

Highland Housing Register
Allocations Monitoring Report 2009/2010

4 August 2010

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 2009 – 31 March 2010. It contains tables with monitoring information and includes commentary.

2. Monitoring Information

2.1 Applications

- 2.1.1 Table 1a) shows there were 11 564 applications at 31 March 2010 of which 9009 (78%) were from households seeking a social rented tenancy from the HHR partner landlords and 2555 (22%) 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 2010

Area Office	HHR Housing List	HHR Transfer List	Total	Percentage
HHR partners				
Albyn Housing Society	1163	338	1501	13%
Cairn Housing Association	937	141	1078	9%
Lochaber Housing Association	226	69	295	3%
Lochalsh & Skye Housing Association	205	68	273	2%
Pentland Housing Association	124	41	165	1%
Sub Total	2655	657	3312	29%
Highland Council				
Alness	561	290	851	7%
Badenoch & Strathspey	411	79	490	4%
Dingwall	785	200	985	9%
Inverness	2491	708	3199	28%
Lochaber	650	166	816	7%
Nairn	298	41	339	3%
Portree	309	44	353	3%
Sutherland	319	90	409	4%
Thurso	281	124	405	4%
Wick	249	156	405	4%
Sub Total	6354	1898	8252	71%
TOTAL	9009	2555	11564	100%

- 2.1.2 There are 1599 more applicants on the register than at March 2009.

- 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 29% of applications are administered by the partner landlords and 71% by the Council. The Council's Inverness office manages the greatest volume of applications (28%), followed by Albyn 13%, then Cairn and the Council's Alness office at 9% of applications.
- 2.1.5 Table 1b) shows the breakdown of HHR applications by the age group of main applicants. 21% of applicants are 16 – 25 years (compared with 22% last year), 63% are 26-59 years (compared with 62% last year), and 16% are 60 years or over, (no change from last year).

Table 1b) - Applications by age group

Area Office	Age Group			Total
	16-25	26-59	>60	
HHR partners				
Albyn Housing Society	311	953	237	1501
Cairn Housing Association	173	713	192	1078
Lochaber Housing Association	31	205	59	295
Lochalsh & Skye Housing Association	27	205	41	273
Pentland Housing Association	38	100	27	165
Sub Total	580	2176	556	3312
Highland Council				
Alness	233	524	92	851
Badenoch & Strathspey	89	318	83	490
Dingwall	192	619	174	985
Inverness	691	2053	455	3199
Lochaber	177	529	110	816
Nairn	74	176	89	339
Portree	60	228	65	353
Sutherland	83	233	93	409
Thurso	108	230	67	405
Wick	120	239	46	405
Sub Total	1827	5149	1274	8252
TOTAL	2407	7325	1830	11564

- 2.1.6 A more detailed profile of older tenants is included at section 2.3 Table 4 and Table 5 of this report.
- 2.1.7 Table 1c) shows the breakdown of HHR applications by household type. 46% of housing demand across Highland is from single person households (reflecting no change from last year), with 13% from couples and 41% from households with 1 or more children (compared with 12% and 42% respectively last year).
- 2.1.8 Overall 44% of applicants housed are single person households, 6% couples and 50% families.
- 2.1.9 Couples without children are less likely to be housed where there is high demand and high levels of housing need from other household types.
- 2.1.10 Table 1c) shows the applications by household type (where known) based on the HHR holding office. For example, 1574 applications held at the Inverness office are from single person households This represents 30% of all applications from single households.

2.1.11 In addition Table 1c) shows that 49% (1574 of 3191 applicants) of the applications held at the Inverness office are from single person households, and similarly, 44% (171 of 390) of applications held at Wick is from this household type. Some household data is missing from the system and hence a discrepancy with the total numbers in this table.

Table 1c) – Applications by household type

Area Office	Household Type			Total
	Single	Couples	Families	
HHR Partners				
Albyn Housing Society	611	190	698	1499
Cairn Housing Association	481	149	425	1055
Lochaber Housing Association	133	34	127	294
Lochalsh & Skye Housing Association	112	47	113	272
Pentland Housing Association	66	29	71	166
Sub Total	1403	449	1434	3286
Highland Council				
Alness	379	71	393	843
Badenoch & Strathspey	196	88	199	483
Dingwall	454	127	396	977
Inverness	1574	319	1298	3191
Lochaber	340	120	333	793
Nairn	167	52	117	336
Portree	194	55	103	352
Sutherland	180	78	132	390
Thurso	185	56	131	372
Wick	171	48	171	390
Sub Total	3840	1014	3273	8127
TOTAL	5243	1463	4707	11413

2.2 Allocations by HHR partner landlords

2.2.1 Table 2a) shows that 1720 applicants achieved a permanent social rented housing allocation in 2009/2010. This is an increase of 213 properties compared to 2008/2009.

