

**North Ayrshire Housing Register
Performance report
1st April 2012 to 31st March 2013**



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord



NORTH AYRSHIRE
COUNCIL

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 2012 to 31st March 2013

2012 to 2013 performance summary compared to the previous year

Performance

There are 5,556 applicants on the register, 3,282 applied during the year. A drop from last year's figures both in terms of numbers on the register and in the numbers applying during the year

The percentage of applications submitted on-line is 13%. A drop of 1% compared to 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. The same as last year's figures

Application audit figures improved, 313 audits completed 7% failed. Last year (NAC only) 251 audits completed 12% failure. This is an 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%. This is an improvement on last year

The percentage of applications suspended from receiving offers dropped from 3.0 last year to 2.5 this year. This is an improvement on last year

Appeals against suspension were held within 7 days. The target for this is 10 days.

This is an improvement from 10 days last year.

There were on average 1.9 offers per each void. This is the same number of offers per void as last year.

The individual performance change is:

- ANCHO from 2.8 to 2.3. No properties let decreased from 63 to 48
- CHA from 1.3 to 1.3. No properties let decreased from 268 to 201
- IHA from 1.2 to 1.2. No properties let increased from 97 to 110
- NAC from 2.1 to 2.1. No properties let increased from 944 to 962

Trends

Refusals:- 36% were refused because the applicant disliked the street or area, 33% 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 22% 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 are similar to last year

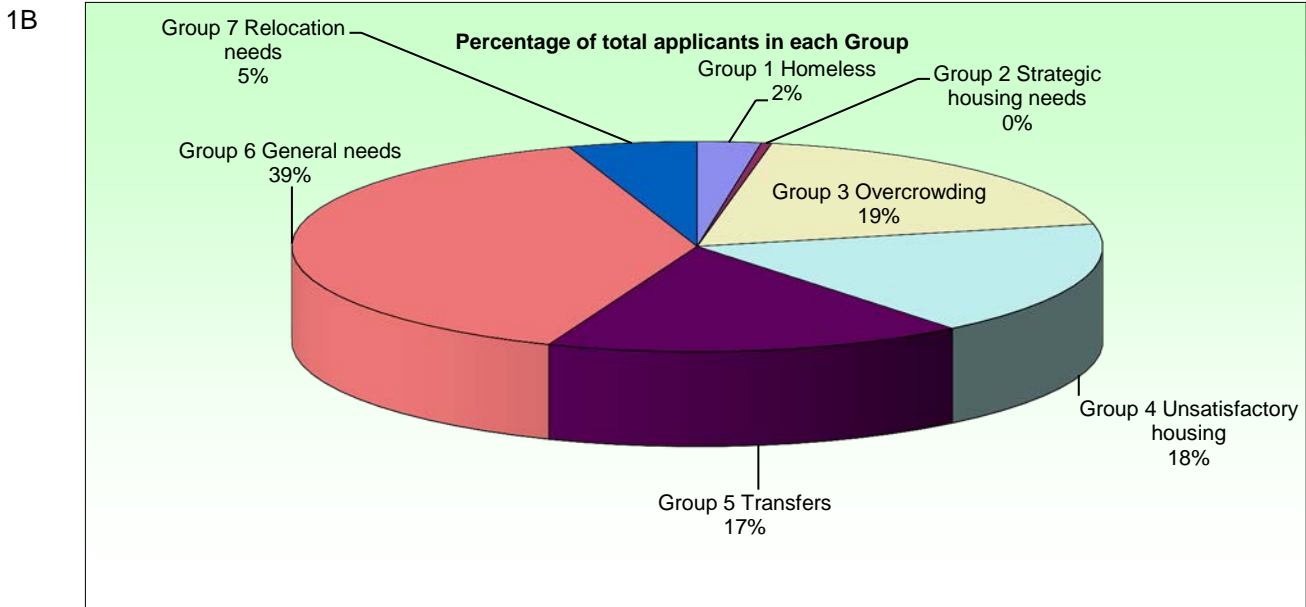
The average length of time an applicant waited to be housed between April 2012 and March 2013 was just under eighteen months. This has decreased from nineteen months last year.

The average length of time that applicants were suspended decreased from 5.8 months to 3.8 months. This is an improvement on last year

- 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](#)
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 - [2D Number of failed application audits \(10% of applications received\)](#)
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 - [4A Number of applicants suspended from receiving offers and as a % of total applicants](#)
 - [4B Breakdown of the reason for suspension \(total and by landlord\)](#)
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- Section 6 [Offers](#)
 - [6A Number of offers made](#)
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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 5556 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	97	1.7
CHA	197	3.5
IHA	139	2.5
NAC	1091	19.6
Grand Total	1524	27.4

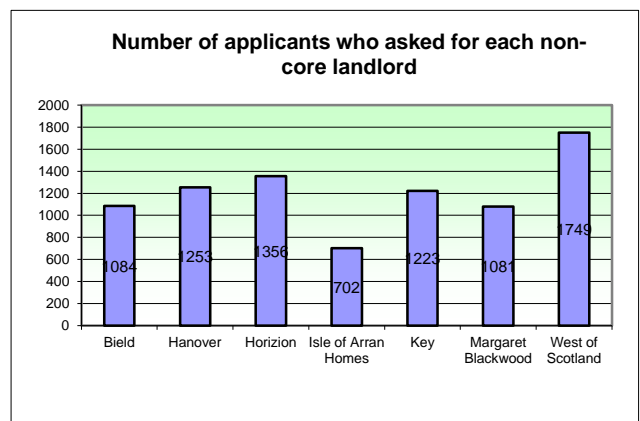
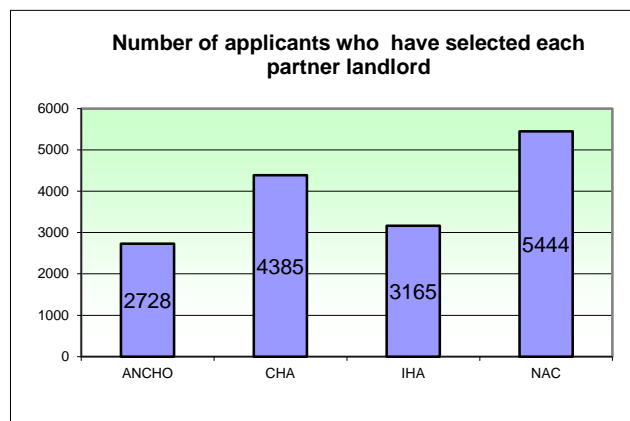
1G

Landlord	No of new applications received by landlord
ANCHO	504
CHA	156
IHA	367
NAC	2456
Total	3483

