



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to a meeting to be held remotely by Zoom on **23 November 2020 at 7.30 pm.**

Link to meeting: <https://weareislington.zoom.us/j/93334521893>

Enquiries to : Ola Adeoye
Tel : 020 7527 3044
E-mail : democracy@islington.gov.uk
Despatched : 13 November 2020

Membership

Councillor Michael O'Sullivan (Chair)
Councillor Marian Spall (Vice-Chair)
Councillor Theresa Debono
Councillor Troy Gallagher
Councillor Phil Graham
Councillor Mouna Hamitouche MBE
Councillor Gary Heather
Councillor Gulcin Ozdemir
Rose Marie McDonald (Resident Observer) (Co-Optee)
Dean Donaghey (Resident Observer) (Co-Optee)

Substitute Members

Councillor Santiago Bell-Bradford
Councillor Alice Clarke-Perry
Councillor Vivien Cutler
Councillor Osh Gantly
Councillor Sara Hyde
Councillor Jenny Kay
Councillor Roulin Khondoker
Councillor John Woolf

Quorum is 4 Councillors



A. Formal Matters

Page

1. Apologies for Absence
2. Declaration of Substitute Members
3. Declarations of Interests

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

- *(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.
- (b) Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.
- (c) Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.
- (d) Land** - Any beneficial interest in land which is within the council's area.
- (e) Licences**- Any licence to occupy land in the council's area for a month or longer.
- (f) Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.
- (g) Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of Previous Meeting
5. Chair's Report
6. Order of Business

1 - 4

7. Public Questions

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B. Items for Decision/Discussion	Page
1. Main Scrutiny Review : Planning for the end of the PFI Properties in 2022 - Presentation and to Agree Scrutiny Initiation Document	5 - 6
2. Triage System - Officer update	
3. Quarterly Review of Housing Performance (Q1- 2020/2021)	7 - 12
4. Quarterly Review of Housing Performance (Q2- 2020/2021)	13 - 18
5. Work Programme 2020/2021	19 - 20

C. Urgent non-exempt items (if any)

Any non- exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of press and public

To consider whether, in view of the nature of the remaining items on the agenda, any of them are likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Confidential/exempt items **Page**

F. Urgent exempt items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Housing Scrutiny Committee will be on 12 January 2021

This page is intentionally left blank

London Borough of Islington

Housing Scrutiny Committee

Minutes of the meeting of a virtual meeting of the Housing Scrutiny Committee on 13 October 2020 at 7.30 pm.

Present: **Councillors:** O'Sullivan (Chair), Spall (Vice-Chair), Debono, Graham, Heather, Ozedmir and McDonald (Co-Optee)

Councillor Michael O'Sullivan in the Chair

196 **APOLOGIES FOR ABSENCE (Item 1)**

Apologies were received from Councillors Hamitouche, Gallagher and Dean Donaghey

197 **DECLARATION OF SUBSTITUTE MEMBERS (Item 2)**

There were no declarations of substitute members

198 **DECLARATIONS OF INTERESTS (Item 3)**

There were no declarations of interest

199 **MINUTES OF PREVIOUS MEETING (Item 4)**

RESOLVED:

That the minutes of the meeting held on 8 September 2020 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

200 **MATTERS ARISING FROM THE MINUTES (Item)**

Scrutiny Review – Major Works – Minute 192

It was stated that a presentation would be submitted to the January meeting of the Committee on the 30 year business plan and Asset Management Strategy

Presentation – Dashboards – Minute 194

In response to a question it was stated that the visit to Brewery Road had still not taken place and that this would be arranged in November

It was also stated that in relation to the issues raised at Braithwaite House a vote on the communal heating had taken place and residents had opted for the communal heating to remain on throughout the year, and not turned off during the Summer months

201 **CHAIR'S REPORT (Item 5)**

None

202 **ORDER OF BUSINESS (Item 6)**

The order of business would be as per the agenda...

