

**North Ayrshire Housing Register
Performance report
1st April 2014 to 31st March 2015**



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 2014 to 31st March 2015

2014 to 2015 performance summary compared to the previous year

Performance

There are 5,048 applicants on the register, 3,929 applied during the year. A drop from last year's figures in terms of numbers on the register but a decrease in the numbers applying during the year

The percentage of applications submitted on-line is 16%. Similar to last year's figure

Application processing time (between 1 and 10 working days) across all partners continues to be excellent with 96.5% being the lowest percentage processing time for this category for all partners. Similar to last year's figures, one partner's performance has dropped slightly

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 1.9 offers per each void. This is an improvement in performance from 2.2 offers per void compared with last year. Performance has returned to the figures in 2012 to 2013.

The individual performance change is:

- ANCHO from 3.3 to 2.2. No properties let increased from 70 to 99
- CHA from 1.4 to 1.3. No properties let decreased from 261 to 235
- IHA from 1.3 to 1.3. No properties let increased from 109 to 176
- NAC from 2.2 to 2.1. No properties let increased from 1164 to 1314

Trends

Refusals:- 31% were refused because the applicant disliked the street or area, 43% 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 26% was because of something to do with the property itself or the applicant disliked a feature of the property. 0.1% was because of welfare reform implications

The percentages are similar to last year with the largest increase in percentage of refusal from 20% to 26% because the applicant disliked some feature of the property.

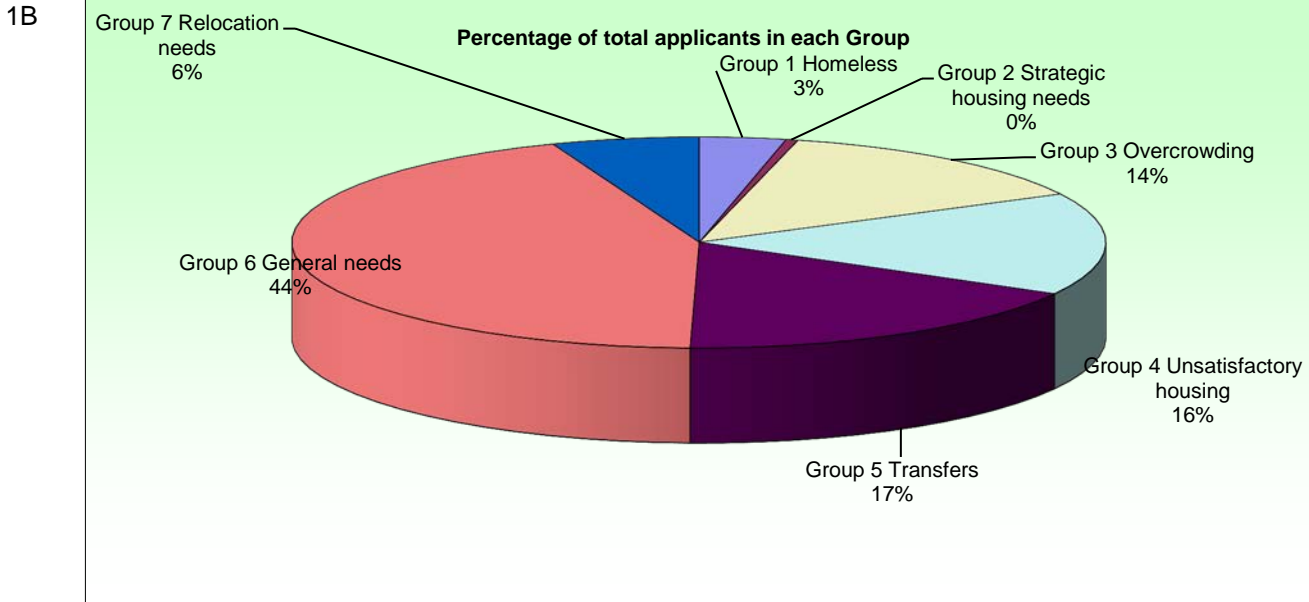
The average length of time an applicant waited to be housed between April 2014 and March 2015 was just over sixteen months. This is similar to last year.

The average length of time that applicants were suspended remained at 3.9 months. This is similar to 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 11 [11 Housing Options](#)

Section 1 Applications received

1A There were 5048 applicants on NAHR at 31st March 2014



1C,1D,
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	82	1.6
CHA	167	3.3
IHA	134	2.7
NAC	979	19.4
Grand Total	1362	27.0

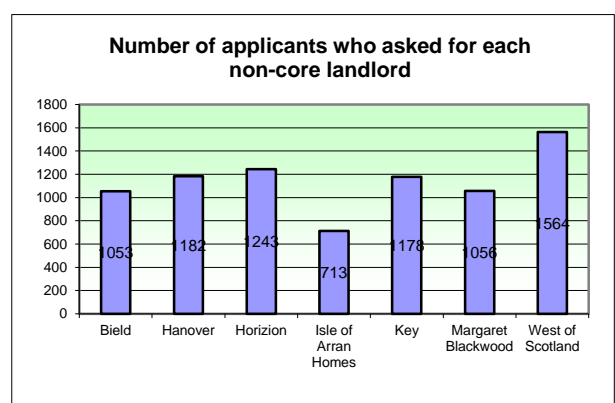
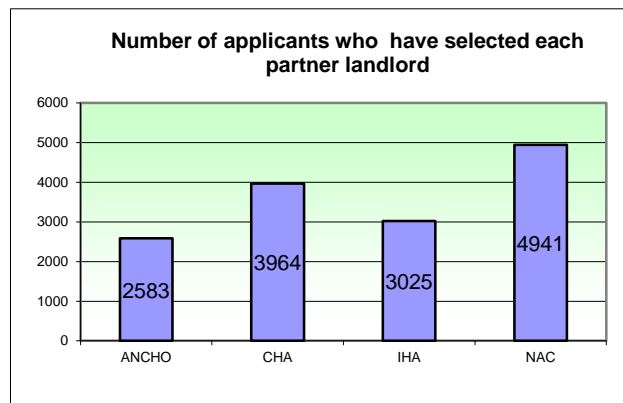
1G

Landlord	No of new applications received by landlord
ANCHO	310
CHA	387
IHA	380
NAC	2852
Total	3929