Table 2a) – Number of housed applicants through HHR

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

2.2.2 This table also provides historic information on the number of properties available by each provider since 2005/2006 as well as the collective annual supply since this time. There were significant housing development completions in 2009/2010 increasing the total supply for the year end to 2005/2006 levels.

- 2.2.3 For every allocation made through HHR in 2009/2010 there were 7 applicants. This is equivalent to the overall allocation/demand ratio last year and demonstrates that the additional 1599 new applicants has not resulted in increased housing pressure for HHR overall as a consequence of the volume of new build completions.
- 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 pressure recorded 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	513	121	4
East Caithness	367	190	2
North West Sutherland	64	26	2.5
East Sutherland	335	70	5
Tain	285	88	3
Alness/Invergordon	696	151	5
Mid Ross	744	127	6
Black Isle	267	17	16
Ullapool	135	23	6
Gairloch	77	13	6
Lochcarron	81	16	5
North Skye	274	103	3
South Skye	133	15	9
Lochalsh	152	12	13
West Lochaber	77	31	2.5
North East Lochaber	36	3	12
Peninsula	53	6	7
South Lochaber	130	38	3
Central Lochaber	662	58	11
Ardersier	575	42	14
Beauly	195	16	12
Loch Ness	172	13	13
Tomatin	32	3	10
Inverness City	2089	357	6
Aviemore	364	45	8
Kingussie	107	20	5
Grantown	151	37	4
Nairn	356	66	5
Nairn Rural	65	13	5
	11564	1720	7

- 2.2.6 Further information about housing pressure is available separately in the Highland Housing Need and Demand Assessment at:
<http://www.highland.gov.uk/yourenvironment/planning/developmentplans/localplans/HighlandHousingNeedandDemandAssessment.htm>
- 2.2.7 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 partner landlords during the year 2009/2010.
- 2.2.8 Following the initial six month monitoring report to Committee in January 2009 a percentage quota was agreed at 20% of allocations to transfer list and 80% to housing list.

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	87	289	376	22%	23/77%
Cairn HA	34	128	162	9%	21/79%
Lochaber HA	14	41	55	3%	25/75%
Lochalsh & Skye	22	71	93	5%	24/76%
Pentland HA	11	29	40	2%	28/72%
Sub Total	168	558	726	42%	23/77%
Highland Council					
Alness	21	97	118	7%	18/82%
Badenoch	10	51	61	4%	16/84%
Dingwall	22	74	96	6%	23/77%
Inverness	73	199	272	16%	27/73%
Lochaber	20	60	80	5%	25/75%
Nairn	10	32	42	2%	24/76%
Portree	9	28	37	2%	24/76%
Sutherland	13	47	60	3%	22/78%
Thurso	10	71	81	5%	12/88%
Wick	25	122	147	9%	17/83%
Sub Total	213	781	994	58%	21/79%
TOTAL	381	1339	1720	100%	22/78

- 2.2.9 Of the 1720 allocations 1339 (78%) were made to housing list applicants while 381 (22%) were made to existing tenants who transferred. This compares with an 82%/18% performance last year.
- 2.2.10 Increases to the transfer quota provide an opportunity for a small and managed increase in turnover. Members are reminded that the revised HHR Allocations Policy agreed in May 2010 revises the quota to 70%/30%.
- 2.2.10 Notable variations in proportions of allocations to housing and transfer list can be the result of a mismatch of the stock becoming available relative to the housing size, type or location choices or needs of applicants.

- 2.2.11 Table 3a) also shows the proportion of houses allocated by each HHR partner landlord. Of the 1720 allocations 994 (58%) were allocated by the council and 726 (42%) were allocated by HHR partners. This compares with last year's performance of 64% and 36% respectively and is indicative of the impact of housing investment in Highland in the last year.
- 2.2.12 Of the 726 allocations through the RSL partner landlords 376 households (52%) became tenants of Albyn, 22% became tenants of Cairn, 8% tenants of Lochaber, 13% Lochalsh & Skye, 5% Pentland.
- 2.2.13 Of the 994 allocations across The Highland Council offices, 272 households (27%) became tenants in Inverness, 15% in Wick, 12% in Alness, 10% in Dingwall, 8% in Thurso, and 8% 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. This is further broken down to show the number of applicants housed by each HHR provider within each zone.