203 **PUBLIC QUESTIONS (Item 7)**

The Chair outlined the procedure for Public questions

204 **MEMBERSHIP, TERMS OF REFERENCE AND DATES OF MEETINGS (Item B1)**

RESOLVED:

That the membership, terms of reference and dates of meetings for the remainder of the municipal year 2020/21 be noted

205 **RESPONSIVE REPAIRS - 12 MONTH REPORT BACK (Item B2)**

Councillor Diarmaid Ward, Executive Member Housing, was present and accompanied by Matt West, Assistant Director Housing and Property Services and outlined the report

During discussion the following main points were made –

- Members were informed that during the COVID period there had been only a brief interruption to repairs, with only emergency service repairs being able to be carried out. PPE had been available to staff and staff had also been able to work from home, where appropriate. Some staff had been redeployed to the call line, and housing staff had erected Perspex screens at Council locations
- It was noted that 90% of repairs were first time fix but that there were always occasions where more than one visit would be required
- In response to a question as to the position to the phasing out of gas boilers from 2024, it was stated that the service is looking at how any new regulations can be complied with in order to meet the new Zero carbon targets
- In response to a question it was stated that the dashboard would also be used for the performance management of staff, and that this would be embedded in the training provided
- The Chair referred to a report that he had received detailing the repairs that had had to have a number of visits, and that this had shown the reasons why multiple visits had had to be undertaken, and that in most cases this was necessary. The Chair stated that this should be submitted to the Committee at a future meeting
- In response to a question, it was stated that staff would be skilled up to enable them to do repairs on electrical boilers when they are installed, however this is a 'work in progress', and solutions to the replacement of gas boilers was still being looked at
- Reference was made to leaseholders not being able to ascertain the cost of repairs in relation to Partner properties, and it was stated that where a Section 20 notice is not necessary, this information should be available. The Director of Housing stated that she would look at ways of improving information available to residents and leaseholders, and would inform Members of the action to be taken to improve this situation

RESOLVED:

- (a) That the Director of Housing be requested to report to Members on the improvements to information to be provided to residents/leaseholders in relation to the issue raised above

- (b) That the report referred to above in relation to multiple repairs be submitted to a future meeting of the Committee

The Chair thanked Councillor Ward and Matt West for attending

206

SCRUTINY TOPICS AND WORK PROGRAMME 2020/2021 (Item B3)

Members discussed the options for the scrutiny topics and following such discussion it was –

RESOLVED:

- (a) That a major scrutiny review be agreed on Planning for the end of the PFI Partners properties in 2022, and that an initial presentation be made to the next meeting from the PFI Integration Board
- (b) That a presentation be made to the next meeting on the Triage system, and on the ASB team, including call response times, given the problems being experienced as a result of pressure on the system, as a result of the increase in calls due to COVID, and the measures that are being taken to address this
- (c) That a mini- scrutiny review be carried out into communal heating systems, including the benefits/risks of communal heating systems, costs to tenants, installation of smart meters, and including plans for Council new build properties, and insulation for such properties. The Council's new contractor on communal heating should give evidence to the Committee
- (d) That a presentation be given to the Committee on the position with regard to Housing Associations, including any disposal of properties, change of tenure and nomination rights

207

OTHER BUSINESS (Item)

Braithwaite House

A Member stated that he had not received an update on the position with regard to water pressure and the moving of the sensor as referred to at a previous meeting
In addition, it was stated that some leaseholders were experiencing difficulty obtaining re-mortgages and selling their properties due to the inability to obtain ESW1 forms that related to fire safety/cladding on high rise blocks. It was stated that this was a national problem and Government had recognised this and were addressing it. Whilst Braithwaite House had had its cladding replaced following the Grenfell tragedy, the current provisions did not recognise this and that there had only been 900 ESW1 forms completed across the country

