

North Ayrshire Housing Register  
Performance report  
1st April 2013 to 31st March 2014



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 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014

## 2013 to 2014 performance summary compared to the previous year

### Performance

There are 5,414 applicants on the register, 4,012 applied during the year. A drop from last year's figures in terms of numbers on the register but an increase in the numbers applying during the year

The percentage of applications submitted on-line is 17%. An increase of 4% compared to last year's figures

Application processing time (between 1 and 10 working days) across all partners continues to be excellent with 99.2% being the lowest percentage processing time for this category for all partners. A slight increase on last year's figures

Application audit figures improved, 371 audits completed 9% failed. This is an improvement on last year

Percentage of annual reviews completed within target improved from last year's figure of 98.4% to 98.9%. This is an improvement on last year

The percentage of applications suspended from receiving offers dropped from 2.5 last year to 1.8 this year. This is an improvement on last year

Appeals against suspension were held within 4 days. The target for this is 10 days.

This is an improvement from 7 days last year.

There were on average 2.1 offers per each void. This is a drop in performance from 1.9 offers per void compared with last year.

The individual performance change is:

- ANCHO from 2.3 to 3.3. No properties let increased from 48 to 70
- CHA from 1.3 to 1.4. No properties let increased from 201 to 261
- IHA from 1.2 to 1.3. No properties let decreased from 110 to 109
- NAC from 2.1 to 2.2. No properties let increased from 962 to 1164

### Trends

Refusals:- 33% were refused because the applicant disliked the street or area, 46% 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 20% was because of something to do with the property itself or the applicant disliked a feature of the property. 0.3% was because of welfare reform implications

These reasons covered 99% of all refusals. The percentages are similar to last year

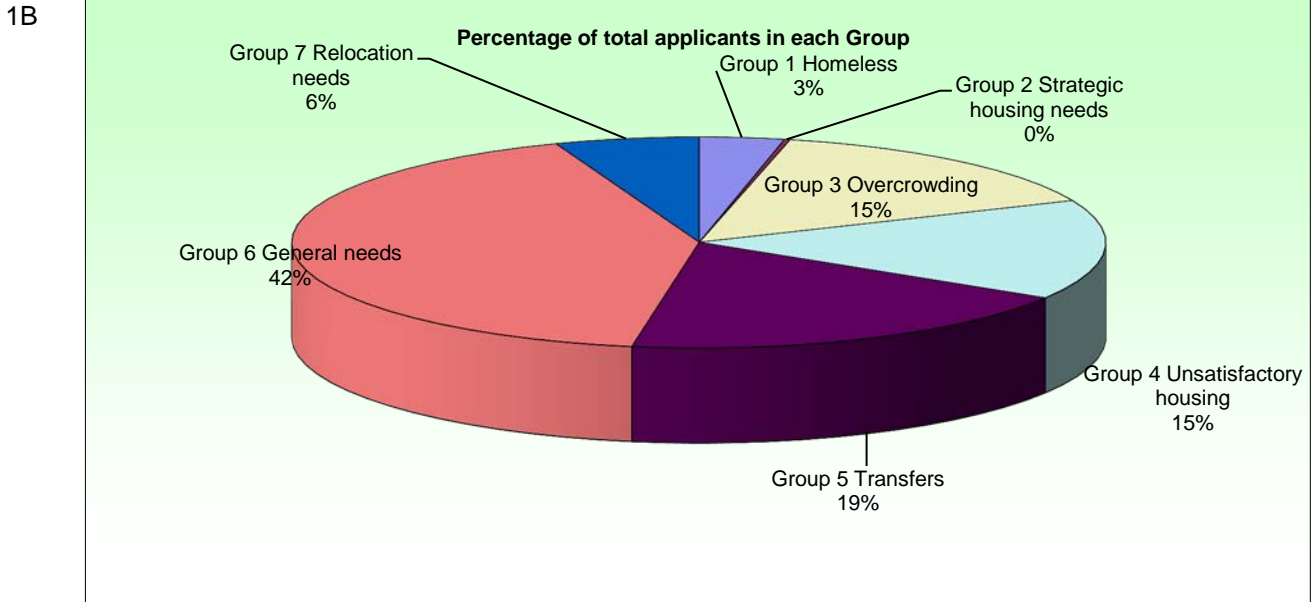
The average length of time an applicant waited to be housed between April 2013 and March 2014 was just under sixteen months. This has decreased from eighteen months last year.

The average length of time that applicants were suspended remained at 3.8 months. The same as 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](#)
  - [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 10 [10 Mutual exchanges](#)

## Section 1 Applications received

1A There were 5414 applicants on NAHR at 31st March 2013



1C,1D,  
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	105	1.9
CHA	187	3.5
IHA	129	2.4
NAC	1119	20.7
<b>Grand Total</b>	<b>1540</b>	<b>28.4</b>

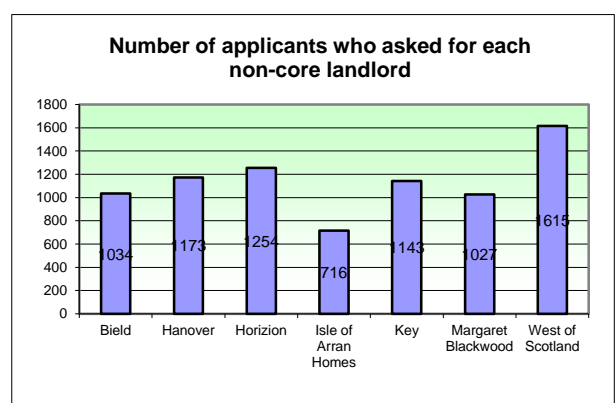
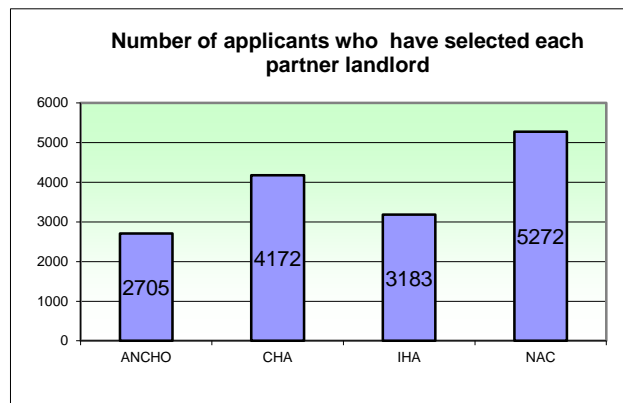
1G