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

ZONE	Housing List Demand 31/3/10	Albyn Housed 09/10	Cairn Housed 09/10	Lochaber Housed 09/10	L&Skye Housed 09/10	Pentland Housed 09/10	HC Housed 09/10	TOTAL Housed 09/10
West Caithness	513	11	5	-	-	29	76	121
East Caithness	367	15	11	-	-	11	153	190
North West Sutherland	64	10	-	-	-	-	16	26
East Sutherland	335	22	4	-	-	-	44	70
Tain	285	49	4	-	-	-	35	88
Alness/Invergordon	696	66	-	-	-	-	85	151
Mid Ross	744	41	19	-	-	-	67	127
Black Isle	267	1	1	-	-	-	15	17
Ullapool	135	2	12	-	-	-	9	23
Gairloch	77	8	-	-	-	-	5	13
Lochcarron	81	15	-	-	-	-	1	16
North Skye	274	-	-	-	82	-	21	103
South Skye	133	-	-	-	4	-	11	15
Lochalsh	152	-	-	-	7	-	5	12
West Lochaber	77	-	-	26	-	-	5	31
North East Lochaber	36	-	-	-	-	-	3	3
Peninsula	53	-	-	4	-	-	2	6
South Lochaber	130	-	-	5	-	-	33	38
Central Lochaber	662	-	-	20	-	-	38	58
Ardersier	575	24	3	-	-	-	15	42
Beaully	195	3	-	-	-	-	13	16
Loch Ness	172	4	-	-	-	-	9	13
Tomatin	32	2	-	-	-	-	1	3
Inverness City	2089	32	96	-	-	-	229	357
Aviemore	364	14	7	-	-	-	24	45
Kingussie	107	11	-	-	-	-	9	20
Grantown	151	9	-	-	-	-	28	37
Nairn	356	27	-	-	-	-	39	66
Nairn Rural	65	10	-	-	-	-	3	13
TOTAL	11564	376	162	55	93	40	994	1720

2.3.2 For example, this shows that there were 357 allocations in Inverness, of which 229 (64%) were Council properties, 96 (27%) Cairn properties, and 32 (9%) Albyn properties.

2.3.3 Table 3b) also shows the first preference demand for each of the lettings zones. For example, there are 2089 applicants (18% of HHR demand) who have selected Inverness as their area preference. In terms of the 357 allocations in Inverness, this 18% of demand achieved 21% of the allocations (357 out of 1720 allocations)

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

2.3.5 The table also illustrates the limited supply in remote and/or rural communities such as Gairloch, South Skye, Lochalsh, Beauly, Loch Ness, North East Lochaber, the Ardnamurchan peninsula, Tomatin, Nairn Rural. All had 15 or less units become available in 2009/2010.

2.4 Applications and Allocations : Older People

2.4.1 Table 4 shows the number of applications from applicants 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	175	61	236	16%	51	8	59	16%
Cairn HA	125	66	191	18%	18	11	29	18%
Lochaber HA	49	10	59	20%	7	3	10	18%
Lochalsh & Skye HA	31	10	41	15%	5	4	9	10%
Pentland HA	24	4	28	17%	3	1	4	10%
Sub Total	404	151	555	17%	84	27	111	15%
Highland Council								
Alness	64	29	93	11%	15	3	18	15%
Badenoch & Strath	57	26	83	17%	8	1	9	15%
Dingwall	106	69	175	18%	9	6	15	15%
Inverness	337	119	456	14%	25	16	41	15%
Lochaber	78	35	113	14%	3	2	5	6%
Nairn	57	32	89	26%	8	6	14	33%
Portree	49	15	64	18%	4	4	8	21%
Sutherland	65	27	92	22%	5	7	12	20%
Thurso	45	23	68	17%	7	8	15	18%
Wick	32	13	45	11%	13	2	15	10%
Sub Total	890	388	1278	15%	97	55	152	15%
Total	1294	539	1833	16%	181	82	263	15%

2.4.2 1833 (16%) of all HHR applications are from people in this age group. This is an increase of 115 older people from last year, but a slight decrease from 17% demand.

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.

2.4.4 263 (15%) households of older people were housed in 2009/2010 which demonstrates the policy is achieving a balanced outcome to this group of applicants.

2.4.5 There are geographic variations, for example, 14 applicants of this age group were housed in Nairn which represents 33% of allocations set against figures that show 26% 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 for a particular property type or feature, 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	288	19%	67	18%
CAIRN HA	199	18%	23	14%
LOCHABER HA	77	26%	6	11%
LOCHALSH&SKYE HA	23	8%	7	7%
PENTLAND HA	25	15%	11	28%
Sub Total	612	18%	114	16%
Highland Council				
ALNESS	55	7%	7	6%
BADENOCHANDSTRATH	53	11%	5	8%
DINGWALL	132	13%	17	18%
INVERNESS	729	23%	78	29%
LOCHABER	141	17%	27	33%
NAIRN	96	28%	9	21%
PORTREE	45	13%	9	24%
SUTHERLAND	37	9%	4	6%
THURSO	71	18%	15	19%
WICK	74	18%	23	16%
Sub Total	1433	17%	194	20%
TOTAL	2045	18%	308	18%

2.5.2 2045 (18%) applicants have identified that they have a disability. 308 of these applicants (18%) were successful in achieving a social rented housing outcome through HHR. This reduction in last year's performance of 23% of allocations to this age group nonetheless demonstrates that the policy is maintaining satisfactory outcomes to this group of applicants.

