



AGENDA FOR THE HOUSING SCRUTINY COMMITTEE

Members of the Housing Scrutiny Committee are summoned to Council Chamber, Town Hall, Upper Street, N1 2UD on, **9 May 2023 at 7.30 pm.**

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Despatched : 27 April 2023

Membership

Councillor Jason Jackson (Chair)
Councillor Marian Spall (Vice-Chair)
Councillor Valerie Bossman-Quarshie
Councillor Ilkay Cinko-Oner
Councillor Mick Gilgunn
Councillor Benali Hamdache
Councillor Michael O'Sullivan
Councillor Rosaline Ogunro
Dean Donaghey (Resident Observer) (Co-Optee)
Rose Marie McDonald (Resident Observer) (Co-Optee)

Substitute Members

Councillor Jilani Chowdhury
Councillor Phil Graham
Councillor Ernestas Jegorovas-Armstrong
Councillor Ben Mackmurdie

Quorum is 4 Councillors



A. Formal Matters

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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

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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.

8. External Attendees (if any)

B.	Items for Decision/Discussion	Page
1.	Damp and Mould - Officer update	13 - 20
2.	Major Scrutiny Review: Strategic Review of Overcrowding in Islington - update	21 - 24
3.	Preparing for the end of PFI2 - 12-month report back	25 - 40
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5.	Quarterly Review of Housing Performance (Q3 2022/23)	47 - 52
6.	Communal Heating Mini-Review - 12-month report back	53 - 62
7.	New Build Benchmarking Data - update	63 - 64
8.	Work Programme 2022/23	65 - 66

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 15 June 2023

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Agenda Item 4

London Borough of Islington

Housing Scrutiny Committee - 13 March 2023

Minutes of the meeting of the Housing Scrutiny Committee held at Council Chamber, Town Hall, Upper Street, N1 2UD on 13 March 2023 at 7.30 pm.

Present: **Councillors:** Jackson (Chair), Bossman-Quarshie, Cinko-Oner, Gilgunn, Hamdache and Ogunro

Councillor Jason Jackson in the Chair

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

Apologies were received from Councillors Spall and O’Sullivan.

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

There were no declarations of substitute members.

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

There were no declarations of interest.

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

RESOLVED:

That the minutes of the meeting held on 2 February 2023 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them.

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

The Chair informed the meeting that officers are presently scheduling site visit to observe the void process for members , an opportunity for a better understanding of the current review into overcrowding with the Council’s housing stock.

50 **EXTERNAL ATTENDEES (IF ANY) (Item 6)**

51 **ORDER OF BUSINESS (Item 7)**

The order of business would be as per the agenda.

52 **PUBLIC QUESTIONS (Item 8)**

Public questions under relevant item.

53 **EXTERNAL ATTENDEES (IF ANY) (Item 9)**

None

54 **MAJOR SCRUTINY REVIEW: STRATEGIC REVIEW OF OVERCROWDING IN ISLINGTON- PLANNING DEPARTMENT (Item B1)**

Meeting received a presentation from Karen Sullivan, Director of Planning and Development. The following points were highlighted :

- Planning permission has been secured for 1,112 genuinely affordable homes across four sites i.e. Holloway Prison, Barnsbury Estate, Vorley Road and Mount Pleasant. This includes 896 homes for social rent (including 60 extra care homes) and 216 homes for shared ownership.
- 291 new homes for social rent will replace homes demolished on the Barnsbury Estate and provide better quality homes for the local residents and address overcrowding across the Estate.
- Following negotiations with developers, 55 homes for social rent will now be delivered on the Mount Pleasant site. This is a significant achievement considering that the previous planning permission did not secure any homes for social rent (all consented at 'affordable rent').
- The Director acknowledged that construction on the Parkhurst Road site (TRA site) is also underway, delivering 50% affordable housing including 41 homes for social rent, noting that the former landowners originally proposed zero affordable housing. This achievement followed a landmark legal case setting national affordable housing policy.
- In addition to CIL and s106 payments, the meeting was advised of the significance of small sites and off-site contributions for affordable housing. The Council has secured nearly £50m, which will be allocated to the New Build team to build genuinely affordable homes. Members were reminded that small site contributions are not subject to the same restrictions that apply when the Council receives grant to build homes, which is to be welcomed.
- In terms of annual targets, the meeting was advised that 775 new homes per year are to be built in the borough., This target is based on a very detailed and rigorous analysis of site availability and when sites are likely to come forward.
- Aim of the Council is to ensure that at least 50% of new homes are to be genuinely affordable (70% social rent and 30% intermediate i.e. London Living Rent or shared ownership).
- The Director acknowledged that concerns exist on the affordability of the shared ownership tenure, noting that no shared ownership housing is planned for the Barnsbury Estate.
- It is important to note that Islington's Local Plan and policies on affordable housing exceed London Plan policies with regards to the provision of affordable housing. A very careful balancing act is required between providing good quality homes versus quantity of homes. The Council has exacting planning policies which provide guidance on space standards and the size of new homes (number of bedrooms). Members were advised that officers in Planning and Development are involved in detailed negotiations with colleagues in Housing Needs on each site to ensure that the size of the new homes reflects ward level demand.