1H On-line applications

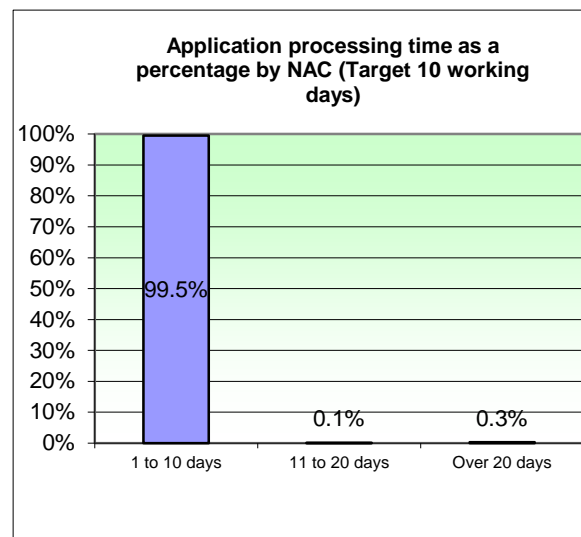
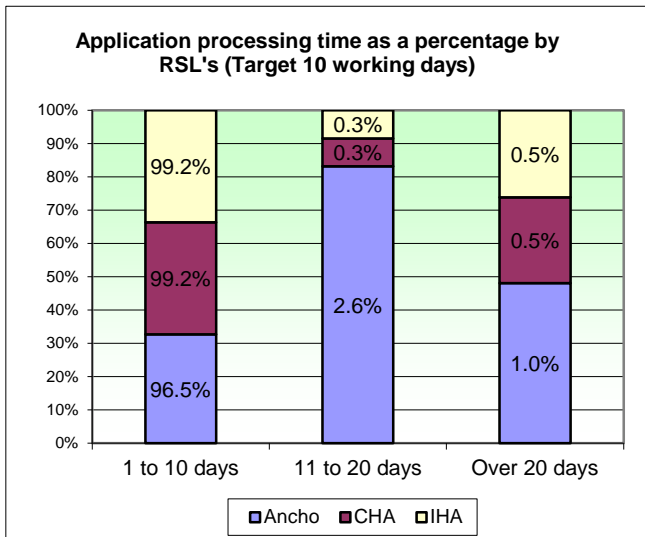
Number of online applications received in the year as a % of total applications	
635	16%

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
ANCHO	90.0%	85.6%	89.1%	96.7%	90.3%
CHA	100.0%	98.6%	97.1%	100.0%	98.9%
IHA	92.7%	100.0%	100.0%	99.1%	97.9%
NAC	98.7%	99.1%	99.8%	98.8%	99.1%
Average forYear	95.37%	95.81%	96.48%	98.65%	96.6%

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

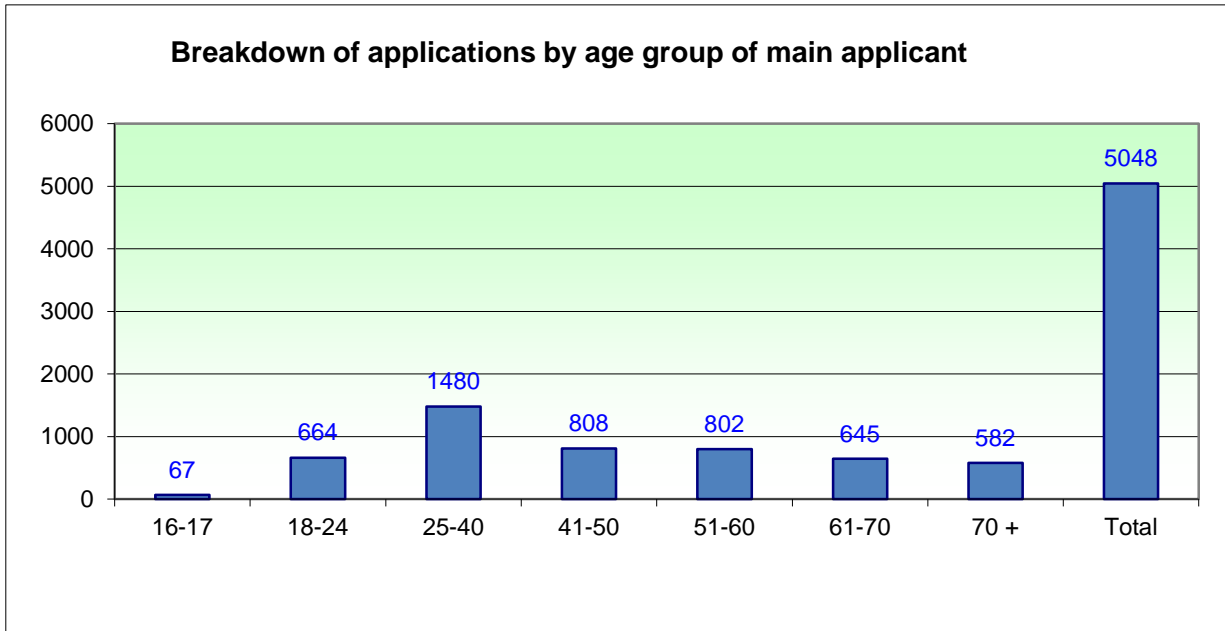
2D Number of failed application audits (10% of applications received)
This is a combined total for all core partners
The target is 90%

Target 90%	Number audited	Number passed	Number failed	% passed	% failed
Quarter 1	81	77	4	95%	5%
Quarter 2	89	84	5	94%	6%
Quarter 3	82	81	1	99%	1%
Quarter 4	51	49	2	96%	4%
Total	303	291	12	96%	4%

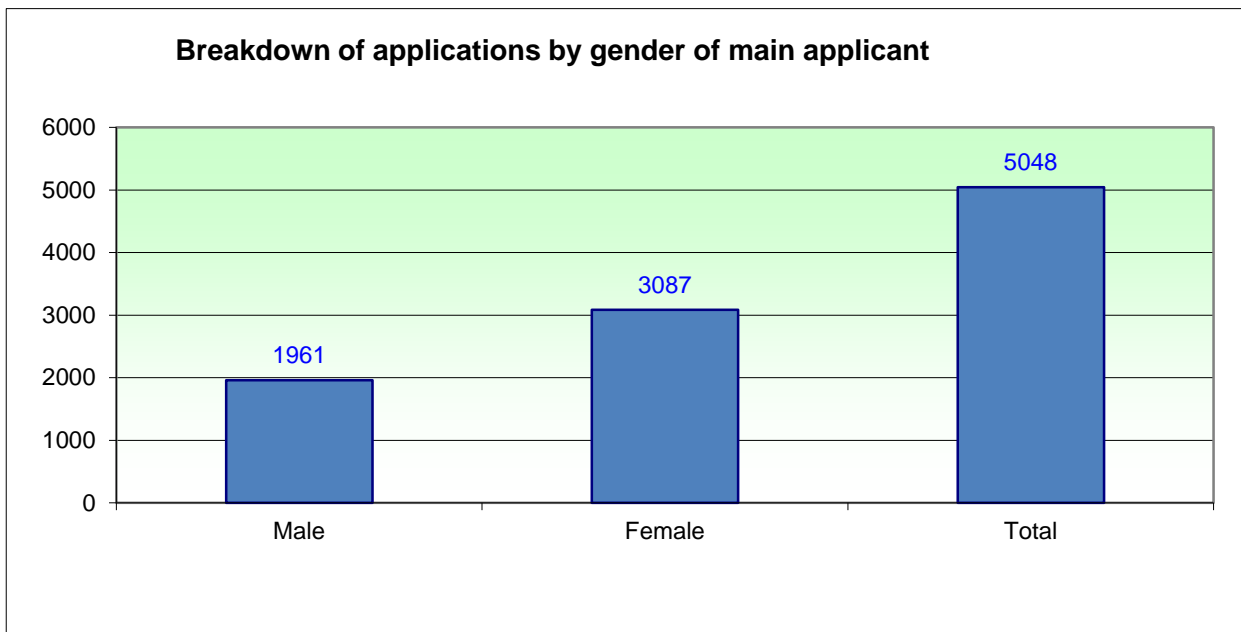
[Back to index](#)

