

Highland Housing Register
Allocations Monitoring Report 20010/2011

10 August 2011

1. Introduction

- 1.1 The Highland Housing Register Allocations Policy sets out details for annual performance monitoring.
- 1.2 This report relates to the period 1 April 20010 – 31 March 2011. It contains tables with monitoring information and includes commentary.

2. Monitoring Information

2.1 Applications

- 2.1.1 Table 1a) shows there were 11348 applications at 31 March 2011. Of these, 8774 (77%) were from households seeking a social rented tenancy from the HHR partner landlords and 2574 (23%) were from existing tenants of the HHR partner landlords seeking to transfer to alternative housing.

Table 1 a) – Number of HHR Applications at 31st March 2011

Area Office	HHR Housing List	HHR Transfer List	Total	Percentage
Albyn Housing Association	1063	330	1393	12%
Cairn Housing Association	885	145	1030	9%
Lochaber Housing Association	229	68	297	3%
Lochalsh & Skye Housing Association	211	65	276	2%
Pentland Housing Association	104	38	142	1%
Highland Council				
Alness	573	301	874	8%
Badenoch and Strathspey	471	86	557	5%
Dingwall	760	220	980	9%
Inverness	2409	708	3117	27%
Lochaber	745	163	908	8%
Nairn	297	60	357	3%
Portree	322	45	367	3%
Sutherland	262	78	340	3%
Thurso	229	128	357	3%
Wick	214	139	353	3%
TOTAL	8774	2574	11348	100%

- 2.1.2 There are 216 fewer applications on the register than at 31 March 2010.
- 2.1.3 Table 1a) also shows the volume of applications administered by each HHR partner landlord office. This does not directly reflect the geography of housing demand, which is shown later at Table 4 below.

- 2.1.4 Table 1b) shows the breakdown of HHR applications by the age group of main applicants. 20% of applicants are 16 – 25 years (this has reduced by 2% in the last 2 years), 64% are 26-59 years (a 2% increase in 2 years), and 16% are 60 years or over, (no change over last 2 years).

Table 1b) - Applications by age group

Area Office	Age Group			Total
	16-25	26-59	>60	
Albyn Housing Association	252	928	213	1393
Cairn Housing Association	128	704	198	1030
Lochaber Housing Association	31	205	61	297
Lochalsh & Skye Housing Association	27	206	43	276
Pentland Housing Association	28	88	26	142
Highland Council				
Alness	226	540	108	874
Badenoch and Strathspey	98	377	82	557
Dingwall	198	604	178	980
Inverness	708	1985	424	3117
Lochaber	198	589	121	908
Nairn	74	189	94	357
Portree	84	219	64	367
Sutherland	55	200	85	340
Thurso	96	192	69	357
Wick	106	190	57	353
TOTAL	2309	7216	1823	11348

- 2.1.5 A more detailed profile of older tenants is included at section 2.3 Table 4 and Table 5 of this report.
- 2.1.6 Table 1c) shows the breakdown of HHR applications by household type (where known). 45% of housing demand across Highland is from single person households, with 12% from couples and 41% from households with 1 or more children. There is limited variation on previous years.
- 2.1.7 Table 1c) also shows the volume of applications by household type by HHR holding office. For example, 1483 applications held at the Inverness office are from single person households This represents 29% of all applications from single households.

Table 1c) – Applications by household type

Area Office	Household Type			Total
	Single	Couples	Families	
Albyn Housing Association	583	146	664	1393
Cairn Housing Association	456	135	415	1006
Lochaber Housing Association	138	38	121	297
Lochalsh & Skye Housing Association	109	43	114	266
Pentland Housing Association	57	21	6	84
Highland Council				
Alness	364	78	411	853
Badenoch and Strathspey	235	80	232	547
Dingwall	442	120	403	965
Inverness	1483	293	1333	3109
Lochaber	393	119	362	874
Nairn	159	50	147	356
Portree	200	57	109	366
Sutherland	156	61	121	338
Thurso	186	41	117	344
Wick	179	43	121	343
TOTAL	5140	1325	4676	11141

2.2 Allocations by HHR landlords

2.2.1 Table 2a) shows that 1745 applicants achieved a permanent social rented housing allocation in 2010/2011. This is an increase of 25 properties compared to 2009/2010.

Table 2a) – Number of housed applicants through HHR

Number Housed	2005/2006	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011
Highland Council	1120	1188	1042	953	994	1057
Albyn	300	321	367	219	376	309
Cairn	166	164	82	149	162	182
Lochalsh & Skye	67	64	83	88	93	89
Lochaber	30	87	57	50	55	59
Pentland	34	82	95	48	40	49
Total	1717	1906	1726	1507	1720	1745

2.2.2 This table also provides historic information on the number of properties available by each provider since 2005/2006.

2.2.3 On average for every allocation made through HHR in 2010/2011 there were 6.5 applicants. This is slightly less than the overall allocation/demand ratio last year and relates to the slight reduction in the volume of applications.

2.2.4 Table 2b) demonstrates the geographic variation in the allocation/demand ratio. In this table the demand for each lettings area is compared to the number of relets to establish the number of applicants for each allocation.

2.2.5 This is an indicator of housing need but should not be confused with housing need figures reported in the Highland Housing Need and Demand Assessment which is based on a more complex set of factors.