Landlord	No of new applications received by landlord
ANCHO	442
CHA	215
IHA	492
NAC	2863
<b>Total</b>	<b>4012</b>

1H **On-line applications**

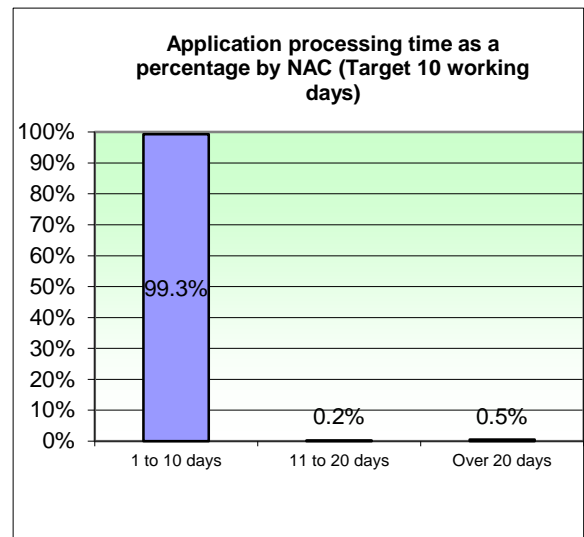
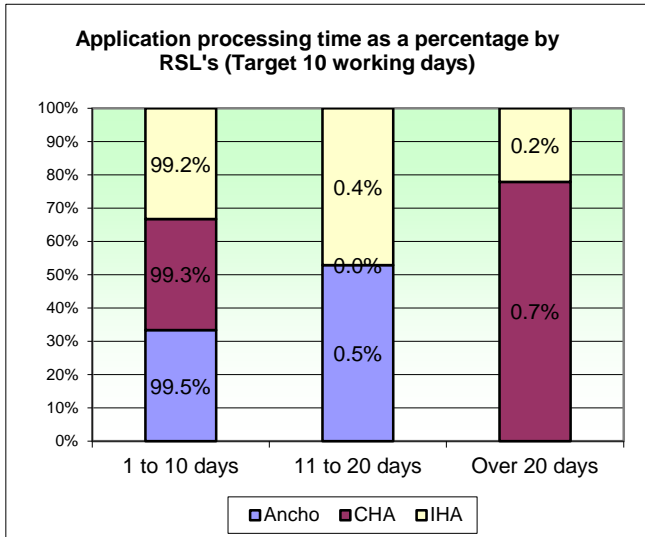
Number of online applications received in the year as a % of total applications	
692	17%

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	Average forYear
<b>ANCHO</b>	97.9%	92.8%	87.9%	98.9%	94.4%
<b>CHA</b>	96.8%	100.0%	100.0%	100.0%	99.2%
<b>IHA</b>	97.9%	95.9%	100.0%	95.5%	97.3%
<b>NAC</b>	98.6%	99.2%	98.3%	99.7%	98.9%
<b>Average forYear</b>	97.79%	96.97%	96.54%	98.53%	97.5%

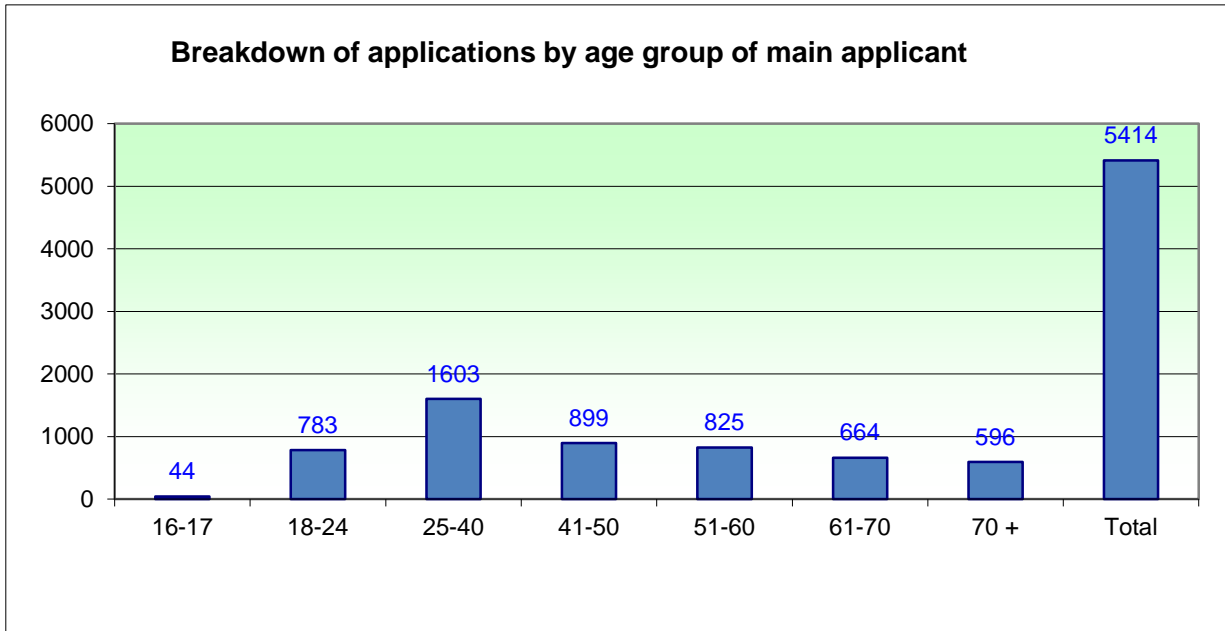
2C There was 3055 applications closed (withdrawn or deleted) this year

