

**North Ayrshire Housing Register
Performance report
1st April 2015 to 31st March 2016**



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 2015 to 31st March 2016

2015 to 2016 performance summary compared to the previous year

Performance

There are 4,782 applicants on the register, 3,609 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 13%. Similar to last year's figure

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. Up on last year's figures.

There were on average 1.9 offers per each void. Similar to last year's figure

Trends

Refusals:- 32% were refused because the applicant disliked the street or area, 44% 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% was because of something to do with the property itself or the applicant disliked a feature of the property.

The percentages are similar to last year

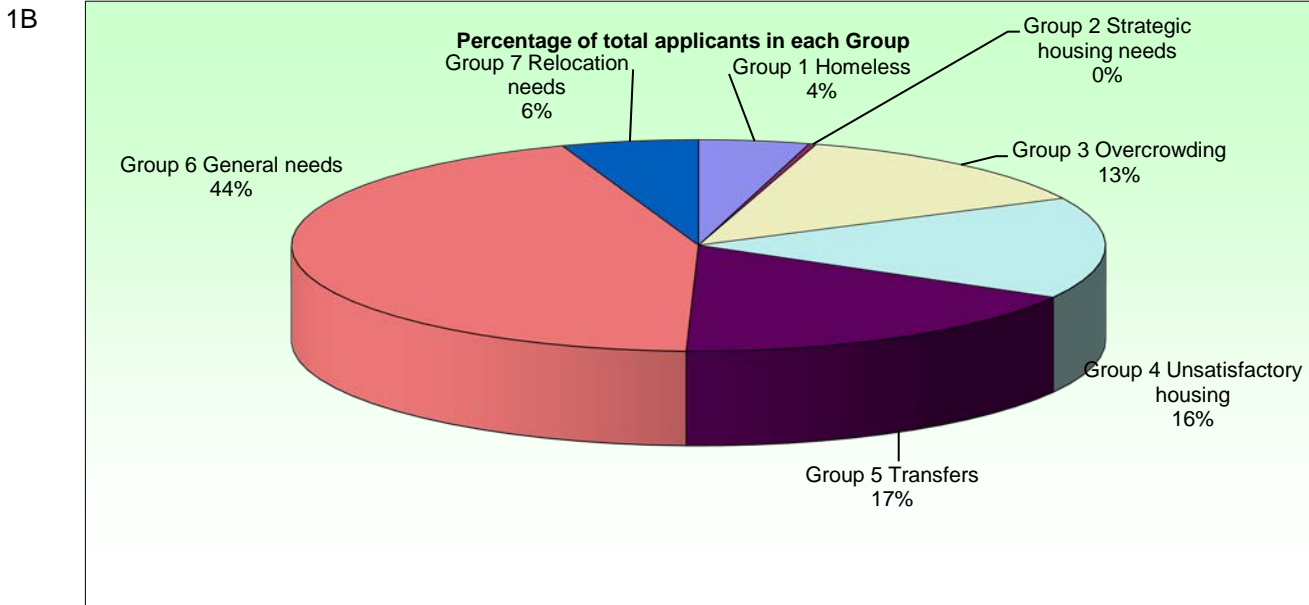
The average length of time an applicant waited to be housed between April 2015 and March 2016 was just over fourteen months. This is an improvement to last year.

The average length of time that applicants were suspended remained at 3.6 months. This is similar to last year

- Section 1 [Number of Applications received](#)
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 - [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](#)
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- Section 6 [Offers](#)
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 - [6H Number of offers by age and gender of main applicant](#)
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- Section 7 [Lets](#)
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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](#)
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Section 1 Applications received

1A There were 4782 applicants on NAHR at 31st March 2016



1C,1D,
1E, 1F

Landlord	No of transfer applicants by landlord	Percentage of register that are transfers
ANCHO	74	1.5
CHA	175	3.7
IHA	118	2.5
NAC	950	19.9
Grand Total	1317	27.5

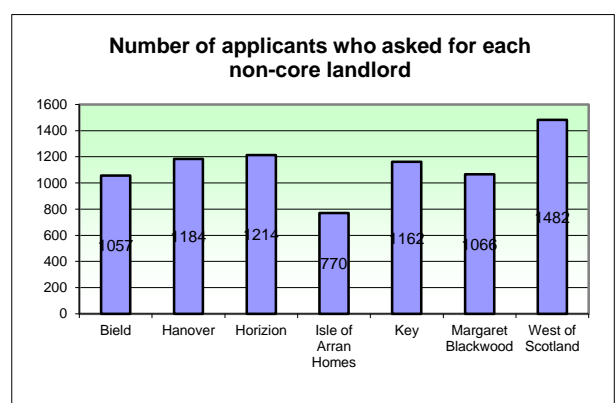
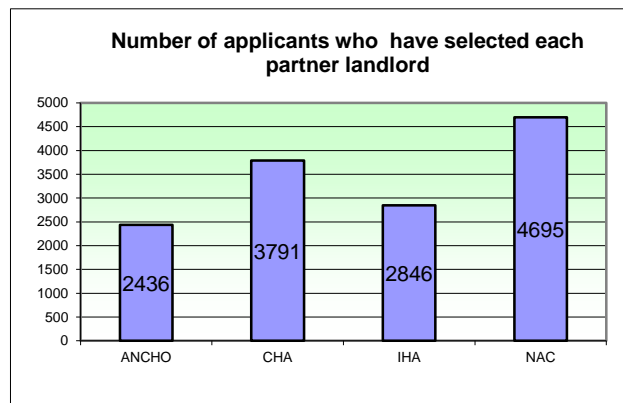
1G

Landlord	No of new applications received by landlord
ANCHO	133
CHA	390
IHA	353
NAC	2733
Total	3609

1H **On-line applications**

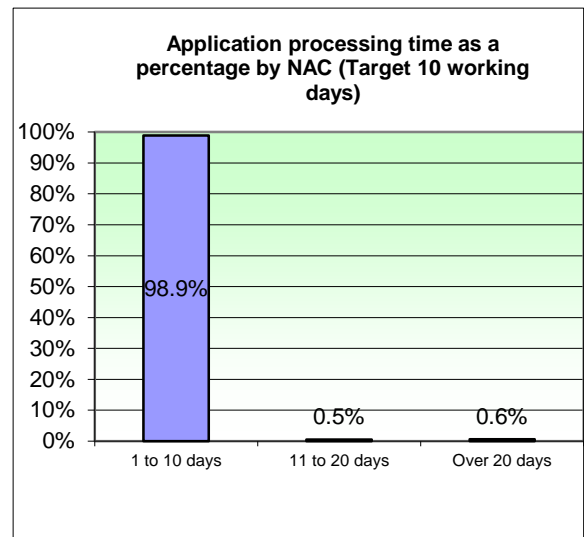
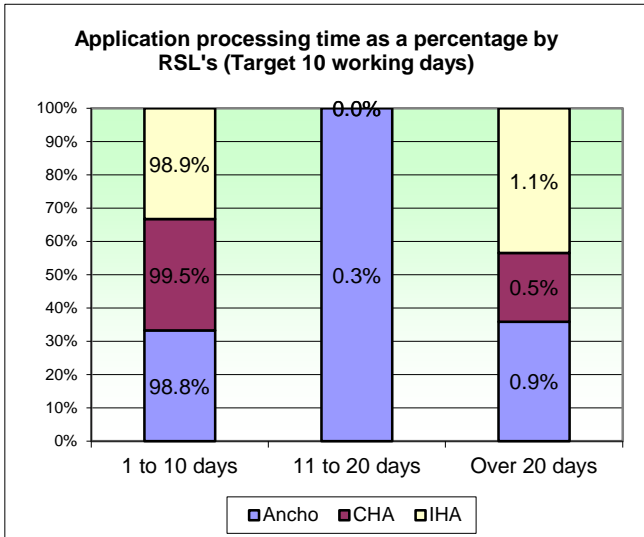
Number of online applications received in the year as a % of total applications	
635	13%