Table 2b) HHR allocation / 1st preference demand ratio

Lettings Zone	1 st preference Demand	allocations	Number of applicants to each allocation
West Caithness	454	148	3
East Caithness	341	176	2
North West Sutherland	87	31	3
East Sutherland	317	86	4
Tain	366	74	5
Alness/Invergordon	773	173	4
Mid Ross	827	91	9
Black Isle	309	44	7
Ullapool	130	18	7
Gairloch	59	24	2
Lochcarron	81	9	9
North Skye	327	61	5
South Skye	152	21	7
Lochalsh	162	43	4
West Lochaber	109	14	8
North East Lochaber	59	2	30
Peninsula	61	6	10
South Lochaber	149	26	6
Central Lochaber	807	83	10
Ardersier	718	75	10
Beaully	196	28	7
Loch Ness	164	31	5
Tomatin	36	1	36
Inverness City	3231	314	10
Aviemore	438	45	10
Kingussie	120	20	6
Grantown	180	23	8
Nairn	516	77	7
Nairn Rural	69	1	69
	11238	1745	6.5

2.2.6 Table 3a) shows the number and percentage of properties made available to existing tenants on the transfer list and to the general housing list by each of the HHR landlords during the year 2010/2011.

2.2.7 A revised percentage quota of 30% of allocations to transfer list and 70% to housing list was agreed as part of the HHR Allocations Policy Review 2010.

Table 3a) – Applicants housed by HHR partners

Area	Transfer List	Housing List	All applicants housed	% of all housed	% Transfer/Housing List
HHR Partners					
Albyn HS	49	260	309	18%	16/84%
Cairn HA	40	142	182	10%	22/78%
Lochaber HA	8	51	59	3%	14/86%
Lochalsh & Skye	18	71	89	5%	20/80%
Pentland HA	15	34	49	3%	31/69%
TOTAL	130	558	688	39%	19/81%
Highland Council					
Alness	40	139	179	10%	22/78%
Badenoch and Strathspey	8	34	42	2%	19/81%
Dingwall	26	67	93	5%	28/72%
Inverness	71	181	252	14%	28/72%
Lochaber	15	57	72	4%	21/79%
Nairn	12	19	31	2%	39/61%
Portree	8	28	36	2%	22/78%
Sutherland	17	75	92	5%	18/82%
Thurso	18	95	113	6%	16/84%
Wick	31	116	147	8%	21/79%
TOTAL	246	811	1057	61%	23/77%
SUM	376	1369	1745	100%	22/78%

- 2.2.8 Of the 1745 allocations made 1369 (78%) were to housing list applicants while 376 (22%) were to existing tenants who transferred. This is the same proportion as last year in spite of the increased quota to transfers, and means there is capacity to make more allocations to transfer applicants where their needs can be met by type and location of turnover.
- 2.2.9 Notable variations in proportions of allocations to housing and transfer list, for example Nairn, Lochaber Housing Association and Thurso can be the result of a mismatch of the stock becoming available relative to the housing needs of applicants in these areas.
- 2.2.10 Table 3a) also shows the proportion of houses allocated by each HHR landlord. Of the 1745 allocations made 1057 (61%) were allocated by the Council and 688 (39%) were allocated by HHR partners. This compares with last year's performance of 58% and 42% respectively and may be indicative of the impact of slower new housing completion in the last year.
- 2.2.11 Of the 688 allocations through the RSL partner landlords 309 households, 45% became tenants of Albyn, 26% became tenants of Cairn, 9% tenants of Lochaber, 13% Lochalsh & Skye and 7% of Pentland Housing Association.
- 2.2.12 Of the 1057 allocations across The Highland Council offices, 252 households (33%) became tenants in Inverness, 25% in Wick & Thurso, 17% in Alness, 9% in Dingwall, and 7% in Lochaber.

2.3 Allocations by lettings zones

2.3.1 Table 3b) shows the number of applicants housed for the year in each of the HHR lettings zones by provider, and gives context on the number of first preference applications for each lettings zone at the year end.

Table 3b) - 1st preference demand & Applicants Housed by zone

Provider ZONE	Housing Demand	Albyn	Cairn	Lochaber	L&Skye	Pentland	HC	TOTAL
West Caithness	454	3	4	-	-	31	110	148
East Caithness	341	5	3	-	-	18	150	176
North West Sutherland	87	7	-	-	-	-	24	31
East Sutherland	317	15	3	-	-	-	68	86
Tain	366	10	3	-	-	-	61	74
Alness/Invergordon	773	55	-	-	-	-	118	173
Mid Ross	827	18	20	-	-	-	53	91
Black Isle	309	4	13	-	-	-	27	44
Ullapool	130	3	10	-	-	-	5	18
Gairloch	59	18	-	-	-	-	6	24
Lochcarron	81	7	-	-	-	-	2	9
North Skye	327	-	-	-	41	-	20	61
South Skye	152	-	-	-	15	-	6	21
Lochalsh	162	-	-	-	33	-	10	43
West Lochaber	109	-	-	11	-	-	3	14
North East Lochaber	59	-	-	1	-	-	1	2
Peninsula	61	-	-	5	-	-	1	6
South Lochaber	149	-	-	1	-	-	25	26
Central Lochaber	807	-	-	41	-	-	42	83
Ardersier	718	5	39	-	-	-	31	75
Beaully	196	17	-	-	-	-	11	28
Loch Ness	164	24	-	-	-	-	7	31
Tomatin	36	-	-	-	-	-	1	1
Inverness City	3231	51	61	-	-	-	202	314
Aviemore	438	5	26	-	-	-	14	45
Kingussie	120	3	-	-	-	-	17	20
Grantown	180	12	-	-	-	-	11	23
Nairn	516	47	-	-	-	-	30	77
Nairn Rural	69	-	-	-	-	-	1	1
TOTAL	11238	309	182	59	89	49	1057	1745