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

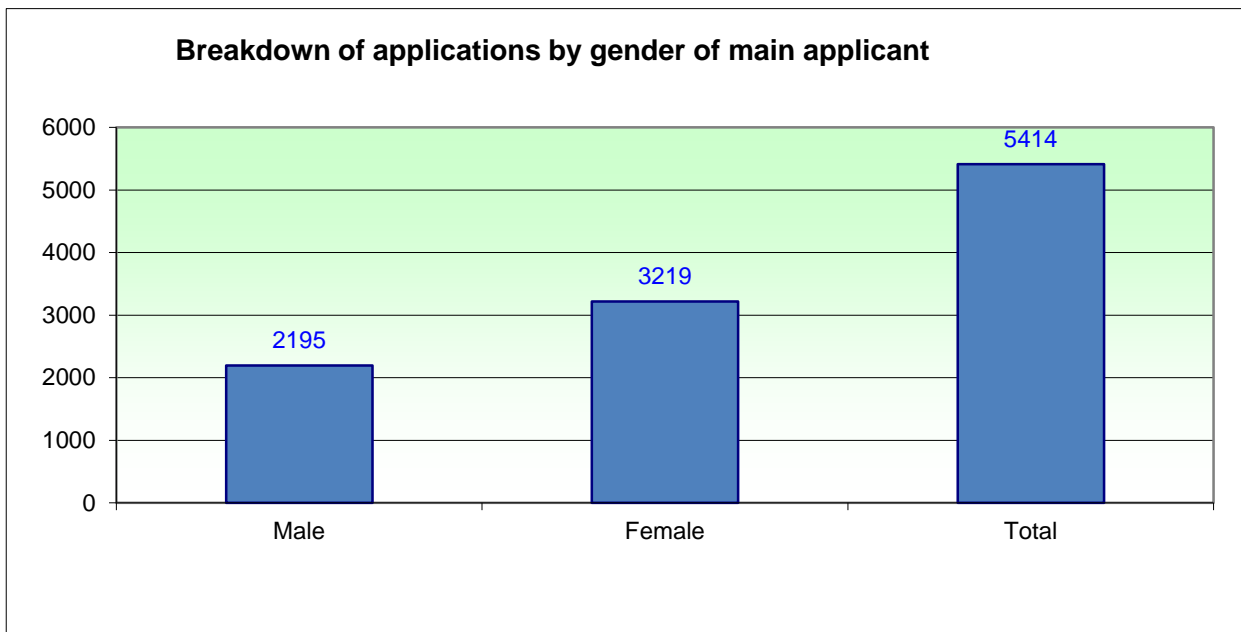
Target 90%	Number audited	Number passed	Number failed	% passed	% failed
Quarter 1	107	95	12	89%	11%
Quarter 2	103	94	9	91%	9%
Quarter 3	89	81	8	91%	9%
Quarter 4	72	68	4	94%	6%
<b>Total</b>	<b>371</b>	<b>338</b>	<b>33</b>	<b>91%</b>	<b>9%</b>