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	Average forYear
ANCHO	97.0%	87.3%	92.3%	84.4%	90.3%
CHA	100.0%	100.0%	100.0%	98.9%	99.7%
IHA	100.0%	96.8%	100.0%	100.0%	99.2%
NAC	99.4%	99.4%	97.9%	98.7%	98.8%
Average forYear	99.10%	95.86%	97.56%	95.51%	97.0%

2C There was 3429 applications closed (withdrawn or deleted) this year

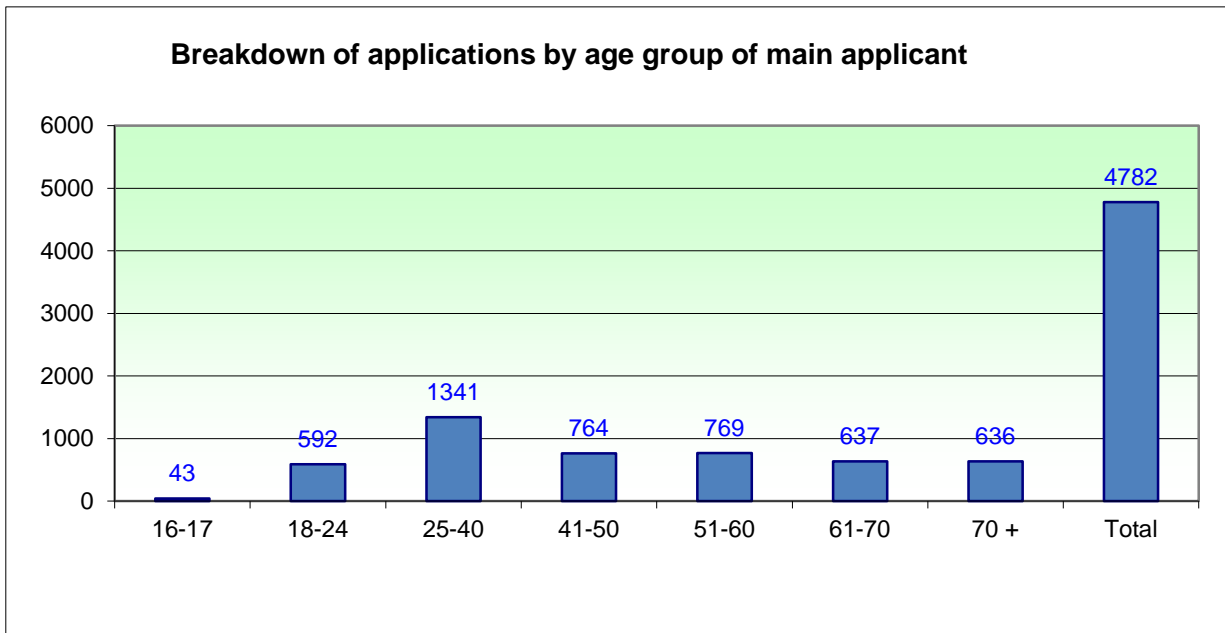
2D Number of failed application audits (10% of applications received)
This is a combined total for all core partners
The target is 90%

Target 90%	Number audited	Number passed	Number failed	% passed	% failed
Quarter 1	85	79	6	93%	7%
Quarter 2	87	70	17	80%	20%
Quarter 3	62	60	2	97%	3%
Quarter 4	46	42	4	91%	9%
Total	280	251	29	90%	10%

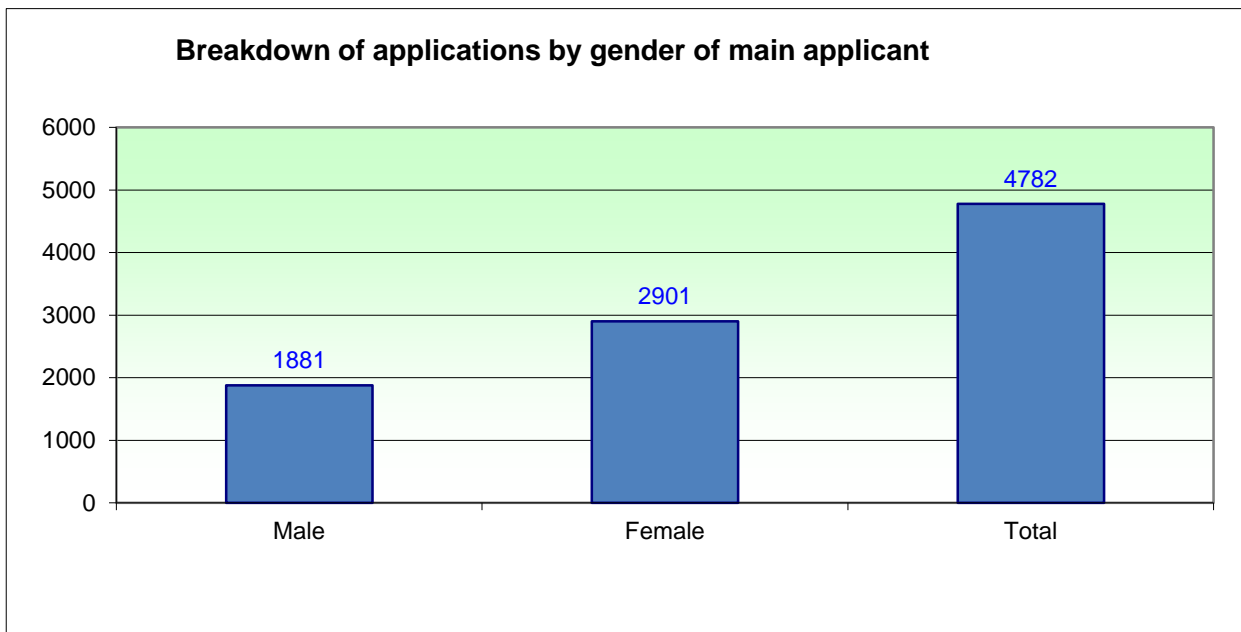
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Section 3 Equalities Information