2.5.3 Future reports will report this category based on assessed needs rather than self-defined needs following operational recommendations agreed with NHS Highland.

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.

2.6.2 407 (4%) applicants have one or more of a range of needs from this points category. This is a significant improvement to the council's previous Community Care category where only 1% of applicants were recorded as having this type of housing need.

2.6.3 205 households with Care & Support needs were housed during 2009/2010. This represents 12% of allocations and shows that the policy is suitably prioritising this group of applicants.

2.6.4 This category is designed for applicants whose housing circumstances are impacted by care and/or support needs. In particular where there are statutory arrangements, including though not exclusively Single Shared Assessments, Through Care and After Care, Care Programme Approach, Community Care or Personal Plans or Kinship Care.

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	73	5%	50	13%
Cairn HA	78	7%	27	17%
Lochaber HA	4	1%	2	4%
Lochalsh&Skye HA	22	8%	14	15%
Pentland HA	7	4%	1	2%
Sub Total	184	5.5%	94	13%
Highland Council				
Alness	39	4%	27	23%
Badenoch&Straths	5	1%	2	3%
Dingwall	55	6%	17	18%
Inverness	63	2%	42	15%
Lochaber	3	<1%	1	1%
Nairn	11	3%	5	12%
Portree	34	10%	9	24%
Sutherland	5	1%	1	2%
Thurso	3	<1%	4	5%
Wick	5	1%	3	2%
Sub Total	223	3%	111	11%
TOTAL	407	4%	205	12%

2.6.5 This category of housing need has been strengthened in the revised policy to enhance links with the joint community care plan.

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 for cases where there is no alternative category of need in the policy. Eligibility is subject to scrutiny and approval by HHR Management Group members.

2.7.2 The number of households successfully housed from this category at 63 (3.7% of all housed applicants) continues to be lower than with the equivalent priority available under the council's previous policy where the pattern was around 80 households per year.

2.7.3 The higher number of these applicants occurring in Inverness and Albyn offices relate to transfer applicants requiring to move because of third party block property lease expiry in the case of Albyn, and statutory rehousing for capital investment in the case of Inverness.

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

Area	Number of applicants with SAS points	As a % of all applications held at office	Number housed with SAS Points by office	As a % of applicants housed by office
HHR Partners				
Albyn HS	-	-	12	3.2%
Cairn HA	2	0.2%	6	3.7%
Lochaber HA	-	-	2	3.6%
Lochalsh & Skye HA	-	-	5	5.3%
Pentland HA	1	0.6%	1	2.5%
Sub Total	3	0.1%	26	3.6%
Highland Council				
Alness	-	-	7	5.9%
Dingwall	-	-	7	7.3%
Inverness	2	0.06%	19	6.9%
Lochaber	1	0.1%	2	2.5%
Nairn	-	-	2	4.8%
Sub Total	3	0.03%	37	3.7%
Total	6	0.05%	63	3.7%

2.7.4 The award of this category of need equates to priority re-housing and hence as expected there are only a small number (6) of applicants with a current additional priority to move where their urgent needs are not elsewhere accounted for in the policy.

2.8 Applications and Allocations : Homelessness

2.8.1 Table 8a) shows that at 31 March 2010 the Local Authority was assessed to have a legal duty to provide a permanent housing outcome to 977 (8%) households on the HHR. Otherwise, housing applicants have a right to apply for housing, have their housing need assessed and have their details held on a housing register.

2.8.2 This is an increase of 138 households with Homelessness priority need at the year end compared to last year. However, given the increase in the volume of applications the percentage remains consistent at 8% of total demand.

2.8.3 Table 8a) also shows the number of applications within the homelessness category of Housing Need based on where their application is held. The responsibility to assess homelessness priority is specific to local authorities and the figures reflect this administrative distinction.

2.8.4 Table 8a) also includes information on the number of households (899) from the homelessness category of housing need who were housed during the year. 52.5% of allocations were made to this group of applicants compared with 586 (45%) last year. This is an increase of 313 households compared to last year indicative of the progress achieved through a shared register in working toward the 2012 abolition of priority need and the changed duties at this time to homeless applicants.

2.8.5 The Council provided 53% of housing outcomes to this group across all allocations, and the HHR partners 52 %. This compares to 51% and 34% respectively last year.

2.8.5 Of the 899 allocations to this category of housing need 522 (53%) were housed by the council and 377 (42%) were housed by partner landlords. This compares with a 66% and 34% outturn last year.

2.8.6 Table 8a) additionally shows the number of applicants with homelessness priority who were housed by each partner office in the context of their overall supply for the year. It also reflects this as a percentage of their allocations performance.