Section 3 Equalities Information

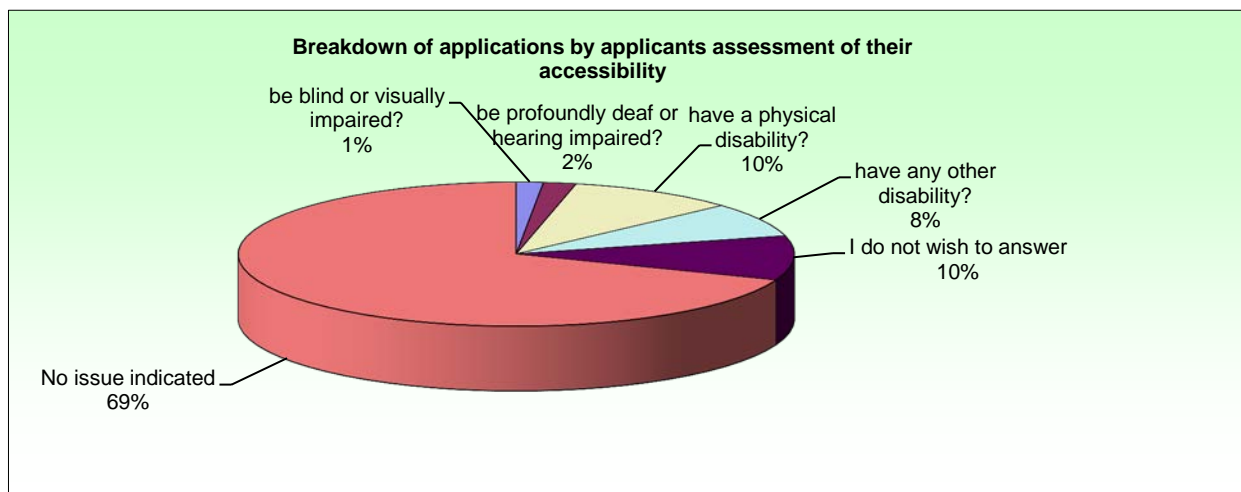
3A



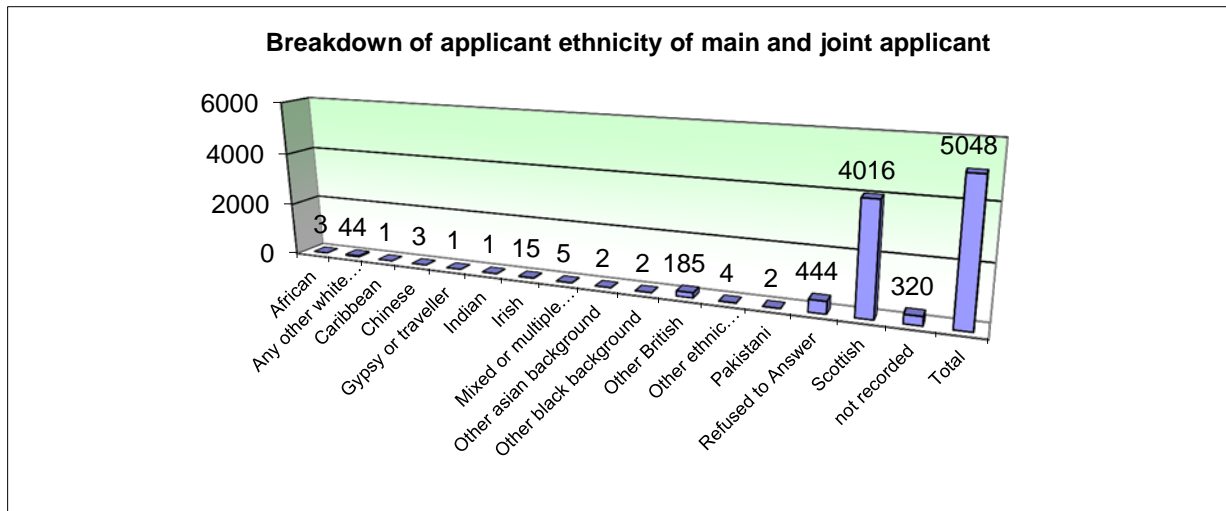
3B



3C



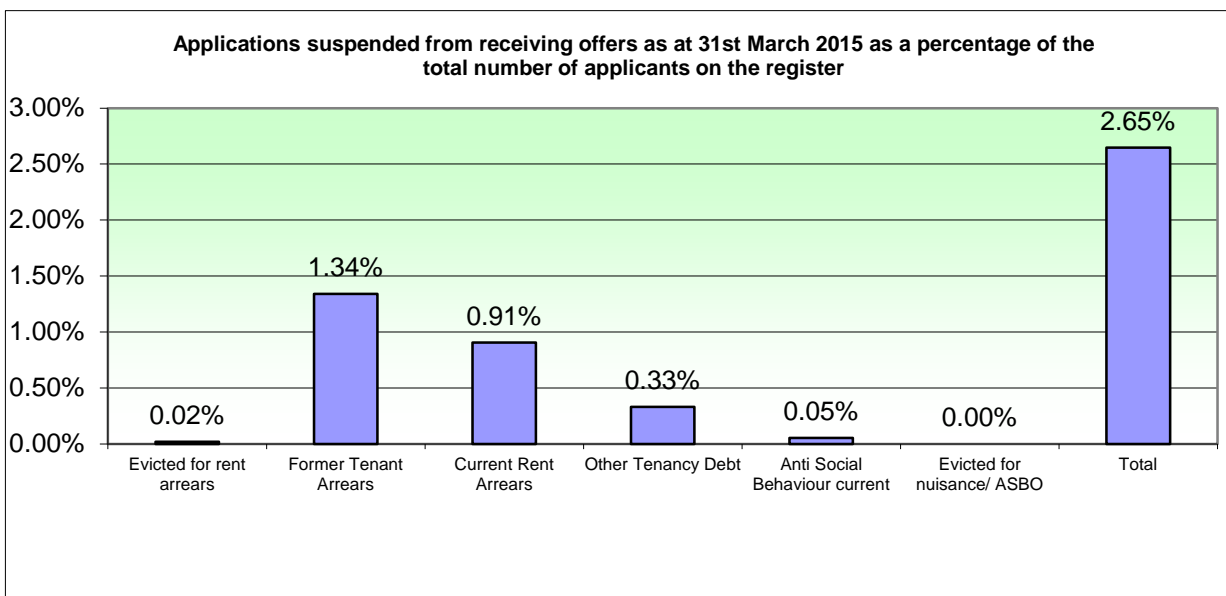
3D



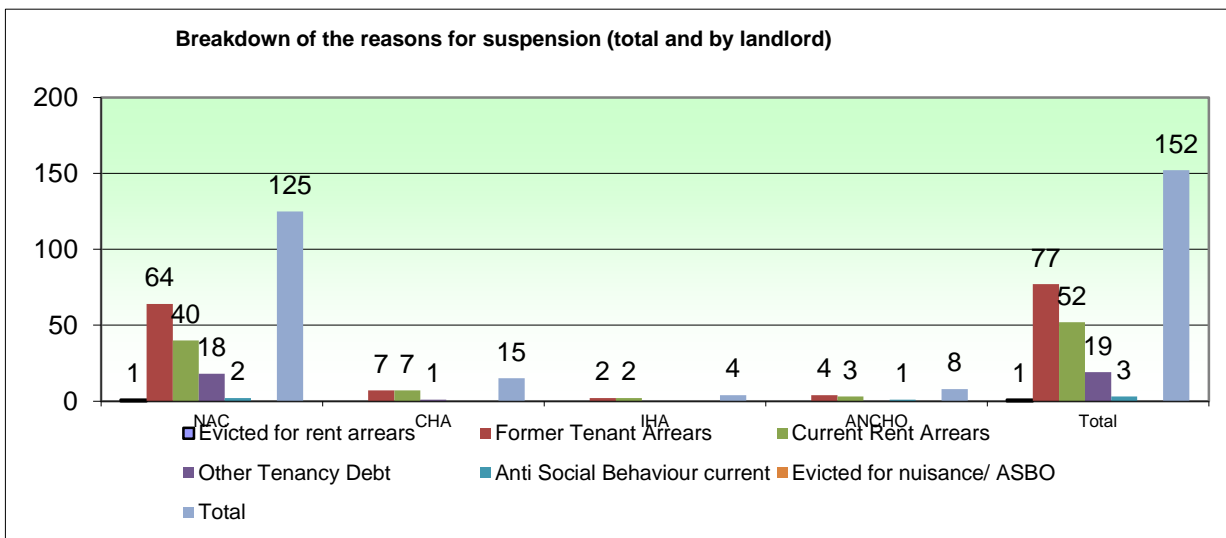
[Back to index](#)

Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 117 days or 3.9 months

4D Number of appeals against suspension

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	3	2	5
CHA	1	0	1
IHA	0	0	0
ANCHO	0	0	0
Total	4	2	6

All appeals were held in the 10 working days target, the average time to hear an appeal was 7.2 days

[Back to index](#)

Section 5 Applicant Satisfaction