### Section 3 Equalities Information

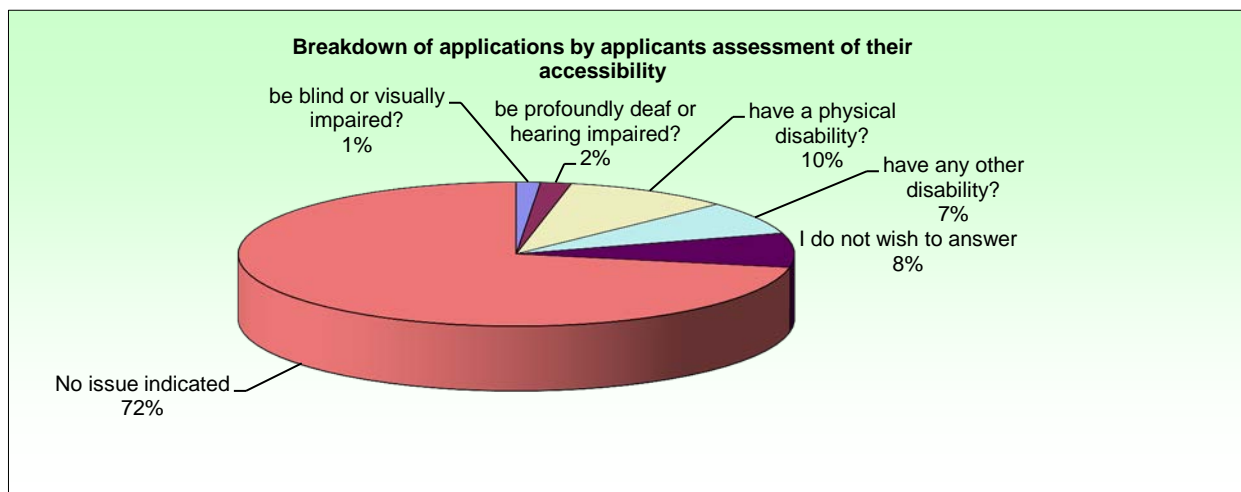
3A



3B

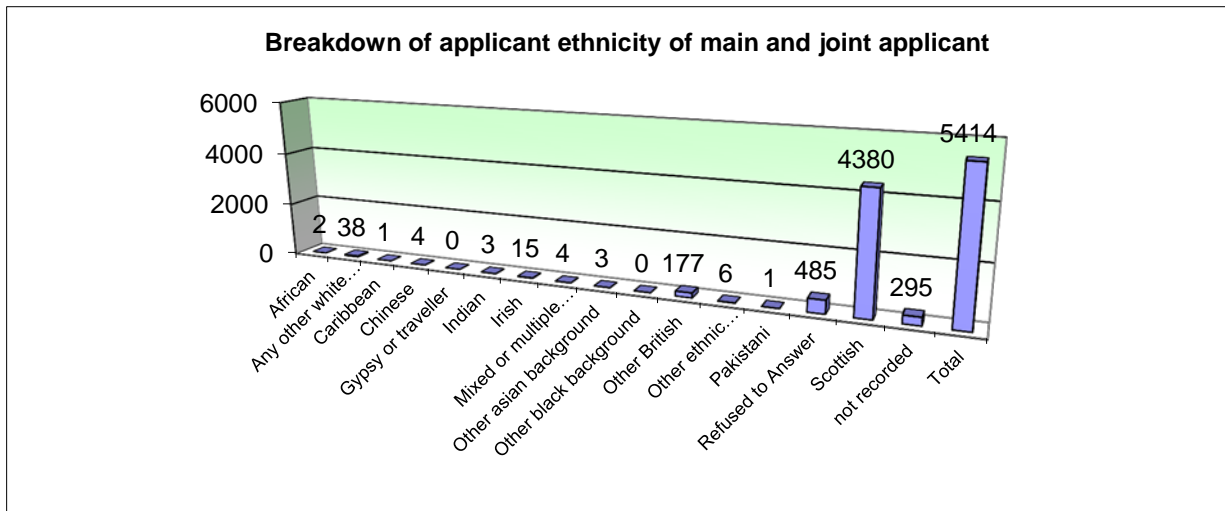


3C





3D

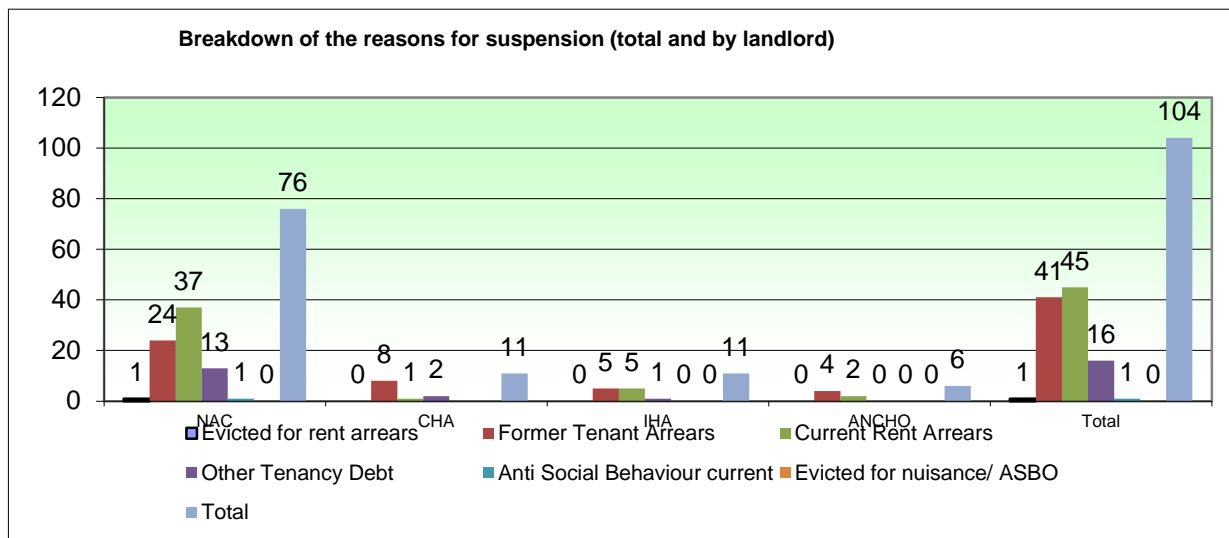


## Section 4 Suspension of Applications

4A



4B



4C

The average length of suspension this year was 108 days or 3.6 months

4D Number of appeals against suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	1	6	7
CHA	0	0	0
IHA	0	0	0
ANCHO	0	0	0
<b>Total</b>	<b>1</b>	<b>6</b>	<b>7</b>

All appeals were held in the 10 working days target, the average time to hear an appeal was 4 days

**Section 5 Applicant Satisfaction**

5A, 5B There have been 7 appeals against application assessment 6 were rejected and 1 upheld

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

**Section 6 Offers**

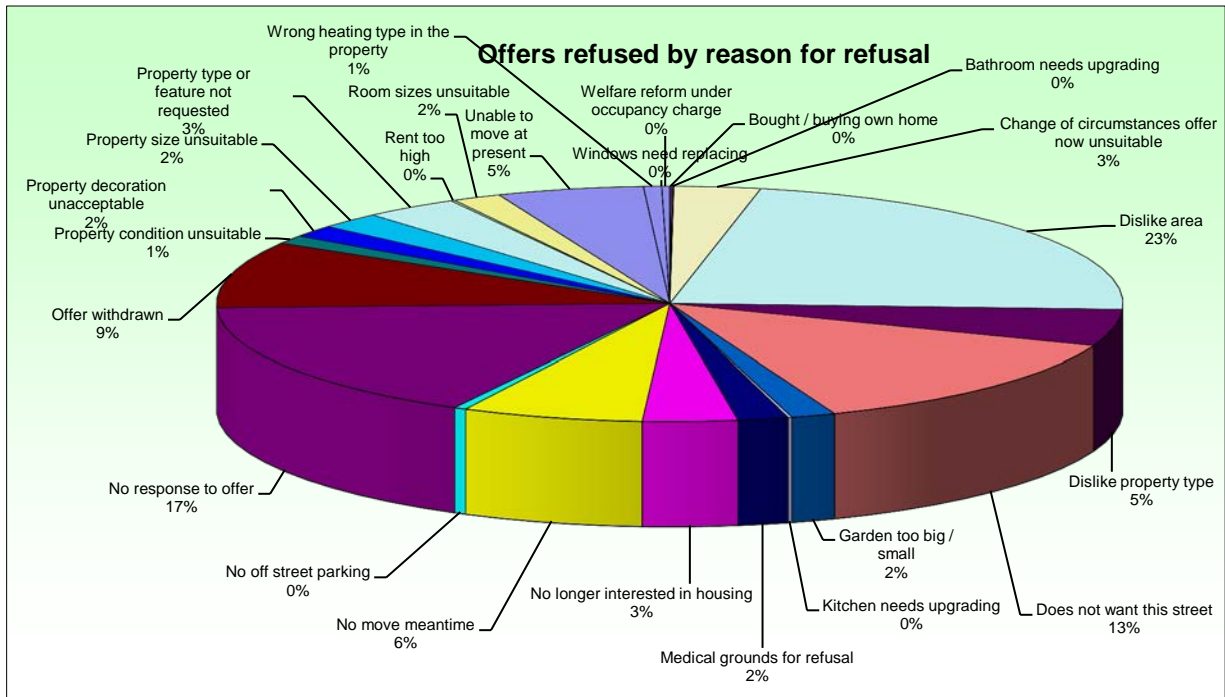
6A, 6B,  
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
<b>Group 1</b> <i>Homeless</i>	404	126	530	1.3
<b>Group 2</b> <i>Strategic housing needs</i>	76	19	95	1.3
<b>Group 3</b> <i>Overcrowding</i>	421	463	884	2.1
<b>Group 4</b> <i>Unsatisfactory housing</i>	264	313	577	2.2
<b>Group 5</b> <i>Transfers</i>	169	273	442	2.6
<b>Group 6</b> <i>General needs</i>	275	484	759	2.8
<b>Group 7</b> <i>Relocation needs</i>	7	13	20	2.9
<b>Total</b>	<b>1616</b>	<b>1691</b>	<b>3307</b>	<b>2.0</b>