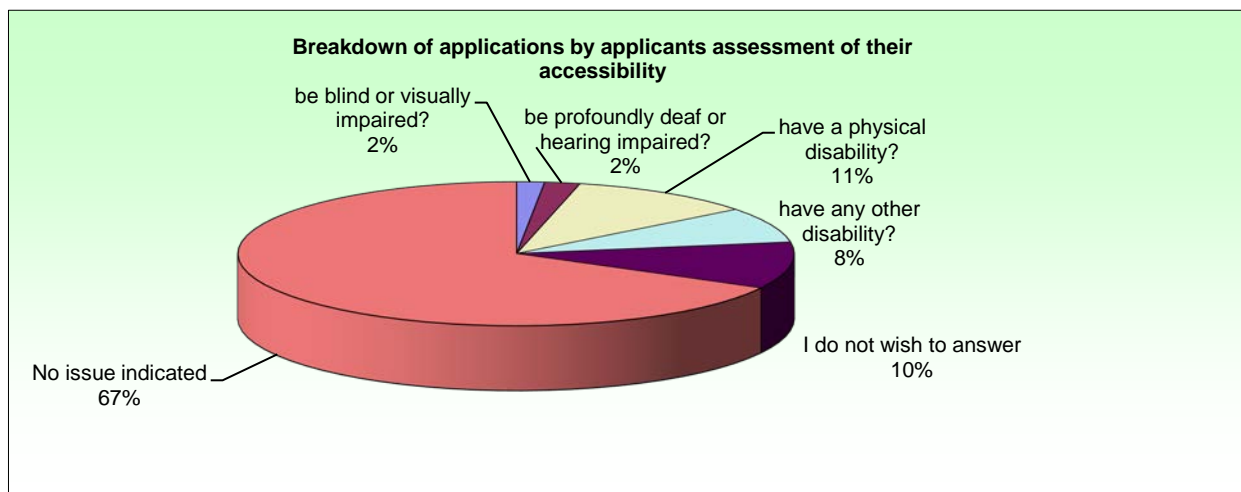
3A



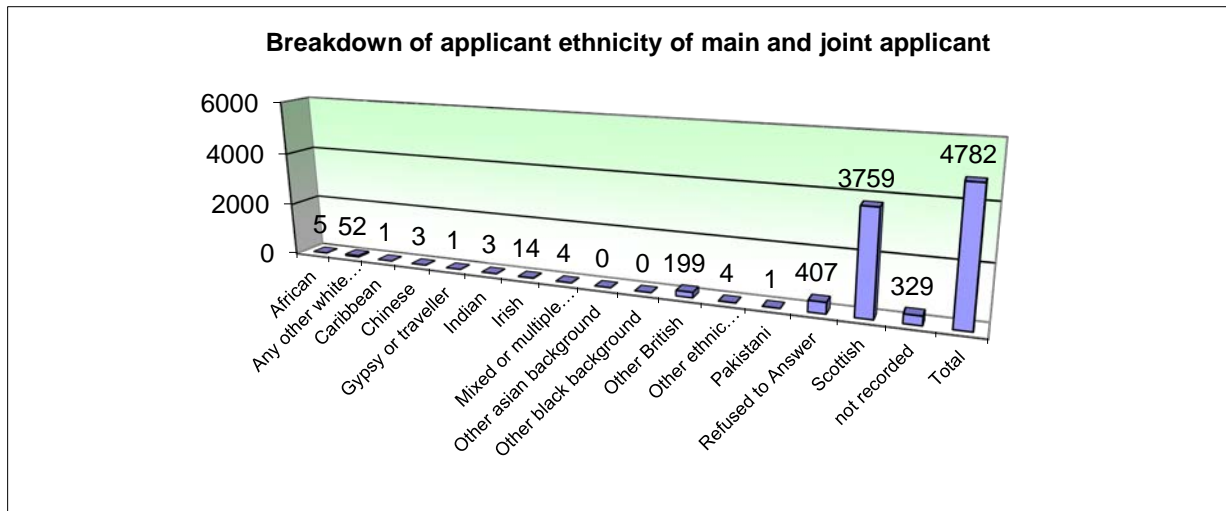
3B



3C



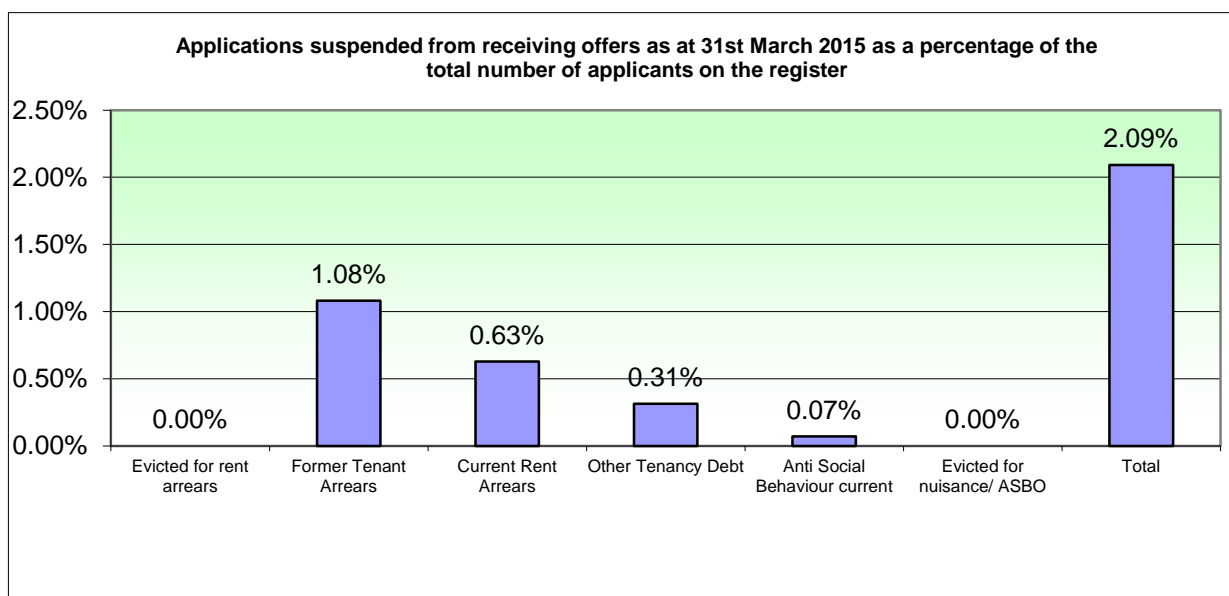
3D



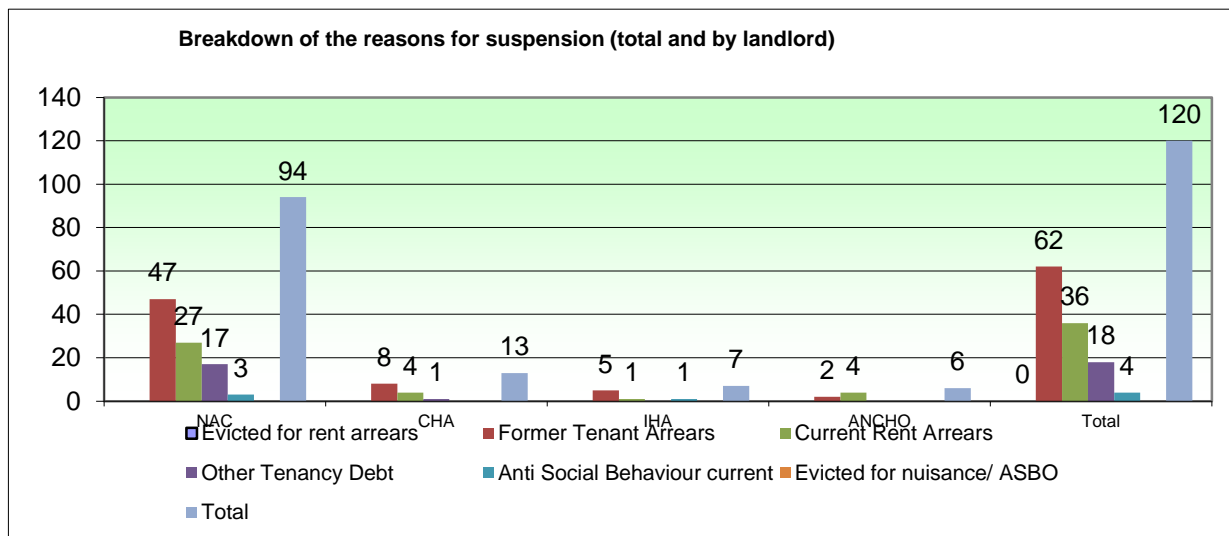
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Section 4 Suspension of Applications

4A



4B



4C The average length of suspension this year was 107 days or 3.6 months

4D Number of appeals against suspension

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

All appeals were held in the 10 working days target, the average time to hear an appeal was 3 days

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Section 5 Applicant Satisfaction