5A, 5B There have been 3 appeals against application assessment 1 was rejected and 2 upheld

5C Applicant survey in 2014/15, **91%** of applicants were very satisfied or satisfied with the process

Section 6 Offers

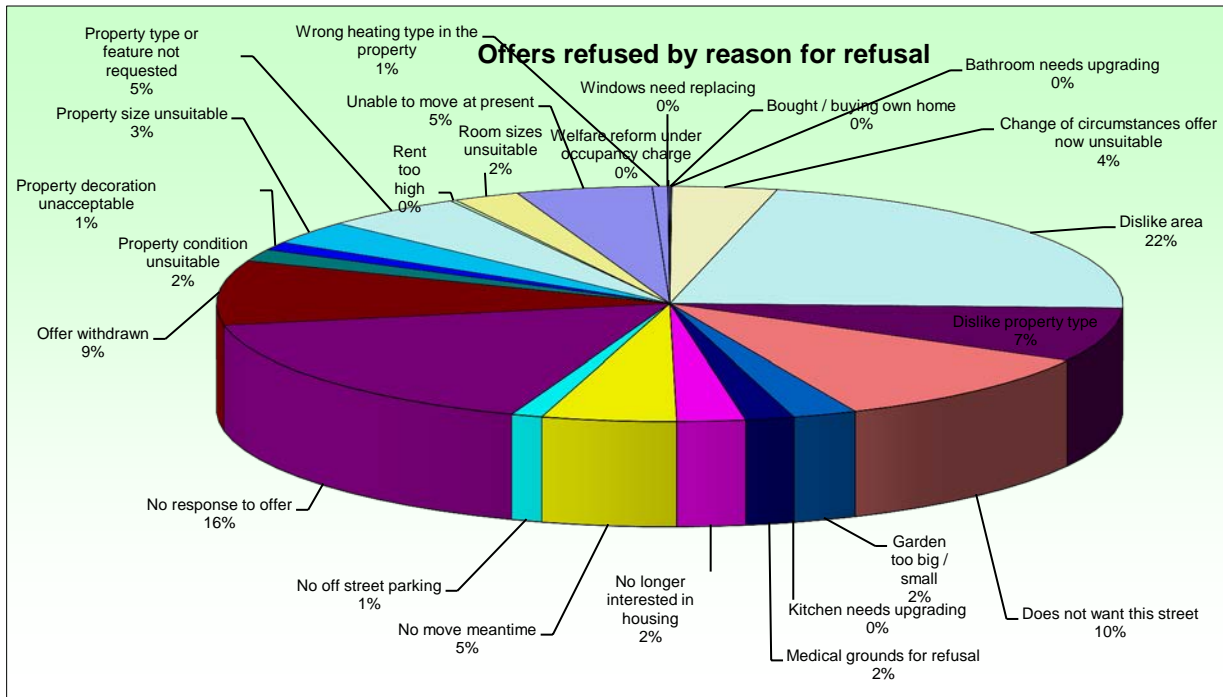
6A, 6B,
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
Group 1 <i>Homeless</i>	470	154	624	1.3
Group 2 <i>Strategic housing needs</i>	41	10	51	1.2
Group 3 <i>Overcrowding</i>	472	468	940	2.0
Group 4 <i>Unsatisfactory housing</i>	282	314	596	2.1
Group 5 <i>Transfers</i>	152	195	347	2.3
Group 6 <i>General needs</i>	398	526	924	2.3
Group 7 <i>Relocation needs</i>	9	31	40	4.4
Total	1824	1698	3522	1.9