2.3.2 For example, this shows that there were 314 allocations in Inverness (43 less than last year), of which 202 (64%) were Council properties, 61 (19%) Cairn properties, and 51 (16%) Albyn properties. The availability of houses in Inverness amounted to just 18% of HHR supply for the year, while the first preference demand for Inverness amounts to 29% of the register.

2.3.3 Table 3b) also shows that there were 324 allocations in Caithness of which 260 (80%) were Council properties, 49 (15%) were Pentland properties, 7 (2%) were Cairn and 8 (2%) were Albyn properties. Available houses in Caithness amounted to 19% of HHR supply for the year, while the first preference demand for Caithness amounts to 7% of the register.

2.3.4 In this way Table 3b) evidences the relationship between demand and supply in all lettings zones across Highland.

2.4 Applications and Allocations : Older People

2.4.1 Table 4 shows the number of applications from people aged 60 years and over at each office. It also shows the volume of applications from this age group as a percentage of all the applications held at that office.

Table 4 – Number of applications and allocations to applicants 60 years and over

Area	Nos. apps 60 - 74	Nos. apps ≥ 75	Total apps aged ≥ 60 at provider office	% apps ≥ 60 at each office	Nos. Housed 60 & 74	Nos. Housed ≥ 75	Total housed aged ≥ 60 by provider office	As % of total housed By provider office
HHR Partners								
Albyn HA	166	48	214	15%	28	21	49	16%
Cairn HA	138	60	198	19%	23	8	31	17%
Lochaber HA	51	10	61	21%	7	1	8	14%
Lochalsh & Skye HA	37	6	43	16%	6	5	11	12%
Pentland HA	21	5	26	18%	2	1	3	6%
Sub Total								
Highland Council								
Alness	81	27	108	12%	12	4	16	9%
Badenoch & Strathspey	65	17	82	15%	5	4	9	21%
Dingwall	109	69	178	18%	12	13	25	27%
Inverness	308	116	424	14%	40	13	53	21%
Lochaber	78	43	121	13%	6	2	8	11%
Nairn	61	33	94	26%	4	2	6	19%
Portree	49	15	64	17%	4	3	7	19%
Sutherland	58	27	85	25%	11	10	21	23%
Thurso	44	25	69	19%	15	5	20	18%
Wick	44	13	57	16%	18	2	20	14%
Total	1310	514	1824	16%	193	94	287	16%

2.4.2 1824 (16%) of all HHR applications are from people in this age group. This is the same proportion as last year.

2.4.3 Table 4 also shows the number of allocations to applicants from this age group by each office and overall, and how this translates as a percentage of the allocations made.

2.4.4 287 (16%) households of older people were housed in 2010/2011 which demonstrates the policy is achieving a balanced outcome to this group of applicants.

2.4.5 There are geographic variations, for example, 25 applicants in this age group were housed in Dingwall which represents 27% of allocations set against figures that show 18% of demand is from people of this age group.

2.5 Applications and Allocations : people with a disability

2.5.1 Table 5 provides information on the number and percentage of applicants with a self-defined disability, based on the office which is holding the application. It also shows the number and percentage of these applicants who were housed by each office as a percentage of allocations made by that office.

Table 5 - Applicants with Disability

Area	Number with Disability	As % of all applications held at office	Housed with Disability	As % of all housed by office
HHR Partners				
ALBYN HS	255	18%	88	28%
CAIRN HA	159	15%	7	4%
LOCHABER HA	77	26%	3	5%
LOCHALSH&SKYE HA	24	9%	9	10%
PENTLAND HA	29	20%	6	12%
Sub Total	544	17%	113	16%
Highland Council				
Alness	70	8%	11	6%
Badenoch and Strathspey	52	9%	11	26%
Dingwall	115	12%	10	11%
Inverness	684	22%	82	33%
Lochaber	259	29%	14	19%
Nairn	84	24%	7	23%
Portree	36	10%	5	14%
Sutherland	33	10%	5	5%
Thurso	57	16%	13	12%
Wick	65	18%	14	10%
Sub Total	1455	18%	172	16%
TOTAL	1999	18%	285	16%

2.5.2 1999 (18%) applicants have identified that they have a disability. 285 of these applicants (16%) were successful in achieving a social rented housing outcome through HHR. This is a decrease of 2% from last year.

2.6 Applications and Allocations : people with Care and Support Needs

2.6.1 Table 6 notes the occurrence of Care and Support needs amongst HHR applicants at the year end, by office, and notes the number and percentage achieving a housing outcome.

2.6.2 303 (3%) applicants have one or more of a range of needs from this points category.

2.6.3 187 households with Care & Support needs were housed during 2010/11. This represents 11% of allocations and shows that the policy is suitably supporting this group of applicants.