Housing Scrutiny Committee - 13 March 2023

- The Director stated that the borough is already densely developed with low levels of developable land and that any developable sites tend to be constrained.
- The Council's planning policies place great weight on the quality of life (amenity) for future residents, for example on issues such as space standards; sunlight and daylight in homes and open spaces; aspect, ventilation and overheating; privacy and overlooking; outdoor space; and play space.
- On providing affordable homes in Tall Buildings, the meeting was reminded that although Islington Planning policies (as set out in the Local Plan) and London Plan restrict tall buildings (above 30 metres) some sites are allocated for tall buildings within the borough.
- Planning policies require that tall buildings have exceptional design and must have an acceptable impact on the local microclimate (e.g. wind, sunlight and daylight and overshadowing of surrounding buildings and open spaces); sustainability; bio-diversity; streetscape; townscape; heritage; and views.
- The Director informed the Committee of exceptions to Islington Tall Buildings policy, that recently the Planning Committee granted planning consent on housing sites which were not allocated for tall buildings for example the Holloway Prison site and the Barnsbury Estate, and that in both cases, the harm caused by the breach of the tall buildings policy was considered to be outweighed by public benefits including the delivery of genuinely affordable housing. The Vorley Road site had also been allocated for a tall building.
- It was noted that construction costs and viability may be a factor in not providing affordable homes in very tall buildings as there is the view that costs tend to increase significantly for buildings over 18m tall.
- Not all parts of tall buildings may be suitable for all residents, for example families and disabled and older people. However, housing colleagues have also stated that there is a significant demand for social homes in tall buildings given the severe nature of the housing crisis in Islington.
- A number of challenges regarding delivery of affordable homes which are not unique to Islington but nationally recognised include the adoption of the Local Plan and First Homes policy and the government's ongoing review of its policies on the Community Infrastructure Levy (CIL) which will introduce an entirely different approach to securing affordable housing on sites that are not owned by the council.
- Meeting was advised that the available land for residential development in Islington is mostly public owned, and very little privately owned land is available for residential development. In addition to the above challenges, the emerging GLA and Government approach to the fire safety of tall residential buildings is creating uncertainty and delay.
- In terms of opportunities, the Director informed the meeting that Planning Officers are in continuous discussions with the New Build Team so as to bring forward affordable housing on council owned sites such as the Finsbury Leisure Centre.
- Officers are also in regular discussions with external landowners to bring forward development on sites that are not owned by the council for example

Archway Campus site with potentially up to 100 new genuinely affordable homes being built.