6D

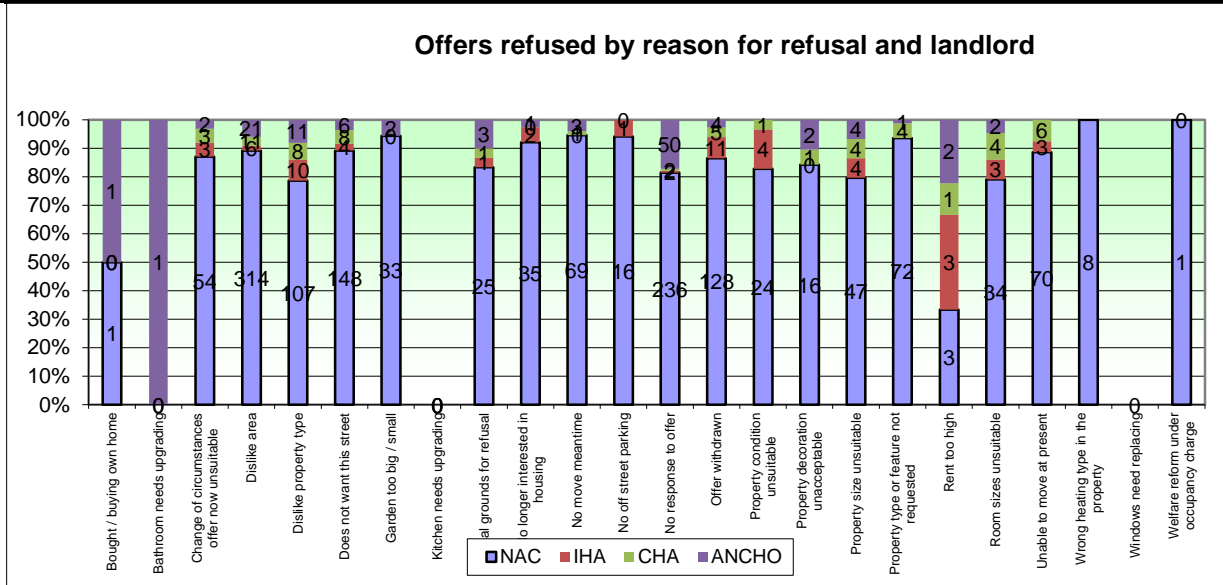
	Refusals	Lets	Total offers	Average no offers
ANCHO	116	99	215	2.2
CHA	60	235	295	1.3
IHA	57	176	233	1.3
NAC	1465	1296	2761	2.1
Non core landlords	6	18	24	1.3
Total	1698	1824	3522	1.9

6E



The reasons for refusals can be grouped into more general reasons:
 31% because the applicant dislikes area or street
 43% because the applicant is no longer interested in housing, no response or no move meantime
 26% because of features/things to do with the property itself
 0.1% because of Welfare reform issues

6E



6F

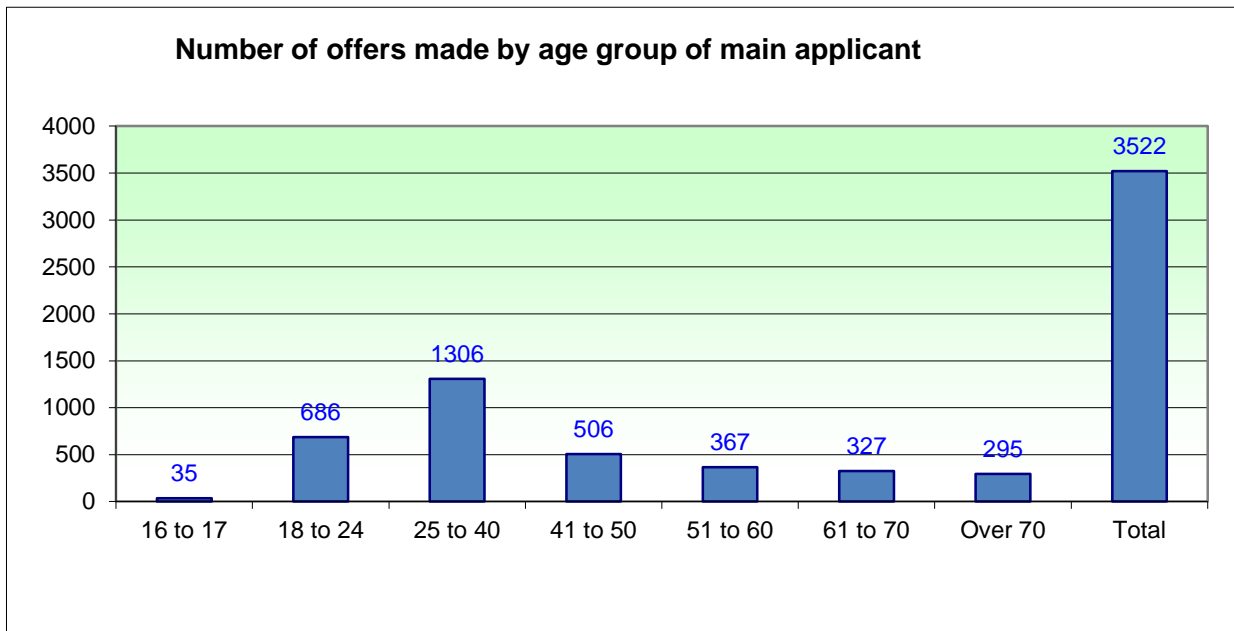
Appeals against offers to group 1 (Homeless)

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	25	52	77
CHA	0	0	0
IHA	0	0	0
ANCHO	0	0	0
Total	25	52	77

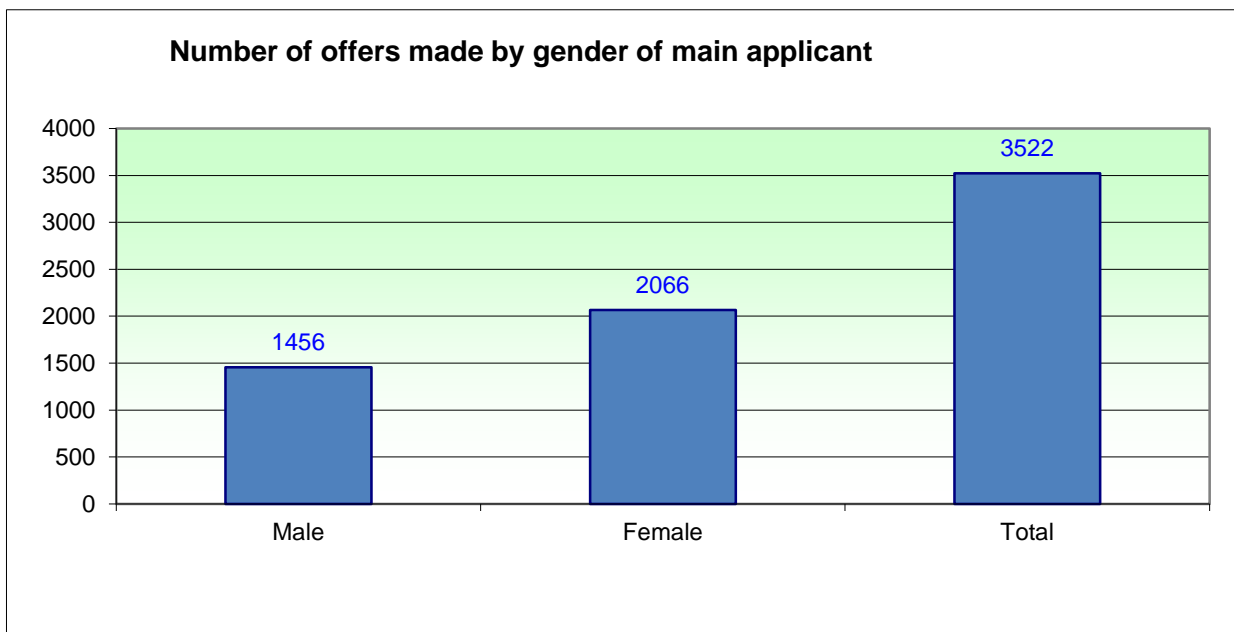
6G

32% of appeals were upheld and
 68% of appeals were rejected
 No of offers to Group 1: 624
 % of offers to Group 1 appealed: 12%