Table 6 - Number of Applicants and Housed with Care and Support Points

Area	Number of applications with Care & Support points	As % of all applications held at office	Number housed with Care & Support points	As % of all housed applicants by office
HHR partners				
Albyn HS	50	4%	47	15%
Cairn HA	18	2%	32	18%
Lochaber HA	8	3%	0	0%
Lochalsh&Skye HA	14	5%	16	18%
Pentland HA	3	2%	1	2%
Sub Total				
Highland Council				
Alness	25	3%	16	9%
Badenoch and Strathspey	5	1%	1	2%
Dingwall	62	6%	12	13%
Inverness	70	2%	40	16%
Lochaber	6	1%	3	4%
Nairn	9	3%	5	16%
Portree	30	8%	7	19%
Sutherland	0	0%	4	4%
Thurso	3	1%	2	2%
Wick	0	0%	1	1%
Sub Total	303	3%	187	11%
TOTAL				

2.7 Applications and Allocations : Special Allocations Status

- 2.7.1 Table 7 details the use of the Special Allocations Status category. This category of need is restricted to urgent cases where there is no alternative category in the policy. Eligibility is subject to scrutiny by the HHR Management Group. As expected there are only a small number (10) of applicants with a current additional priority to move where their urgent needs are not elsewhere accounted for in the policy.
- 2.7.3 Special Allocations Status will continue to be monitored for patterns or trends that indicate the need for any new categories of housing need.

Table 7 - Number of Applicants and Housed with Special Allocations Status

Area	Number of applicants, Live, Suspended and Under Entry on list with SAS points	% of all applicants, Live, Suspended and Under Entry on list	Number housed with SAS Points	% of all housed applicants
Albyn HS	1	0.07%	5	2%
Cairn HA	2	0.19%	9	5%
Lochaber HA	-	-	2	3%
Lochalsh & Skye HA	-	-	4	4%
Pentland HA	-	-	2	4%
Alness				
Alness	3	0.34%	6	3%
Badenoch and Strathspey				
Badenoch and Strathspey	-	-	-	-
Dingwall				
Dingwall	1	0.10%	4	4%
Inverness				
Inverness	2	0.06%	24	10%
Lochaber				
Lochaber	-	-	1	1%
Nairn				
Nairn	-	-	2	6%
Portree				
Portree	1	0.27%	-	-
Sutherland				
Sutherland	-	-	-	-
Thurso				
Thurso	-	-	1	1%
Wick				
Wick	-	-	-	-
TOTAL	10	0.09%	60	3%

2.8 Applications and Allocations : Homelessness

- 2.8.1 Table 8a) shows that at 31 March 2011 there were 1230 (11%) households on the HHR with homelessness priority.
- 2.8.2 This is an increase of 253 households with homelessness priority need at the year end compared to the previous year, and a percentage increase from 8 to 11% of the register.
- 2.8.3 Table 8a) also shows the number of applications within the homelessness category of Housing Need based on which provider and which office is holding the application. The responsibility to assess homelessness priority continues as a duty specific to local authorities.
- 2.8.4 Table 8a) also includes information on the number of homeless households (913) who were housed during the year. This is a slight increase (14) from the previous year. 52% of all allocations were made to this group of applicants in 2010/2011, which is consistent with last year's figure of 52.5%.
- 2.8.5 50% of the Council's allocations were to this group of applicants, and 56% of collective RSL stock was allocated to this group of applicants.
- 2.8.6 Of the 913 allocations to this category of housing need 529 (58%) were housed by the council and 384 (42%) were housed by partner landlords.
- 2.8.7 Table 8a) also shows the number of applicants with homelessness priority who were housed by each partner office as a proportion of overall lets for the year. At the upper end, 70% of allocations from the Council's office in Alness was to homeless applicants, compared with 9% in Sutherland. The variance between offices tends to reflect the geographic variance in homelessness demand.

Table 8a) - Number of Homeless Applicants at year end and number housed in year

Area	Number of applications with homeless points 31/3/10	As % of applications at office	No. housed by office	No. housed with homeless points by office	Homeless Housed as % all housed by office
HHR Partners					
Albyn HS	74	5%	309	175	57%
Cairn HA	41	4%	182	120	66%
Lochaber HA	-	-	59	31	53%
Lochalsh & Skye	2	1%	89	44	49%
Pentland HA	7	5%	49	14	29%
Sub Total	124	4%	688	384	56%
Highland Council					
Alness	127	15%	179	125	70%
Badenoch and Strathspey	54	10%	42	21	50%
Dingwall	179	18%	93	51	55%
Inverness	501	16%	252	155	62%
Lochaber	96	11%	72	33	46%
Nairn	42	12%	31	16	52%
Portree	61	17%	36	25	69%
Sutherland	6	2%	92	8	9%
Thurso	21	6%	113	48	42%
Wick	19	5%	147	47	32%
Sub Total	1106	13%	1057	529	50%
TOTAL	1230	11%	1745	913	52%

2.8.8 Table 8b) provides more detailed information on demand by each letting zone and the proportion of this demand from homeless applicants.

