on last year's figures**

Application audit figures improved, 313 audits completed 7% failed. Last year (NAC only) 251 audits completed 12% failure. **Improvement on last year**

Percentage of annual reviews completed within target improved from last year's figure (NAC only) of 97.3% to 98.4% **Improvement on last year**

The percentage of applications suspended from receiving offers dropped from 3.6 last year to 3.0 this year. **Improvement on last year**

Appeals against suspension were held within 7 days an improvement from 10 days last year **Improvement on last year**

The number of properties where a nomination for let was asked for by a non-core partner increased from 20 to 42 **Improvement on last year**

The same performance

There were on average 1.9 offers per each void. **The same number as last year although both the number of properties let up 105 properties from last year and the number of refusals up 182 from last year. The individual performance change is:**

- ANCHO from 1.2 to 2.8. No properties let increased from 38 to 63
- CHA from 1.3 to 1.3. No properties let increased from 189 to 268
- IHA from 1.2 to 1.2. No properties let decreased from 115 to 97
- NAC from 2.1 to 2.1. No properties let increased from 952 to 971

Declining performance

Refusals:- 39% were refused because the applicant disliked the street or area, 34% 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 18% was because of something to do with the property itself or the applicant disliked a feature of the property. These reasons covered 91% of all refusals. **The percentages have increased since last year**

The average length of time an applicant waited to be housed between April 2011 and March 2012 was nineteen months. **Increase since last year**

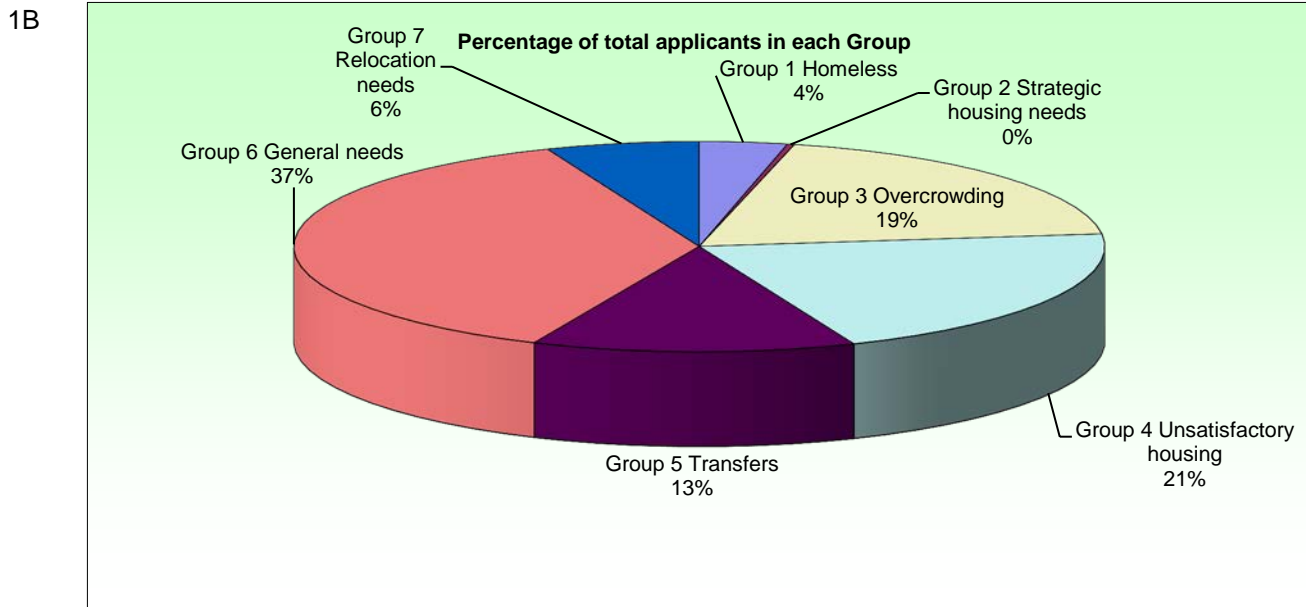
The average length of time that applicants were suspended for increased from 4.6 months to 5.8 months **Increase since last year**

The percentage of nominations to non-core partners that resulted on a 'let' dropped from 80% to 62% **Drop in performance**

- 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](#)
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 - [2B % of annual reviews completed](#)
 - [2C Number of applications withdrawn or deleted](#)
 - [2D Number of failed application audits \(10% of applications received\)](#)
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 - [7F % of total lets to applicants who are transfer applicants](#)
- Section 8 [Nominations to non-core RSL's](#)
 - [8A Number of nominations requested](#)
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 - [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](#)
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Section 1 Applications received

1A There were 5740 applicants on NAHR at 31st March 2012



1C,1D,
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	98	1.7
CHA	189	3.3
IHA	148	2.6
NAC	997	17.4
Grand Total	1432	24.9

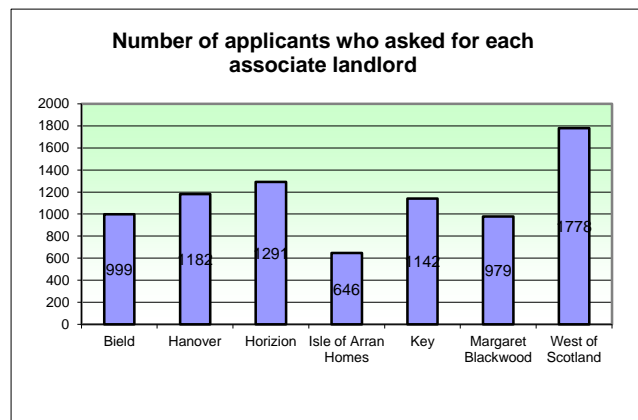
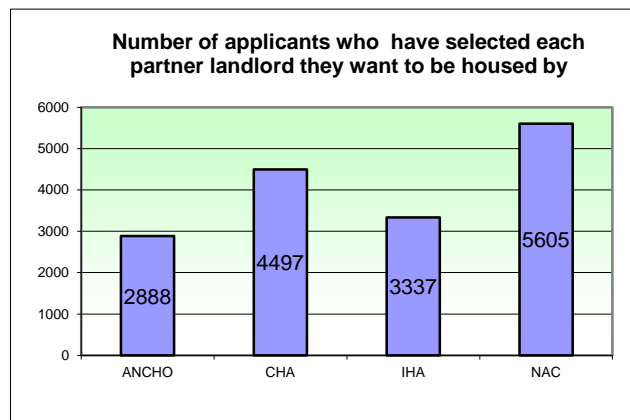
1G

Landlord	No of new applications received by landlord
ANCHO	405
CHA	161
IHA	413
NAC	2345
Total	3324