5A, 5B There have been zero appeals against application assessment

5C Applicant survey happens every 3 years, not one in 2015/16. The next one is scheduled for 2017/18

Section 6 Offers

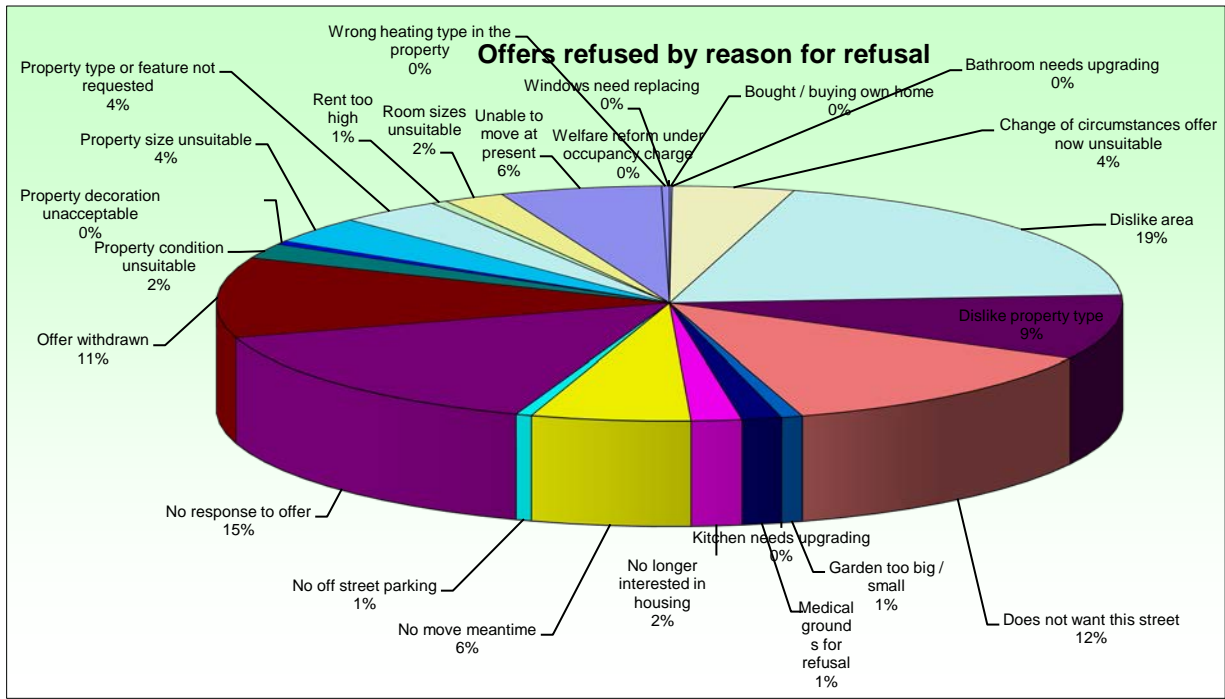
6A, 6B,
6C

Group	No offers accepted	No of refusals	No of Offers	Offers per Let
Group 1 <i>Homeless</i>	376	126	502	1.3
Group 2 <i>Strategic housing needs</i>	86	20	106	1.2
Group 3 <i>Overcrowding</i>	370	331	701	1.9
Group 4 <i>Unsatisfactory housing</i>	270	271	541	2.0
Group 5 <i>Transfers</i>	77	108	185	2.4
Group 6 <i>General needs</i>	313	488	801	2.6
Group 7 <i>Relocation needs</i>	6	17	23	3.8
Total	1498	1361	2859	1.9