Table 8b)

Demand, homeless demand and homeless applicants housed by zone & provider

ZONE	Housing List Demand 31/3/11	H/less Demand at 31/3/11	Albyn h/less Housed 10/11	Cairn h/less Housed 10/11	Lochaber h/less Housed 10/11	Lochalsh & Skye h/less Housed 10/11	Pentland h/less Housed 10/11	THC h/less Housed 10/11	Total Homeless Housed 10/11	Total Housed 10/11
West Caithness	454	26	2	3	-	-	11	47	63	148
East Caithness	341	15	2	-	-	-	3	48	53	176
North West Sutherland	87	2	-	-	-	-	-	-	0	31
East Sutherland	317	7	2	-	-	-	-	8	10	86
Tain	366	41	6	--	-	-	-	44	50	74
Alness/Invergordon	773	102	38	5	-	-	-	81	124	173
Mid Ross	827	153	16	16	-	-	-	36	68	91
Black Isle	309	30	3	8	-	-	-	12	23	44
Ullapool	130	14	1	6	-	-	-	1	8	18
Gairloch	59	5	8	-	-	-	-	1	9	24
Lochcarron	81	7	2	-	-	-	-	1	3	9
North Skye	327	32	-	-	-	23	-	13	36	61
South Skye	152	20	-	-	-	6	-	4	10	21
Lochalsh	162	14	-	-	-	15	-	8	23	43
West Lochaber	109	2	-	-	4	-	-	2	6	14
North East Lochaber	59	3	-	-	-	-	-	1	1	2
Peninsula	61	-	-	-	-	-	-	-	0	6
South Lochaber	149	8	-	-	-	-	-	3	3	26
Central Lochaber	807	80	-	-	27	-	-	27	54	83
Ardersier	718	55	1	21	-	-	-	14	36	75
Beaully	196	15	7	-	-	-	-	8	15	28
Loch Ness	164	4	7	-	-	-	-	4	11	31
Tomatin	36	1	-	-	-	-	-	1	1	1
Inverness City	3231	476	45	38	-	-	-	128	211	314
Aviemore	438	35	4	23	-	-	-	9	36	45
Kingussie	120	10	3	-	-	-	-	6	9	20
Grantown	180	19	2	-	-	-	-	6	8	23
Nairn	516	45	26	-	-	-	-	16	42	77
Nairn Rural	69	3	-	-	-	-	-	-	0	1
TOTAL h/less housed by provider	11238	1226	175	120	31	44	14	529	913	1745
Total Housed by Provider			309	182	59	89	49	1057		
% Homeless Per Housed Per Provider			57%	66%	53%	49%	29%	50%		

2.8.9 For example, Table 8b) shows that total demand for West Caithness is 454 households at 31 March 2011, of which there are 26 households with homelessness priority need. Of the 148 allocations in West Caithness 2010/2011, 63 were to homeless priority need households, of which 47 were housed by the Council, 11 by Pentland Housing Association, 2 by Albyn and 3 by Cairn.

2.8.11 We are expecting to see a reduction in homeless demand as a result of the current homeless policy and the work of the Prevention Team. Monitoring data for the first quarter of 2011/2012 is showing a reduction in the volume of homeless applications being processed. Progress with the revised Homelessness Policy will be reported to Housing and Social Work Committee in November 2011.

2.9 Applications and Allocations : Health & Medical Needs

2.9.1 Table 9 provides information about applicants with medical needs and the numbers and percentages housed with medical needs by each HHR office.

2.9.2 The proportion of applicants with assessed medical needs has increased to 31% from 28% last year.

2.9.3 Table 9 shows that 957 applicants with medical needs were housed which is 55% of all housed applicants. This is consistent with last year but demonstrates a 5% increase over a 2 year period.

2.9.4 This trend shows that the award of medical points continues to make a significant difference to the prospect of an allocation. The extent to which these allocations are of housing suitable for medical needs has been less clear.

2.9.5 This category of housing need would benefit from review to better understand the relationship between medical priority and suitable housing outcomes.

Table 9 – Number of applicants and housed with medical needs

Area	Number of applications with Medical points	As a % of all apps held at office	Number housed with Medical points	As a % of all applicants Housed by office
HHR partners				
Albyn HS	446	32%	202	65%
Cairn HA	286	28%	126	69%
Lochaber HA	91	31%	27	46%
Lochalsh and Skye HA	57	21%	45	51%
Pentland HA	39	27%	11	22%
Sub Total	919	29%	411	60%
Highland Council				
Alness	285	33%	106	59%
Badenoch and Strathspey	107	19%	21	50%
Dingwall	346	35%	63	68%
Inverness	1137	36%	188	75%
Lochaber	275	30%	39	54%
Nairn	117	33%	8	26%
Portree	93	25%	20	56%
Sutherland	80	24%	27	29%
Thurso	94	26%	37	33%
Wick	71	20%	37	25%
Sub Total	2605	32%	546	52%
Total	3524	31%	957	55%

2.9.6 Proposals to simplify this category of need, improve the assessment process and enhance the quality of needs data held on the system are being developed with an aim of achieving an improved 'best use of stock' approach to the allocation of housing suitable for medical needs.

2.10 Applications and Allocations : Poor Housing Condition

2.10.1 Table 10 shows that 852 (8%) households have a property defect as defined in the HHR Allocations Policy. This is a slight reduction on last year and demonstrates a continued downward trend in the occurrence of households with poor housing condition.

