



ISLINGTON

# HOUSING SCRUTINY COMMITTEE

## 3 March 2020

### SECOND DESPATCH

**Please find enclosed the following items:**

**Item 3** Quarterly Review of Housing Performance (Q3 2019/2020)

1 - 4

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Housing Directorate

222 Upper Street, London, N1 1XR

Report of: Executive Member for Housing & Development

|                            |                            |                 |
|----------------------------|----------------------------|-----------------|
| <b>Meeting of</b>          | <b>Date:</b>               | <b>Ward(s):</b> |
| Housing Scrutiny Committee | 3 <sup>rd</sup> March 2020 | All             |

|                       |        |            |
|-----------------------|--------|------------|
| Delete as appropriate | Exempt | Non-exempt |
|-----------------------|--------|------------|

## **SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 2019/20)**

### **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. At the end of Quarter 3, eight of the 13 of the Housing performance indicators were better than, or level with, the profiled targets for this point of the year.

### **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.

### **4. Quarter 3 update on Housing performance**

- 4.1. This report contains an update on Housing indicators at the end of Quarter 3:

| Objective   | PI No. | Indicator  | Frequency | Q3 Actual | Q3 Target | Target 2019/20 | On/Off target | Same point last year | Better than last year |
|---|--------|--|-----------|-----------|-----------|----------------|---------------|----------------------|-----------------------|
| <i>Increase supply of and access to suitable affordable homes</i> | H1     | Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council            | Q         | 39        | 39        | 96             | On            | 35                   | Yes                   |
|   | H2     | Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers             | Q         | 89        | 78        | 315            | On            | 164                  | No                    |
|   | H3     | Number of planning permissions agreed for new council housing  | Q         | 0         | 3         | 3              | Off           | 10                   | No                    |
|   | H4     | Total number of new council homes (net growth taking into account new homes and homes sold through right to buy) | Q         | 14        | 6         | 41             | On            | 35                   | No                    |
|   | H5     | Number of severely overcrowded households assisted to relieve their overcrowding                                 | M         | 111       | 113       | 150            | Off           | 92                   | Yes                   |
|   | H6     | Number of under-occupied households that have downsized  | M         | 118       | 120       | 160            | Off           | 124                  | No                    |
| <i>Ensure effective management of council housing stock</i>       | H7     | Percentage of LBI repairs fixed first time   | M         | 87.4%     | 85.0%     | 85.0%          | On            | 81.3%                | Yes                   |
|   | H8     | Major works open over three months as a % of Partners' total completed major works repairs                       | Q         | 17.5%     | 15.0%     | 15.0%          | Off           | 18.0%                | Yes                   |
|   | H9     | Rent arrears as a proportion of the rent roll - LBI  | M         | 3.6%      | 3.5%      | 3.75%          | Off           | 2.7%                 | No                    |
|   | H10    | Rent arrears as a proportion of the rent roll - Partner properties   | M         | 3.4%      | 3.2%      | 3.25%          | Off           | 3.2%                 | No                    |
| <i>Reduce homelessness</i>  | H11    | Number of households accepted as homeless  | M         | 264       | 300       | 400            | On            | 106                  | No                    |
|   | H12    | Number of households in nightly-booked temporary accommodation   | M         | 336       | 360       | 350            | On            | 399                  | Yes                   |
|   | H13    | Number of street homeless supported into accommodation   | Q         | 105       | 34        | 45             | On            | <b>39</b>            | Yes                   |

Note: H8, H9, H10, H12 are end of month snapshots.