6D

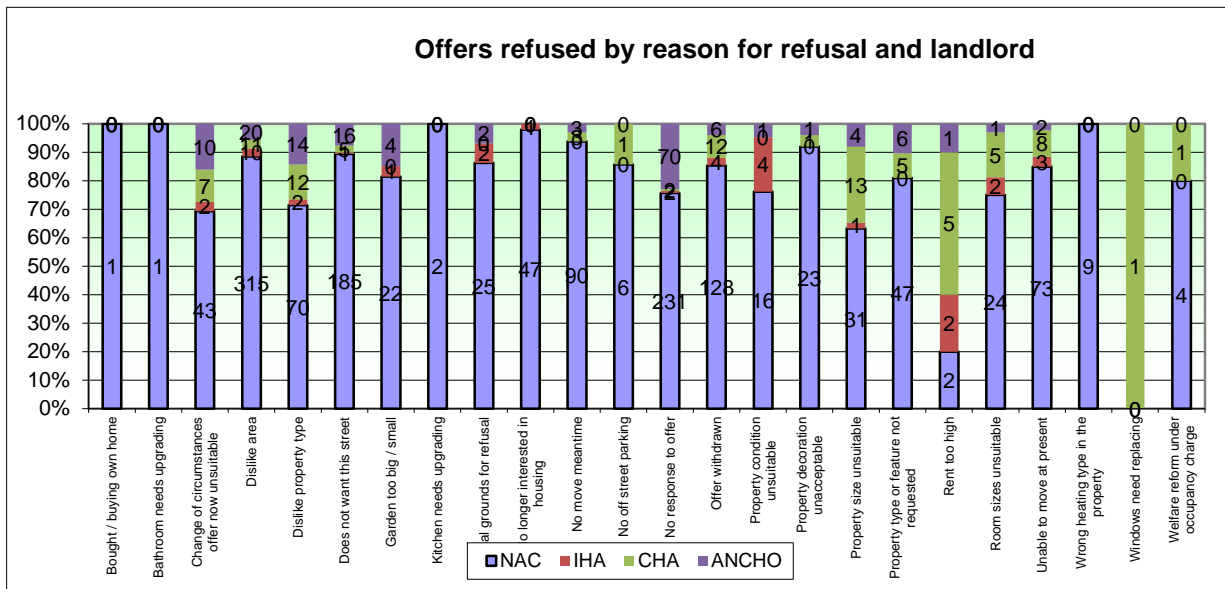
	Refusals	Lets	Total offers	Average no offers
<b>ANCHO</b>	161	70	231	3.3
<b>CHA</b>	92	261	353	1.4
<b>IHA</b>	37	109	146	1.3
<b>NAC</b>	1401	1164	2565	2.2
<b>Total</b>	<b>1691</b>	<b>1604</b>	<b>3295</b>	<b>2.1</b>

6E



The reasons for refusals can be grouped into more general reasons:  
 33% because the applicant dislikes area or street  
 46% because the applicant is no longer interested in housing, no response or no move meantime  
 20% because of features/things to do with the property itself  
 0.3% because of Welfare reform issues

6E



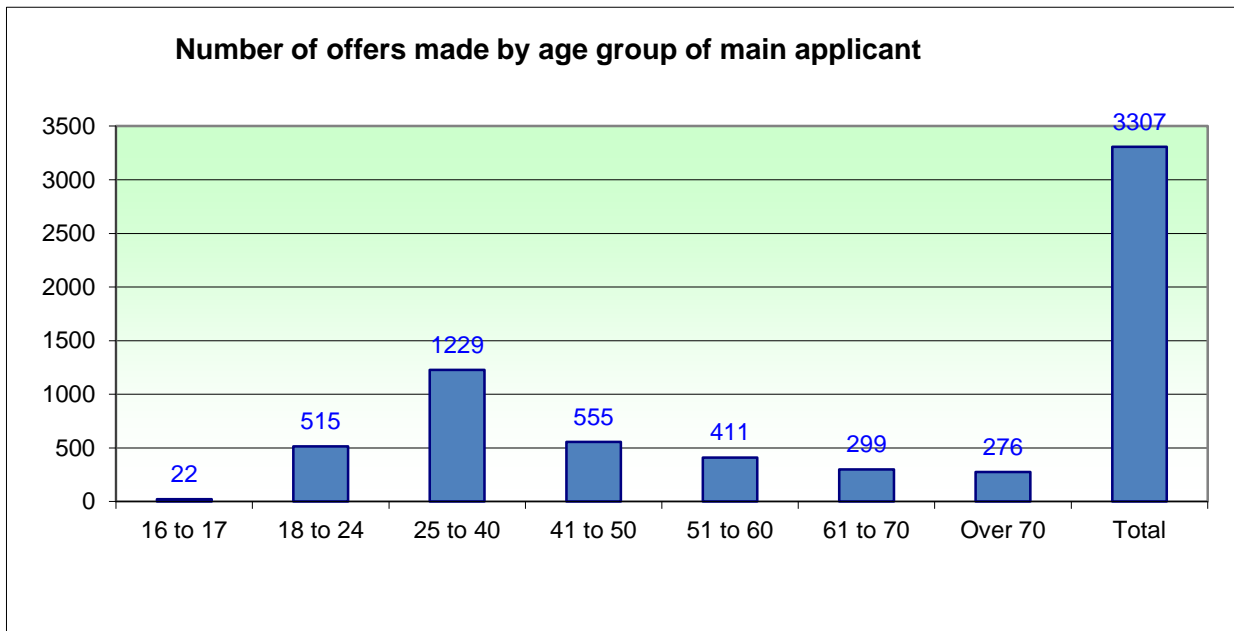
6F Appeals against offers to group 1 (Homeless)

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	23	48	71
CHA	4	1	5
IHA	2	1	3
ANCHO	1	1	2
<b>Total</b>	<b>30</b>	<b>51</b>	<b>81</b>

6G

37% of appeals were upheld and  
 63% of appeals were rejected  
 No of offers to Group 1: 530  
 % of offers to Group 1 appealed: 15%