Table 10 - Number of Applicants & Housed with Poor Housing Condition

Area	Number of applications with PHC points	As a% of all applications held at office	Number housed with PHC points	As a % of all housed by office
HHR partners				
Albyn HS	128	9%	26	8%
Cairn HA	124	12%	4	2%
Lochaber HA	38	13%	4	7%
Lochalsh and Skye HA	50	18%	15	17%
Pentland HA	5	4%	1	2%
Sub Total	345	11%	50	7%
Highland Council				
Alness	39	4%	2	1%
Badenoch and Strathspey	33	6%	5	12%
Dingwall	83	8%	4	4%
Inverness	132	4%	8	3%
Lochaber	92	10%	5	7%
Nairn	9	3%	2	6%
Portree	72	20%	4	11%
Sutherland	34	10%	10	11%
Thurso	6	2%	3	3%
Wick	7	2%	6	4%
Sub Total	507	6%	49	5%
Total	852	8%	99	6%

2.10.2 This table also shows that 99 (6%) households who were successfully housed had this as a factor in their housing circumstances. This is also a decrease from last year.

2.10.2 There is a good match between need and outcomes for this category. There have been changes to legislation which has seen private sector tenants' rights improve through the Housing (Scotland) Act 2006. In particular, repairing rights have been strengthened.

2.10.3 It is therefore proposed that this category of housing need be reviewed. The review will consider a housing need response in the context of current repairing standards that private tenants are now able to exercise and which HHR can provide advice and information about.

2.11 Applications and Allocations : Overcrowding

2.11.1 Table 11a) details the occurrence of overcrowding across HHR applicants and demonstrates that this aspect of housing need remains significant and consistent with previous experience with 2372 (21%) of all households experiencing 1 or more bedrooms overcrowded in their current accommodation. This is the same as last year's percentage demand.

Table 11a) - Number of Applicants and Housed with Overcrowding Points

Area	Number of applications with Overcrowding points	As a% of all applications held at office	Number housed with Overcrowding points	As a% all housed by office
Albyn HS	349	25%	44	14%
Cairn HA	237	23%	25	14%
Lochaber HA	56	19%	7	12%
Lochalsh & Skye	60	22%	15	17%
Pentland HA	24	17%	10	20%
SUB TOTAL	726	23%	101	15%
Alness	193	22%	19	11%
Badenoch and Strathspey	122	22%	5	12%
Dingwall	168	17%	12	13%
Inverness	697	22%	34	13%
Lochaber	197	22%	15	21%
Nairn	78	22%	5	16%
Portree	47	13%	2	6%
Sutherland	48	14%	25	27%
Thurso	36	10%	18	16%
Wick	60	17%	31	21%
SUB TOTAL	1646	20%	166	16%
Total	2372	21%	267	15%

- 2.11.2 The table also demonstrates that 267 (15%) of housed applicants were overcrowded. This is a 4% decrease from last year, and a 6% decrease compared to 2 years ago. This demonstrates that there is an imbalance in the operation of the policy with respect to overcrowding.
- 2.11.3 There is a need to review the overcrowding category of housing need to support improved opportunity for housing outcomes given this group of applicants are increasingly less likely to achieve a housing outcome in high pressure areas.
- 2.11.4 In addition, detailed analysis of the house size needs of this group of applicants and the extent of availability and/or planned investment of suitably sized larger houses to meet these needs is in progress.
- 2.11.5 Table 11b) notes the occurrence of single person households overcrowded as a result of regular overnight access to children for whom they are not the primary carer.

Table 11b) – Applicants overcrowded because of access to children

Area	Number of applications with overcrowding because of access to Children	As a% of all applications held at office	Number housed by office	As a% all housed by office
HHR Partners				
Albyn HS	13	1%	4	1%
Cairn HA	17	2%	1	1%
Lochaber HA	2	1%	-	-
Lochalsh & Skye	4	1%	1	1%
Pentland HA	-	-	1	2%
SUB TOTAL	36	1%	7	1%
Highland Council				
Alness	5	1%	2	1%
Badenoch and Strathspey	4	1%	1	2%
Dingwall	4	0%	1	1%
Inverness	26	1%	2	1%
Lochaber	-	-	-	-
Nairn	2	1%	1	3%
Portree	1	0%	-	-
Sutherland	6	2%	2	2%
Thurso	2	1%	2	2%
Wick	6	2%	1	1%
SUB TOTAL	56	1%	12	1%
SUM	92	1%	19	1%

2.11.6 The number of households in this category has dropped slightly from 95 to 92 last year. This represents 1% of the register. This table also shows that 19 households (1%) with this type of housing need were housed last year.

2.12 Applications and Allocations : Underoccupancy & Downsizing

2.12.1 Table 12 shows there were 2611 HHR applicants at 31 March 2011 living in homes that are too large for them. The overall proportion of applicants under-occupying houses has increased slightly to 23%. This includes Housing List applicants and Transfer List applicants.

2.12.2 In terms of the numbers housed Table 12 shows that 13% were successfully housed last year compared with 11% the previous year.

2.12.3 Based on last year's performance, applicants were more likely to get a smaller house if they live in Badenoch & Strathspey and Sutherland.

