

Report of: Executive Member for Housing & Development

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	21st June 2018	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q4 2017/18)**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.

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.

4. Quarter 4 update on Housing performance

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

Objective	PI No	Indicator	Frequency	Q4 Actual Jan-March	Q4 Target Jan-March	Target 2017-18	On/ Off target	Same period last year	Better than last year?
<i>Increase supply of and access to suitable affordable homes</i>	H1	Number of affordable new council and housing association homes built	Q	106	N/A	184	Off	156	No
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	134	131	108	On	131	Yes
	H3	Number of under-occupied households that have downsized	Q	145	163	163	Off	156	No
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	84%	85%	85%	On	84%	No
	H5	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	16.0%	11%	11%	Off	7.3%	No
		b) Satisfaction rate with repairs undertaken by Partners	M	96%	95%	95%	On	N/A	N/A
	H7	a) Rent arrears as a proportion of the rent roll - LBI	M	2.2%	2.0%	2.0%	On	1.8%	No
		b) Rent arrears as a proportion of the rent roll - Partners *	M	2.8%	2.0%	2.0%	Off	2.1%	No
<i>Reduce homelessness</i>	H8	Number of households accepted as homeless	M	225	400	400	On	364	Yes
	H9	Number of households in nightly-booked temporary accommodation	M	344	350	350	On	366	Yes

*contractual target = 97% collection rate

Increase supply of / access to affordable housing

- 4.2 The borough forecasts 184 affordable homes to complete in 17/18.
- 4.3 The forecast for 2018/19 is currently to develop 466 new affordable homes.
- 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.

Effective management of council housing stock

Housing Repairs

- 2.1. Repairs fell just short of its First Time Fix target of 85%, delivering a final outturn of 84%. This was mainly attributed to a drop in performance responding to emergency repairs in the last quarter of the year. Volumes of repair requests received were particularly high between January and March due to very poor weather. This resulted in more 'make safes' with follow-on appointments to deal with demand. The service is looking at how it plans for and manages these peaks in the future. The service is also changing its plant and material suppliers in 2018-19 with a greater focus on delivery and first time fix in the contracts and will be purchasing a new van fleet to improve reliability.
- 2.2. The new repairs IT system has been launched and further improvements and benefits are expected in the second phase of the project (due to complete December 2018). A key element of this improvement will be the delivery of dashboard reporting tools. Dashboards will allow managers to look at performance on a daily basis and identify teams and individuals that are underperforming.
- 2.3. The service has launched its multi-skill training and the first batches of operatives have now completed the programme and are undergoing further support in the field to practice their new skills. The programme will run for up to four years. Completion of this training should enable the service to react more flexibly and efficiently, further increasing the number of First Time Fix job completions.
- 2.4. The 2016 apprentices are completing their courses and will be applying for full-time roles over the summer. We are taking on six further apprentices in September and two trainee surveyors. These new employees will be completing their apprenticeship qualifications and on the job training across a number of different trade areas.
- 2.5. Overall satisfaction with the repairs and gas service combined is above target at 90.17% (against a target of 88%). We continue to learn from complaints and dissatisfied residents and are planning to ask residents to scrutinise its learning from service failures to ensure even greater customer focus. We complete on average 70,000 responsive repairs and 12,000 gas-related repairs per year. The gas service is also responsible for servicing 19,321 individual gas heating and hot water systems. Satisfaction is measured by a monthly telephone survey of on average 650-800 tenants who have had a repair or gas job completed in their home in the preceding month. The number fluctuates dependent on the number of tenants willing to complete the survey each month. The survey is undertaken by an independent organisation.

Gas Services

- 4.11 The gas team have delivered excellent service over a particularly harsh winter. Compliancy has been on average 99.6% & 99.7% in the north (in-house) and 99.7% in the south (Mitie) of the borough. Despite a construction industry-wide shortage of gas engineers we have recruited six new permanent members of staff and have an open rolling recruitment to keep up the momentum and reduce dependence on external contractors.

- 4.12 Mitie have delivered consistently high levels of compliancy during this period and at one stage achieved a commendable 100% compliancy. Gas compliancy across the borough continues to improve with a 0.5% increase on performance from 2016/17.

Partner's Repairs

- 2.9. The volume of Partners responsive repairs service continues to perform above target with repairs satisfaction at the end of year 17/18 being PFI 1 97.2% and PFI 2 96.6%, so 96% on average. These are above the aspirational target of 95% and contractual target of 75%.
- 2.10. In March 2018 there were 31 Major Repairs over 3 months, the current status of which is identified as:
- 9 of the 31 works are underway
 - 10 of the 31 are still delayed as a result of legal processes associated with leaseholders who can scrutinise proposed works under the S20 process, Planning requirements and Party Wall protocols.
- 2.11. The remaining repairs are delayed due to operational issues such as problems arranging access to properties or delays in accessing required materials.
- 2.12. In March 2018, Major Works cases open over three months (31 cases) as a percentage of Partners' total Major Works repairs completed over the last 3 months (195 cases) = 16%. These cases are monitored at monthly meetings between the councils PFI Client Team and Partners.

Rent Income Collection

- 2.13. Rent arrears for LBI are at 2.19% against the rent roll, which has not achieved the target of 2%. In real terms the collection was £259,000 under target. This has largely been due to staff shortages, the introduction of pre-action protocol and court delays obtaining evictions (following court closures). LBI's collection rate is 98.9%, which is a slight improvement on last year. *See Appendix A for Rent Income Collection Performance 2017-18.*
- 2.14. PFI managed properties are contractually required to collect 97% of rent due on the PFI 1 contract and 96% on the PFI 2 contract. If they do not achieve these targets they are subject to financial penalties, however to date their performance continues to significantly exceed contractual targets. Collection on the PFI 1 contract is 99.1% and on PFI 2 is 99.3% of rent due so Partners are performing well within their contractual KPI's. Performance on current debt as a proportion of the rent roll is 2.8%; this measure is not a contractual performance requirement.
- 2.15. Partners' voids performance is behind the councils void service performance, with an average relet time of 36.3 days over the year. The increase in 17/18 figures have been inflated due to holding properties over periods of time for potential re-housing of Grenfell residents.

Reduce homelessness

- 4.12 The number of households accepted as homeless are within target for 2017-18. This is due to successful work in preventing and delaying homelessness in preparation for the implementation of the Homelessness Reduction Act in April 2018.
- 4.13 The main reasons for homelessness in Islington continue to be the loss of private sector accommodation, being asked to leave accommodation by family or friends or leaving accommodation due to domestic abuse.

- 4.14 Our target for reduction in the numbers of households in nightly booked TA is 350. The target for the full financial year is to keep the number of households in nightly booked TA below 350. The target has been met in with a year-end performance of 344 demonstrating continuous improvement against the year-end figure of 374 in 2016-17 and an improvement on the same period last year. 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. Our downward trajectory is in contrast with most other London boroughs, who have seen a continuous increase in the number of households in Temporary Accommodation, as has England as a whole.

Appendices: None

Background papers: None

Final Report Clearance:

Signed by

7 June 2018

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