1H **On-line applications**

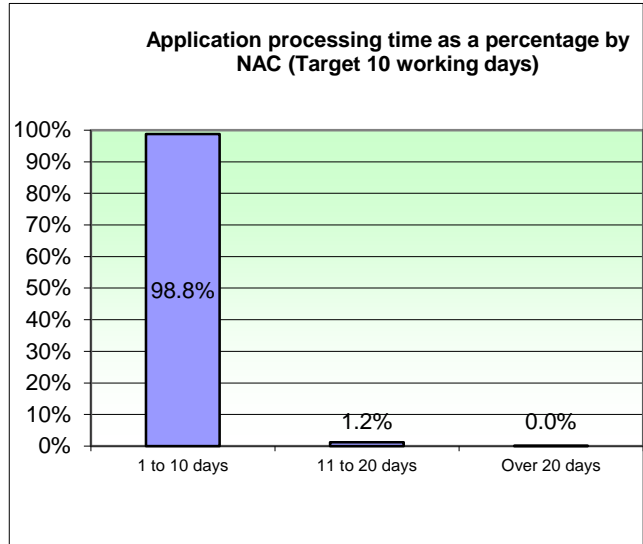
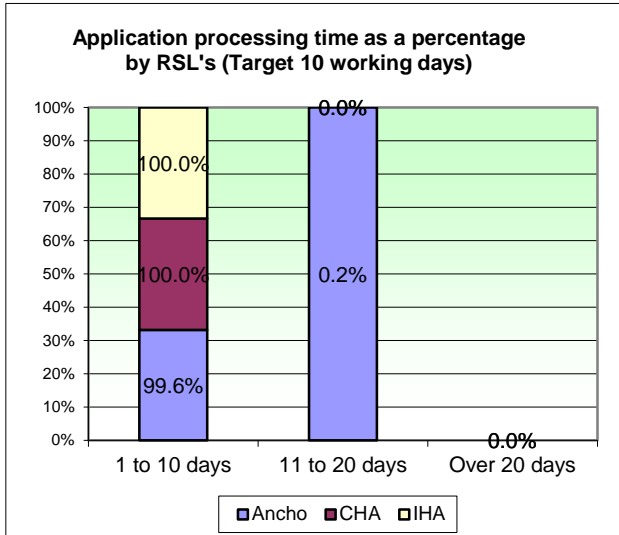
Number of online applications received in the year as a % of total applications	
	13%

1I



Section 2 Application Management

2A



2B Percentage of annual reviews completed
A target of 90% has been set

Partner landlord	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year
ANCHO	100%	100%	100%	94%	98%
CHA	100%	98%	100%	98%	97%
IHA	97%	99%	100%	100%	99%
NAC	98%	100%	99%	99%	99%

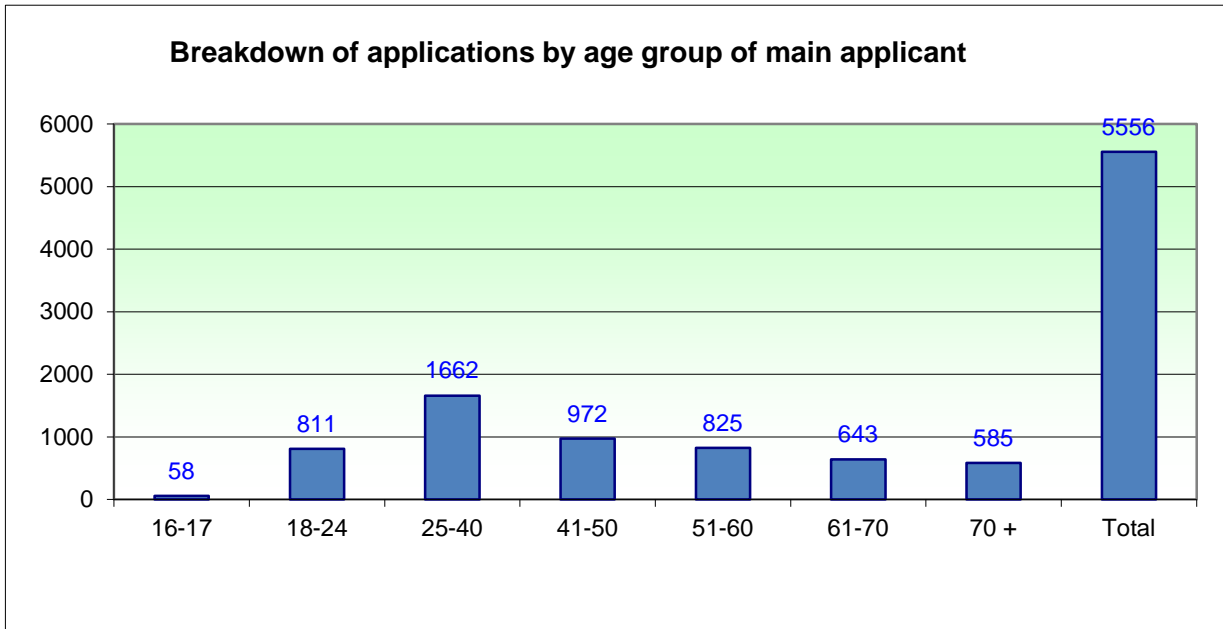
2C There was 3055 applications closed (withdrawn or deleted) this year

2D Number of failed application audits (10% of applications received)
This is a combined total for all core partners
The target is 90%

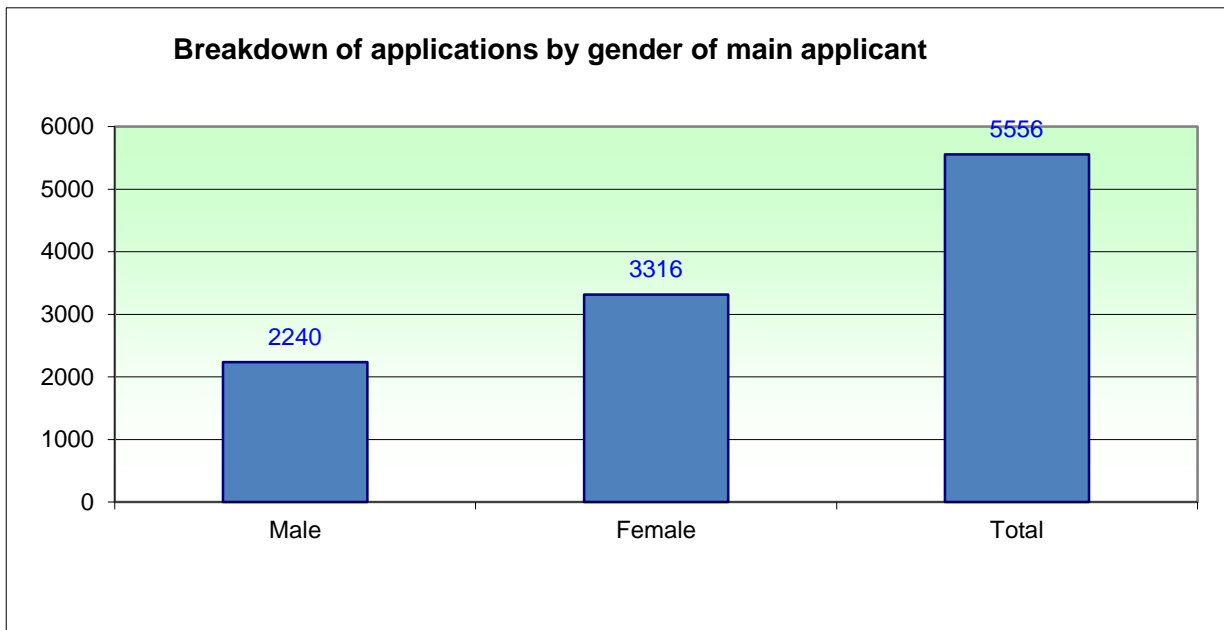
Target 90%	Number audited	Number passed	Number failed	% passed	% failed
Quarter 1	107	95	12	89%	11%
Quarter 2	103	94	9	91%	9%
Quarter 3	89	81	8	91%	9%
Quarter 4	72	68	4	94%	6%
Total	371	338	33	91%	9%