6D

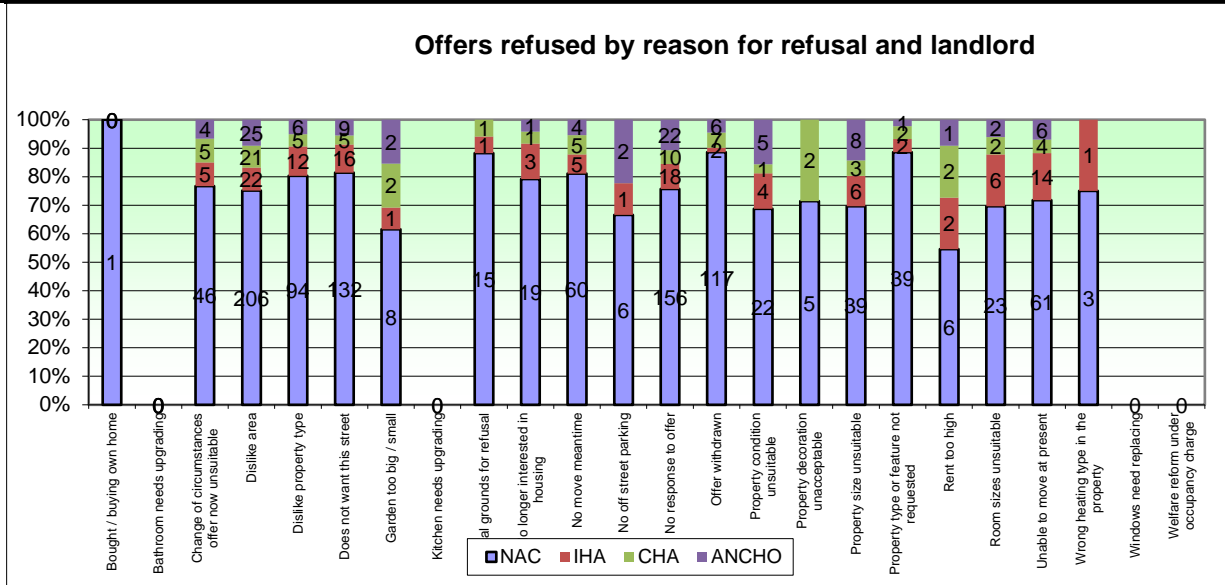
	Refusals	Lets	Total offers	Average no offers
ANCHO	104	54	158	2.9
CHA	78	207	285	1.4
IHA	121	126	247	2.0
NAC	1058	1087	2145	2.0
Non core landlords	13	24	37	1.5
Total	1361	1498	2859	1.9

6E



The reasons for refusals can be grouped into more general reasons:
 32% because the applicant dislikes area or street
 44% because the applicant is no longer interested in housing, no response or no move meantime
 24% because of features/things to do with the property itself
 0.0% because of Welfare reform issues

6E



6F

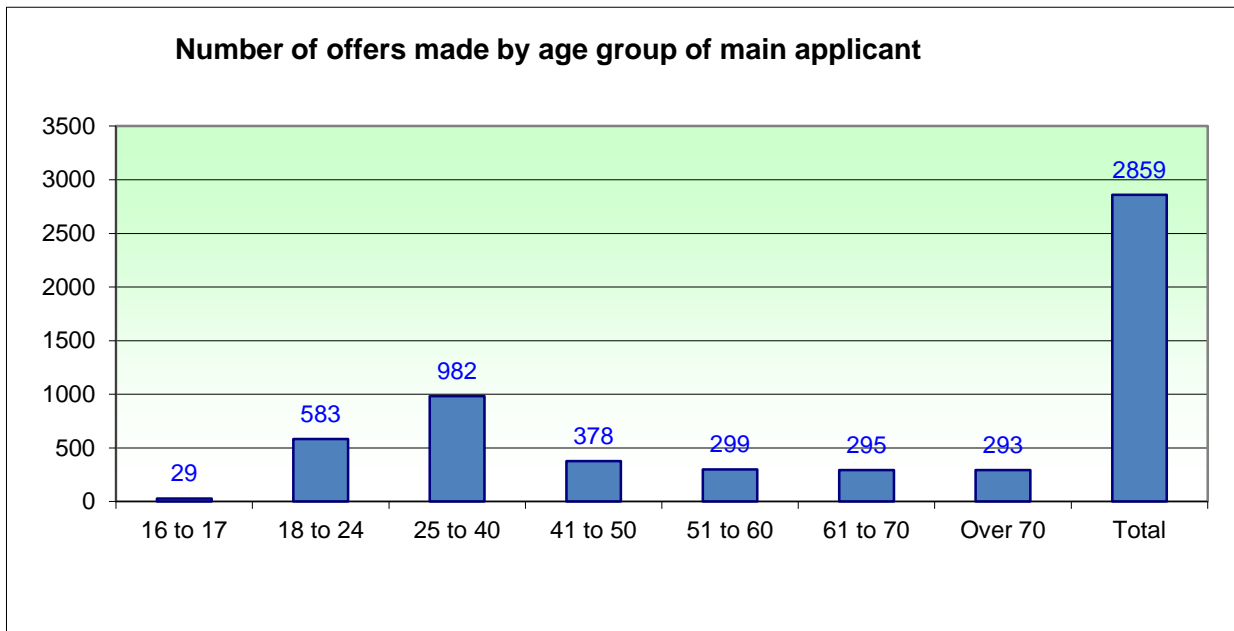
Appeals against offers to group 1 (Homeless)

Landlord	Appeals Upheld	Appeals Rejected	Total
NAC	21	28	49
CHA	1	3	4
IHA	0	1	1
ANCHO	0	0	0
Total	22	32	54

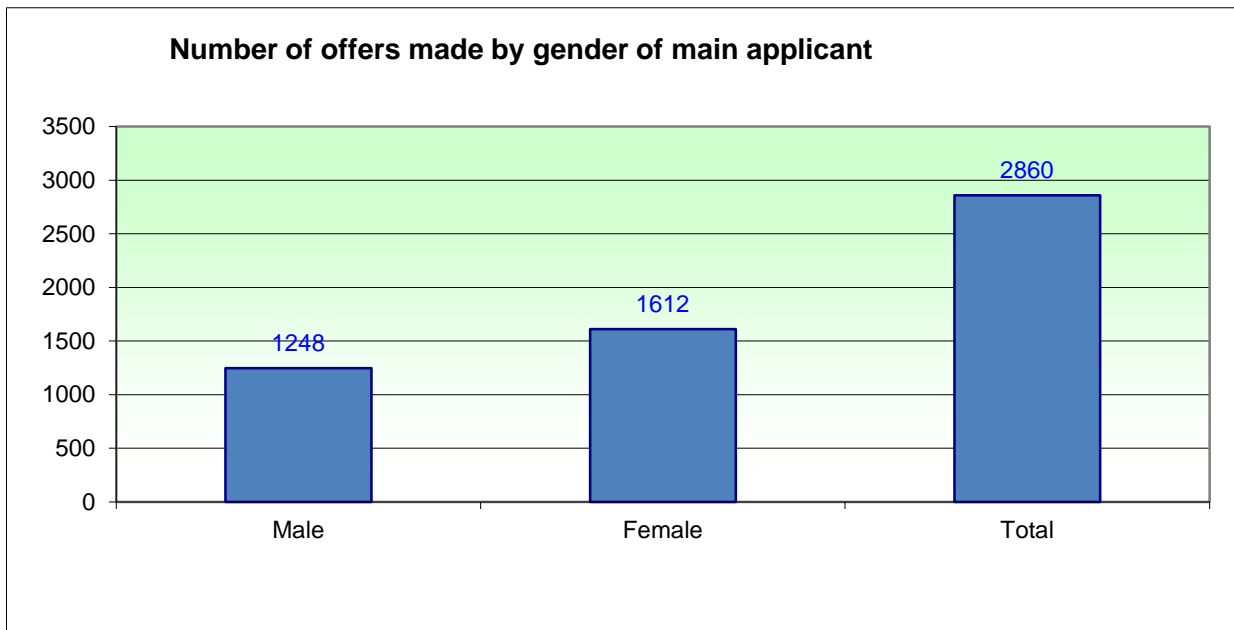
6G

41% of appeals were upheld and
 59% of appeals were rejected
 No of offers to Group 1: 502
 % of offers to Group 1 appealed: 11%