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	65	4%	376	194	52%
Cairn HA	38	4%	162	104	64%
Lochaber HA	-	-	55	18	32%
Lochalsh & Skye	3	1%	93	45	48%
Pentland HA	1	1%	40	16	40%
Sub Total	107	3%	726	377	52%
Highland Council					
ALNESS	142	17%	118	76	64%
BADENOCHAN DSTRATH	28	6%	61	29	48%
DINGWALL	154	16%	96	62	65%
INVERNESS	374	12%	272	183	67%
LOCHABER	50	6%	80	33	42%
NAIRN	31	9%	42	28	67%
PORTREE	50	14%	37	20	54%
SUTHERLAND	4	1%	60	9	15%
THURSO	16	4%	81	35	43%
WICK	21	5%	147	47	32%
Sub Total	870	10%	994	522	53%
TOTAL	977	8%	1720	899	52.5%

2.8.7 With the exception of Nairn performance in excess of 60% tends to occur in Inverness, Inner Moray Firth and Ross-shire where housing demand and need is greatest.

2.8.8 Table 8b) more specifically details overall demand by each letting zone and the proportion of this demand which is homelessness priority need. This table also shows the number of applicants with homelessness priority need housed by each provider 2009/2010 within each of the lettings zones, and the total number of allocations within each zone.

2.8.9 This information can also be considered with respect to Table 3b) which shows the total number of applicants housed by each provider in each zone.

Table 8b)

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

ZONE	Housing List Demand 31/3/10	H/less Demand at 31/3/10	Albyn h/less Housed 09/10	Cairn h/less Housed 09/10	Lochaber h/less Housed 09/10	Lochalsh & Skye h/less Housed 09/10	Pentland h/less Housed 09/10	THC h/less Housed 09/10	Total Homeless Housed 09/10	Total Housed 09/10
West Caithness	513	15	5	1	-	-	14	34	54	121
East Caithness	367	18	4	8	-	-	2	48	62	190
North West Sutherland	64	-	-	-	-	-	-	-	-	26
East Sutherland	335	6	5	-	-	-	-	9	14	70
Tain	285	30	32	-	-	-	-	18	50	88
Alness/Invergordon	696	122	36	-	-	-	-	58	94	151
Mid Ross	744	126	28	6	-	-	-	46	80	127
Black Isle	267	22	1	-	-	-	-	13	14	17
Ullapool	135	11	1	9	-	-	-	2	12	23
Gairloch	77	5	1	-	-	-	-	1	2	13
Lochcarron	81	4	3	-	-	-	-	-	3	16
North Skye	274	25	-	-	-	42	-	15	57	103
South Skye	133	18	-	-	-	-	-	4	4	15
Lochalsh	152	17	-	-	-	3	-	1	4	12
West Lochaber	77	-	-	-	-	5	-	-	5	31
North East Lochaber	36	1	-	-	-	-	-	2	2	3
Peninsula	53	-	-	-	-	-	-	-	-	6
South Lochaber	130	3	-	-	-	-	-	5	5	38
Central Lochaber	662	46	-	-	13	-	-	26	39	58
Ardersier	575	45	19	2	-	-	-	11	32	42
Beaully	195	13	1	-	-	-	-	7	8	16
Loch Ness	172	8	-	-	-	-	-	5	5	13
Tomatin	32	1	1	-	-	-	-	1	2	3
Inverness City	2089	371	25	74	-	-	-	159	258	357
Aviemore	364	21	8	4	-	-	-	15	27	45
Kingussie	107	4	5	-	-	-	-	1	6	20
Grantown	151	4	2	-	-	-	-	13	15	37
Nairn	356	39	11	-	-	-	-	28	39	66
Nairn Rural	65	2	6	-	-	-	-	-	6	13
TOTAL h/less housed by provider	11564	977	194	104	13	50	16	522	899	1720
Total Housed by Provider			376	162	55	93	40	994		
% Homeless Per Housed Per Provider			52%	64%	24%	54%	40%	53%		

2.8.10 For example, Table 8b) shows that total demand for North Skye is 274 households at 31 March 2010, of which there are 25 households with homelessness priority need. Of the 103 allocations in North Skye 2009/2010, 57 were to homeless priority need households, of which 42 were housed by Lochalsh & Skye Housing Association and 15 by the Council.

- 2.8.11 With reference to Table 3b) Lochalsh and Skye Housing Association housed 82 households in North Skye in total, of which Table 8b) shows that 42 (51%) were in homeless priority need. Table 3b) shows that Highland Council housed 21 households in North Skye, of which 15 (71%) had homelessness priority need. In total, 103 allocations were made in North Skye, 57 of which (55%) were to homeless households.
- 2.8.12 Table 8b) shows the total demand for West Lochaber as 77 households, with no homeless priority need demand at 31 March 2010, and no relets to homeless priority need households in 2009/2010. Table 3b) shows that there were 31 relets in West Lochaber 2009/2010, 26 by Lochaber Housing Association and 6 by the Council.
- 2.8.13 Table 8b) also shows that for example, in Inverness, Albyn, Cairn and Highland Council housed 25, 74 and 258 households respectively with homeless priority need. This reflects 78%, 77% and 69% of all allocations made in Inverness by each provider respectively.
- 2.8.14 At 31 March 2010, there were 371 households in Inverness with homelessness priority need awaiting a housing outcome out of a total demand of 2089 applicants on the register, with 357 total relets in 2009/2010.
- 2.8.15 Highland Housing Register monitoring information continues to support review of service delivery to this category of housing need in support of the Homelessness Policy Review.