The Committee were informed that there is also a shortage of professionals who are recognised to carry out the necessary requirements to complete an ESW1 form as a large professional indemnity is required. However not all mortgage lenders require an ESW1 form and that the Council were aware of leaseholders with problems and that the Council were making progress, and had requested a professional company, with a professional indemnity to look at these cases. The Council were talking to residents in this regard and work is taking place with other Local Authorities to lobby Government on this issue

In response to a question as to the position on local lettings on estates and how tenants are informed, where new build is taking place, such as on the Elthorne Estate, it was stated that

Housing Scrutiny Committee - 13 October 2020

a letter is sent out informing residents how they can apply, and Ward Councillors and Estate Managers are informed before such letter is circulated, and local lettings are monitored

RESOLVED:

- (a) That Director of Housing be requested to provide the information on ESW1 forms referred to above to Councillor Graham and the leaseholder that had raised the issue with him
- (b) That the Director of Housing inform Councillor Graham with regard to the situation with regard to the water pressure at Braithwaite House and moving of the sensor

The meeting ended at 8.45 p.m.

CHAIR

SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Planning for the end of the PFI Partners properties in 2022

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Maxine Holdsworth

Lead Officer(s): Karen Lucas/Hannah Bowman

Overall aim:

To ensure that there are robust processes in place to deliver an orderly and effective transfer of PFI 2 properties to the council in 2022 and that properties are transferred in an acceptable manner in terms of their condition.

Objectives of the review:

- To scrutinise the capacity of the Council to administer the direct management /maintenance of properties and to ensure that the necessary data required is in place for the transfer of PFI 2 properties
- To ensure that the necessary governance structure is in place to oversee the transfer of these properties back into council management.

How is the review to be carried out:

Scope of the review

The review will focus on:

- To examine the survey being carried out in relation to the current state of repair of properties managed under the PFI 2 contract and whether these meet the requirements of the PFI2 contract
- The principles behind the transfer of Partners staff under TUPE arrangements back to the council in April 2022
- The skills and experience needed to maintain and manage PFI 2 properties given that street properties require some different skills to those of Estate properties
- An assessment to undertake whether copies of keys to street properties need to be held centrally by the Council for safety checks and communal repairs purposes
- An assessment of future planned maintenance works and implications on HRA funding due to termination of the PFI contract

Types of evidence:

- PFI Integration Board Papers
- Handback survey result and analysis
- Ridge and Partners LLP (feedback on findings of the handback survey) – March meeting
- Processes for checking completed repairs identified by the handback survey
- Rydon to respond to the findings of the handback survey

- Partners to talk about their role in service reintegration/handover and to talk about CARAs and use of communal keys in this process
- Other Local Authorities/organisations with experience of management/maintenance of street properties
- Information about TUPE arrangements and principles

Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	23 November 2020
2. Draft Recommendations	May 2021 – To be confirmed
3. Final Report	June 2021 – To be confirmed



Chief Executive Department
Town Hall, London N1 2UD

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	23 November 2020	All

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

SUBJECT: Quarter 1 Performance Report: Housing

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Quarter 1 progress against targets for those performance indicators that fall within the Housing outcome area, for which the Housing Scrutiny Committee has responsibility.

2. Recommendations

- 2.1 To note performance against targets in Quarter 1, 2020/21 for measures relating to Housing
- 2.2 To note responses to queries raised by the Committee when it discussed the Q4 2019/20 report

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.

3.2 The Housing Scrutiny Committee is responsible for monitoring and challenging performance for the following key outcome area: Housing: Delivering decent and genuinely affordable homes for all

4. Outstanding issues and queries from Quarter 4, 2019/20

4.1 The Committee discussed the Quarter 4 2019/20 performance report at its meeting on 23 July 2020. There were no outstanding issues and queries raised by the Committee.