- The Council is in proactive discussions with owners of residential sites in the Borough encouraging them to come forward with schemes (including private landowners, RPs and the Corporation of the City of London).
- Planning Officers are also encouraging the use of new architectural practices to test innovative approaches to address the challenges of high density schemes.
- In response to a question from a member of the public on when the Council will be reviewing its approach to roof extensions in conservation areas, the Director acknowledged that there had been extensive communication with the resident on this issue.,
- In response to a question about the high maintenance costs of tall buildings to bring them to decent homes standards, the meeting was advised that tall buildings come with a range of challenges, some as a result of their design which is historical, however this will not be the case with the newly designed tall buildings.
- On the request for average service charges on the different buildings, the Director of Housing Needs indicated that this information could be made available.
- Clarifying the issues of social housing and affordable homes, the Director acknowledged that defining the different tenures can be challenging, that anyone in council owned properties is in affordable housing and largely paying rent that is set according to the national formula. In the case of intermediate, housing is targeted at those not eligible for council housing and unable to afford market housing, primarily for those with household income of up to £90,000.
- Meeting was advised that the Council recognises tenures like shared ownership and London Living rent (a bit complicated as it is targeted on those with middle incomes which is calculated on a ward by ward basis. The Director noted that the London Affordable rent is not accepted by Islington Council as it is not considered to meet priority housing need in the borough.
- The priority for the planning team is social rent housing which is reflected in the recently consented schemes, and that there is no intermediate tenure provided in the Barnsbury scheme.
- With regards to the Council's target of 775 homes, the Director acknowledged that sites have been identified after extensive technical work, that the plan is going through a rigorous assessment with an independent Inspector.
- A member welcomed the suggestion that architectural design of council homes should be developed through engagement with the community but had concerns with tall buildings as the way forward in light of the Grenfell incident some years ago.
- A member welcomed tall buildings in so far as the design is of high quality and safe guards relating to fire safety are properly taken into consideration.
- The Executive Member advised that presently to the south of the borough, there are a number of high rise buildings, that the overriding factor at the

moment is how to address the increasing number of people on the housing register which needs to be urgently reduced.

- On the issue of fire safety, the meeting was advised that although all local authorities are awaiting the outcome of the governments consultation on building regulations, the GLA in the interim has now introduced in its planning process a stage 2 referral requirement which states that any building above 30m will require a second stair case to address safety concerns.
- The Director reiterated that Islington is not against tall buildings being built as long as they are sited in the right place and meet the tall building policies.
- Meeting was advised that as at February 2023, the Council has 11 projects on site being constructed with 3 due to be completed in the next 3 weeks delivering 75 new council homes. A further 83 new homes are planned to be completed during the end of 2023/24 year.
- In terms of monitoring of council homes and benchmarking with other neighbouring authorities, the Director of New Build advised that some data will be put together and brought to committee at a later date, that nothing exists nationally.
- Meeting was advised that the GLA, the Mayor of London and the Department of Local Government and Communities have separate registers which is primarily to track funding and not pertaining to the actual delivery of social housing, that officers will provide the Committee with some inhouse work carried out by Islington officers and some comparison data from other London boroughs at a future meeting which will enable members the opportunity to scrutinise the Council's delivery of social housing.
- The Chair reiterated that Committee is looking at overcrowding and how to address it, that it is important for members to narrow down the exact number of homes being built specifically council social rented homes and not housing association dwellings.
- In response the Director of New Build stated that the Council target of direct delivery of 550 new homes by 2023 has been substantially met, that a further target of 750 homes is being proposed for 2026-2027 financial year which fits into the earlier projections stated by the Director of Planning in her presentation.
- On the request for comparison data with other neighbouring authorities, the Director of New Build noted that this will be brought back to the Committee at a future meeting, noting that there is no single but from different sources.

The Chair thanked the Director of Planning, Karen Sullivan for her presentation stating that going forward in light of this ongoing challenge for the Council, the Committee may in the future be revisiting this issue and therefore invite the Director back to the Committee.

RESOLVED:

- That comparison data with regard to delivery of social homes be provided by the Director of New Build at future meeting.
- That a breakdown of the average cost of maintenance of tall buildings be provided by Housing officers.

55

OVERCROWDING AND HOUSING ALLOCATIONS (Item B2)

Committee considered a further update on the Overcrowding and Housing Allocations by Islington's Director Housing Needs and Strategy and the following points were highlighted:

- 15,402 households are presently registered on the Council's Housing list, that it is anticipated that by September 2023 it will exceed 16,000.
- Of the 15,402 households, 2,902 are currently in overcrowded accommodation, 4 of which meet the criteria for statutory overcrowding, 551 are severely overcrowded and the remainder are in moderate overcrowding.
- Meeting was advised that currently 976 homeless households have been placed in temporary accommodation provided by Islington Council.
- The levels of overcrowding have appeared to rise markedly since the beginning of the covid 19 pandemic, or perhaps more accurately, the numbers of overcrowded households who have decided to register for a social housing move have risen.
- Cost of living issues and the broader housing crisis are likely to also impact on this issue. The availability of homes at the more affordable end of the private sector is reducing significantly in the last 2 years and reports show that the homes available are up to 17% more expensive. In this context it is likely some households on benefits or low incomes will rent smaller homes that they can afford within local housing allowance levels and this will contribute to rising overcrowding levels.
- Meeting was advised that currently under-occupying and applicants on the Housing Register are awarded the highest priority for a transfer as an incentive for them to give up large properties and they have to bid for properties of their preferred choice. Successful bids are based on the date they have registered. Significant individual support is required to assist under occupiers to bid. There are currently over 676 under occupying tenants registered for a move.
- Meeting was advised that there are more under-occupiers in the stock who are not registered for housing and who may be reluctant to consider a move, that work is underway to identify these residents and through the Housing Management Services area teams and through a variety of publicity and campaigns.
- Meeting was advised that the number of social housings lets has declined year on year, that in 2021/2022 only 1022 council and housing association homes were let through the register.
- The Director reminded the meeting that Covid 19 undoubtedly impacted on the number of social homes that were relet and delayed some new build schemes, however it is unlikely any significant increase in social lettings will be seen in 2023.
- On Committee's request for officers to consider options in addressing overcrowding within the council housing stock there is focused work

underway through the Rightsizing and Under-Occupation work which aims to address levels of under occupation in the council stock and by association support the response to overcrowding.

- Meeting was reminded that the Draft Housing Allocation scheme was out for public consultation which closed on 17 March, that less than 9% of Partner residents objected and 75% of residents welcomed the proposed changes to the scheme.
- The Director reiterated that none of the proposed changes will provide new affordable homes but will address accommodation needs for those on the housing register.
- In response to a question, the Director stated that there is no estimated waiting time for residents on the housing waiting lists as it is a choice based letting system and people tend to bid for a variety type of properties, noting that only 6% on the housing register will be rehoused in the next 12 months.
- With regard to households seeking larger size accommodation, the Service is exploring with families whether they can move onto one bedroom property so that it can be allocated to such households especially when such families are experiencing damp and mould issues.
- On whether there is any data about households from neighbouring authorities being placed on the Council's housing register, Director advised that the information was available, that victims of domestic abuse ranks high on those placed in temporary accommodation.
- Meeting was advised that there is no scope for private sector in addressing overcrowding, that a 2022 report by the bureau of investigative journalism states that vacancy in the private sector is not available for individuals in Islington. Meeting was advised that there is no prospect of residents on the housing register being placed in private accommodation.
- On the question of whether the review of the allocation scheme would make a difference, the Director acknowledged that there will be a slight improvement for only those especially experiencing damp and mould as they would receive significant more points due to health hazards.

RESOLVED:

That the update be noted

56 FIBRE BROADBAND ROLL OUT PROGRAMME - REPORT (Item B3)

Committee considered a report on the Fibre Broadband Rollout programme by Islington's Director Housing Needs and Strategy and the following points were highlighted:

- Members were reminded that committee will be receiving an update every 6 months on the progress of the fibre broadband rollout.

- Meeting was advised of some significant progress, that connections to households has commenced and survey has been carried out on 5000 properties.
- The Director advised of a recent press release from one of the providers regarding the fibre broadband connections to community centres which is good news as it addresses accessibility concerns for vulnerable residents.
- On the lack of timelines for rollout, the Director advised that the Council had no control over the providers on its rollout programme, that council can only cajole and encourage them to provide the service, that the Council is hopeful that over the next 3 years over 90% of the programme will be rolled out.
- On the question posed by a leaseholder that Islington has been not been proactive with the result that it has created a digital divide with only 400 public owned properties being connected in comparison to the 55,000 properties in the private sector, the Director reiterated that Islington has a Master way Leave which it negotiates with the 2 providers aimed at protecting Islington assets in terms of future maintenance , safety , building regulation etc, reiterating that Council cannot enforce it on any provider who have voluntarily signed it.
- The Chair noted that this programme will be kept on review stating that this issue was beyond the control of Islington Council. The Chair welcomed any further communication on this issue with the leaseholder to be copied into him.