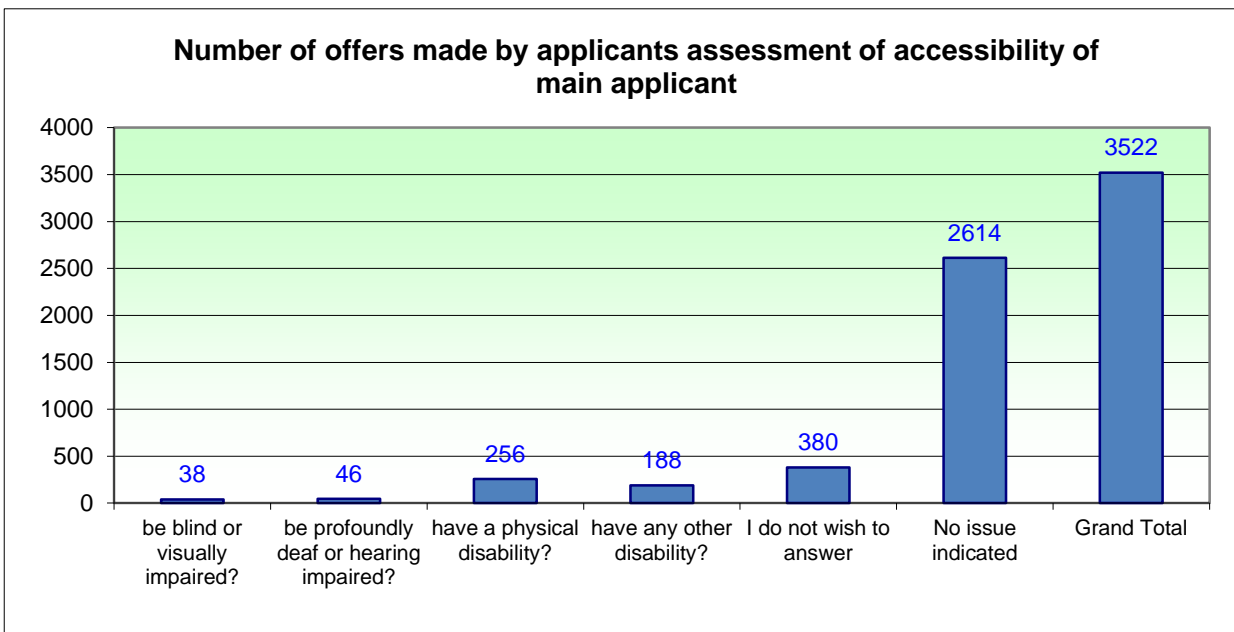
6H

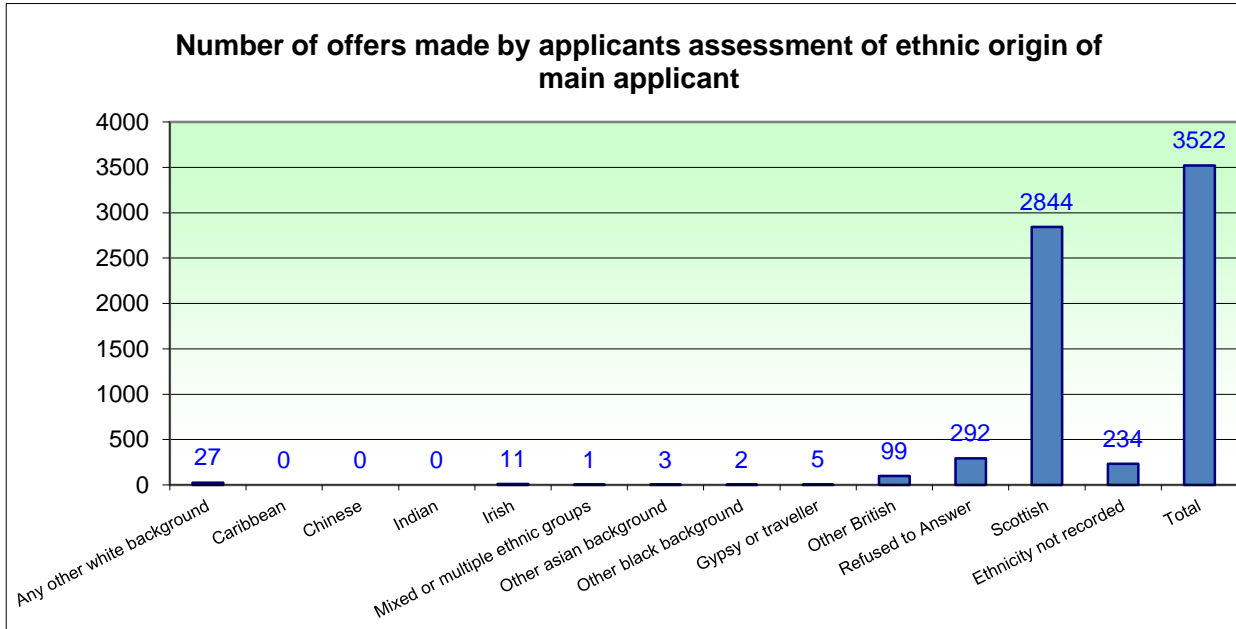


6H



6I

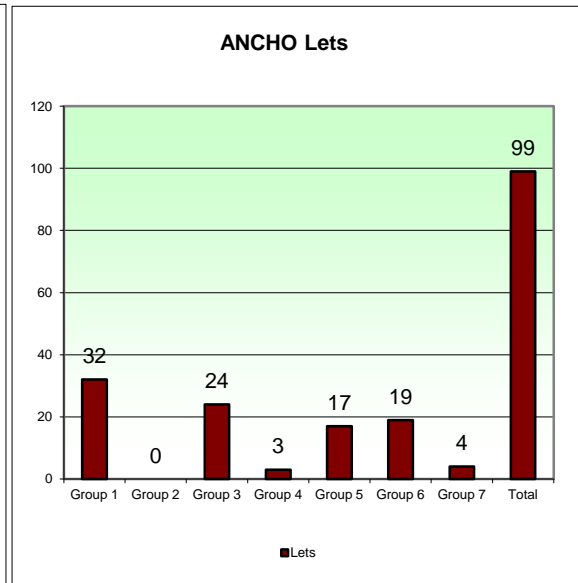
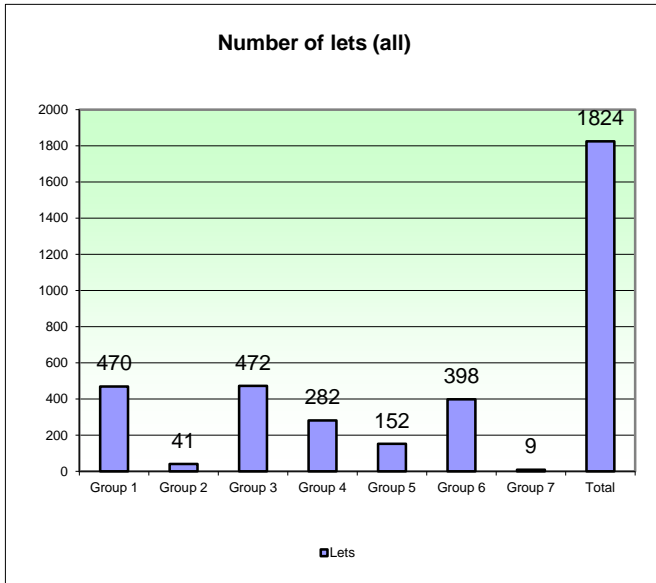