5. Quarter 1 performance update – Housing

5.1 Key performance indicators relating to Housing.

Yes	Indicator	2018/ 19 Actual	2019/ 20 Actual	2020/ 21 Target	2020/ 21 Q1	On target?	Q1 last year	Better than Q1 last year?
	H1	70	63	111	0	Yes	8	No
	H2	174	89	118	94	Yes	78	Yes
	H3	109	0	43	3	Yes	0	Yes
	H4	99	25	54	-2	Yes	-3	Yes
	H5	133	144	150	39	Yes	35	Yes
	H6	161	152	160	23	No	41	No
	H7	81.2%	87.7%	85.0%	89.4%	Yes	86.7%	Yes
	H8	14.0%	17.0%	15.0%	37.0%	No	16.0%	No
	H9	2.86%	3.92%	3.75%	4.40%	No	3.20%	No
	H10	2.95%	3.71%	3.25%	4.48%	No	2.93%	No

H11	Number of households accepted as homeless	203	348	400	84	Yes	84	No
H12	Number of households in nightly-booked temporary accommodation	390	316	350	383	No	397	Yes
H13	Number of street homeless supported into accommodation*	60	155	45	72	Yes	28	Yes

5.2 *H1: Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council*

This indicator is on target: the building schedule for this year is weighted towards completions later in the year, hence the total of no completions this quarter is as expected.

5.3 *H2: Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers*

This indicator is on target. Developer build schedules have been geared towards completions in the early part of this year, so this performance is as expected and is in line with the expected total of 118 completions this year.

5.4 *H3: Number of planning permissions agreed for new council housing*

This indicator is on target: Three new planning permissions have been agreed this year, in line with the anticipated schedule. The main bulk of planning permissions for this year are expected to come through in Quarter 4.

5.5 *H4: Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)*

This indicator is on target: Two homes have been sold through right to buy, leaving a slight decrease in the number of Council homes, but there will be positive net growth in quarters 3 and 4 to balance this out.

5.6 *H5: Number of severely overcrowded households assisted to relieve their overcrowding*

This indicator is ahead of target: 39 households have been assisted to relieve their overcrowding this quarter. This performance is slightly ahead Quarter 1 last year, and ahead of the profiled target of 37, in spite of the challenges around moving households during the pandemic.

5.7 *H6: Number of under-occupied households that have downsized*

This indicator is slightly below target. The profiled target for Quarter 1 was 40 moves, so Quarter 1 performance is 17 below this. This is due to the challenges of organising moves during the pandemic.

5.8 *H7: Percentage of LBI repairs fixed first time*

This indicator is on target: Performance against this indicator continues to be high, with a completion rate of 89.4% ahead of the target and the same point last year.

5.9 *H8: Major works open over three months as a % of Partners' total completed major works repairs*

This indicator is off target: Work against this indicator has been slowed during the pandemic, with difficulties around gaining access to sites, staff absences, among other issues. However, though

there is a large percentage point difference between the target and current performance, these are relatively small numbers so the indicator could be back on target soon.

5.10 *H9: Rent arrears as a proportion of the rent roll - LBI*

This indicator is below target: Rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.

Income recovery work has resumed, however, and will endeavour to bring this figure down.

5.11 *H10: Rent arrears as a proportion of the rent roll - Partner properties*

This indicator is below target: As noted above, rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.

This is a contractual point for PFI, so they will work to bring this figure down.

5.12 *H11: Number of households accepted as homeless*

This indicator is on target: 84 households have been accepted as homeless during the first quarter, which is the same as last year's figure and better than the profiled target of 100.

5.13 *H12: Number of households in nightly-booked temporary accommodation*

This indicator is slightly below target. This indicator has been affected by the need to move rough sleepers in to temporary accommodation during the pandemic, and the difficulties around organising household moves. However, it is still ahead of the same point last year, despite these challenges, and progress continues to be made against this indicator after the end of the quarter, so it is likely to be back on track soon.

5.14 *H13: Number of street homeless supported into accommodation*

This indicator is already beyond target, as a result of the work done to ensure that homeless people were supported in to accommodation during the peak of the pandemic. Figures for Q4 of last year, delayed due to the pandemic, have shown that last year's target was also surpassed.