1H **On-line applications**

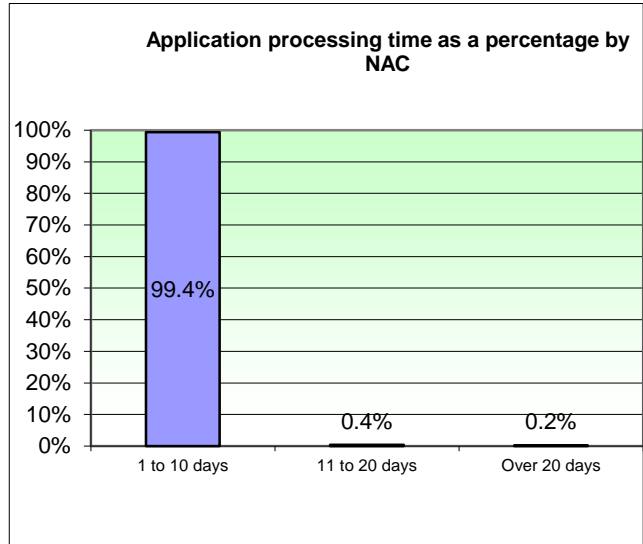
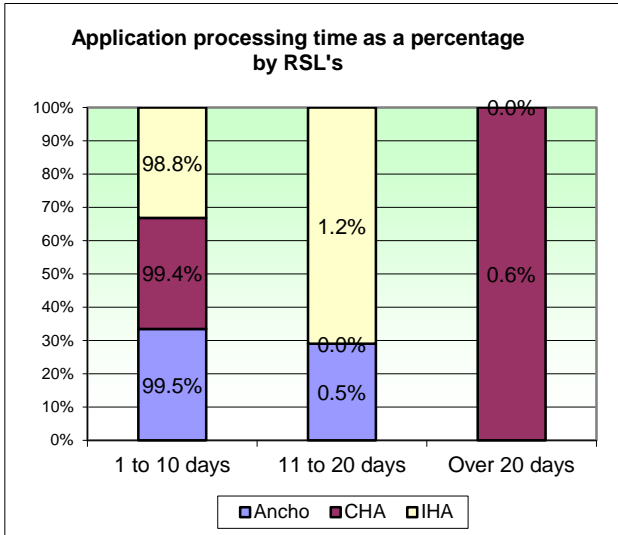
Number of online applications received in the year as a % of total applications	
	14%

1I



Section 2 Application Management

2A



2B Percentage of annual reviews completed

North Ayrshire data for the full year

The full year RSL data will not be available until next year

A target of 90% has been set

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year
NAC	97.9%	98.8%	98.9%	97.7%	98.3%
ANCHO	N/A	78.9%	100.0%	100.0%	N/A
CHA	N/A	100.0%	99.0%	95.2%	N/A
IHA	N/A	98.7%	80.0%	98.9%	N/A

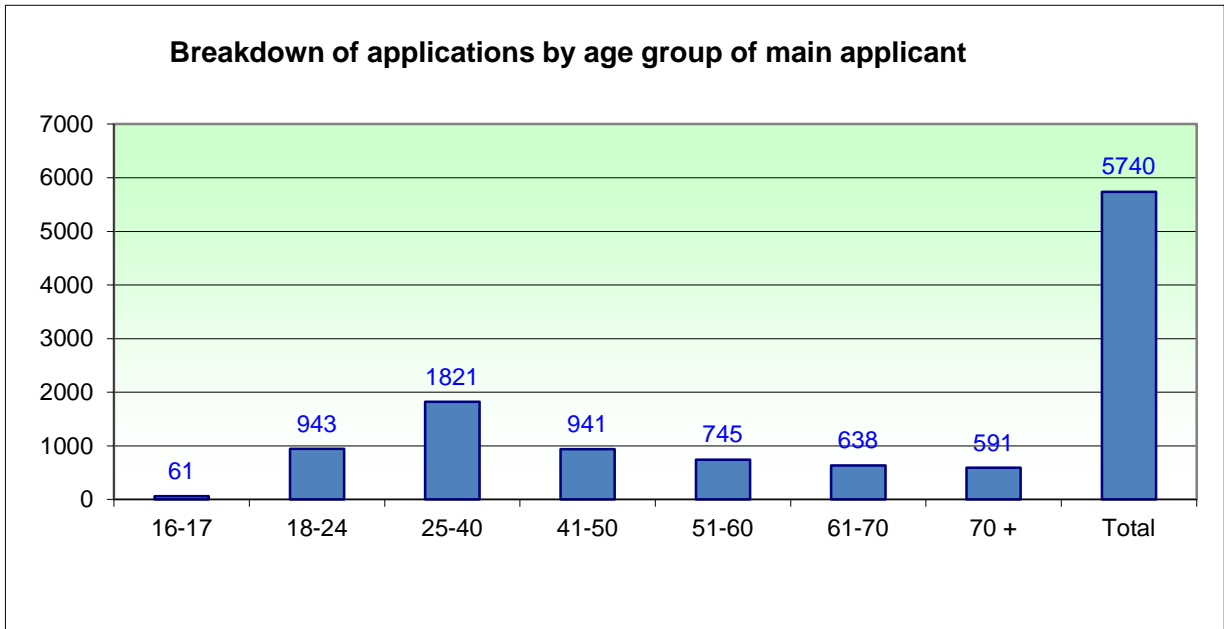
2C There was 3215 applications closed (withdrawn or deleted) this year