Section 3 Equalities Information

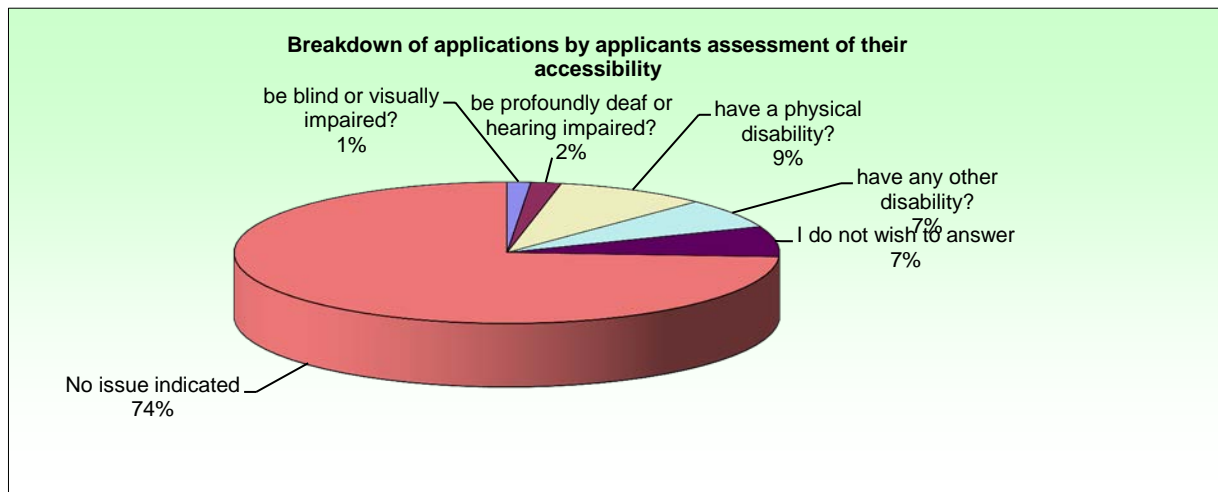
3A



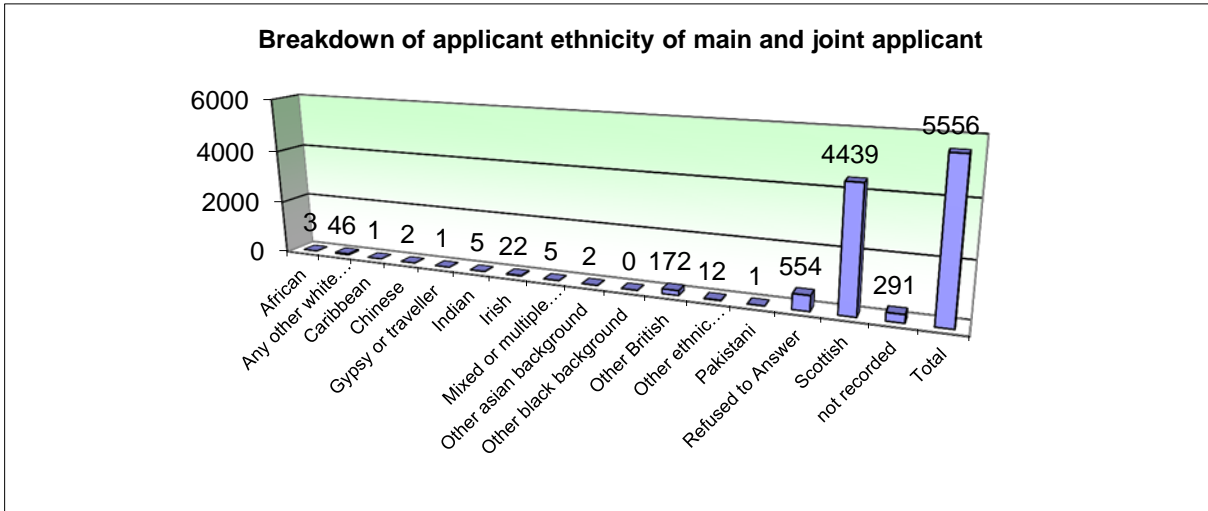
3B



3C

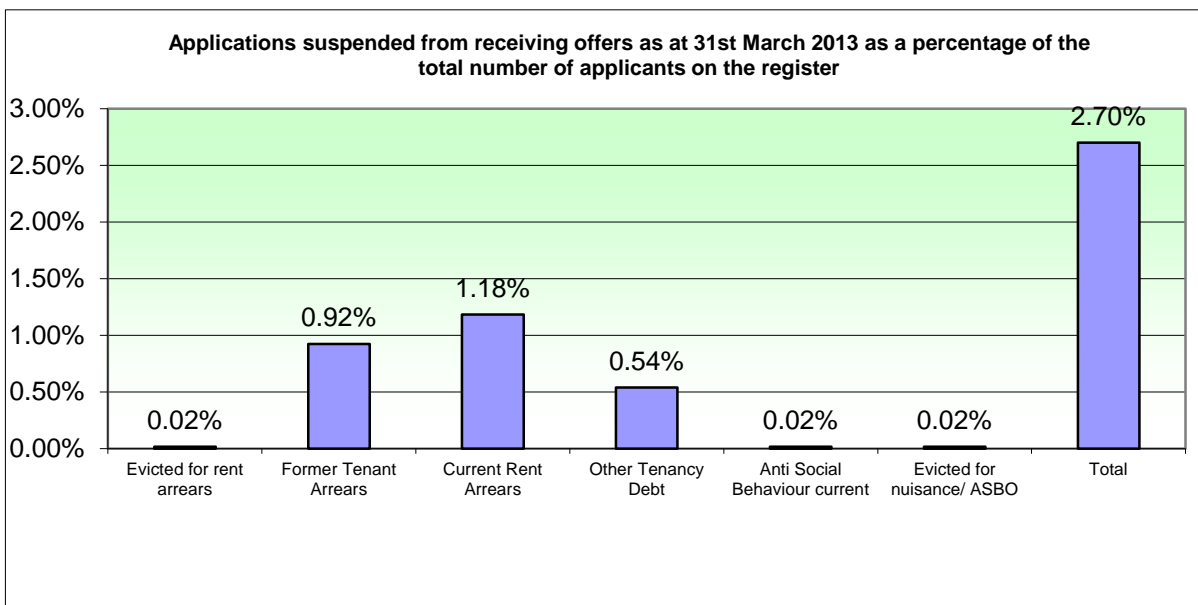


3D

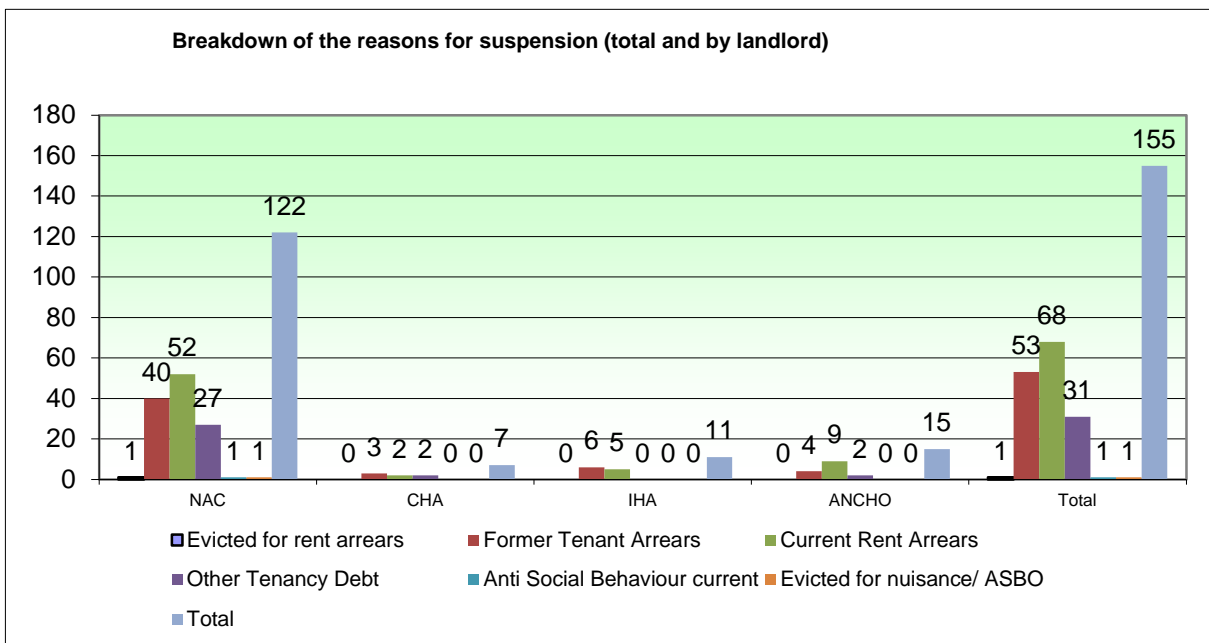


Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 114 days or 3.8 months

4D Number of appeals against of suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	5	2	7
CHA	0	0	0
IHA	0	0	0
ANCHO	0	0	0
Total	5	2	7

All appeals were held within the 10 working days target

Section 5 Applicant Satisfaction

5A, 5B There have been 6 appeals against application assessment 5 were rejected and 1 upheld