Table 12 - Number of Applicants and Housed with Under Occupancy Points

Office	Number with Under Occupancy points	As a % of applications held at office	No. housed with Under Occupancy points by office	As a % all housed by office
HHR Partners				
Albyn HS	337	24%	42	14%
Cairn HA	248	24%	13	7%
Lochaber HA	100	34%	8	14%
Lochalsh & Skye HA	70	25%	11	12%
Pentland HA	37	26%	5	10%
Sub Total	792	25%	79	11%
Highland Council				
Alness	188	22%	19	11%
Badenoch and Strathspey	142	25%	12	29%
Dingwall	245	25%	18	19%
Inverness	548	18%	28	11%
Lochaber	208	23%	8	11%
Nairn	86	24%	4	13%
Portree	100	27%	6	17%
Sutherland	124	36%	25	27%
Thurso	83	23%	12	11%
Wick	95	27%	21	14%
Sub Total	1819	22%	153	14%
Total	2611	23%	232	13%

- 2.12.3 Table 12a) shows details of the volume of HHR tenants who want to move and are currently living in a home that is technically too large for them, which settlements they are applying from, and how many tenants in these circumstances were housed last year in which settlements.
- 2.12.4 There were 551 tenants across Highland at 31 March 2011 who wanted to move to a smaller house, and there were 108 tenants who managed to do so. Greatest demand was in Inverness where there were 167 households wishing to move to a smaller house, and 22 households were able to do so.
- 2.12.5 While suitable supply is a factor in achieving outcomes for this group of applicants, the previous policy review highlighted the issues of cost and practical support as barriers when supply was available.
- 2.12.6 The pilot Downsizing Scheme was agreed by Committee in November 2010 in response to these factors and offered financial assistance and practical help to make moving home easier.
- 2.12.7 A sum of £75k was set aside for the Downsizing Scheme of which £30k has been used since the pilot was launched. Table 12a) shows that 5 Downsizing payments were made to 31 March 2011, and that 19 payments have been paid to 31 July 2011.
- 2.12.8 It is proposed to continue the scheme for a further 12 month period.

Table 12a)

Transfer Applications with Under Occupancy Points and Housed by Zone 2010/2011

Provider	TL Under occ demand	Albyn	Cairn	Lochaber	L& Skye	Pent land	HC	Under occ TL housed	No. of down sizing payments to 31/3	No. of down sizing payments to 31/7
Zone										
West Caithness	33	-	-	-	-	3	2	5	-	4
East Caithness	22	-	-	-	-	-	10	10	-	-
North West Sutherland	6	-	-	-	-	-	1	1	-	-
East Sutherland	28	1	-	-	-	-	3	4	1	1
Tain	23	2	1	-	-	-	4	7	-	-
Aliness/ Invergordon	62	3	-	-	-	-	13	16	-	2
Mid Ross	40	2	-	-	-	-	3	5	-	1
Black Isle	15	-	-	-	-	-	4	4	-	1
Ullapool	3	-	-	-	-	-	1	1	-	-
Gairloch	4	-	-	-	-	-	-	-	-	-
Lochcarron	2	-	-	-	-	-	-	-	-	-
North Skye	3	-	-	-	1	-	1	2	-	1
South Skye	3	-	-	-	1	-	-	1	-	1
Lochalsh	7	-	-	-	-	-	-	-	-	-
West Lochaber	4	-	-	-	-	-	-	-	-	-
North East Lochaber	1	-	-	-	-	-	-	-	-	-
Peninsula	1	-	-	1	-	-	1	2	-	-
South Lochaber	11	-	-	-	-	-	3	3	-	-
Central Lochaber	42	-	-	3	-	-	3	6	-	-
Ardersier	20	1	2	-	-	-	3	6	2	1
Beauly	12	2	-	-	-	-	-	2	-	-
Loch Ness	7	-	-	-	-	-	-	-	-	-
Tomatin	-	-	-	-	-	-	-	-	-	-
Inverness City	167	1	3	-	-	-	18	22	2	1
Aviemore	6	-	1	-	-	-	1	2	-	1
Kingussie	3	-	-	-	-	-	2	2	-	-
Grantown	7	1	-	-	-	-	2	3	-	-
Nairn	17	1	-	-	-	-	3	4	-	-
Nairn Rural	1	-	-	-	-	-	-	-	-	-
TOTAL	551	14	7	4	2	3	78	108	5	14
Total number of Downsizing since pilot introduced									19	

2.13 Applications and Allocations : Need to Reside

2.13.1 In Housing legislation Local Connection is established by the ‘need to reside’ in an area for reasons of employment, care, social or medical reasons as well as personal safety.

2.13.2 The law does not permit ‘length of residence’ as a criteria in establishing an individual’s ‘need to reside’ in an area nor does it permit lack of a local connection as a reason to refuse access to a housing register or a reason not to allocate a house. Guidance does recognise that local connection may be a factor in determining priority in term of the housing need assessment.

- 2.13.3 Table 13 details the level of local connection across applications and allocations since this category of housing need was more specifically defined in the last policy review.
- 2.13.4 85% of applicants have an assessed connection to one or more settlements in Highland. This compares to 86% last year, and 87% the previous year when the eligibility criteria was more general, and related to zone and not settlement level.
- 2.13.5 Table 13 also shows that in terms of allocations, 98% are made to households with the legally defined connection to the actual settlement in which they were housed.
- 2.13.6 This aspect of policy appears to be operating effectively.