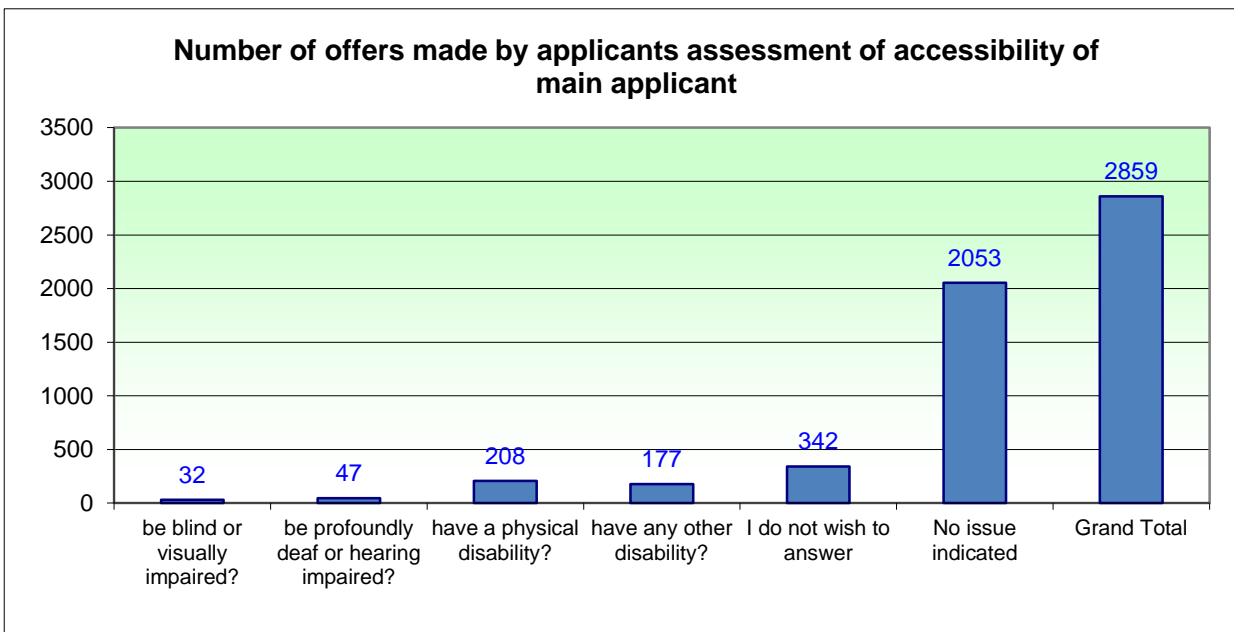
6H

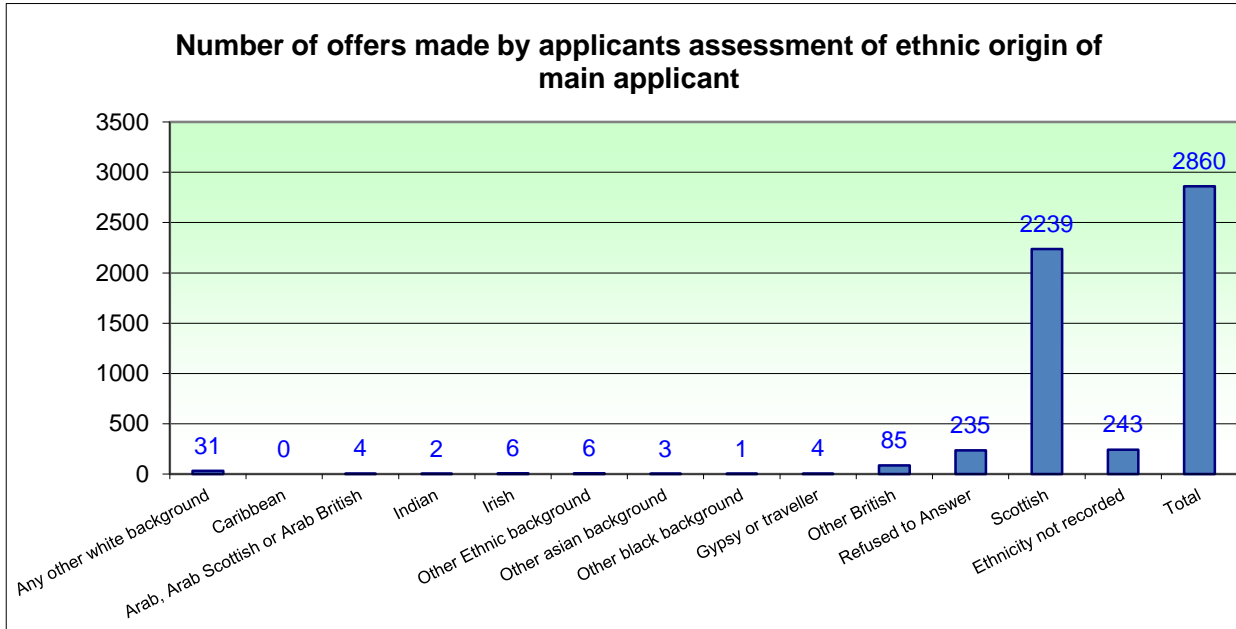


6H



6I

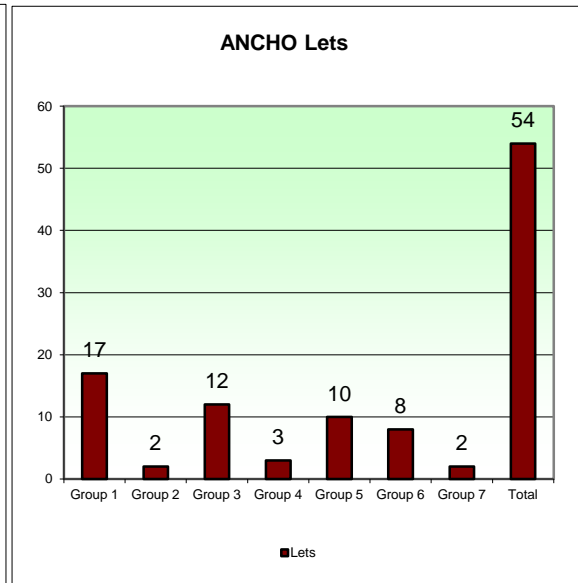
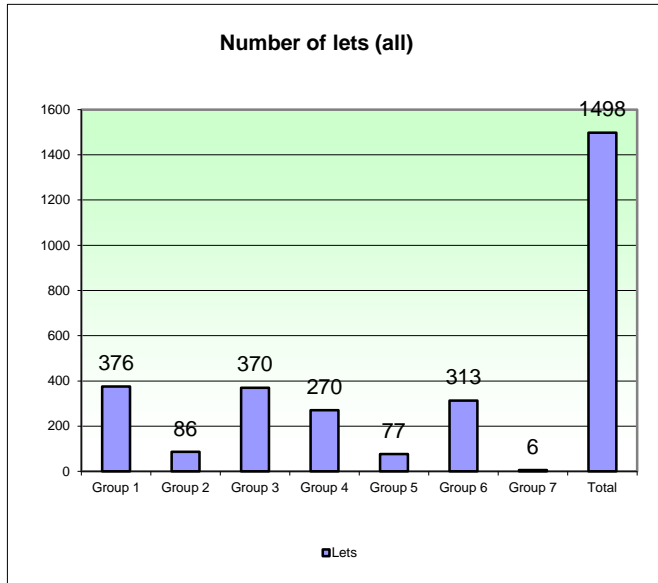




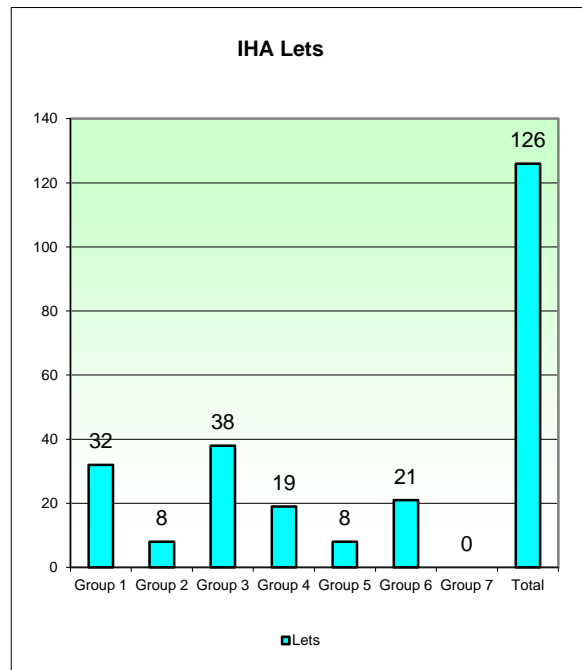