5C The next applicant satisfaction survey is due in year 2014 /15

Section 6 Offers

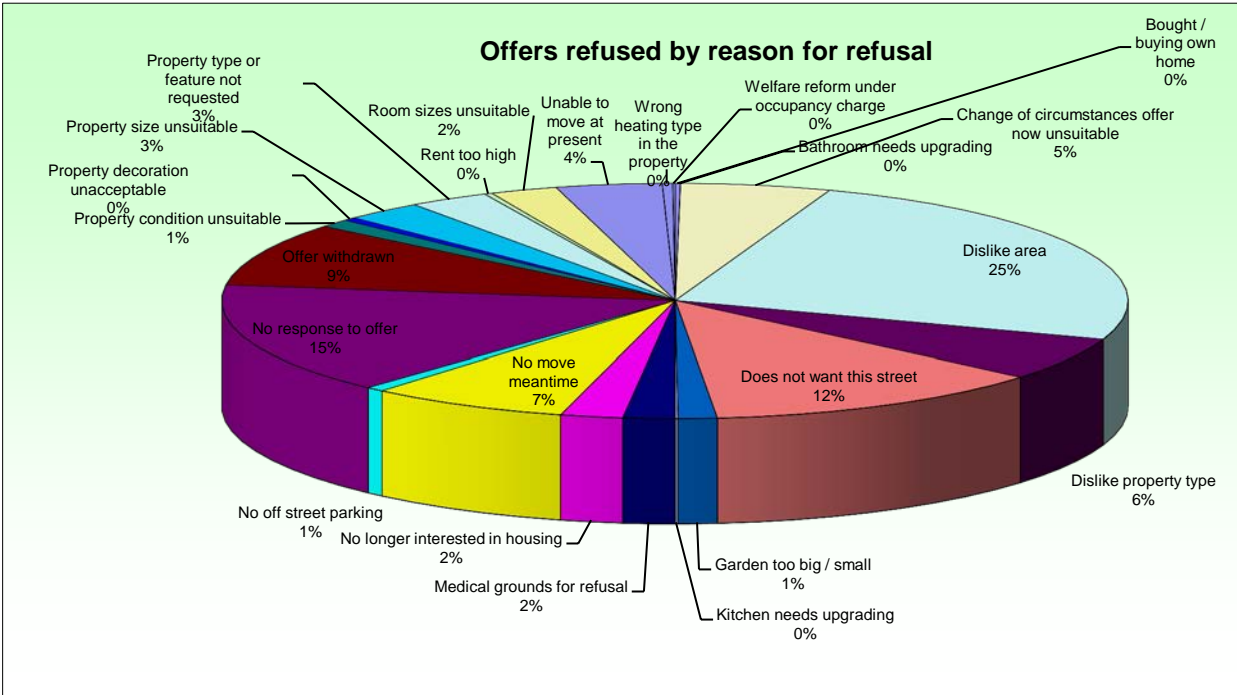
6A, 6B,
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
<u>Group 1</u> <i>Homeless</i>	365	130	495	1.4
<u>Group 2</u> <i>Strategic housing needs</i>	61	18	79	1.3
<u>Group 3</u> <i>Overcrowding</i>	342	275	617	1.8
<u>Group 4</u> <i>Unsatisfactory housing</i>	260	320	580	2.2
<u>Group 5</u> <i>Transfers</i>	64	80	144	2.3
<u>Group 6</u> <i>General needs</i>	234	382	616	2.6
<u>Group 7</u> <i>Relocation needs</i>	7	20	27	3.9
Total	1333	1225	2558	1.9