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.

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	Aa a % of all applicants Housed by office
HHR partners				
Albyn HS	431	29%	214	57%
Cairn HA	281	26%	104	64%
Lochaber HA	80	27%	29	53%
Lochalsh and Skye HA	57	21%	39	42%
Pentland HA	39	24%	15	38%
Sub Total	888	27%	401	55%
Highland Council				
Alness	272	32%	71	60%
Badenoch & Strathspey	96	20%	26	43%
Dingwall	296	30%	60	63%
Inverness	1076	34%	204	75%
Lochaber	217	27%	41	51%
Nairn	90	27%	23	55%
Portree	81	23%	20	54%
Sutherland	79	19%	21	35%
Thurso	102	25%	33	41%
Wick	92	23%	42	29%
Sub Total	2401	29%	541	54%
Total	3289	28%	942	55%

- 2.9.2 The proportion of applicants with medical needs has remained consistent with last year at 28% of the total register with an NHS assessed and graded health or medical need for housing.
- 2.9.3 Table 9 shows that 942 applicants with medical needs were housed which is 55% of all housed applicants. This compares with 652 (50%) of applicants last year. This demonstrates that as an aspect of housing need, medical points continue to be a significant and increasing factor in determining outcomes in a needs-based allocations system.
- 2.9.4 The occurrence of this category of housing need bears a direct relationship to the level of housing need and housing pressure. For example, Inverness (75%), Cairn – which had most of its turnover in Inverness (64%), Dingwall (63%) and Ainess (60%), demonstrate significant housing need and housing pressure, while Wick (29%), Sutherland (35%) and Thurso (41%) have a less stressed housing demand and need environment.

2.10 Applications and Allocations : Poor Housing Condition

- 2.10.1 Table 10 indicates that 868 (7%) households have a property defect as defined in the HHR Allocations Policy. This compares to 975 households last year. This table also shows that 138 (8%) households who were successfully housed had this as a factor in their housing circumstances. This is a slight increase from the 136 households last year.

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%	35	9%
Cairn HA	114	10%	11	7%
Lochaber HA	28	10%	14	25%
Lochalsh and Skye HA	44	16%	15	16%
Pentland HA	14	9%	1	3%
Sub Total	328	10%	76	10%
Highland Council				
Ainess	40	5%	4	3%
Badenoch & Strathspey	30	6%	11	18%
Dingwall	87	9%	6	6%
Inverness	205	6%	13	5%
Lochaber	58	7%	5	6%
Nairn	15	1%	2	5%
Portree	55	16%	7	19%
Sutherland	33	8%	7	12%
Thurso	11	3%	3	4%
Wick	6	1%	4	3%
Sub Total	540	7%	62	6%
Total	868	7%	138	8%

- 2.10.2 This category of housing need has been subject of simplification in the HHR Policy Review. This will not affect the volume of eligible applicants, but will assist in distinguishing and prioritising Below Tolerable Standard, from Lacking Amenities and low level Repairing Standard issues. Otherwise this category is performing well in terms of demand against outcomes.

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 2414 (21%) of all households experiencing 1 or more bedrooms overcrowded in their current accommodation. This is exactly the same as last year's 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	365	24%	66	18%
Cairn HA	246	23%	22	14%
Lochaber HA	56	19%	18	33%
Lochalsh & Skye	61	22%	25	27%
Pentland HA	25	15%	12	30%
SUB TOTAL	753	23%	143	20%
ALNESS	193	23%	16	14%
BADENOCHANDSTRATH	100	20%	15	25%
DINGWALL	185	19%	14	15%
INVERNESS	717	22%	32	12%
LOCHABER	179	22%	28	35%
NAIRN	62	18%	3	7%
PORTREE	45	13%	7	19%
SUTHERLAND	56	14%	21	35%
THURSO	50	12%	12	15%
WICK	74	18%	39	27%
SUB TOTAL	1661	20%	187	19%
Total	2414	21%	330	19%

2.11.2 The table also demonstrates that 330 (19%) of housed applicants were overcrowded. This is a significant increase from 271 households last year, although because of the increase in supply 2009/2010, this represents a reduction in percentage terms to 19% from 21% of housed applicants last year.