Table 13 - Live and Housed Applications with Need to Reside

Area	Number of applications Need to Reside points	As a % of all apps held at office	No. housed with Need to Reside points by office	As a % all housed apps by office
HHR Partners				
Albyn HS	1202	86%	297	96%
Cairn HA	896	87%	178	98%
Lochaber HA	229	77%	58	98%
Lochalsh & Skye	205	74%	86	97%
Pentland HA	112	79%	49	100%
Highland Council				
Alness	778	89%	177	99%
Badenoch and Strathspey	501	90%	42	100%
Dingwall	876	89%	93	100%
Inverness	2687	86%	248	98%
Lochaber	685	75%	70	97%
Nairn	317	89%	31	100%
Portree	309	84%	36	100%
Sutherland	262	77%	89	97%
Thurso	291	82%	109	96%
Wick	271	77%	142	97%
TOTAL	9621	85%	1037	98%

2.14 Applications and Allocations : Ethnic Monitoring

- 2.14.1 Table 14 provides data on the ethnic origin of HHR applicants and of those housed through HHR. The provision of this information is not mandatory for applicants and hence the figures while not entirely representative do provide an indication of the trends.
- 2.14.2 8608 (76%) of applicants returned this data which is less than the return rate last year of 9047 (78%) applicants.

Table 14 – Number of Applicants on Live List and Housed by Ethnic Origin

Ethnic Origin	Number of Applications with completed ethnic monitoring	Number of Housed Applicants
BLACK AFRICAN	4	2
ASIAN	12	1
BANGLADESHI	6	1
BLACK	2	-
BRITISH	1058	134
CARIBBEAN	4	-
CHINESE	7	-
INDIAN	14	-
IRISH	30	3
MIXED	13	-
NOT KNOWN	3	1
WHITE OTHER	490	39
OTHER MIXED	11	1
PAKISTANI	3	-
REFUSED	17	-
SCOTTISH	6934	888
TOTAL	8608	1070

- 2.14.3 Once again, the majority of applicants completing ethnic monitoring data self - define as Scottish with 6934 (81%) of those returning this monitoring data selecting this ethnic group. This compares to 7253 (80%) last year. This group achieved 83% of the housing outcomes based on allocations with ethnic origin responses, which is the same as last year.
- 2.14.4 Table 14 shows that applicants self-defining as British (1058) make up 12% of known demand by ethnic origin, of which 15% were successful in being housed. This is slightly less than last year.
- 2.14.5 Applicants self-defining as White Other are the next largest group by ethnic origin with 490 applicants compared with 491 last year. This represents 6% of the known demand by ethnic origin. 4% (39) were successful in achieving a housing outcome. This is slightly increased from last year.
- 2.14.6 The remaining 126 (1.5%) of applicants have self-defined from a variety of minority ethnic origins and 15 (0.8%) were successful in being housed.
- 2.14.7 This data suggests that the policy is generally neutral in its outcomes.
- 2.14.8 The ethnic and equal opportunities monitoring form is being reviewed as part of general improvements to the application form and the content will be revised to include changes arising from census 2011.

2.15 Suspended Applications

- 2.15.1 A total of 152 applications were suspended in 2010/2011 which represents 1.4% of the register.
- 2.15.2 Table 15 provides monitoring information about the number of time limited

suspensions imposed on applications by each suspension category.

2.15.2 49 applications were suspended in 2010/2011 for refusal of 2 reasonable offers of housing. This compares to 31 last year. 3 applications were suspended at the applicant's request – this usually indicates that the applicant does not currently wish to move.

2.15.3 A further 96 applications were suspended as the applicant had housing debt greater than 1/12 of their annual rent change with no maintained arrangement in place for payment. This is a reduction from 126 last year. 4 applications were suspended for providing false information.

Table 15 – Suspended Applications

Office	2 unreasonable refusals	Applicants Request	Arrears	False Information	TOTAL Suspended Applications held at office	Total Number of live applications held at office	Suspensions as % of applications held at office
HHR Partners							
Albyn HS	4	-	15	-	19	1374	1.38%
Cairn HA	2	1	7	-	10	995	1.01%
Lochaber HA	1	1	-	-	2	295	0.68%
Lochalsh & Skye	1	-	1	-	2	263	0.76%
Pentland HA	1	-	-	-	1	137	0.73%
Highland Council							
Alness	5	-	6	3	14	833	1.68%
Badenoch and Strathspey	1	-	-	-	1	546	0.18%
Dingwall	3	-	4	-	7	955	0.73%
Inverness	5	-	11	-	16	3092	0.52%
Lochaber	3	1	11	-	15	857	1.75%
Nairn	-	-	10	-	10	344	2.91%
Portree	1	-	1	-	2	359	0.56%
Sutherland	1	-	5	-	6	330	1.82%
Thurso	3	-	5	-	8	323	2.48%
Wick	18	-	20	1	39	280	13.93%
Total	49	3	96	4	152	10983	1.38%

2.15.6 Applications that are suspended are subject to monthly monitoring and review.

2.16 Applications and Allocations: Special Lettings Plan

2.16.1 There are not currently any Special Lettings Plans in place within the HHR Allocations Policy nor were any new Special Lettings Plans requested during 2010/2011.

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