6D

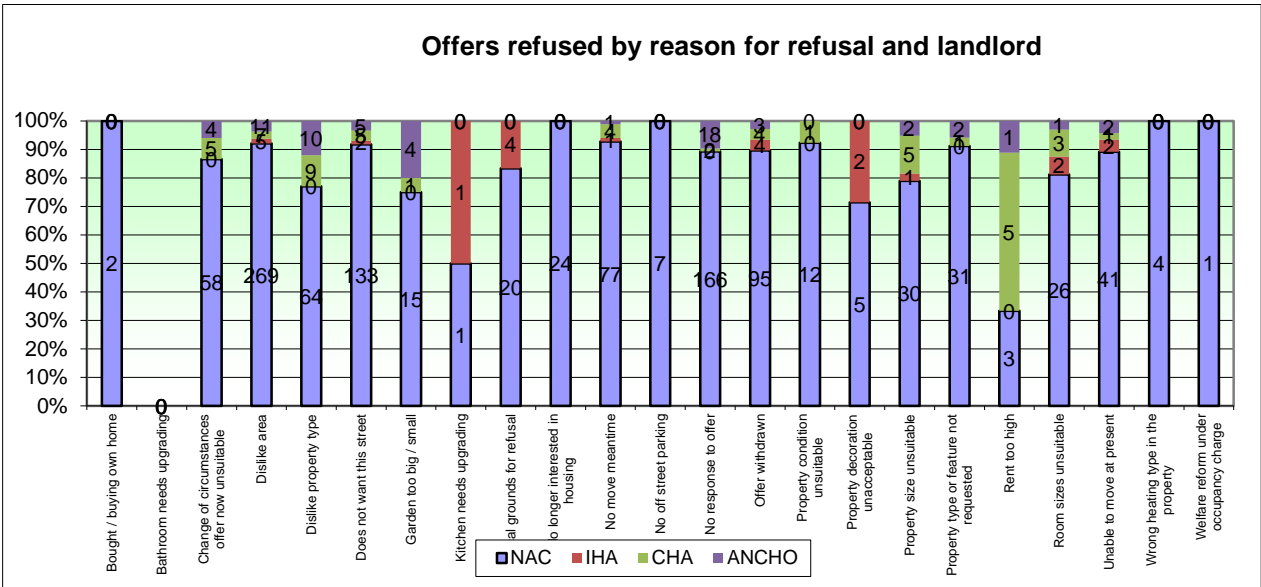
	Refusals	Lets	Total offers	Average no offers
ANCHO	64	48	112	2.3
CHA	53	201	254	1.3
IHA	24	110	134	1.2
NAC	1084	962	2046	2.1
Total	1225	1321	2546	1.9

6E



The reasons for refusals can be grouped into more general reasons:
 36% because the applicant dislikes area or street
 33% because the applicant is no longer interested in housing, no response or no move meantime
 22% because of features/things to do with the property itself

6E

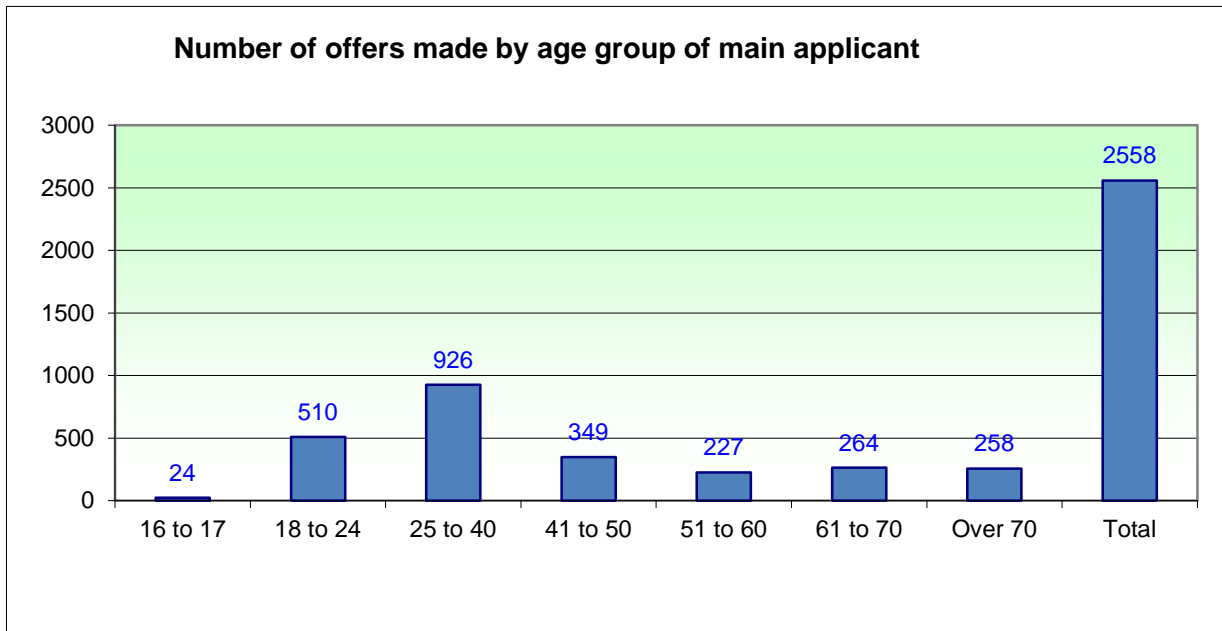


6F, 6G Appeals against offers to group 1 (Homeless)

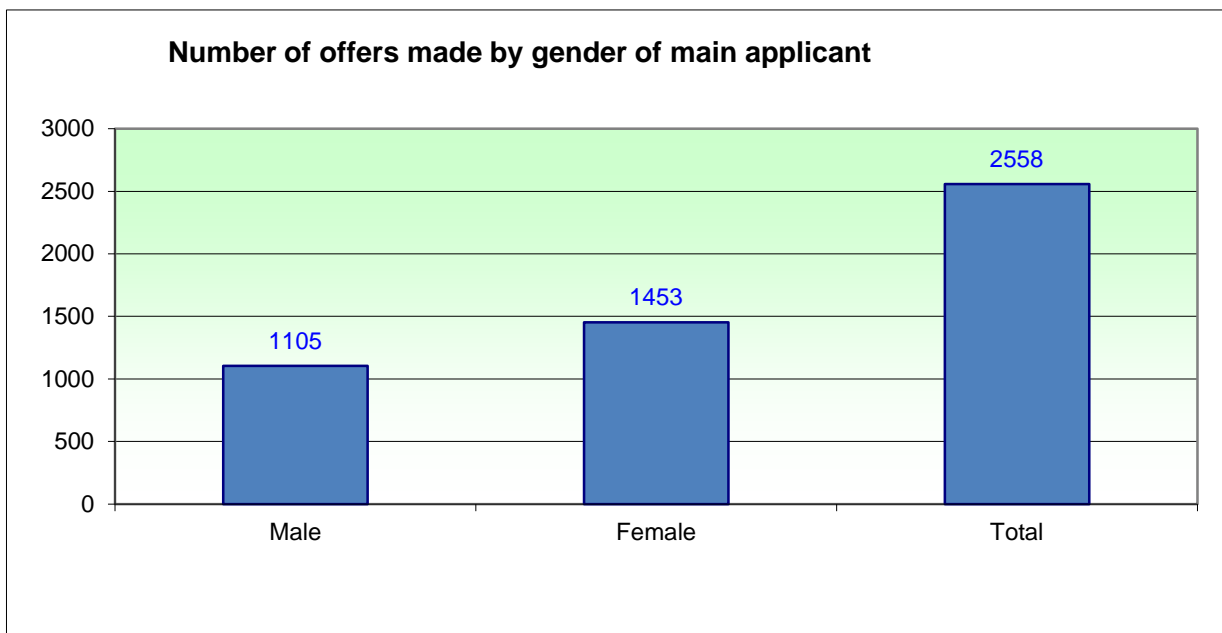
Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	29	38	67
CHA	3	3	6
IHA	2	1	3
ANCHO	1	0	1
Total	35	42	77