RESOLVED:

That an update be provided on the progress of the fibre broadband rollout in the next 6 months.

57 **DRAFT OVERCROWDING QUESTIONNAIRES TO PARTNERS OF ISLINGTON COUNCIL AND TO RESIDENTS ON THE HOUSING REGISTER WHO ARE LIVING IN OVERCROWDED CONDITIONS. (Item B4)**

Committee considered the draft questionnaire document which will be circulated to partners of Islington Council and households who live in overcrowded conditions and on housing register seeking alternative accommodation.

Members were invited to comment on the proposed questionnaires before they are

issued to partners and residents.

RESOLVED:

That members comment on the proposed questionnaires

58

SOCIAL HOUSING (REGULATION) BILL (Item B5)

Islington's Director Housing Needs and Strategy updated the meeting on the Social Housing (Regulation) Bill and the following points were highlighted:

- The Social Housing (Regulation) Bill has been introduced to ensure the council is publicly accountable, honest, and transparent when improving the quality of services to tenants across Islington.
- The Bill has been making its way through the parliamentary process, introduced into the House of Lords in June and received its third reading at the end of October. It is now being considered by the Commons before receiving Royal Assent.
- The Bill, trailed in the Social Housing White Paper in 2020, has two very notable focus areas, fundamental reform to the remit and powers of the Regulator for Social Housing (RSH) – from reactive to proactive regulation; and a focus on Health and Safety matters including tenant empowerment.
- Health and safety regulation for social housing is broadly contained within the 'consumer standards', these apply to Islington Council in the same manner as Housing Associations – there won't be any special treatment.
- The new approach to proactive regulation will require upfront information from landlords which the Regulator will likely assess against the new tenant satisfaction reports to corroborate the landlord's evidence. Members were reminded that committee received a report on Tenancy Satisfaction Measures at the 2nd of February 2023, meeting.
- In response to a question, the Director advised that Housing Associations have a head start on Islington Council in more proactive regulatory style, as Islington Council have not been subject to In Depth Assessments (IDAs) as well as being organisations which are more concentrated and specialised on delivery of social housing.
- On what the Council is doing to support housing associations tenants, the Director advised that a meeting has been arranged for resident to meet the Chief Executive of the Housing Ombudsman on 30 March at 1pm in the Town hall which has been publicised in rent statements and leaflets. Also the chief Executive of the 5 Housing Associations will be at the next meeting in May, an opportunity for members to scrutinise their performance on different issues.
- The Director acknowledged that Islington's Satisfaction measure which were carried out by an independent company has shown an increase from 60% last year to 72%, noting that there is room for improvement going forward.

RESOLVED:

That the report be noted.

59

TENANT CHARTERS REPORT (Item B6)

Islington's Director Housing Needs and Strategy updated the meeting on its Tenant Charters Report and the following points were highlighted:

- Meeting was advised that this is the final version having been considered at 2 previous earlier meetings, that the charter will be piloted during 2023 and reviewed during 2023/24 with all 26,000 tenants of Islington Council.
- The Tenants Charter is focused on strengthening the relationship between residents and Islington Council and embodies all the great work happening across Islington to create positive relationships with residents. It also challenges Islington Council to go further – presenting an opportunity for us to take the lead in accountability and customer oversight.
- By adopting a 10 point charter some of which include, Islington Council committing to develop a stronger relationships which will be based on openness, honesty, and transparency. The Council will build a stronger two-way relationship so as to build a fairer and more resident focused housing service.
- The charter also focusses on delivering excellent customer services and experiences – We will be easy to deal with and resolve your enquiries and keep to our promises. We will strive to continuously improve our services and will be fair, inclusive and value diversity.
- The charter solely focusses on Islington council tenants only , that the private rented sector charter is out for public consultation and will be brought back to committee for consideration after the end of the period.
- On the involvement of young people, the Director advised that a Training Academy has been set up for young people and in particular looked after children, that currently the service involves 3 young people who work alongside colleagues in Housing accommodation and advice. In addition the service works in conjunction with colleagues in the Children Services.
- In addition to the above the charter will promote effective communication so that residents will receive clear, accessible, and timely information from Islington Council on the issues that matter to them, including important information about their homes and local community, how Islington Council is working to address problems in their area, and information about performance on key issues and Tenant Satisfaction Measures. The Council will also inform residents on what has been done with feedback received, suggestions for improving services and lessons from complaints.