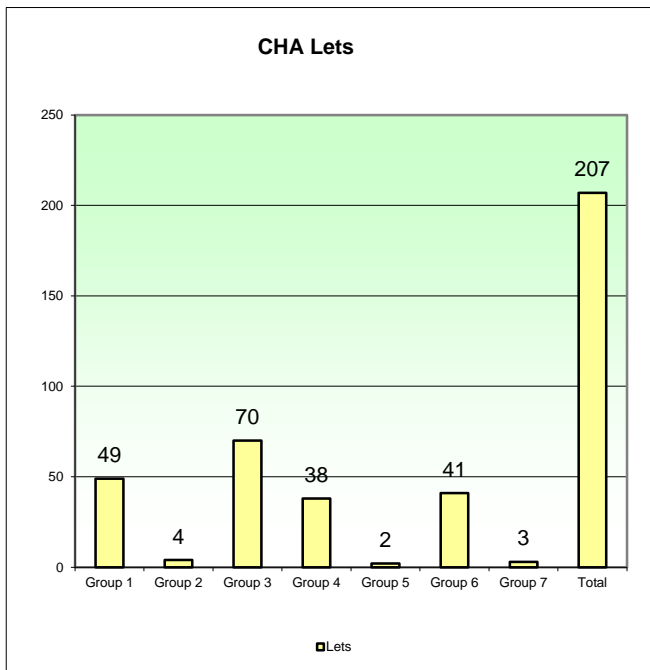
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Section 7 Lets

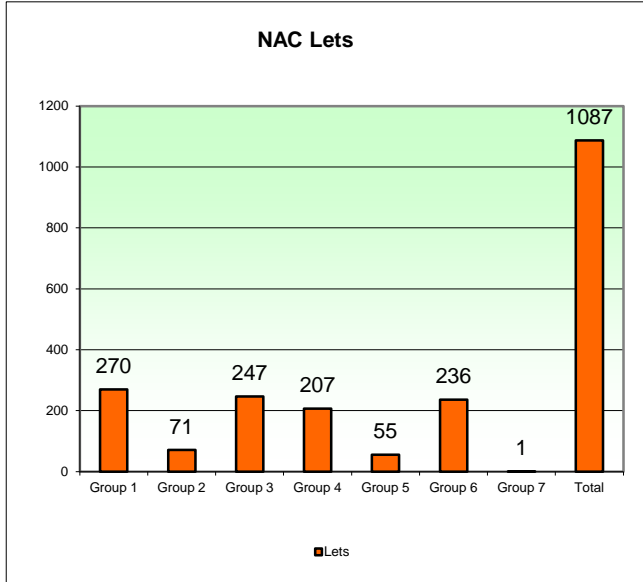
7A,7B



7B



7B

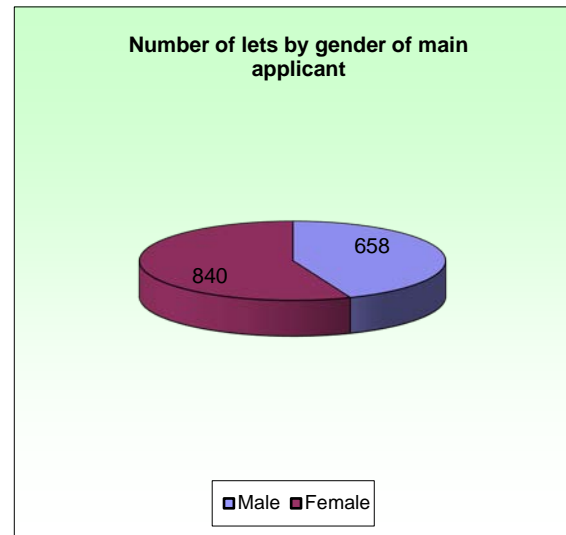
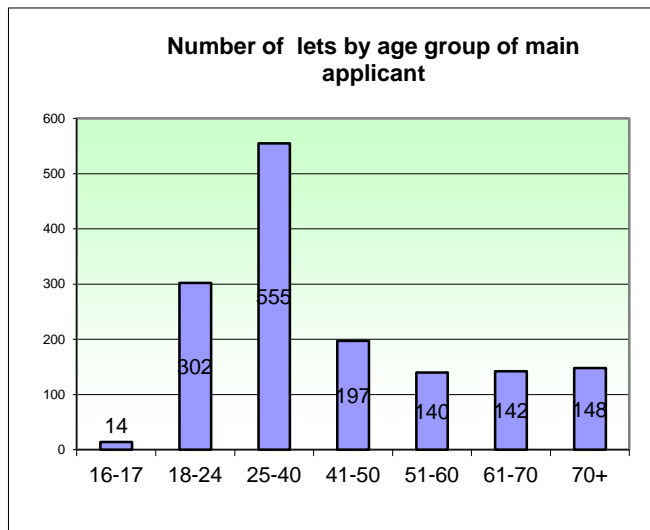