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

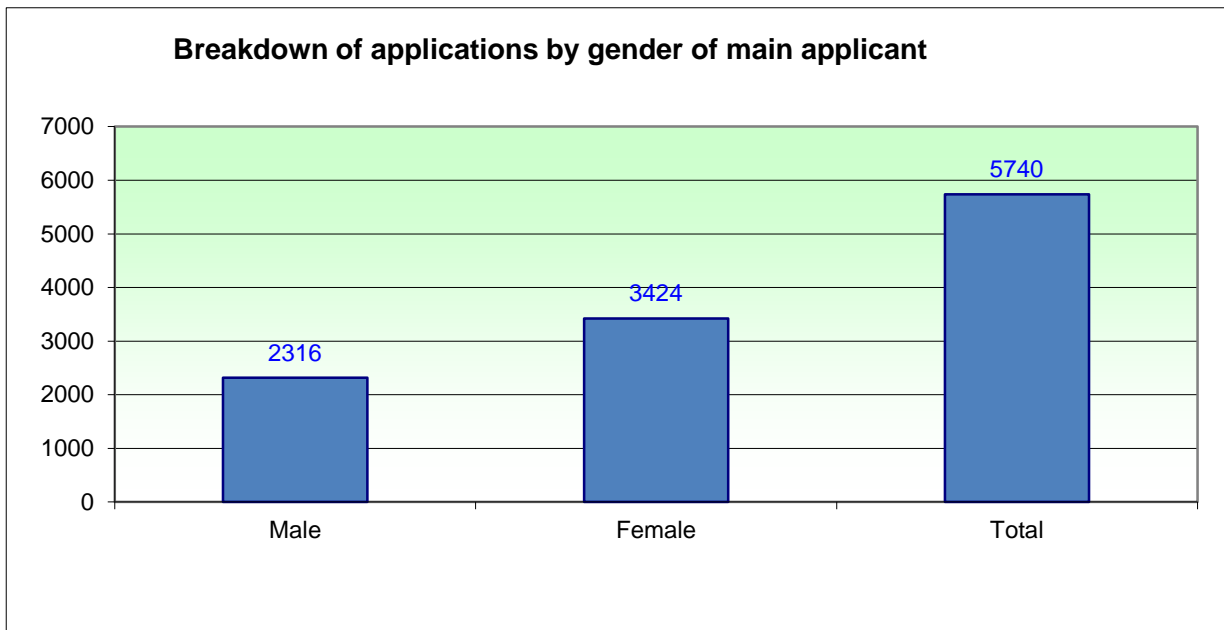
	Number audited	Number passed	Number failed	% failed
NAC	201	186	15	7%
ANCHO	40	28	2	5%
CHA	20	20	0	0%
IHA	52	46	6	12%
Total	313	280	23	7%