45% of appeals were upheld and
 55% of appeals were rejected
 No of offers to Group 1: 495
 % of offers to Group 1 appealed: 16%

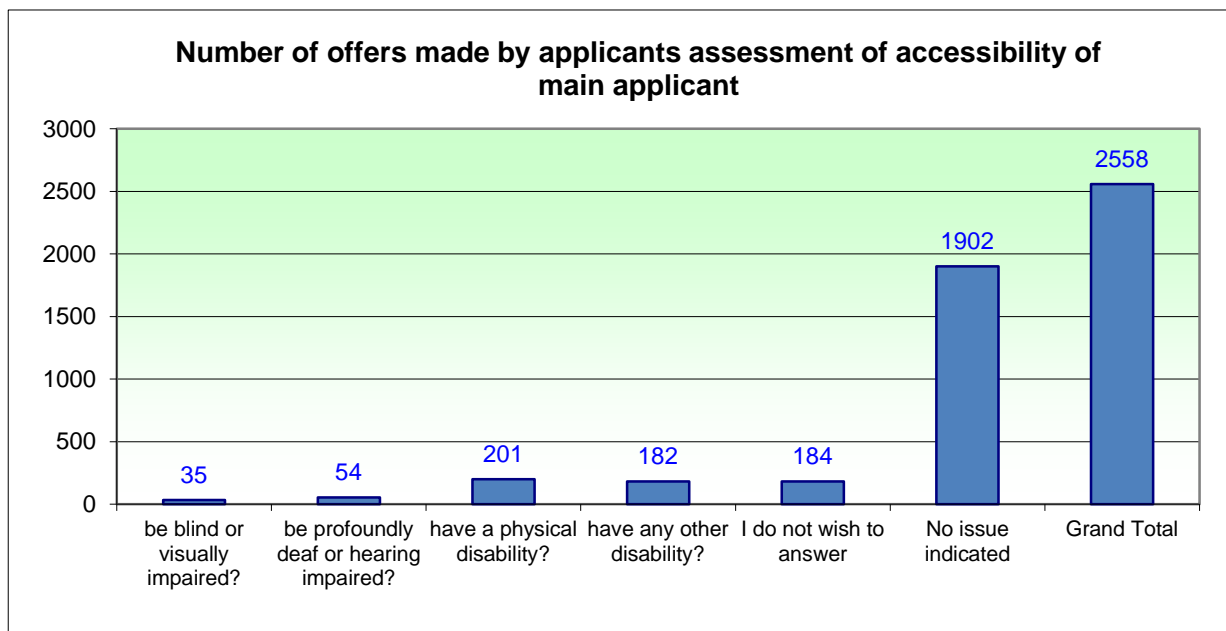
6H

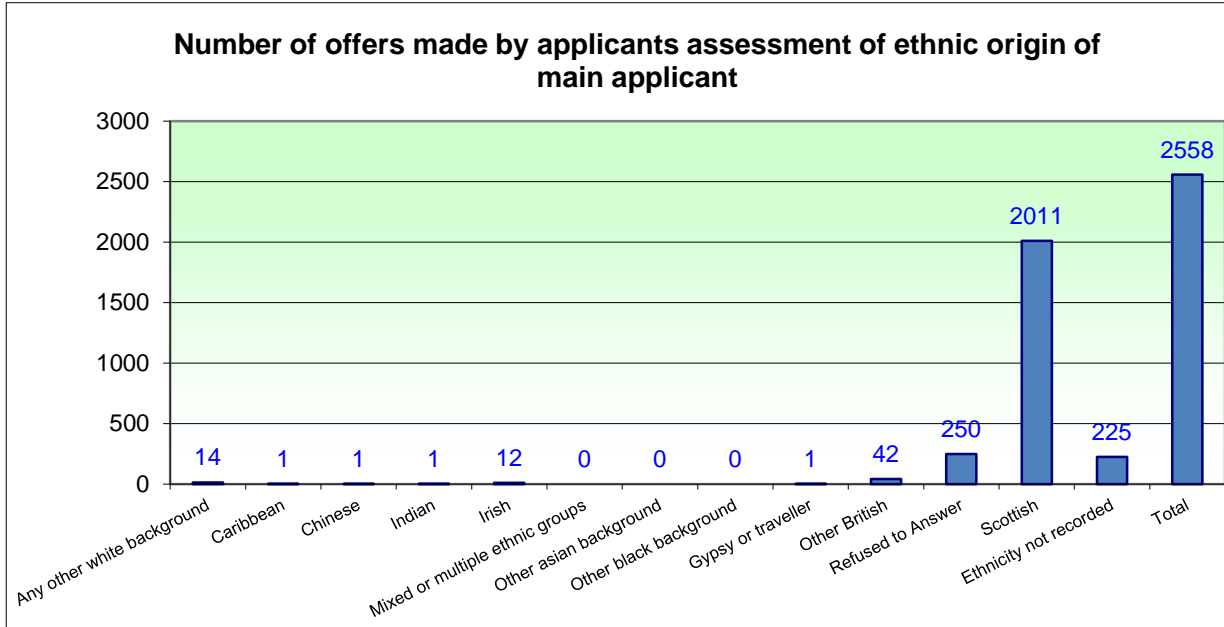