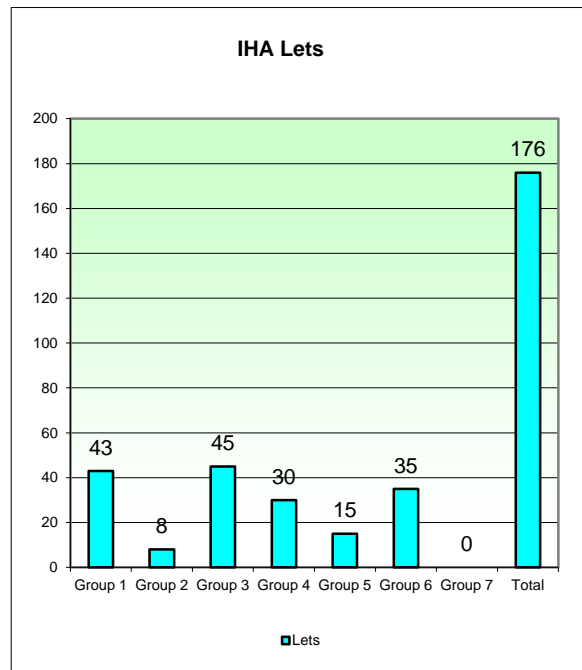
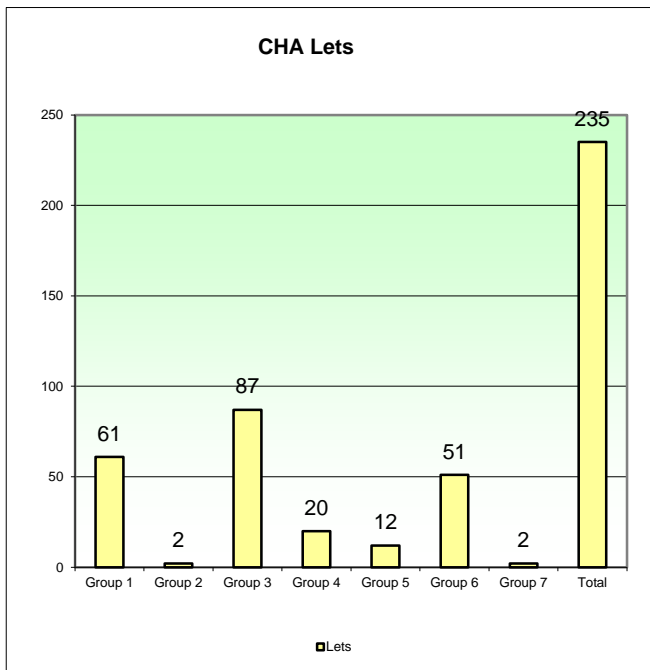
[Back to index](#)

Section 7 Lets

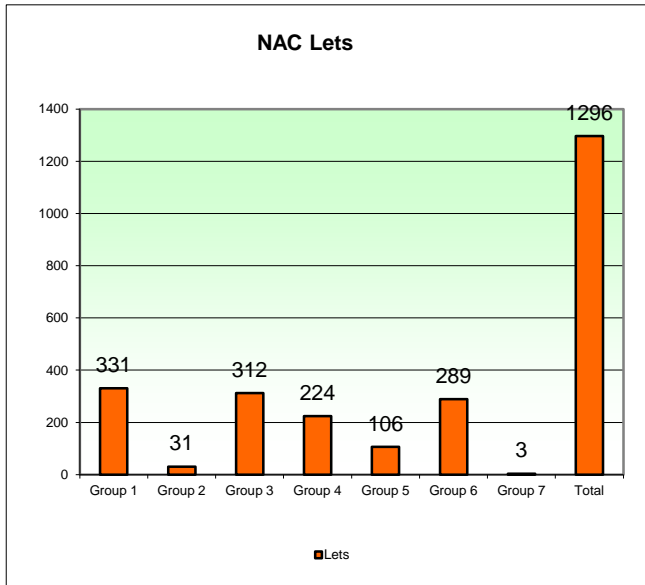
7A,7B



7B



7B

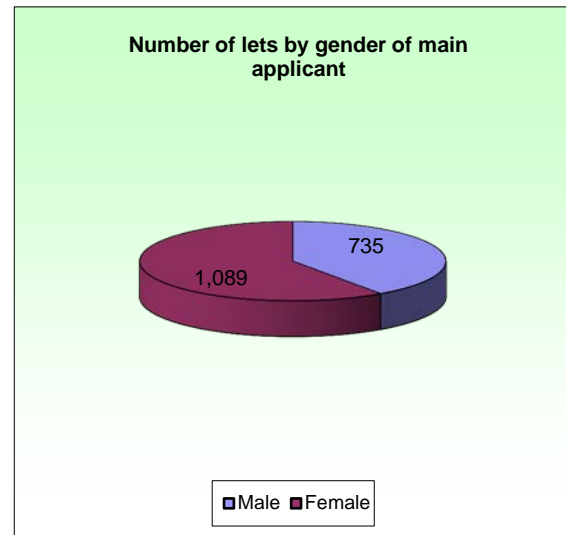
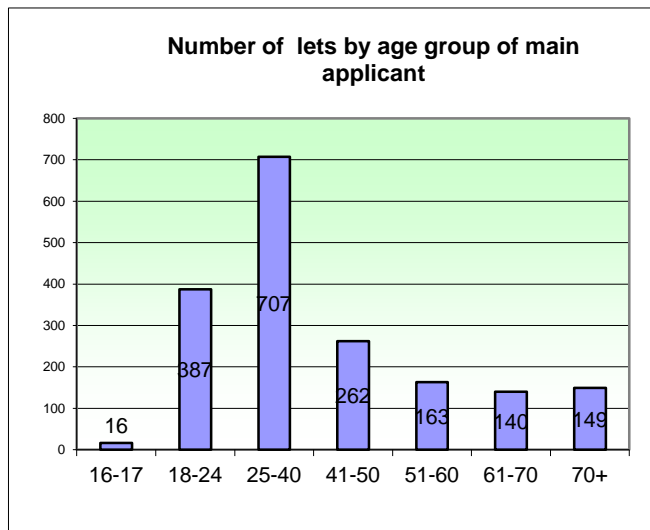