Section 3 Equalities Information

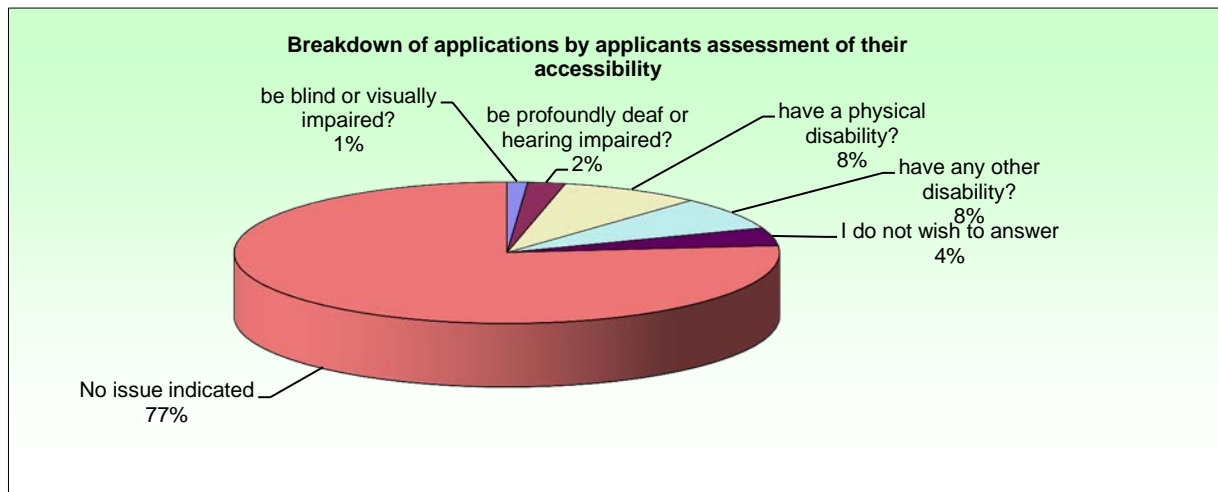
3A



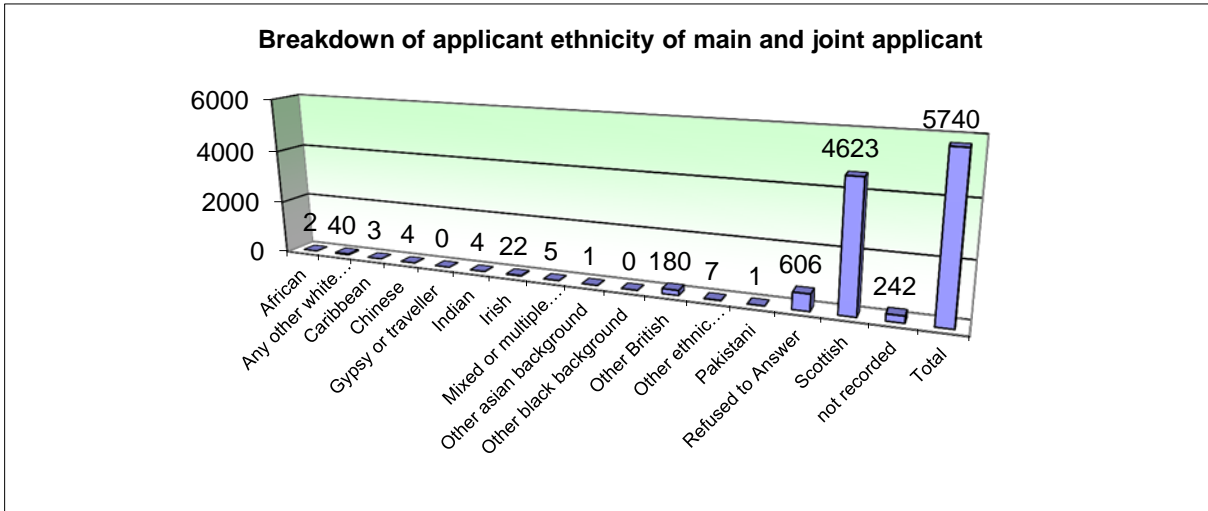
3B



3C



3D

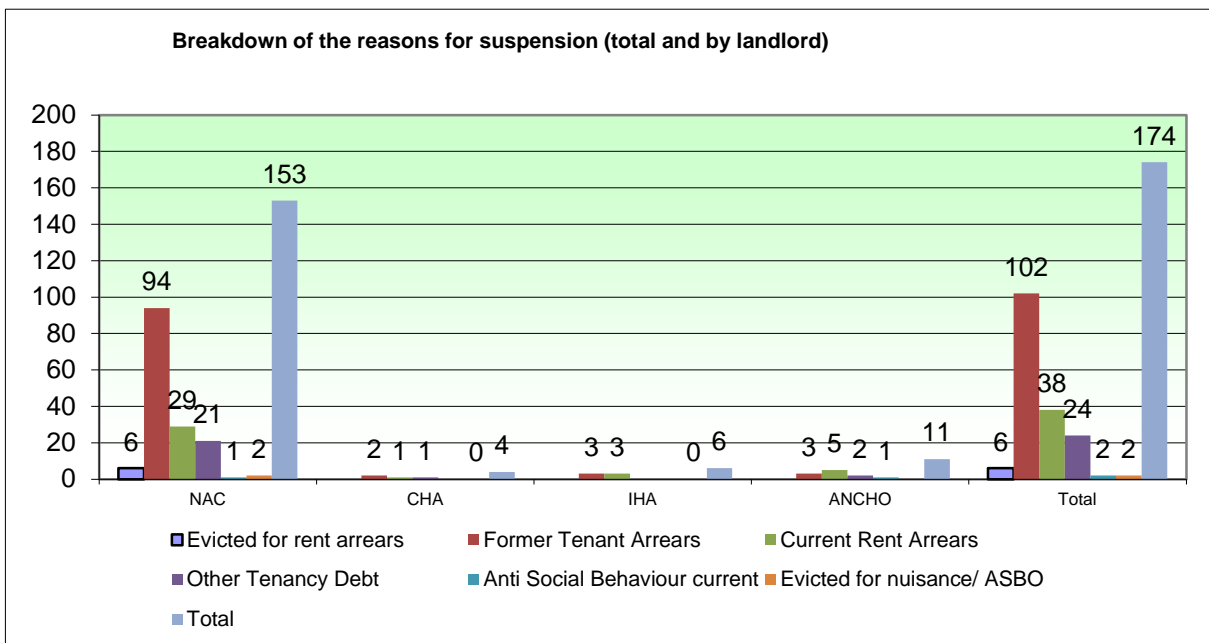


Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 179 days or 5.8 months

4D Number of appeals against of suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	2	1	3
CHA	0	0	0
IHA	0	0	0
ANCHO	0	2	2
Total	2	3	5

Average number of days for appeals to be held was 7 days

Section 5 Applicant Satisfaction

5A, 5B There were 2 appeals against application assessment. Both were rejected

5C 541 applicants (10%) took part in our first survey which took place between October & November 2011. The telephone survey produced very positive results. An action plan has been produced to improve the areas that applicants were unhappy with.

Full details of the results can be found in 'Applicants News Spring 12' which was published earlier this year.

The next applicants survey will be in 2014. The results will be compared. This will tell if we are improving the service we provide to applicants.

Section 6 Offers

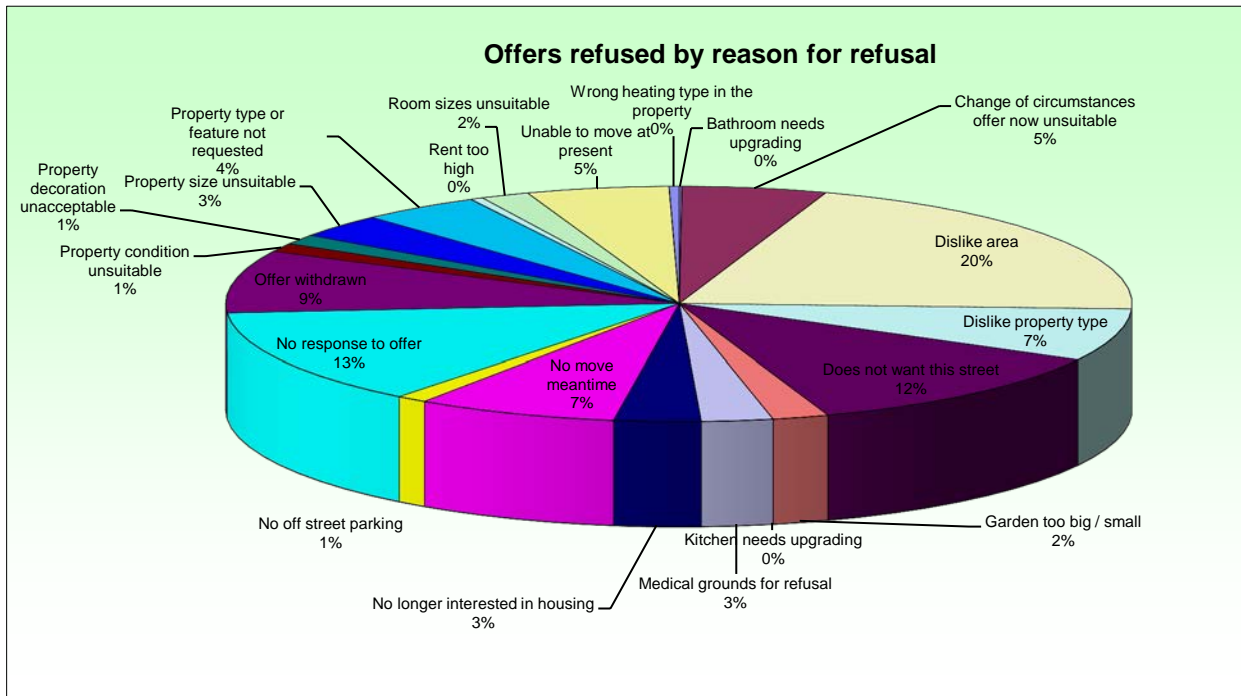
6A, 6B, 6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
Group 1 <i>Homeless</i>	326	95	419	1.3
Group 2 <i>Strategic housing needs</i>	71	15	82	1.2
Group 3 <i>Overcrowding</i>	369	415	785	2.1
Group 4 <i>Unsatisfactory housing</i>	335	430	773	2.3
Group 5 <i>Transfers</i>	59	75	134	2.3
Group 6 <i>General needs</i>	230	274	501	2.2
Group 7 <i>Relocation needs</i>	9	17	26	2.9
Total	1399	1321	2720	1.9