6H



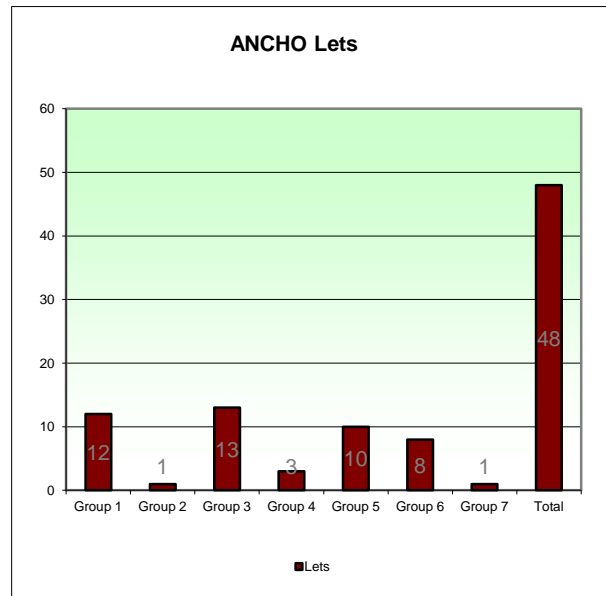
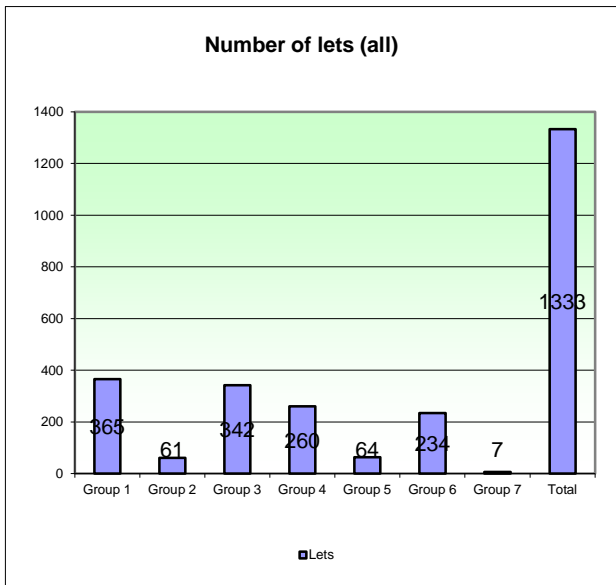
6I



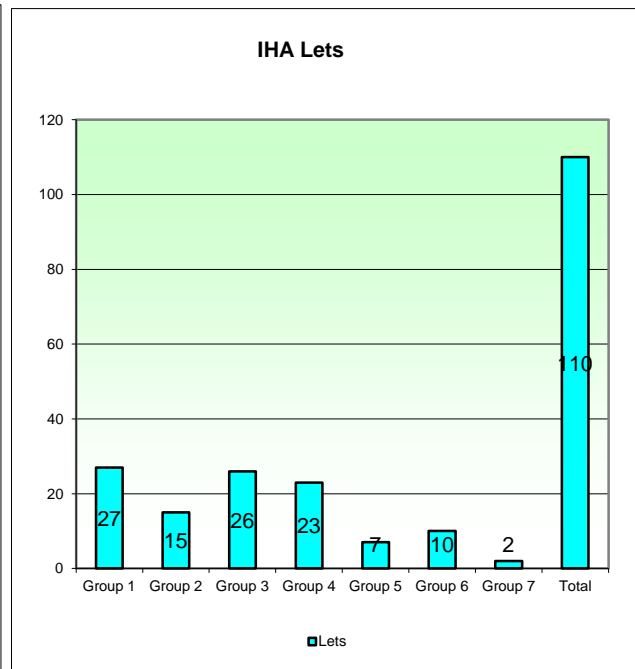
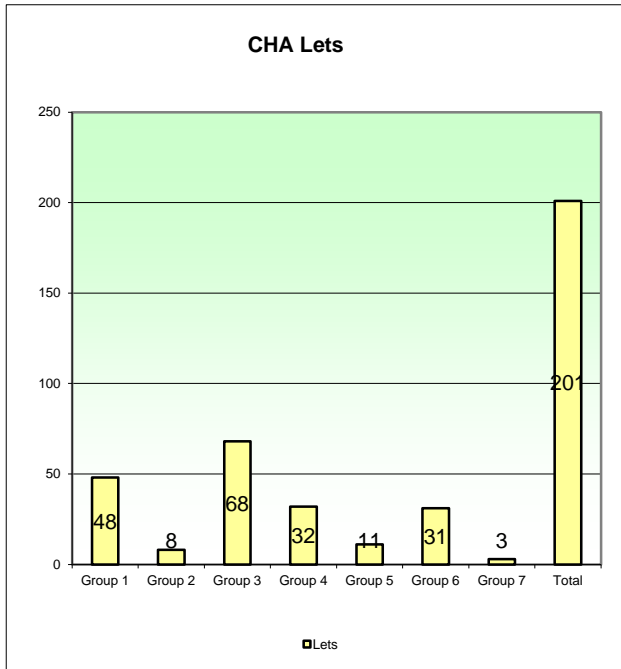