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

- 4.2. Thirty-nine affordable new homes have been completed so far this year, as anticipated.
- 4.3. There were no new council affordable homes completed this quarter (H1). The Redbrick scheme of 55 new homes and the Belfont scheme of 2 new homes which were due to complete this quarter and this financial year have been delayed and both are due to complete early in Quarter 1 2020/21 and not this financial year. Redbrick has been delayed due to a sub-contractor falling behind in supplying panels to the exterior of the new buildings, this has had a knock effect on the rest of the programme. At Belfont elements of the sub-contractors brickwork were not of the required standard and are being replaced. However, 24 of the 51 new homes due at Kings Square have been brought forward and are expected to be handed over in Quarter 4 2019/20 rather than the next financial year. Therefore, the forecast total of new homes to be completed in 2019/21 is 63.
- 4.4. Eighty-nine affordable new homes have been completed by developers in Islington, so far this year (H2). This figure is below the same period last year, as anticipated given the current schedule. However, it is forecast the delay is only to Quarter 3. It is still anticipated that 315 will be completed by the end of the year.
- 4.5. No planning permissions were agreed for new Council housing; this is slightly below the target set at the start of the year, of planning permission for three new homes being completed by the end of this quarter (H3). This scheme is Mersey Garages which has required redesign work following deferral at Planning Committee. The revised scheme is expected back at Committee in Quarter 1 of 2020/21.
- 4.6. The net growth of council homes this quarter was -7 (H4). There were no new homes completed this quarter and 7 council homes were lost to the Right to Buy. 27 council homes have been lost to the council so far this financial year. Therefore, with a forecast build of 63 new council homes, the net growth for the end of the financial year is currently forecast to be 36 should there be no further Right to Buys in the final quarter.
- 4.7. 34 severely over-crowded households were assisted to relieve their overcrowding this quarter, giving a year to date total of 111. This is slightly below the profiled target (113) but much better than the equivalent point last year (92).
- 4.8. 118 under-occupying households have been supported to downsize this year, including 26 in the past quarter. This is slightly below the profiled target for this point in the year (120) and the equivalent point last year (124).

## **Effective management of council housing stock**

### Housing Repairs

- 4.9. Repairs performance has continued to improve, from 87.0% at the end of the previous quarter to 87.4% at the end of this quarter. This is significantly better than the same point last year, where first time fixes were at 81.3%.

### Partners' Repairs

- 4.10. Major repairs are more complex repairs carried out by Partners often of higher value and are often delayed by requirements such as Leaseholder consultations, scaffolding works, building control consultation and the issue of party wall notices. It is not possible to deliver 100% of major repairs within the 3 months due to statutory timescales, however Partners aim to keep the number of works exceeding 3 months to a minimum and monitor those exceeding the 3-month period. These repairs are monitored separately as they are not included in the measure of the resident satisfaction for day to day repairs.
- 4.11. At present, 17.5% (11 out of 63) of major works have been open for more than three months.
- 4.12. The remaining repairs are delayed due to a range of reasons, including:  
Works in progress; Access issues; Authorisation; Section 20 consultation/challenge process; Building Control/Conservation/Planning; Third Party delay/Legal process/Disrepair/party wall and utility companies' issues; Temporary move/decant required; Works completed but awaiting post inspections.

### Rent Income Collection

- 4.13. Rent arrears have continued to slowly increase, from 3.4% of the total rent roll at the end of September 2019 to 3.6% at the end of December. This is slightly above the profiled target for this point of the year.

- 4.14. This is a continued consequence of the switch over to Universal Credit: 72% of tenants on Universal Credit are in rent arrears, compared to 42% of those on Housing Benefit, and the average arrears for a tenant on Universal Credit are significantly higher (£1,305 per household, versus £352 per household for those on Housing Benefit).
- 4.15. Tenants on Universal Credit currently account for 53% of the total arrears, though they are less than half of the tenant pool. Around 200 tenants a month are switching to Universal Credit, so this trend is likely to continue.
- 4.16. The switch over to Universal Credit is also impacting on Partners rent collection, however, the increase in their rent arrears has been smaller so far. Partners collection needs to track that of the council in order to avoid performance penalties. Partners have performed well throughout this period.

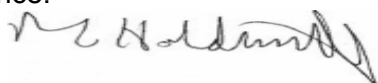
Reduce homelessness

- 4.17. The number of households accepted as homeless is slightly below the profiled target.
- 4.18. The current figure of 264 is above the equivalent position last year, which is as expected given that the introduction of the Homelessness Reduction Act last April slowed down processing of cases through the first part of last year.
- 4.19. We have seen an increase in the number of households in temporary accommodation since the introduction of the Homelessness Reduction Act in April 2018. The length of stay in temporary accommodation has increased due to the Act's requirements in terms of deferred decision-making and the extra client liaison required.
- 4.20. However, the team has successfully worked to reduce the number of households in nightly-booked accommodation. This indicator is down from 368 at the end of June 2019 to 336 at the end of September. This is below the profiled target for this point of the year (360) and below the end of year target.
- 4.21. This quarter, the team has supported 45 rough sleepers in to accommodation, in addition to 60 in the first half of the year. The year to date total of 105 already puts us ahead of the annual target of 45, and above last year's total of 60.

**Appendices:** None

**Background papers:** None

Final Report Clearance:



Signed by .....

DATE  
24/02/2020

Corporate Director of Housing

Report collated by: David Clifford, Principal Public Health Intelligence Specialist, Public Health, with input from relevant leads in the Housing Directorates.