6D

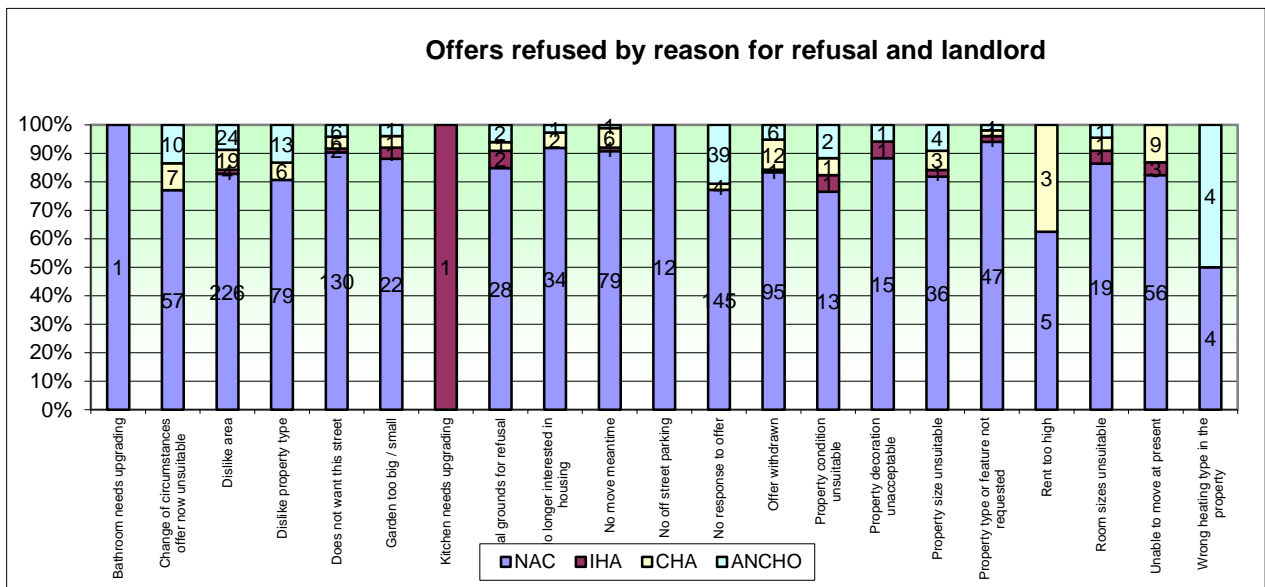
	Refusals	Lets	Total offers	Average no offers
ANCHO	116	63	179	2.8
CHA	82	268	350	1.3
IHA	20	97	117	1.2
NAC	1103	971	2074	2.1
Total	1321	1399	2720	1.9

6E



The reasons for refusals can be grouped into more general reasons:
 39% because the applicant dislikes area or street
 34% because the applicant is no longer interested in housing, no response or no move meantime
 18% because of features/things to do with the property itself

6E

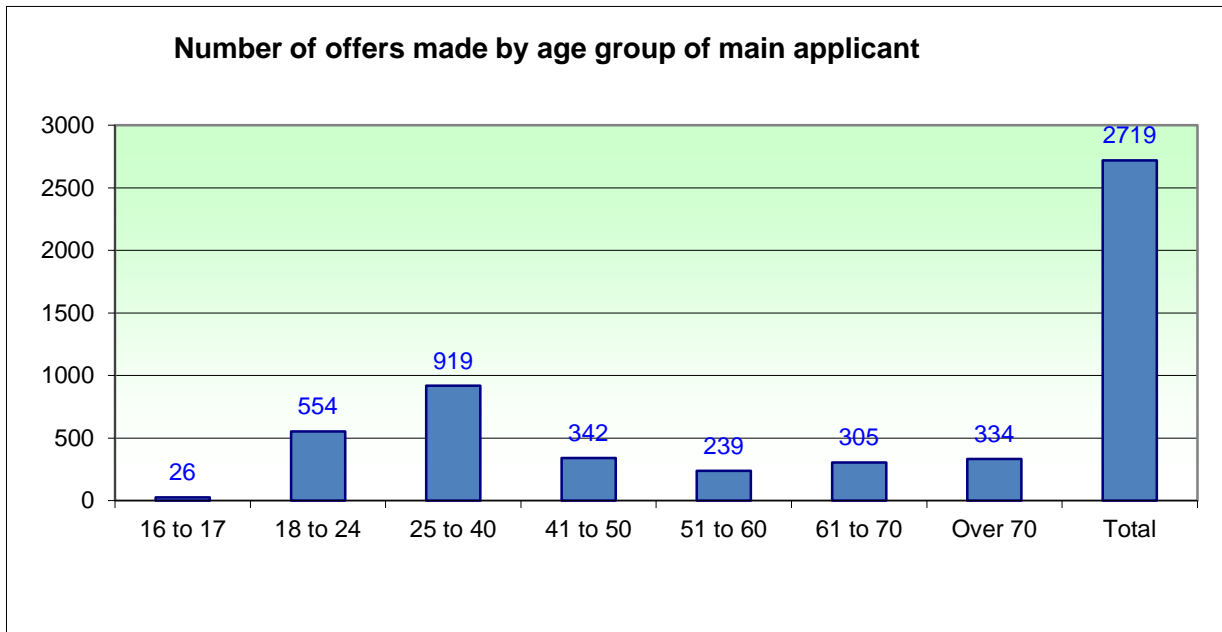


6F, 6G Appeals against offers to group 1 (Homeless)

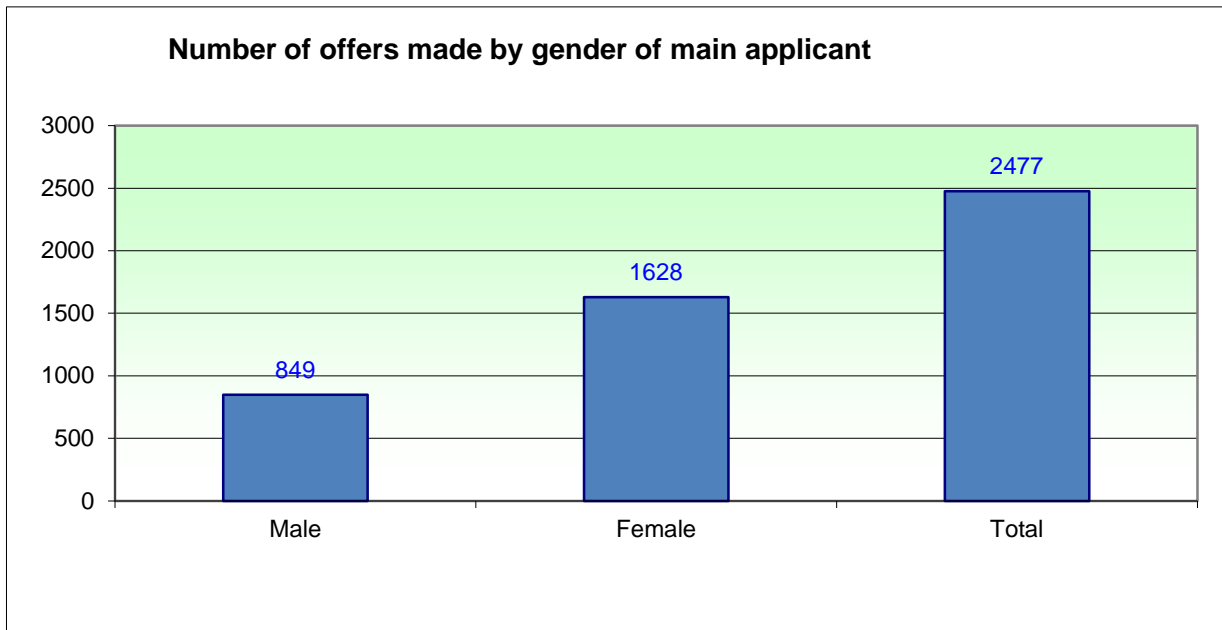
Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	21	24	45
CHA	1	1	2
IHA	0	0	0
ANCHO	2	3	5
Total	24	28	52

