



Housing and Adult Social Services
7 Newington Barrow Way, London N7 7EP

Report of: Executive Member for Housing and Development

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	20 June 2017	All

Delete as appropriate	Exempt	Non-exempt
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**Subject: QUARTERLY REVIEW OF HOUSING PERFORMANCE
(Q4 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 up to the end of Quarter 4 2016/17.

2. Recommendations

- 2.1. To note progress to the end of Quarter 4 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. In 2016/17, 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 – would be responsible for monitoring performance in their own areas.

4. Quarter 4 update on Housing performance

- 4.1. This report contains an update on Housing indicators for Quarter 4.

Objective	Indicator	Frequency	Q4 Actual Apr-March	Q4 Target Apr-March	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	152	N/A	460	N/A	113	Yes
	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	131	78	78	On	78	N/A
	Number of under-occupied households that have downsized	Q	170	200	200	Off	179	No
<i>Ensure effective management of council housing stock</i>	Percentage of LBI repairs fixed first time	M	85%	85.0%	85.0%	On	84.5%	Yes
	Major works open over three months as a percentage of Partners' total completed major works repairs	M	7%	1.0%	1.0%	Off	1.6%	No
	a) Rent arrears as a proportion of the rent roll - LBI b) Rent arrears as a proportion of the rent roll - Partners	M	1.8% 2.1%	2.0% 2.0%	2.0% 2.0%	On Off	1.7% 2.2%	No Yes
<i>Reduce homelessness</i>	Number of households accepted as homeless	M	396	400	400	On	375	No
	Number of households in nightly-booked temporary accommodation	M	374	400	400	On	514	Yes

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

Increase supply of / access to affordable housing

- 4.2. As reported in previous performance reports, it was clear the target of 460 affordable homes was not going to be met in 2016/17. Prior to completing a cross referencing exercise

with Planning, affordable completions are likely to be 156 new homes made up of 16 from the council's new build programme and 140 from housing associations.

- 4.3. The schemes at Ivy Hall, Blenheim Court and Bramber House were forecast to complete in 2016/17 but have slipped to the following year. Ivy was primarily delayed due to delay from the electrical supplier in connecting the supply and the sub-contractor for the Mechanical and Engineering work going into administration. Blenheim also had issues with service connection as well as changes with the contractor's site staff. The scaffolding sub-contractor at Bramber House went into administration while connection to services, specifically Thames Water, was delayed due to supplier delays. There were also issues with the contractor. Where there are issues with the contractor in terms of not meeting the scheme completion dates, the council is able to claim damages. Any lessons learnt are incorporated into the New Build Teams processes, for example, by updating the Employer Requirements or New Build Checklist.
- 4.4. It should be noted that 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. Risk of delay increases for schemes in their early stages so while schemes due to complete in a financial year are delayed into the following financial year, future schemes are also slipping back so the expectation should not necessarily be that the following year will see larger number of homes delivered.
- 4.5. However, the council is still on course to meet its corporate targets for affordable homes delivery and the council new build programme has seven schemes completing in 2017/18 delivering 158 new homes, the vast majority of which are for social rent.

Effective management of council housing stock

- 4.6. The volume of major works over three months old as a % of Partners' total major works repairs has reduced from the last report to 10% up to the end of March 2017.
- 4.7. There are 23 major repairs over 3 months, the current status of which is identified as: 12 of the 23 work are now underway whilst 5 of the 23 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 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.
- 4.8. Repairs continues to make good progress in delivering improvements to performance indicators. Mainly the results are positive with First Time Fix and Satisfaction in the top quartile nationally and in London. Complains have risen although not as a percentage of jobs suggesting the increase is a function of increased job numbers.
- 4.9. The new repairs IT system is due for launch 3rd of July which should lead to further improvements and efficiencies in the long term. However it is predicted that as the service accustoms to the new system and it works through initial teething problems there will be some drop in performance. The impact of this change is difficult to predict and the service is making every effort through training and testing to minimise the effect. However this is a fundamental change to how the business operates and a complex system to launch.
- 4.10. Rent arrears reduced at the end of quarter 4 to 1.77% as a percentage against the rent roll. We have managed to reduce the increase in arrears from over the Christmas and New Year period.
- 4.11. 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 directly with the IMAX team with those affected by the new level of Benefit Cap introduced from 07.11.16, which has also been assisted with a Discretionary Housing Payment (DHP) to cover the Benefit Cap shortfall until 02.04.17. During this period of time further support will be provided to either achieve exemption from the Benefit Cap or providing assistance to help residents move into work.

- 4.12. We are pleased to have reduced the arrears below the target of 2.0%. This has been achieved against a background of an increasing number of Universal Credit cases and the reduced levels for the Benefit Cap cases.
- 4.13. Rent arrears as a percentage of the rent roll at the end of Q4 was an overall figure for Partners of 2.10%; the year end rent arrears position for PFI 1 = 1.71% and PFI 2 = 2.32%.
- 4.14. Partners total rent arrears as a percentage of the rent roll fell to 2.09% at the end of Q4 of 2016-17. That is a reduction during the year of 0.08% - from 2.17% - and this reflects continued good rent collection. Rent collected as a proportion of the rent due in the year, achieved 100.1%, another indication of the good performance
- 4.15. At 03.04.17 the percentage against the rent roll has been reduced to 1.77%, against a target of 2.0% for LBI income recovery teams:

LBI 1.77%

PFI 1 1.71%

PFI 2 2.32%

Total for PFI 2.10%

Overall total (LBI & PFI) 1.84%

Reduce homelessness

- 4.16. The number of households accepted as homeless in this financial year are within target of less than 400 acceptances. This is due to successful work in preventing and delaying homelessness that the service is undertaking as preparation for the implementation of the Homelessness Reduction Act 2017.
- 4.17. National data for the financial year is not yet available however nationally, homelessness acceptances in Quarter 1 of 2016-17 increased by 10% when compared with the same quarter in the previous year, acceptances in Quarter 2 of 2016-17 increased by 2% when compared with the same quarter in the previous year and in Quarter 3 of 2016/17 were down 0.4% compared to the same quarter last year. Islington's acceptances increased by 5.6% on the previous year.
- 4.18. The high cost of private renting in Islington means that residents are no longer able to access the private rented sector as an alternative to making a homelessness application.
- 4.19. Our initial target for reduction in the numbers of households in nightly booked temporary accommodation (TA) was 421. This was met in Jan 2017 (411). The target was then revised down to 400. This was met in February (378), and the end of year figure was 374. 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. This puts our number of households in Temporary Accommodation at its lowest since September 1998. To put this into a national context; the total number of households in temporary accommodation on 31 December 2016 was 75,740, up 10% on a year earlier, and up 58% on the low of 48,010 on 31 December 2010.

Background Papers: None

Appendices: None

Final Report Clearance:

Signed by

Diarmaid Ward.

5 June 2017

Executive Member for Housing and Development

Date

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