RESOLVED:

That the report be noted.

60

DAMP AND MOULD (Item B7)

Committee received an officers update on Islington Council's plan to address Damp and Mould from Islington's Director Housing Needs and Strategy and the following points were highlighted:

- Meeting was advised of the progress made to date on the damp, condensation and mould programme that was established in November 2022.
- Going forward, the Council now encourages its tenants to raise concerns working alongside a proactive staff. Residents are now shown how to identify and report these issues, what steps the Council will and can take when reported and when tasks will be completed.
- The Council is learning from complaints and resident feedback which will help to improve its performances especially in instances where damp and mould reappear and not appropriately resolved. Islington Council will now have a rolling process to review complaints, assess what went wrong and as a result make changes where needed to policies, procedures and staff behaviour.
- In 2022/2023, the Council also engaged in wider resident and partnership activity which has resulted in creating a Tenants Charter and Tenant empowerment framework, private rented sector charter.
- In the final quarter of 2022, the council conducted 22 community drop-in sessions across Islington to discuss with residents a number of issues such as cost of living crisis, damp and mould etc.
- The Director highlighted a number of cases of maladministration considered by the Housing Ombudsman in the report noting the various actions taken by the Council which included compensation being paid.
- Meeting was informed of the 5 point plan to address the damp, condensation and mould issues which includes reviewing all damp and mould cases from the last three years; investing an extra £1m every year specifically for a new damp and mould action team; training non-specialist staff to be able to identify damp and mould when visiting homes; managing a dedicated line for calls from council tenants and working closely with other local partner agencies to provide joined-up help and support to residents.
- In addition to the above, the Director stated that a framework has been designed in collaboration with partnership services setting out the Council's approach to damp condensation and mould and communicating and its zero tolerance approach to interventions. The framework sets out three categories to respond to this approach, urgent which would receive an immediate response, tenancy and property audit which will involve proactive interventions and every visit counts which is a comprehensive approach.
- The Director reiterated the Meet the Housing Ombudsman 30th March 2023 to be held in the Council Chamber, an opportunity to allow the Housing Ombudsman to explain to the tenants of Islington Council the work of the Ombudsman, noting that Islington Council is the first London Council to participate in this work.
- In terms of monitoring and KPI's, the Director noted that although this is a complex and broad programme, officers are working on KPI's going forward noting that the Service is looking at two levels of measure, the first being an ongoing measurement of success that goes well beyond the current programme of works which indicates how many cases are coming in and how well it has been addressed.

Meeting was advised that another measure in line with expected government regulation regarding response times of social housing providers will be brought to committee in due course.

- On the remote technology to address damp and mould the Director acknowledged of a number of pilots being carried out on some of the sites which will be analysed so as to ascertain its effectiveness.
- On the issue of housing disrepair cases and compensation claims which tenants were being subjected to it was agreed that communications to tenants and in particular vulnerable tenants will need to be robust, encouraging tenants to avoid the pitfalls of using the services of ambulance chasing legal firms who promise compensation as the only way of addressing damp and mould is to notify the Council itself directly.
- Member suggested that beside leafletting tenants to communicate with tenants, officers should use the TRA's and Estate Manager to highlight what the Council is doing on this issue, highlighting the available process.

RESOLVED:

That the Committee will receive an update in the next 6 months

61 **WORK PROGRAMME 2022/23 (Item B8)**

The Chair reminded meeting that 5 Housing Associations representatives were expected to attend this meeting but due to the packed agenda, item has been deferred to the next meeting on 8 May 2023

RESOLVED:

That the work programme be noted.

that the Committee will be inviting 5 Housing Associations to the meeting in May

The meeting ended at 10.00 pm

CHAIR

Homes and Neighbourhoods

Islington Council

222 Upper Street

N1 1XR

Report of: Rebecca Nicholson Head of Integrated Services and Ian Swift Director of Housing Needs and Strategy

Meeting of: Housing Scrutiny Committee

Date: 9th May 2023

Damp, condensation and mould programme

Update Report

1. Recommendations

- 1.1. This report aims to provide the Housing Scrutiny Committee with information and progress made to date on the damp, condensation and mould programme since the previous update to the Housing Scrutiny Committee in March 2023.
- 1.2. Officers encourage the Housing Scrutiny Committee to appraise this work and make suggestions of how the council's work in this critical area can be improved.
- 1.3. Officers are requesting the Housing Scrutiny Committee to review and feedback on draft key performance indicators for the damp, condensation and mould programme outlined in section 3.6.