46% of appeals were upheld and
 53% of appeals were rejected
 No of offers to Group 1: 419
 % of offers to Group 1 appealed: 12%

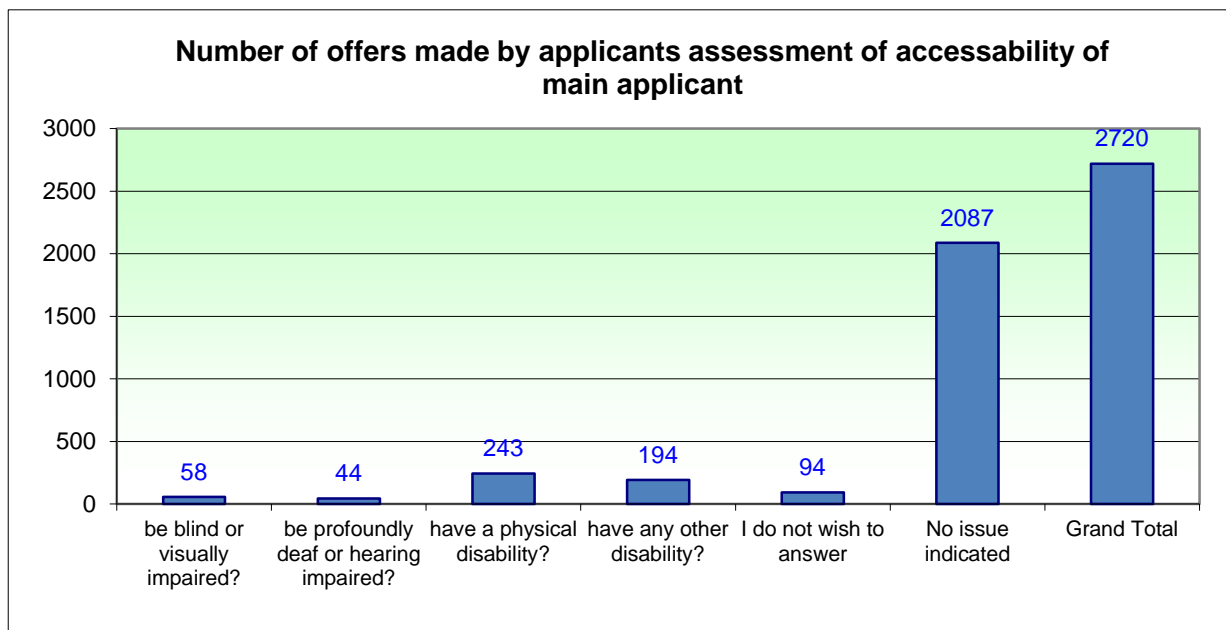
6H

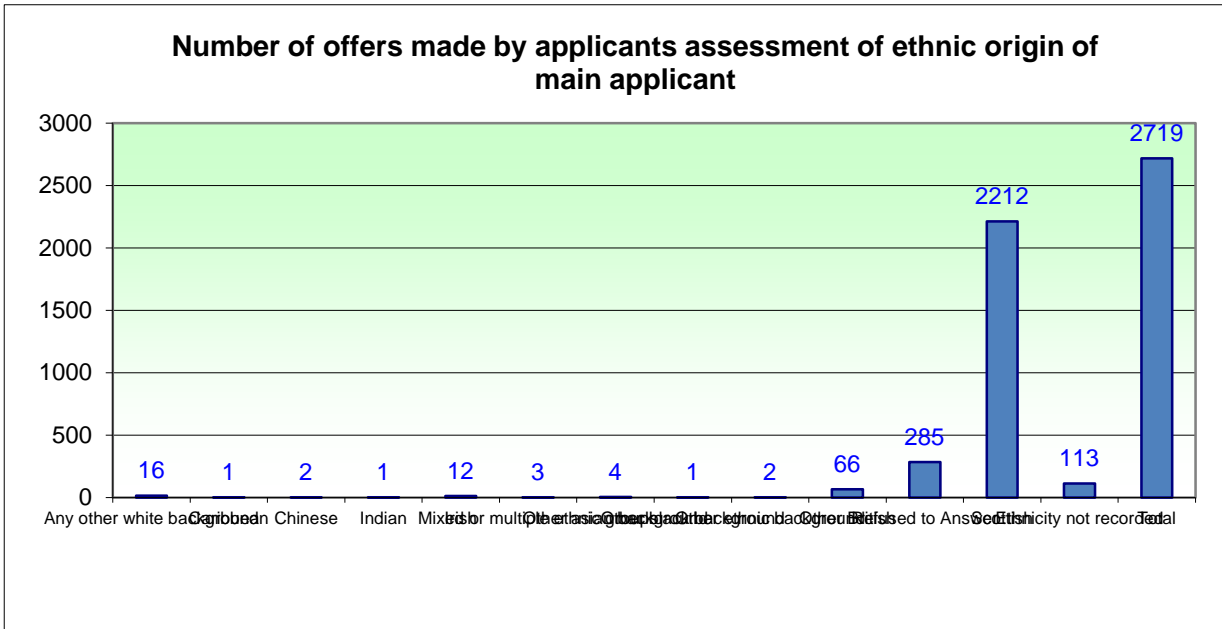


6H



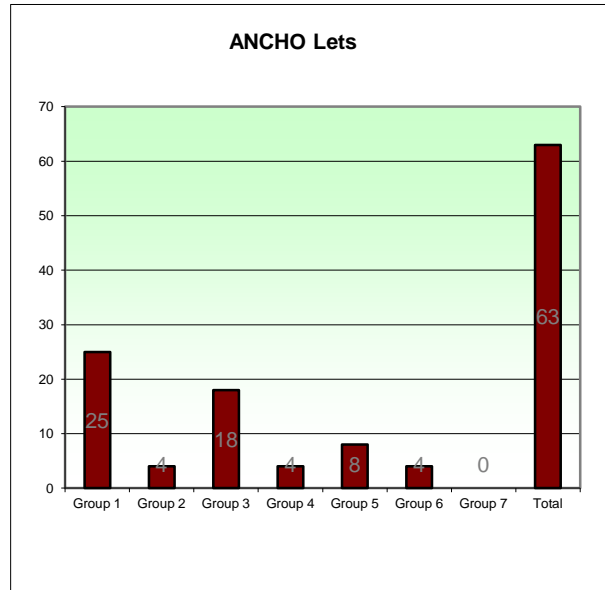