6. **Implications**

Financial implications:

6.1 The cost of providing resources to monitor performance is met within each service's core budget.

Legal Implications:

6.2 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

6.3 There are no environmental impact arising from monitoring performance.

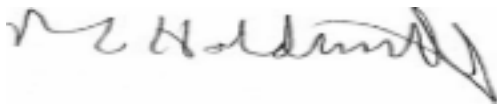
Resident Impact Assessment:

- 6.4 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010).
- 6.5 The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

7. Conclusion

- 7.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

Signed by:



Corporate Director, Housing

Date: 12.11.2020

Report Author: David Clifford
Tel: 0207 527 2924
Email: david.clifford@islington.gov.uk

This page is intentionally left blank



Chief Executive Department
Town Hall, London N1 2UD

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	23 November 2020	All

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

SUBJECT: Quarter 2 Performance Report: Housing

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Quarter 1 progress against targets for those performance indicators that fall within the Housing outcome area, for which the Housing Scrutiny Committee has responsibility.

2. Recommendations

- 2.1 To note performance against targets in Quarter 2, 2020/21 for measures relating to Housing.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.
- 3.2 The Housing Scrutiny Committee is responsible for monitoring and challenging performance for the following key outcome area: Housing: Delivering decent and genuinely affordable homes for all

4. Quarter 1 performance update – Housing

4.1 Key performance indicators relating to Housing.

Yes	Indicator	2018/ 19 Actual	2019/ 20 Actual	2020/ 21 Target	2020/ 21 Q2	On target?	Q2 last year	Better than Q2 last year?
H1	Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council	70	63	111	0	Yes	39	No
H2	Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers	174	89	118	70	Yes	78	No
H3	Number of planning permissions agreed for new council housing	109	0	43	3	Yes	0	Yes
H4	Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)	99	25	54	-19	Yes	20	No
H5	Number of severely overcrowded households assisted to relieve their overcrowding	133	144	150	62	No	77	No
H6	Number of under-occupied households that have downsized	161	152	160	42	No	92	No
H7	Percentage of LBI repairs fixed first time	81.2%	87.7%	85.0%	92.8%	Yes	87.0%	Yes
H8	Major works open over three months as a % of Partners' total completed major works repairs	14.0%	17.0%	15.0%	11.0%	Yes	14.6%	Yes
H9	Rent arrears as a proportion of the rent roll - LBI	2.86%	3.92%	3.75%	4.56%	No	3.45%	No
H10	Rent arrears as a proportion of the rent roll - Partner properties	2.95%	3.71%	3.25%	4.87%	No	3.01%	No

H11	Number of households accepted as homeless	203	348	400	136	Yes	171	Yes
H12	Number of households in nightly-booked temporary accommodation	390	316	350	367	No	368	Yes
H13	Number of street homeless supported into accommodation	69	155	45	78	Yes	60	Yes

4.2 *H1: Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council*

This indicator is slightly off-target; the expected completions for this stage of the year was 2 new homes, and the two-unit scheme in question has been delayed until Q3. The building schedule for this year is weighted towards completions later in the year, with a large number of homes expected to be completed in Q3.

4.3 *H2: Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers*

This indicator is ahead of target. Developer-build schedules have been geared towards completions in the early part of this year.

4.4 *H3: Number of planning permissions agreed for new council housing*

This indicator is on target: Three new planning permissions have been agreed this year, in line with the anticipated schedule. The main bulk of planning permissions for this year are expected to come through in Quarter 4.

4.5 *H4: Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)*

This indicator is on target: A further 10 right to buys have been completed this quarter, leaving this figure at -19 for the year overall, but quarters 3 and 4 are forecast to see net growth to balance this out.

4.6 *H5: Number of severely overcrowded households assisted to relieve their overcrowding*

This indicator is slightly below target: 62 households have been assisted to relieve their overcrowding this quarter against a profiled target of 75 and below last year's position of 77. This is partly due to the challenges in moving people during lockdown in the first quarter of the financial year.

