



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

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	17 October 2016	All

Delete as appropriate	<del>Exempt</del>	Non-exempt
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## **Report: Quarter 1 Performance Report - Housing**

### **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 the corporate performance indicator suite for 2016-17, together with a progress update for those indicators related to Housing over the first quarter of 2016-17 (i.e. 1 April to 30 June 2016).

### **2. Recommendations**

- 2.1 To note progress to the end of Quarter 1 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. As part of this process, we report regularly on a suite of key performance indicators which collectively provide an indication of progress against the priorities which contribute towards making Islington a fairer place.
- 3.2 The list of housing performance indicators and targets for 2016-17 is set out at Appendix A.

3.3 This year, rather than the 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 1 update on Housing performance

4.1 This report contains an update on Housing indicators for Quarter 1.

Objective	PI No	Indicator	Frequency	Q1 Actual Apr-Jun	Q1 Target Apr-Jun	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>	H1	Number of affordable new council and housing association homes built	Q	<b>78</b>	N/A	460	<b>N/A</b>	43	<b>Yes</b>
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	<b>35</b>	41	78	<b>Off</b>	15	<b>Yes</b>
	H3	Number of under-occupied households that have downsized	Q	<b>37</b>	41	200	<b>Off</b>	42	<b>No</b>
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	<b>84.6%</b>	85.0%	85.0%	<b>On</b>	85.1%	<b>Same</b>
	H5	Major works open over three months as a percentage of Partners’ total completed major works repairs	M	<b>2.7%</b>	1.0%	1.0%	<b>Off</b>	2.0%	<b>No</b>
	H6	a) Rent arrears as a proportion of the rent roll - LBI	M	<b>1.8%</b>	2.0%	2.0%	<b>Off</b>	1.7%	<b>No</b>
b) Rent arrears as a proportion of the rent roll - Partners		M	<b>2.4%</b>	2.0%	2.0%	<b>Off</b>	2.3%	<b>No</b>	
<i>Reduce homelessness</i>	H7	Number of households accepted as homeless	M	<b>119</b>	100	400	<b>Off</b>	100	<b>No</b>
	H8	Number of households in nightly-booked temporary accommodation	M	<b>467</b>	485	440	<b>On</b>	471	<b>Yes</b>

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

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

4.2 The **number of new affordable homes** completed in Quarter 1 exceeded the figure for the same period last year. However, housing association returns have indicated that several large schemes, such as the Almeida Post Office, Wharf Road and the City Road North sites, have been delayed and will now complete in 2017/18. This will have an impact on the 2016/17 forecast. Work is currently being undertaken to establish a revised forecast for 2016/17.

- 4.3 The majority of the boroughs affordable housing development is undertaken by housing associations and private developers, and as such, the council has limited influence over timescales for delivery.
- 4.4 Work to support both **overcrowded and under-occupied households** continues, but performance for Quarter 1 is below target, partly due to the lack of suitable properties available. However, the number of severely overcrowded households supported is significantly above the figure for the same period last year.

Effective management of council housing stock

- 4.5 The performance of our in-house Repairs Service remains steady, with around 85% of **repairs fixed first time**. It is not always possible to complete all repairs in a single visit. By ensuring that operatives have the skills required to do the work and a suitable van supply we maximise our chances of doing so. We have negotiated with our operatives to train them in additional skills; this process will take several years and is due to start soon.
- 4.6 The new IT system will improve scheduling to ensure the right operative attends the right repair. However this has been delayed until April 2017.
- 4.7 The highly variable nature of our housing stock and components, together with the fact that we do not count multi-trade jobs (e.g. where a plasterer attends followed by a painter once dry) as first time fixes (unlike some other boroughs) means there may be a limit to how much this measure can be improved.
- 4.8 The volume of **major works over three months old** as a percentage of Partners' total major works repairs as at the end of July was 2.77%. There were 27 Major Repairs open for longer than three months, 10 of which are currently in progress. The overall number of major works jobs has come down considerably; the backlog of these jobs having been cleared some time ago. Due to complications, such as party wall legal process and leaseholder consultation, some jobs will run over the target time of 3 months. Jobs are being completed in a timely manner and Partners are continuing to monitor these closely to ensure that they are delivered effectively. Complaints levels in this area have been consistently down for some time.
- 4.9 **Rent arrears for Islington Council properties** across the PFI 1 and PFI 2 contracts were increased by 1.8% at the start of the financial year. Taking this into account total debt still represents an overall net reduction of 1.44%. In terms of **contractual collection rates** there has been a combined collection rate of 99.43%, which is in line with performance across the Council's retained stock.

Reduce homelessness

- 4.10 The number of **households accepted as homeless** is off target, and higher than the same period last year. However, we are continuing to reduce the number placed in **nightly booked temporary accommodation**. Nationally, homelessness acceptances increased by 6% in 2015-16 and 9% in London. The continuing decrease in the supply of affordable private rented accommodation in central London means that the private rented sector is unaffordable to many households. We are currently looking at the recent homeless acceptance statistics to identify trends; meanwhile we continue to try and prevent homelessness wherever possible.

**Background papers:** None

**Appendices:** Appendix A – Corporate performance indicators and targets 2016-17

**Final Report Clearance:**



Signed by

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Sean McLaughlin  
Corporate Director of Housing and  
Adult Social Services

30.09.2016

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Date

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## Corporate performance indicators and targets 2016-17

HOUSING							
Objective	PI No.	Indicator	Frequency	2016/17 Target	2015/16 Actual	2014/15 Actual	Comments
<i>Increase the supply of and access to suitable affordable homes</i>	H1	Number of affordable new council and housing association homes built	Quarterly	460	241	252	Four year target of 2,000 by end of Mar 2019. By affordable housing we mean Social Rented and Shared Ownership
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Quarterly	78	78		This is the same as 2015-16's 'Actual' figure and will be extremely hard to achieve given the reduction in lettings from the forced sale of high value council homes.
	H3	Number of under-occupied households that have downsized	Quarterly	200	179	170	
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	Monthly	85.0%	84.5%	90.3%	'Fixed first time' puts the focus upon resolving repairs in a single visit.
	H5	Major works open over three months as a % of Partners' total completed major works repairs	Monthly	1.0%	1.6%	New indicator	We want this to be as near to 0% as possible. We are aiming for all major works by Partners to be completed in 3 months
	H6	a) Rent arrears as a proportion of the rent roll - LBI	Monthly	2.0%	1.7%	1.8%	
b) Rent arrears as a proportion of the rent roll - Partners		Monthly	2.0%	2.2%	2.3%		
<i>Reduce homelessness</i>	H7	Number of households accepted as homeless	Monthly	400	375	396	
	H8	Number of households in nightly-booked temporary accommodation	Monthly	400	500	457	