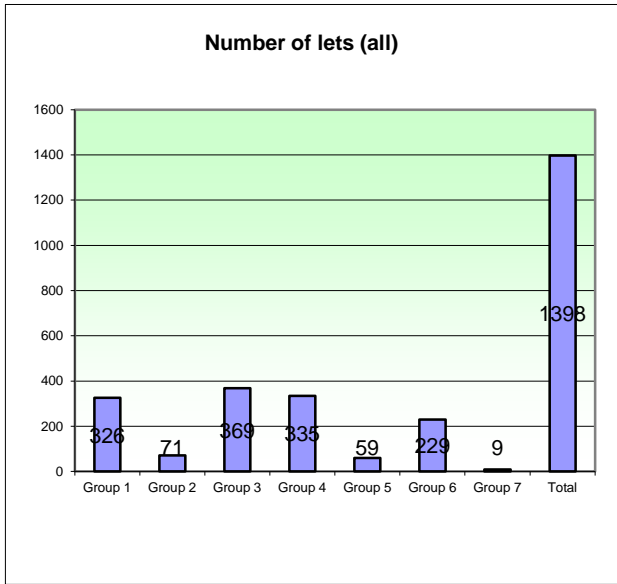
6I



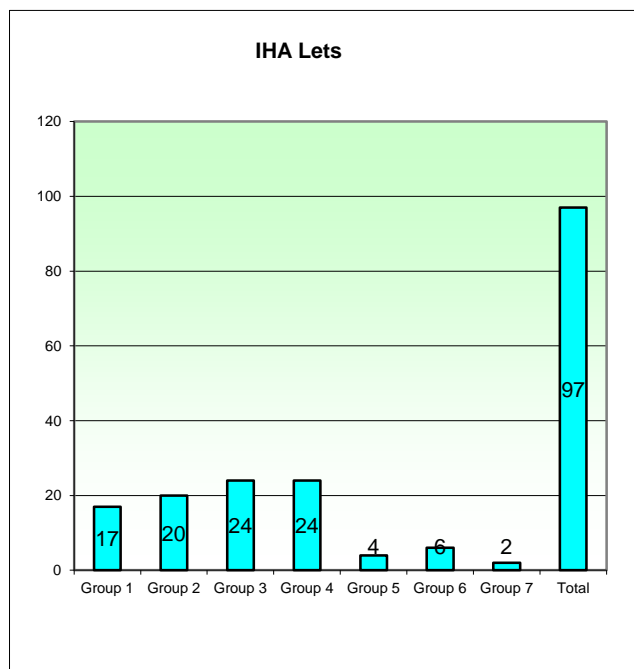
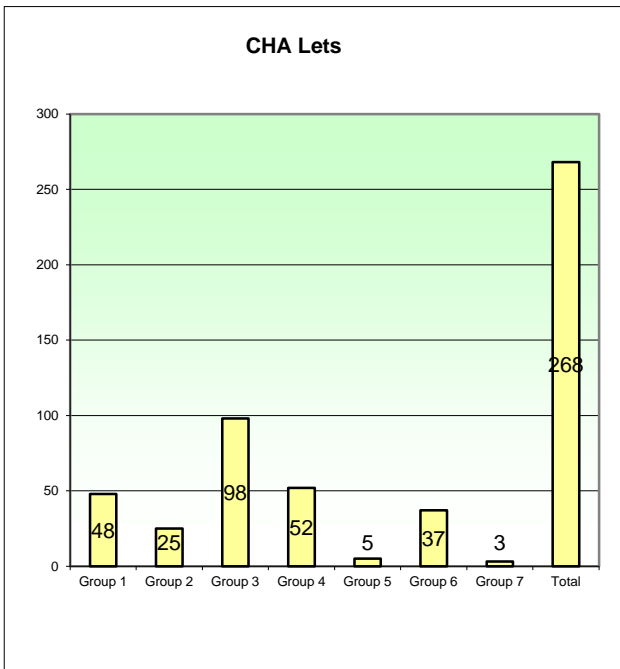


Section 7 Lets

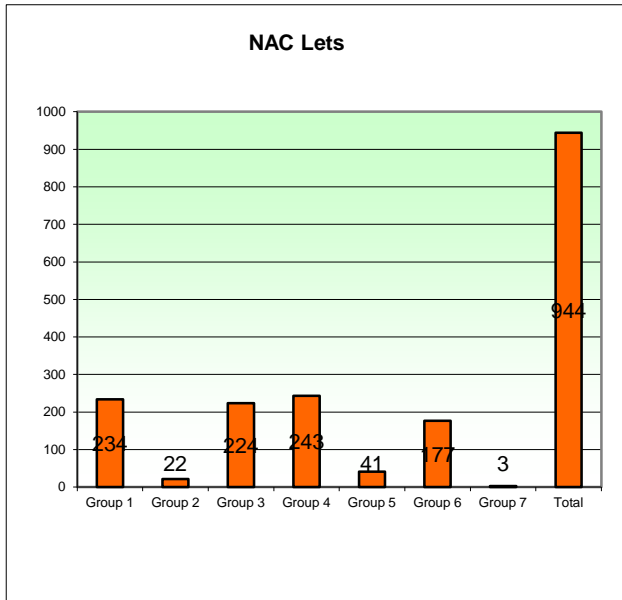
7A,7B



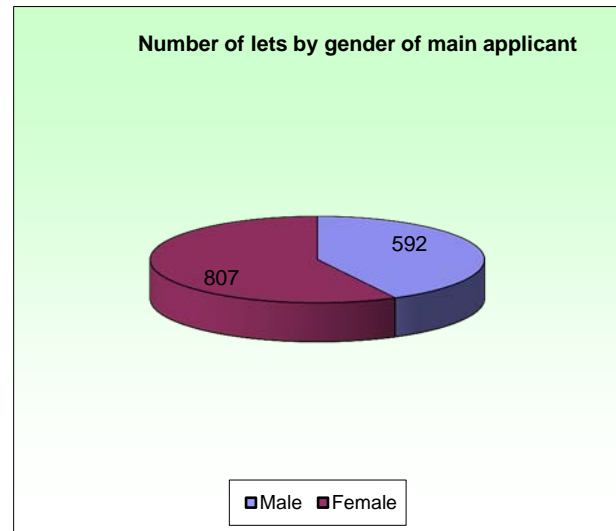
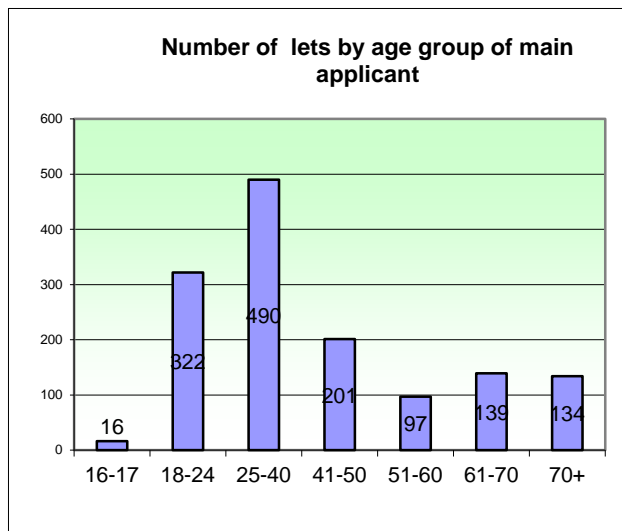
7B