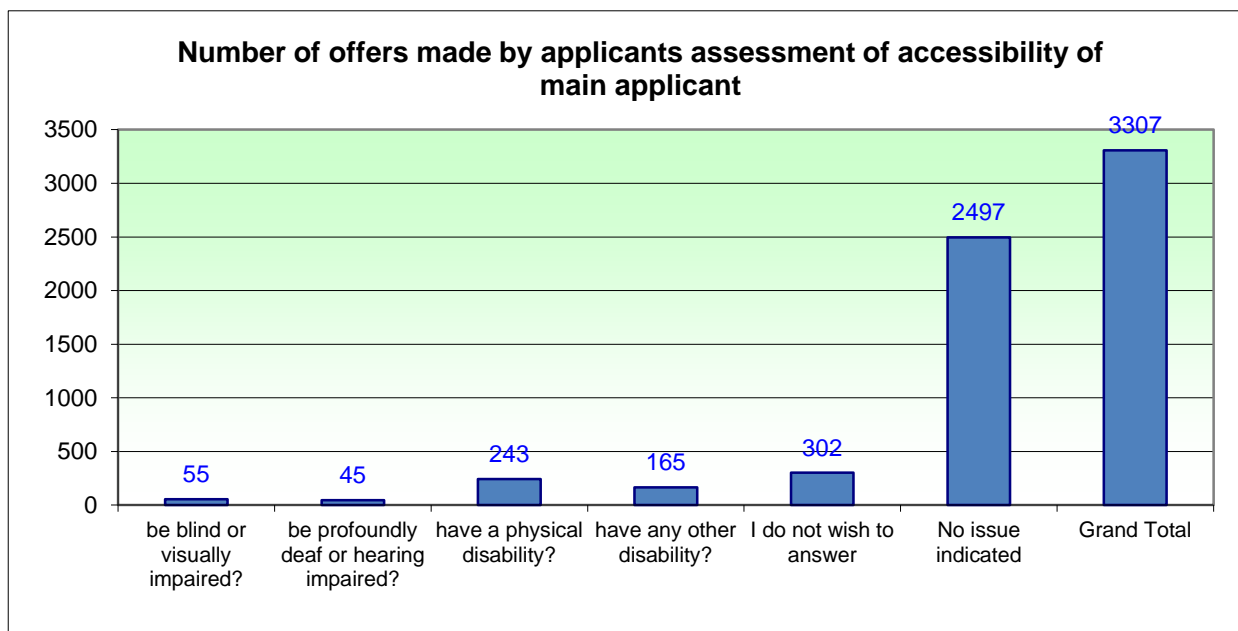
6H

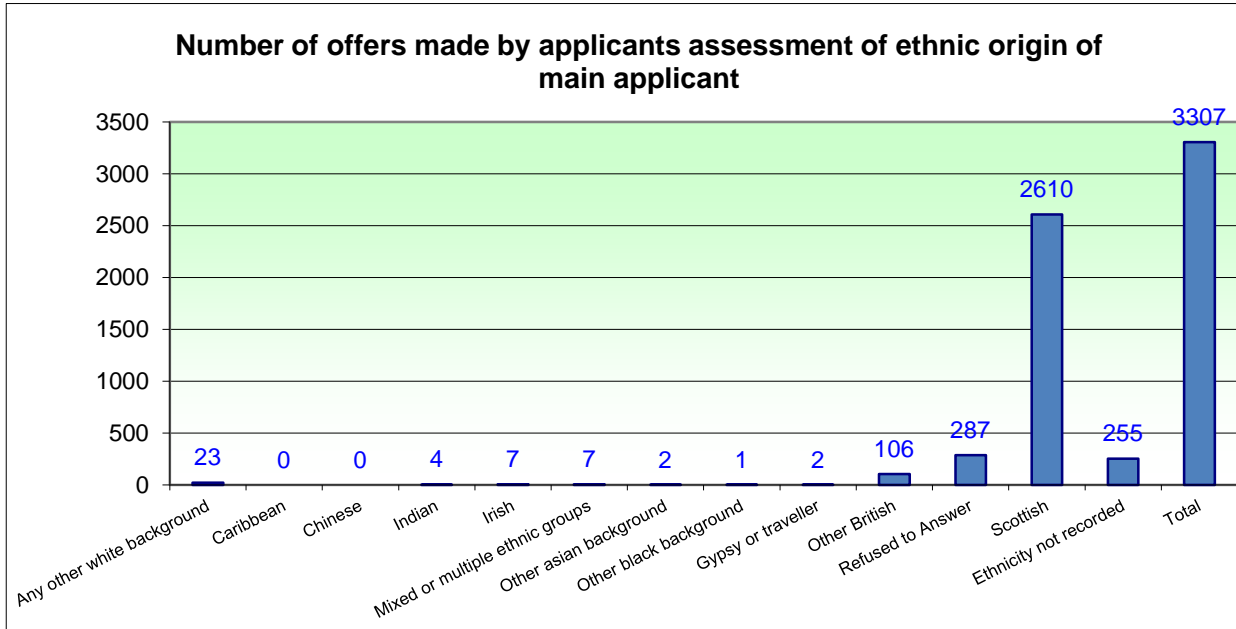


6H



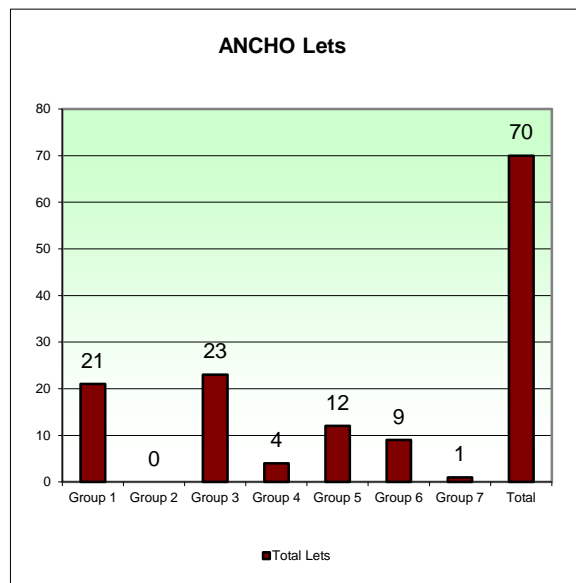
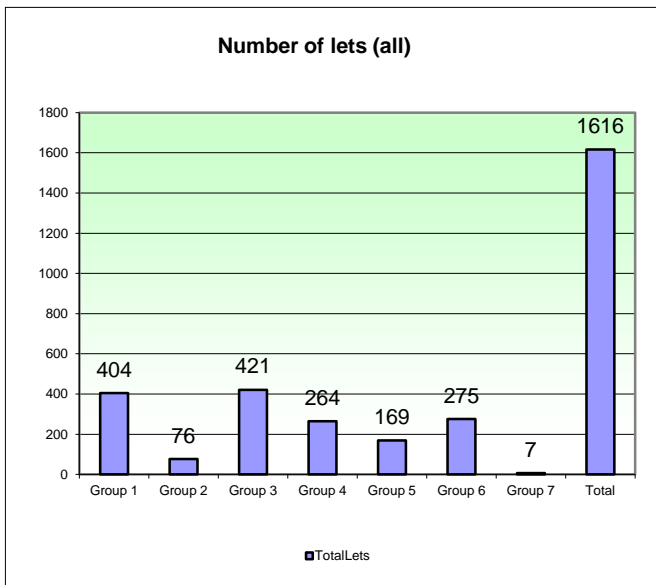
6I