2.11.3 The offices showing highest percentage of overcrowded households successfully housed are in Sutherland & Lochaber (35%), Lochaber Housing Association (33%), Wick and Lochalsh & Skye Housing Association (27%).

2.11.4 The reduction in outcomes for overcrowded applicants of 19% from 21% last year is within a reasonable range as a policy outcome.

2.11.5 Table 11b) notes the occurrence of 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	19	1%	2	0.5%
Cairn HA	12	1%	-	-
Lochaber HA	2	0.7%	1	1.8%
Lochalsh & Skye	1	0.4%	2	2%
Pentland HA	1	0.6%	-	-
SUB TOTAL	35	1%	5	0.7%
Highland Council				
ALNESS	7	0.8%	3	2.5%
BADENOCHANDSTRATH	2	0.4%	1	1.6%
DINGWALL	5	0.5%	-	-
INVERNESS	33	1%	1	0.4%
LOCHABER	-		-	-
NAIRN	-		-	-
PORTREE	2	0.6%	-	
SUTHERLAND	4	1%	-	-
THURSO	3	0.7%	1	1.2%
WICK	4	1%	5	3.4%
SUB TOTAL	60	0.7%	11	1%
SUM	95	0.8%	16	1%

2.11.6 The number of households in this category has increased to 95 from the 57 reported in last year's report. This represents 0.8% of the housing list.

2.11.7 This table also shows that 16 households (1%) with this type of housing need were housed last year.

2.11.8 The priority points for this category of housing need was subject to policy review and will be brought into line with the general level of overcrowding points for reasons of equity once the revised HHR Allocations Policy is implemented.

2.11.9 This small and limited category of housing need will be subject to continued analysis and review in the context of any revisions to the Homelessness Policy and the abolition of priority need.

2.12 Applications and Allocations : Underoccupancy

2.12.1 Table 12 shows the pattern of under occupancy for HHR applicants. The overall proportion of applicants' under-occupying houses has increased by 1% to 22%.

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	345	23%	49	13%
Cairn HA	247	23%	13	8%
Lochaber HA	89	30%	10	18%
Lochalsh & Skye HA	80	29%	4	4%
Pentland HA	43	26%	3	8%
Sub Total	804	24%	79	11%
Highland Council				
Alness	173	20%	10	8%
Badenoch&Strathspey	143	29%	5	8%
Dingwall	232	23%	11	11%
Inverness	569	18%	27	3%
Lochaber	190	23%	12	15%
Nairn	77	23%	6	14%
Portree	100	28%	5	14%
Sutherland	134	33%	14	23%
Thurso	82	20%	9	11%
Wick	93	23%	18	12%
Sub Total	1793	22%	117	12%
Total	2597	22%	196	11%

2.12.2 In terms of the numbers housed Table 12 shows the overall performance has reduced from 18% last year to 11%. Further work is required to distinguish and review the outcomes by Transfer List and Housing List applicants, as well as the extent to which applicants under-occupying are eligible for other categories of housing need.

2.12.3 This category of housing need was not itself subject to review as performance of demand to outcomes was satisfactory at last year end.

2.12.4 However a Downsizing Scheme to promote and encourage underoccupying transfer applicants to downsize for the purpose of freeing up large family homes was agreed as part of the HHR Allocations Policy Review in May 2010.

2.12.5 Proposals for a Downsizing scheme to incentivise and stimulate outcomes to this category of applicants is planned for Housing & Social Work Committee in November 2010.

2.13 Applications and Allocations : Local Connection

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 in

terms of the current policy criteria.

- 2.13.4 Table 13 demonstrates that 86% of applicants have an assessed connection to one or more zone in Highland. This compares to 87% last year.
- 2.13.5 Table 13 also shows that in terms of allocations, 99% are made to households with a connection to the lettings area in which they were housed. This compares to 94% last year.
- 2.13.6 This table demonstrates the extent to which households seeking social rented housing tend to be connected to Highland communities already, either because they already live and/or work in Highland or have families who live and/or work in Highland.
- 2.13.7 This category of housing need has been subject to policy review. The category is to be renamed and have a clearer focus & priority for those with an evidenced '**need to reside**' as opposed to simply having a connection. It is anticipated that once implemented these revisions will result in a slight reduction in the number of applicants eligible for this points category.

Table 13 - Live and Housed Applications with Zone connection points

Area	Number of applications Zone connection points	As a % of all apps held at office	No. housed with Zone connection points by office	As a % all housed apps by office
HHR Partners				
Albyn HS	1344	90%	370	98%
Cairn HA	835	77%	158	98%
Lochaber HA	212	72%	55	100%
Lochalsh & Skye	210	77%	92	99%
Pentland HA	143	87%	40	100%
Sub Total	2744	83%	715	99%
Highland Council				
ALNESS	801	94%	118	100%
BADENOCHANDSTRATH	435	89%	60	98%
DINGWALL	900	92%	96	100%
INVERNESS	2874	90%	272	100%
LOCHABER	611	75%	80	99%
NAIRN	298	88%	42	100%
PORTREE	305	86%	37	100%
SUTHERLAND	341	83%	58	97%
THURSO	343	85%	79	98%
WICK	327	81%	144	98%
Sub Total	7235	88%	986	99%
TOTAL	9979	86%	1701	99%

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 are not entirely representative.
- 2.14.2 Nevertheless Table 14 shows that 9047 (78%) applicants have returned this data which is an improvement in number from the 7896 applicants last year, which

represented 79% of the register at that time.