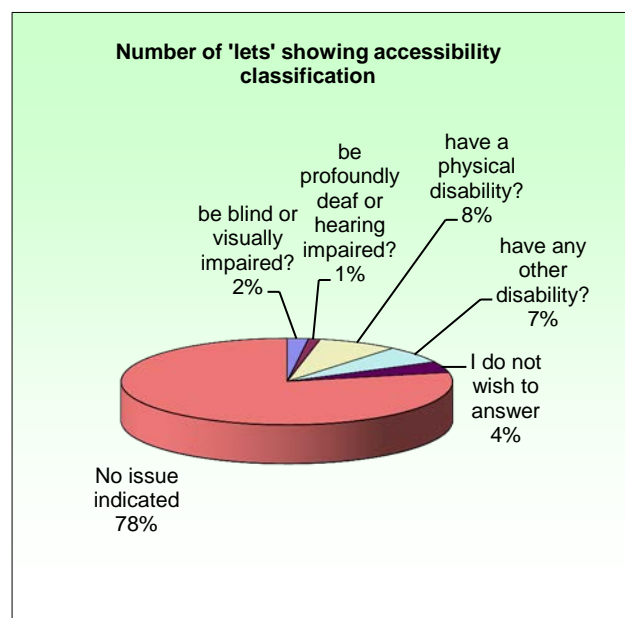
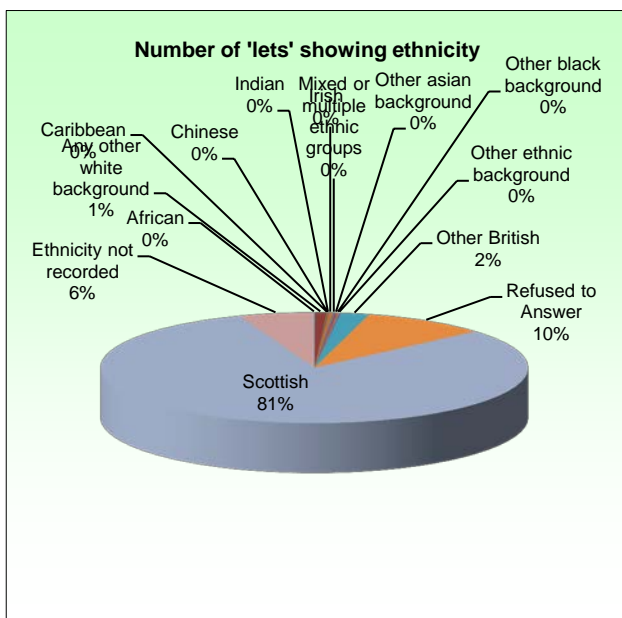
7B



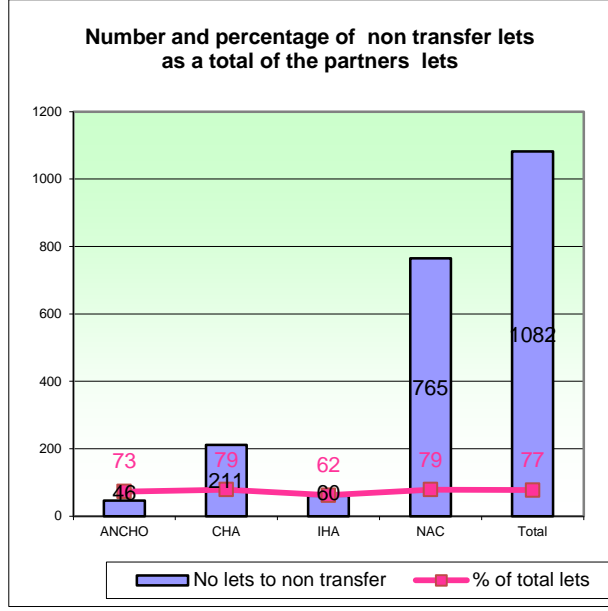
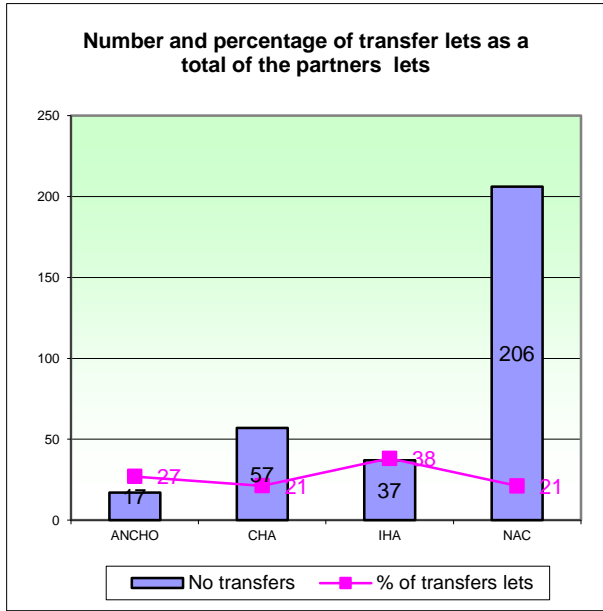
7C



7D



7E, 7F



Section 8 Nominations to Non-core RSLs

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
Beild HA	5	3	2
Hanover HA	3	2	1
Horizion HA	0	0	0
Isle of Arran Homes	22	3	19
Margaret Blackwood HA	5	4	1
West of Scotland HA	7	4	3
Total	42	16	26

8B All nomination requests were provided within 5 days

8D There was 2 sucessful section 5 referrals 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	170	5.7
Group 2	489	16.1
Group 3	646	21.5
Group 4	866	28.9
Group 5	529	17.6
Group 6	613	20.4
Group 7	546	18.2
Overall	569	19.0



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