Target for lets to homeless applicants (Group 1) **25%**

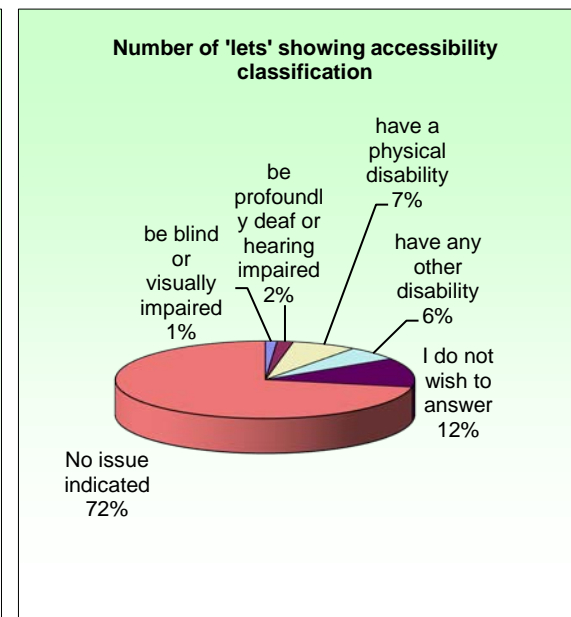
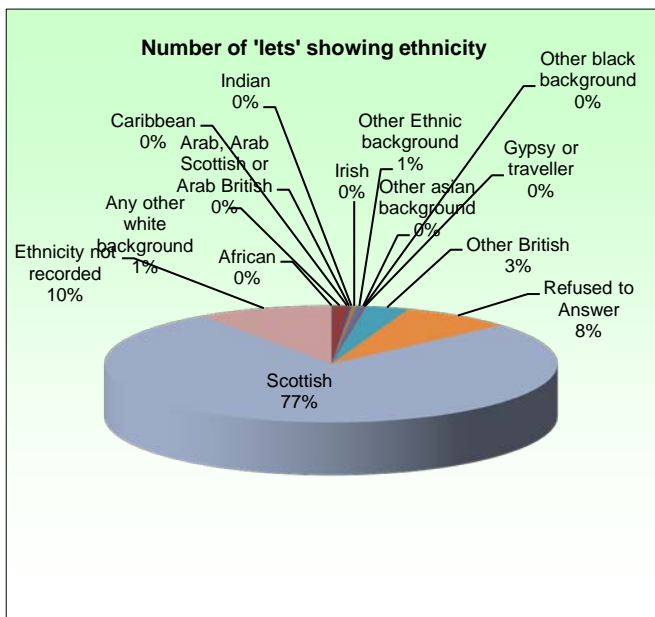
Actual % lets to Group 1 by landlord

ANCHO	31.5%
CHA	23.7%
IHA	25.4%
NAC	25.4%
Total	25.1%

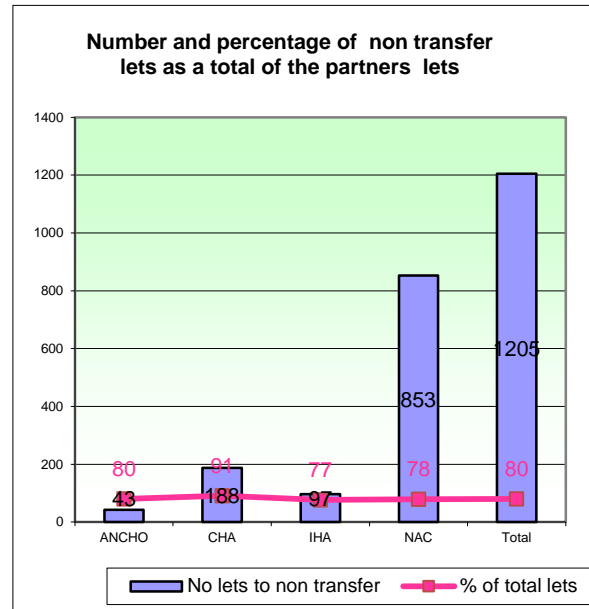
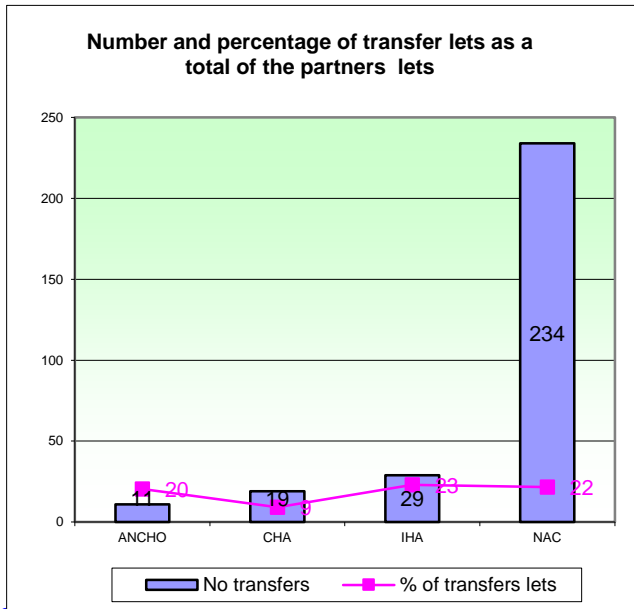
7C



7D



7E, 7F



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Section 8 Nominations to Non-core RSLs

8A, 8C

	Nominations requested	Refusals	Lets
Beild HA	3	2	1
Hanover HA	1	0	1
Horizion HA	5	0	5
Isle of Arran Homes	21	9	12
Key HA	0	0	0
Margaret Blackwood HA	2	0	2
West of Scotland HA	5	2	3
Total	37	13	24

8B

All nomination requests were provided within 5 days

8D

[Back to in](#) There were 8 successful section 5 referrals to a non-core partner

Section 9 Length of Time to be Housed

9A

	Average no of days to be housed	Average no of months to be housed
Group 1	133	4.4
Group 2	290	9.7
Group 3	473	15.8
Group 4	840	28.0
Group 5	610	20.3
Group 6	416	13.9
Group 7	214	7.1
Overall	437	14.6

Section 10 Mutual Exchanges

The NAHR website has 1007 Mutual exchange applications being advertised
 801 Became active during the year
 130 Exchanges (adverts) were aproved
 16 Exchanges (adverts) were rejected
 88 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 880 completed housing option action plans for this year



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