Section 7 Lets

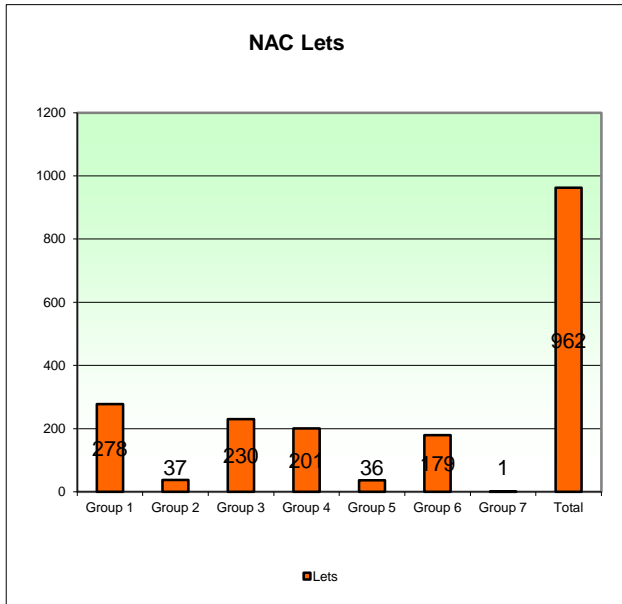
7A,7B



7B



7B

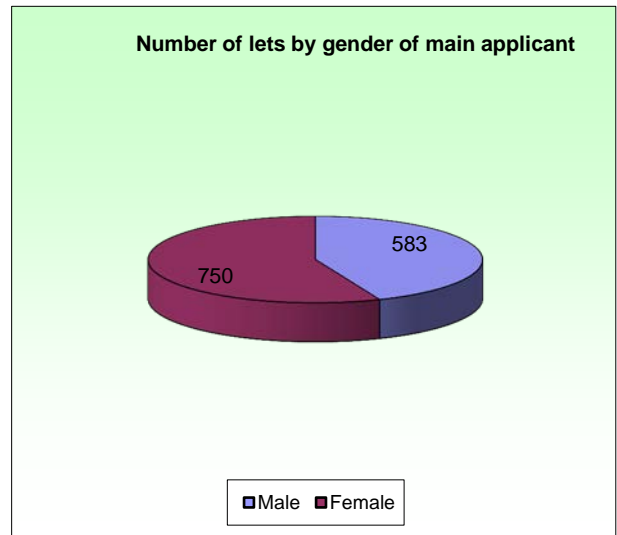
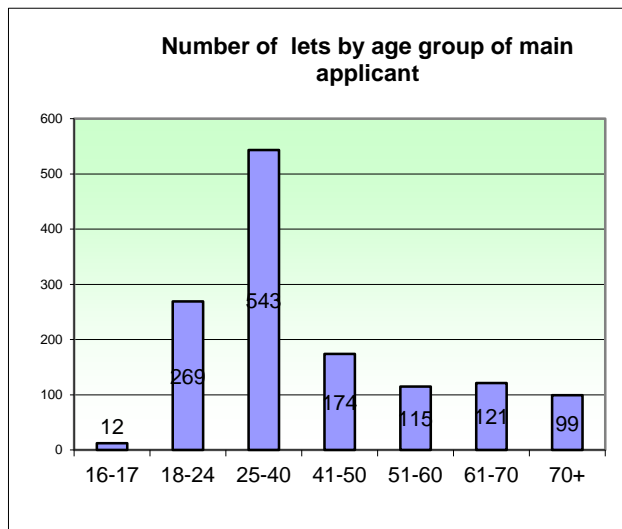


Target for lets to homeless applicants (Group 1) **25%**

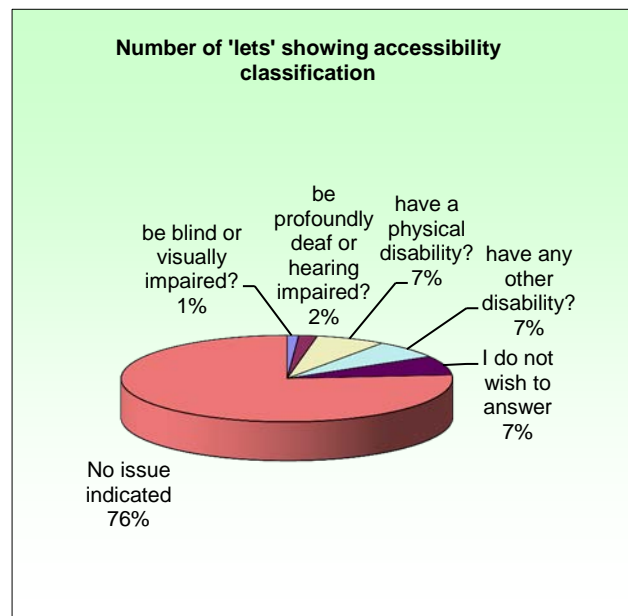
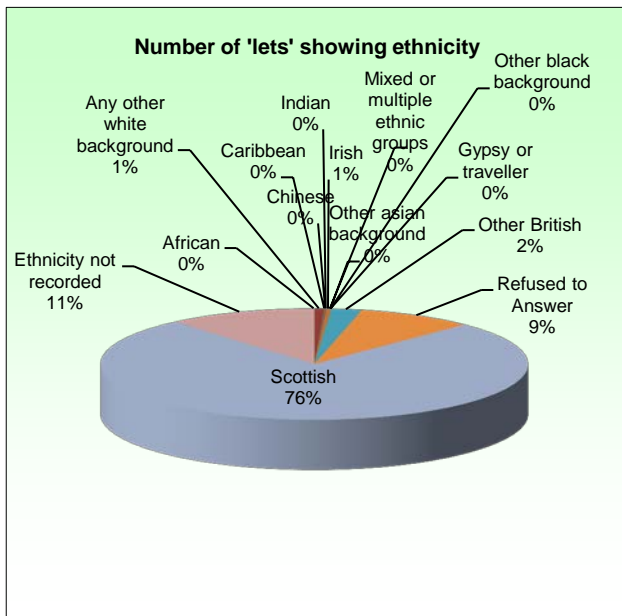
Actual % lets to Group 1 by landlord

ANCHO	25%
CHA	24%
IHA	25%
NAC	29%

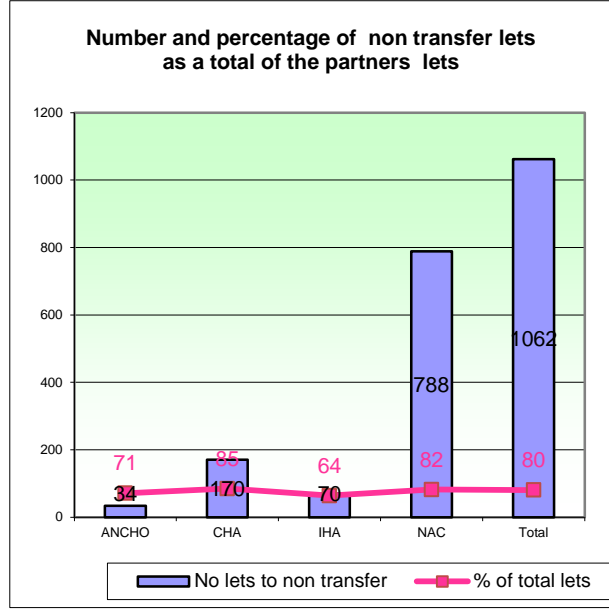
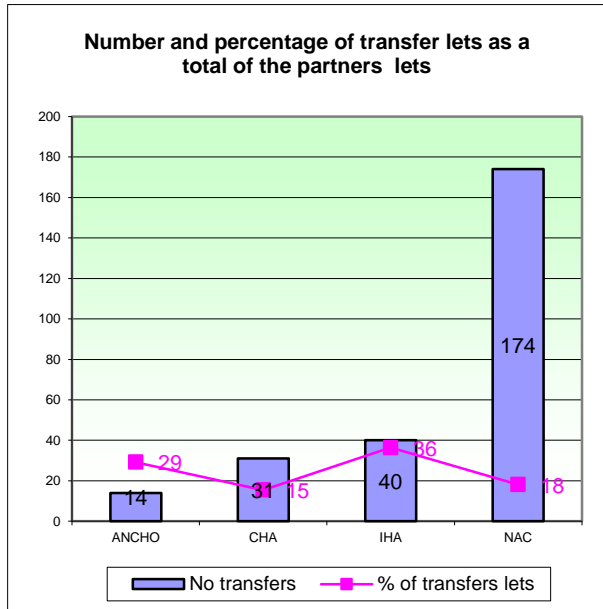
7C



7D



7E, 7F



Section 8 Nominations to Non-core RSLs

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
Beild HA	3	2	1
Hanover HA	3	3	0
Horizion HA	2	1	1
Isle of Arran Homes	24	16	8
Margaret Blackwood HA	2	2	0
West of Scotland HA	9	7	2
Total	43	31	12

8B All nomination requests were provided within 5 days

8D There was no successful 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	171	5.7
Group 2	385	12.8
Group 3	616	20.5
Group 4	904	30.1
Group 5	665	22.2
Group 6	568	18.9
Group 7	263	8.8
Overall	532	17.7



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