4.7 *H6: Number of under-occupied households that have downsized*

This indicator is slightly below target. The profiled target for Quarter 2 was 80 moves, so Quarter 2 performance is 38 below this. This is partly due to the challenges of organising moves during the pandemic.

4.8 *H7: Percentage of LBI repairs fixed first time*

This indicator is on target: Performance against this indicator continues to be high, with a completion rate of 92.8% ahead of the target and the same point last year. This is partly due to the prioritisation of emergency repairs during lockdown, and these have a higher first time fix rate than the average repair.

- 4.9 *H8: Major works open over three months as a % of Partners' total completed major works repairs*
This indicator is on target: 11% is below the target of 15% and the performance at the same time last year.
- 4.10 *H9: Rent arrears as a proportion of the rent roll - LBI*
This indicator is below target: Rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.
Income recovery work has resumed, however, and will endeavour to bring this figure down.
- 4.11 *H10: Rent arrears as a proportion of the rent roll - Partner properties*
This indicator is below target: As noted above, rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.
This is a contractual point for PFI, so they will work to bring this figure down.
- 4.12 *H11: Number of households accepted as homeless*
This indicator is on target: 136 households have been accepted as homeless up to the end of quarter 2, which is lower than last year's figure and better than the profiled target of 200.
- 4.13 *H12: Number of households in nightly-booked temporary accommodation*
This indicator is slightly below target. This indicator has been affected by the need to move rough sleepers in to temporary accommodation during the pandemic, and the difficulties around organising household moves. However, it is still ahead of the same point last year, despite these challenges.
- 4.14 *H13: Number of street homeless supported into accommodation*
78 people who were street homeless have been supported in to accommodation so far this year. This indicator had already surpassed the annual target in Q1, as a result of the work done to ensure that homeless people were supported in to accommodation during the peak of the pandemic.

5. **Implications**

Financial implications:

- 5.1 The cost of providing resources to monitor performance is met within each service's core budget.

Legal Implications:

- 5.2 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

- 5.3 There are no environmental impact arising from monitoring performance.

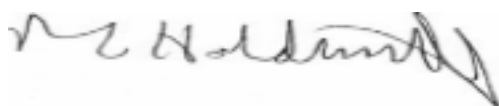
Resident Impact Assessment:

- 5.4 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010).
- 5.5 The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

6. Conclusion

- 6.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

Signed by:



Corporate Director, Housing

Date: 12.11.2020

Report Author: David Clifford
Tel: 0207 527 2924
Email: david.clifford@islington.gov.uk

This page is intentionally left blank

HOUSING SCRUTINY COMMITTEE

WORK PROGRAMME 2020/2021

23 NOVEMBER 2020

- 1) Main Scrutiny Review – Partners for Improvement – Presentation – Partners integration Report and Draft SID
- 2) Triage System/ASB – Officer update
- 3) Quarterly Review of Housing Performance (Q1 & 2 2019/20)
- 4) Work Programme 2020/21

12 JANUARY 2021

- 1) HRA Business Plan – presentation by Maxine H
- 2) Housing Associations in Islington – An overview
- 3) Main Scrutiny Review: Partners for Improvement – witness evidence
- 4) Communal Heating mini scrutiny review – Presentation/SID
- 5) Work Programme 2020/21

2 MARCH 2021

- 1) Annual Executive Member Presentation and Quarterly Review of Housing Performance (Q3 2019/20)
- 2) Scrutiny Review – witness evidence
- 3) Communal Heating – witness evidence
- 4) Work Programme 2020/21

19 APRIL 2021

- 1) Scrutiny Review: Partners for Improvement - Draft Report/Recommendations
- 2) Communal Heating – Draft recommendations
- 3) Work Programme 2020/21

28 JUNE 2021

- 1) Scrutiny Review: Partners for Improvement/Final Report
- 2) Work Programme 2021/22

3) Membership/Terms of Reference

- 4) Communal Heating mini scrutiny review – Final report
-

This page is intentionally left blank