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	8	1
ASIAN	12	-
BANGLADESHI	7	2
BLACK	2	-
BRITISH	1176	156
CARIBBEAN	3	-
CHINESE	8	-
INDIAN	7	-
IRISH	33	9
MIXED	13	2
NOT KNOWN	4	-
WHITE OTHER	481	34
OTHER MIXED	14	-
PAKISTANI	4	1
REFUSED	22	-
SCOTTISH	7253	1009
TOTAL	9047	1214

2.14.3 The majority of applicants completing ethnic monitoring data self - define as Scottish with 7253 (80%) of those returning this monitoring data selecting this ethnic group. This compares to 6488 applicants last year. This group achieved 83% of the housing outcomes based on allocations with ethnic origin responses.

2.14.4 Table 14 shows that applicants self-defining as British (1176 compared to 937 last year) make up 13% of known demand by ethnic origin, of which 156 (13%) were also successful in being housed.

2.14.5 Applicants self-defining as White Other are the next largest group by ethnic origin with 481 applicants compared with 348 last year. This represents 5% of the known demand by ethnic origin. 3% (34) were successful in achieving a housing outcome.

2.14.6 The remaining 137 (1.5%) of applicants have self-defined from a variety of minority ethnic origins and 15 (1.2%) were successful in being housed.

2.14.7 This data suggests that the policy is generally neutral in its outcomes as the demand by ethnic origin is consistent with the outcomes.

2.15 Suspended Applications

2.15.1 Table 15 provides monitoring information about the number of time limited suspensions imposed on applications by the category of suspension.

2.15.2 31 applications were suspended in 2009/2010 for refusal of 2 reasonable offers of housing. 5 applications were suspended at the applicants request – this usually indicates that the applicant does not currently wish to move.

2.15.3 A further 122 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. 1 application was suspended for providing false information.

2.15.4 159 applications were suspended in 2009/2010 which represents 1.4% of the register.

Table 15 – Suspended Applications

Office	2 unreasonable refusals	Applicants Request	Arrears	False Information	TOTAL Suspended Applications held at office	Total Number of applications held at office	Suspensions as % of applications held at office
HHR Partners							
Albyn HS	4	1	9	-	14	1501	0.9%
Cairn HA	2	1	10	-	13	1078	1.2%
Lochaber HA	-	-	-	-	-	295	-
Lochalsh & Skye	-	-	1	-	1	273	0.4%
Pentland HA	1	-	2	-	3	165	1.8%
Sub Total	7	2	22	-	31	3312	0.9%
Highland Council							
ALNESS	-	-	13	-	13	851	1.5%
BADENOCH ANDSTRATH	-	-	1	-	1	490	0.2%
DINGWALL	1	-	5	-	6	985	0.6%
INVERNESS	6	-	23	-	29	3199	0.9%
LOCHABER	2	3	13	-	18	816	2.2%
NAIRN	1	-	11	-	12	339	3.5%
PORTREE	-	-	-	1	1	353	0.3%
SUTHERLAND	1	-	4	-	5	409	1.2%
THURSO	2	-	2	-	4	405	1%
WICK	11	-	28	-	39	405	9.6%
Sub Total	24	3	100	1	128	8252	1.5%
TOTAL	31	5	122	1	159	11564	1.4%

2.15.5 The highest occurrence of refusals is again in Wick where 9.6% of applications were suspended, principally for rent arrears. The council's offices in Nairn and Lochaber also have higher than average suspension rates.

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 current HHR Allocations Policy.

2.16.2 Special Lettings Plans were an area for policy review and a revised framework was included in the revised HHR Allocations Policy agreed by Housing & Social Work Committee in May 2010.

2.16.3 It is anticipated that there may be some formal requests for Special Lettings Plans following implementation of the revised HHR Allocations Policy based on expressions of interest made during the allocations policy review consultation.

3. Implementation of Revised HHR Allocations Policy

- 3.1 As noted the revised policy was agreed by Housing & Social Work Committee on 19 May 2010 with initial proposed implementation from 1 September 2010.
- 3.2 Work is progressing with the Implementation Plan notwithstanding resource gaps arising from job vacancies in Business Support. Recruitment is at an advanced stage and an alternative implementation date is expected to be planned and agreed by HHR Management Group in the short term.

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