

**Report of: Executive Member for Housing and Development**

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	28 March 2016	All

Delete as appropriate	Exempt	Non-exempt

## **SUBJECT: Housing Performance – Quarter 3 2016/17**

### **1. Synopsis**

- 1.1 Each year the council agrees a set of performance indicators and targets which, collectively, help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Housing over the first half of 2016-17 (i.e. 1 April to 30 September 2016).

### **2. Recommendations**

- 2.1 To note progress to the end of Quarter 3 against key performance indicators falling within the remit of the Housing Scrutiny Committee.

### **3. Background**

- 3.1 The council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.
- 3.2 This year, rather than Policy & Performance Scrutiny Committee (PPS) scrutinising all quarterly performance reporting, a new approach was agreed whereby each of the four theme based scrutiny committees – Children's Services, Health and Care, Environment & Regeneration, and Housing – will be responsible for monitoring performance in their own areas.

## 4. Quarter 3 update on Housing performance

4.1 This report contains an update on Housing indicators for Quarter 3.

Objective	PI No	Indicator	Frequency	Q3 Actual Oct-Dec	Q3 Target Oct-Dec	Target 2016-17	On/Off target	Same period last year	Better than last year?
<i>Increase supply of and access to suitable affordable homes</i>		Number of affordable new council and housing association homes built	Q	<b>72</b>	N/A	460	<b>N/A</b>	113	<b>No</b>
		Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	<b>99</b>	45.5	78	<b>On</b>	N/A	<b>N/A</b>
		Number of under-occupied households that have downsized	Q	<b>118</b>	150	200	<b>Off</b>	122	<b>No</b>
<i>Ensure effective management of council housing stock</i>		Percentage of LBI repairs fixed first time	M	<b>84.8%</b>	85.0%	85.0%	<b>Off</b>	83.9%	<b>Yes</b>
		Major works open over three months as a percentage of Partners' total completed major works repairs	M	<b>12.5%</b>	1.0%	1.0%	<b>Off</b>	1.6%	<b>No</b>
		a) Rent arrears as a proportion of the rent roll - LBI	M	<b>2.2%</b>	2.0%	2.0%	<b>Off</b>	2.7%	<b>Yes</b>
		b) Rent arrears as a proportion of the rent roll - Partners	M	<b>2.7%</b>	2.0%	2.0%	<b>Off</b>	3.2%	<b>Yes</b>
<i>Reduce homelessness</i>		Number of households accepted as homeless	M	<b>294</b>	300	400	<b>On</b>	266	<b>No</b>
		Number of households in nightly-booked temporary accommodation	M	<b>417</b>	450	400	<b>Yes</b>	490	<b>Yes</b>

NB: Frequency (of data reporting): M = monthly; Q = quarterly

### *Increase supply of / access to affordable housing*

- 4.2 As reported in the previous two quarters, we anticipate a significant slowdown in affordable housing completions for the remaining quarters due to large schemes being delayed and looking to complete in 2017-18. While it is highly unlikely 460 affordable homes will be delivered this financial year, 16 new council homes are completing this year, with another 239 on site and 237 due to start this year.
- 4.3 The majority of the borough's affordable housing development is undertaken by housing associations and private developers, and as such, the council has limited influence over timescales for delivery.

### Effective management of council housing stock

- 4.4 The volume of major works over three months old as a % of Partners' total major works repairs has reduced from the last report to 13% up to the end of January 2017.
- 4.5 There are 28 major repairs over 3 months, the current status of which is identified as: 15 of the 28 work are now underway whilst 7 of the 28 are still delayed as a result of legal processes associated with leaseholders who can scrutinise proposed works under the section 20 process, planning requirements and Party Wall protocols, which are need to be completed with neighbouring properties. The remaining repairs are delayed due to operational issues such as problems arranging access to the property and difficulty accessing required materials.
- 4.6 Repairs performance continues to be strong with first time fix rates at 84.8% against a target of 85%. Performance is up on the last quarter and also when compared to the same quarter last year. This is top quartile performance nationally and better than that if compared to only London boroughs. Repairs managers scrutinise a range of PIs monthly, as well as a monthly learning report, to ensure that service improvements are made where appropriate. Satisfaction with the service, as measured by an independent telephone survey of a significant sample of residents who have had repairs undertaken in the previous month, is running at 90% year to date. Although the number of stage 1 complaints over the last six months has increased slightly, the number of upheld stage 1 complaints and the number of stage 2 complaints have both reduced in the same period.
- 4.7 Rent arrears increased at the end of quarter 3 to 2.2% as a percentage against the rent roll. The rent arrears trend is for the debt to increase due to the Christmas and New Year period.
- 4.8 The Income Recovery teams have continued to contact and support tenants by referrals to our Partners and utilised the Resident Support Scheme to assist tenants affected by welfare reform. Working with the IMAX team, all those affected by the new level of Benefit Cap, introduced from 7 November 2016, have been assisted with a Discretionary Housing Payments (DHP) to cover the Benefit cap shortfall until 2 April 2017. During this period of time further support can be provided to either achieve exemption from the Benefit Cap or providing assistance to move into work.
- 4.9 We are confident that we will be below target at year end.
- 4.10 Rent arrears as a percentage of the rent roll at the end of Q3 was an overall figure of 2.70%; this increase occurred due to the fact that not all rent payments received between 23 December 2016 and 02 January 2017 had been credited to the rent accounts and therefore the figure reported is not a true reflection. However, the current rent arrears position is PFI 1 = 1.90% and PFI 2 = 2.71% resulting in a reduced overall figure of 2.41%.
- 4.11 At 6 March 2017 the percentage against the rent roll has been reduced to 1.78% against a target of 2.0% and remain confident that we will remain below target for year end.

### Reduce homelessness

- 4.12 The number of households accepted as homeless in the first three quarters of this financial year are within target and we are now predicted to meet the annual target of less than 400 acceptances. This is due to successful work in preventing homelessness that the service is undertaking as preparation for the implementation of the Homelessness Prevention Bill. Nationally, homelessness acceptances in Quarter 1 of 2016-17 increased by 10% when compared with the same quarter in the previous year. Acceptances in London rose by 11% in the same period.
- 4.13 Nationally, homelessness acceptances in Quarter 2 of 2016-17 increased by 2% when compared with the same quarter in the previous year. The impact of welfare reform and changes in Local Housing Allowance (housing benefit) means that the private rented sector is no longer an affordable option for many Islington residents. The council is no longer able to procure sufficient affordable private rented accommodation in the borough to be able to offer to residents as an alternative to becoming homeless.
- 4.14 The impact of welfare reform and changes in Local Housing Allowance (housing benefit) means that the private rented sector is no longer an affordable option for many Islington residents. The council is no longer able to procure sufficient affordable private rented accommodation in the borough to be able to offer to residents as an alternative to becoming homeless. The housing needs service is working with iWork and iMax to support those affected by welfare reform.
- 4.15 Our initial target for reduction in the numbers of households in nightly booked TA was 421. This was met in Jan 2017 (429). The target was then revised down to 400. This was met in February (378). The reasons for this successful reduction are down to implementation of our TA reduction strategy, which includes increased move on to permanent accommodation, and a more rigorous approach at the front end, to minimise TA bookings and homeless acceptances.

**Appendices:** None

**Background papers:** None

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