Target for lets to homeless applicants (Group 1) **25%**

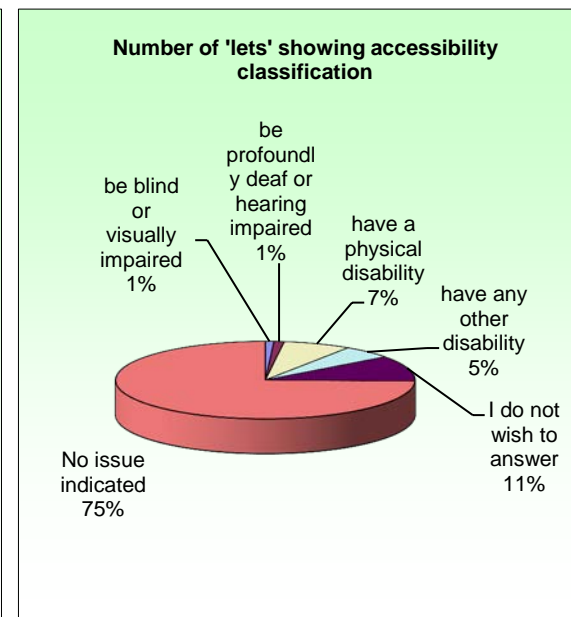
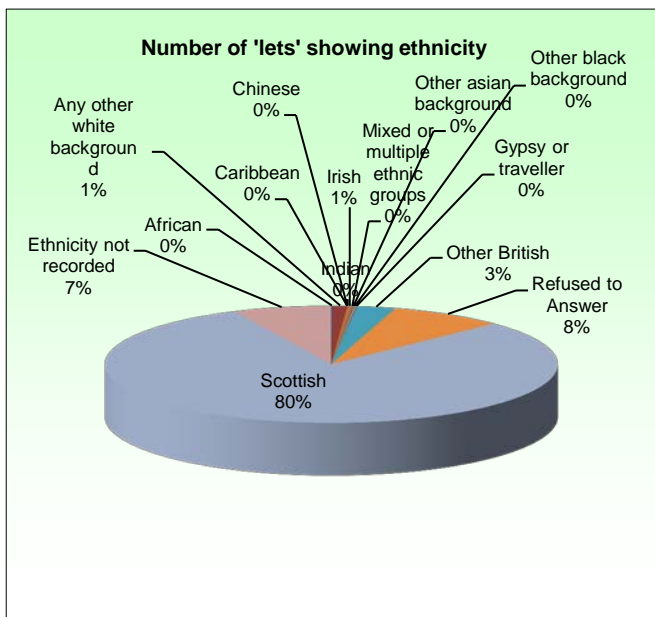
Actual % lets to Group 1 by landlord

ANCHO	32.3%
CHA	26.0%
IHA	24.4%
NAC	25.5%
Total	25.7%

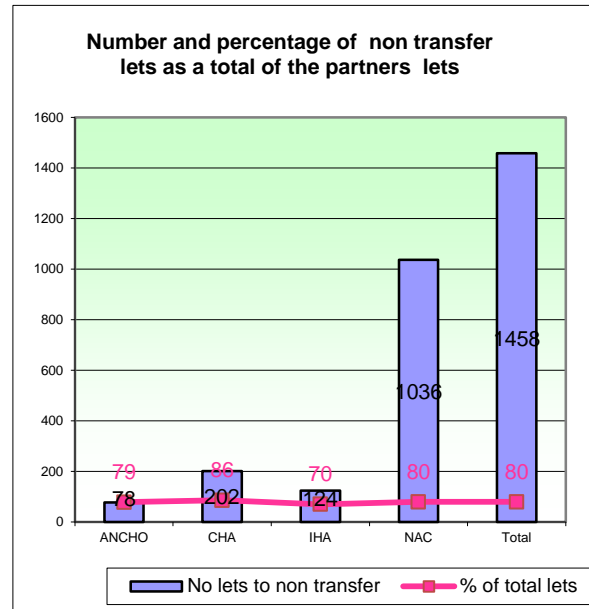
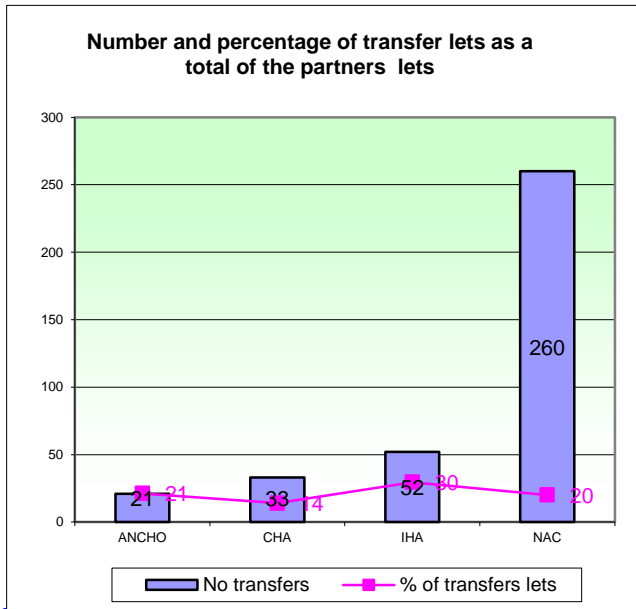
7C



7D



7E, 7F



[Back to index](#)

Section 8 Nominations to Non-core RSLs

8A, 8C

	<i>Nominations requested</i>	<i>Refusals</i>	<i>Lets</i>
<i>Beild HA</i>	3	0	3
<i>Hanover HA</i>	3	1	2
<i>Horizion HA</i>	1	0	1
<i>Isle of Arran Homes</i>	7	1	6
<i>Key HA</i>	1	0	1
<i>Margaret Blackwood HA</i>	1	0	1
<i>West of Scotland HA</i>	8	4	4
Total	24	6	18

8B

All nomination requests were provided within 5 days

8D

[Back to in](#) 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>	<i>119</i>	<i>4.0</i>
<i>Group 2</i>	<i>366</i>	<i>12.2</i>
<i>Group 3</i>	<i>488</i>	<i>16.3</i>
<i>Group 4</i>	<i>923</i>	<i>30.8</i>
<i>Group 5</i>	<i>603</i>	<i>20.1</i>
<i>Group 6</i>	<i>566</i>	<i>18.9</i>
<i>Group 7</i>	<i>340</i>	<i>11.3</i>
Overall	483	16.1

Section 10 Mutual Exchanges

The NAHR website has 1068 Mutual exchange applications being advertised
 882 Became active during the year
 64 Exchanges were approved
 4 Exchanges were rejected

93 Exchange requests are from people who live outwith North Ayrshire

Section 11 Housing Options

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

We have 726 completed housing option action plans for this year



Contact:

Bill McGhee Housing Project Manager 01294 324011

Gillian Affleck CHR Manager 01294 310178

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