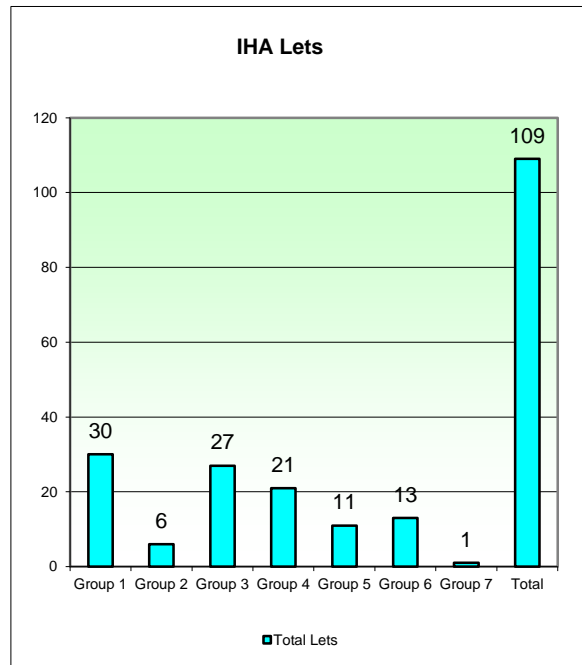
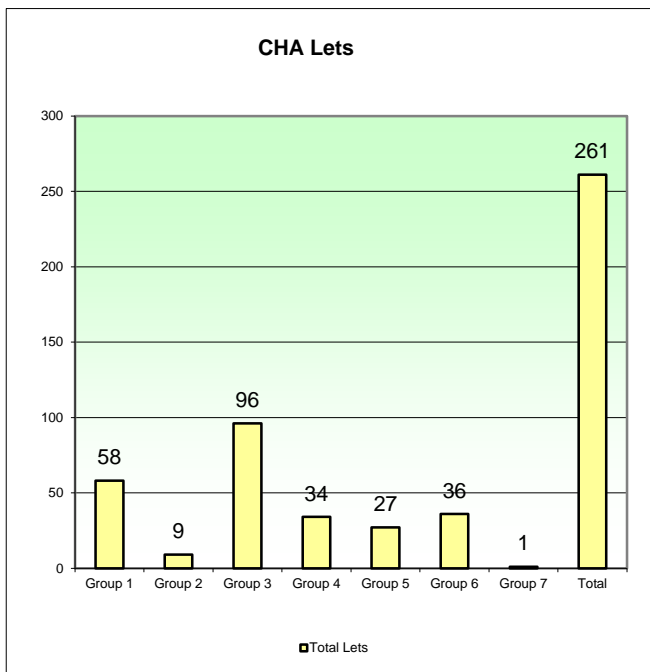


## Section 7 Lets

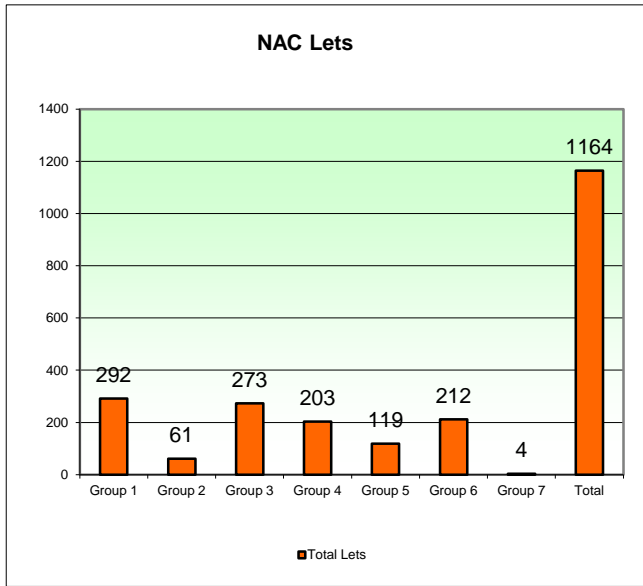
7A,7B



7B



7B

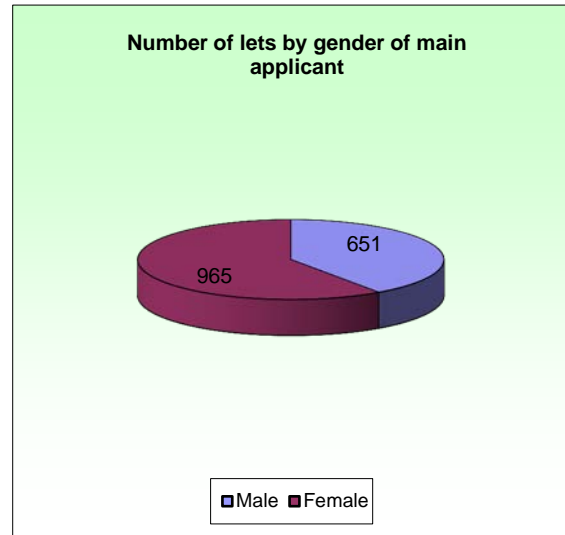
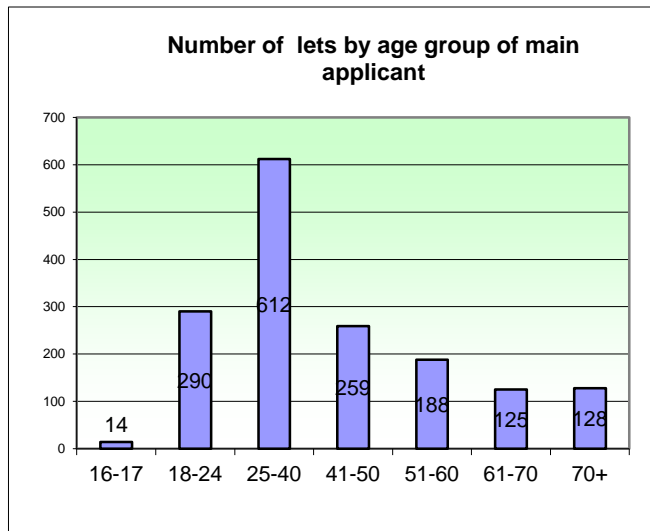


Target for lets to homeless applicants (Group 1) **25%**

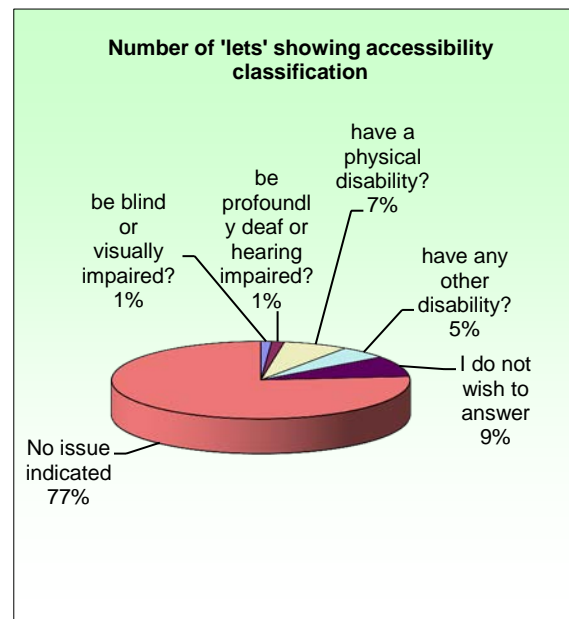
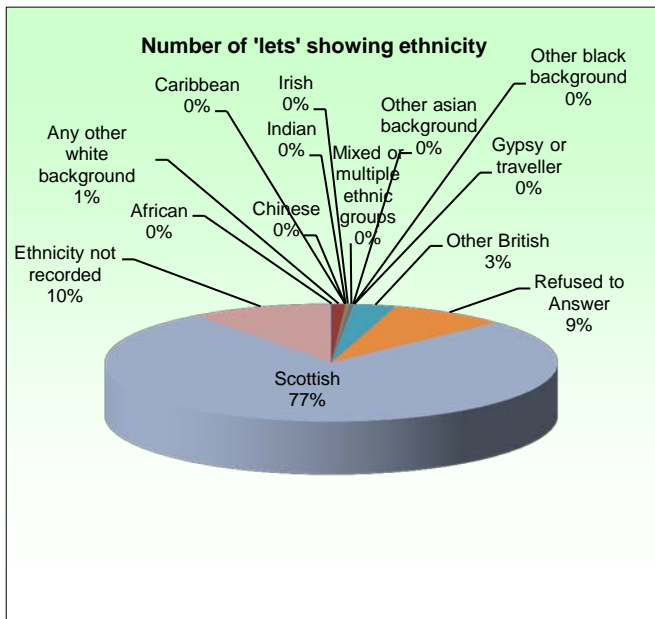
Actual % lets to Group 1 by landlord

ANCHO	30%
CHA	22%
IHA	28%
NAC	25%
Total	25%

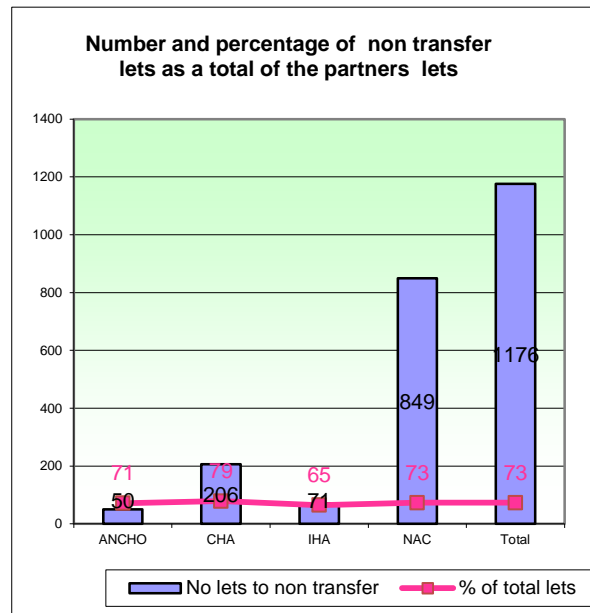
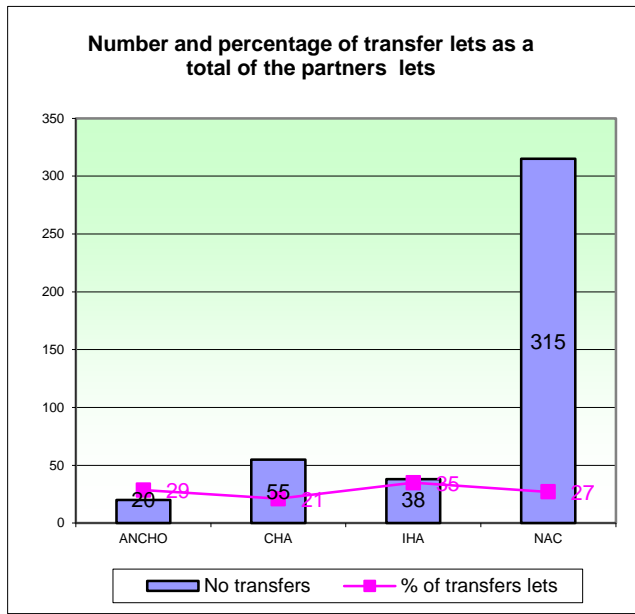
7C



7D



7E, 7F



**Section 8 Nominations to Non-core RSLs**

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
<i>Beild HA</i>	0	0	0
<i>Hanover HA</i>	3	1	2
<i>Horizion HA</i>	1	0	1
<i>Isle of Arran Homes</i>	8	1	7
<i>Margaret Blackwood HA</i>	0	0	0
<i>West of Scotland HA</i>	6	4	2
<b>Total</b>	18	6	12

8B All nomination requests were provided within 5 days

8D There were 3 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>
<i>Group 1</i>	142	4.7
<i>Group 2</i>	315	10.5
<i>Group 3</i>	563	18.8
<i>Group 4</i>	908	30.3
<i>Group 5</i>	385	12.8
<i>Group 6</i>	502	16.7
<i>Group 7</i>	458	15.3
<b>Overall</b>	473	15.8

**Section 10 Mutual Exchanges**

The NAHR website has 1992 Mutual exchange applications  
 1108 Became active during the year  
 174 Exchanges were approved  
 22 Exchanges were rejected  
 234 Exchange requests are from people who live outwith North Ayrshire



**Contact:**

**Bill McGhee Housing Project Manager 01294 324011**

**Gillian Affleck CHR Manager 01294 310178**

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