2. Introduction

- 2.1. An extensive progress report on Islington Councils damp, condensation and mould programme was presented at Housing Scrutiny Committee on the 13th March 2023.

This report is to provide a further update on the programme and outlines key features of the programme.

- 2.2. The five largest Housing Associations operating in Islington will be attending the June 2023 Housing Scrutiny meeting to investigate this work with our partners.
- 2.3. Learning and best practice continues to take place with other local authorities and Registered Social Landlords, as well as London Councils, Housing Quality Network and other professional bodies.
- 2.4. The programme's progress continues to be shared at various boards across the council including the council's leadership, safeguarding boards and Islington Housing Group etc.
- 2.5. Technical equipment, like sensors and other early intervention and prevention tools, are being scoped for procurement.
- 2.6. New and existing policies and procedures relating to damp, condensation and mould service activity are being created or amended based on evidence-led learning to improve service delivery and joint working.

3. Update

3.1. Urgent response

- 3.1.1. Of the 3,471 properties that have reported damp and mould between January 2020 to Dec 2022, contact has been attempted with 2772 and contact has been made with 1,626 households.
- 3.1.2. 1152 have responded that they do not have damp and mould in their properties.
- 3.1.3. 474 have responded that they do have damp and mould in their properties and require a visit for a diagnostic survey. 212 jobs have been completed, 42 are in progress, 175 are pending works, 44 are either: the surveyor has not been able to gain access to the property, duplicate or works are no longer required, and one has been referred to the legal team.
- 3.1.4. Further qualitative analysis on resident feedback will be analysed and used to improve services.
- 3.1.5. Additional data of tenants in properties, who have reported damp and mould in the date period as mentioned in point 3.1.1., known to Adult Social Care and Children's Social Services has been approved and we are currently in the process of adding this to this to the existing dataset. This will improve our understanding of risk factors and guide service delivery.
- 3.1.6. Further work is underway to understand a deeper understanding of demographics and disproportionality.

3.2. Tenancy and Property Audit

- 3.2.1. After internal officer consultation it has been decided that the name of this work will change to Tenancy and Property Visits.
- 3.2.2. During March and April 2023 a pilot of this work has been conducted at Halton Mansions to review impact related to tenants and on services, results of which are in the process of analysis, this will be available at the end of May 2023.
- 3.2.3. There are 152 properties and nine blocks, all Islington tenants have been sent a letter about the visits.
- 3.2.4. So far approximately 60 tenanted households have completed the form, with further appointments booked for visits over the next couple weeks, due to tenants receiving a letter and providing a suitable time for a visit.
- 3.2.5. Leaseholders are invited to join the Community drop-in sessions.
- 3.2.6. Initial officer feedback has shown that officer visits have been positively received by tenants who have agreed to a visit.
- 3.2.7. A further community drop-in session for Halton Mansions, where this pilot was conducted, was held on the 20th April 2023. Leads from various service areas were available to provide information and action any issues raised. Of the 152 properties only five residents attended. The assumption as to why there was low attendance is that tenancy officers had made contact via the Tenancy and Property Visits, further analysis is to be conducted.
- 3.2.8. It should be noted that Community drop-in sessions will be launched for all 36,000 tenants and leaseholders across the borough in community-based locations which will bolster our understanding of residents damp, condensation and mould issues.

3.3. Housing Allocation Policy

- 3.3.1. The results of the Housing Allocations Policy consultation, which closed on the 17th March 2023, has been analysed and presented to Corporate Management Board, and will be presented to the July Executive meeting.
- 3.3.2. 950 responses were received from residents, as well as 81 partner organisations also responded with only 10% of partners not supporting the proposed changes.

3.4. Training

- 3.4.1. As outlined in the Damp, condensation, and mould programme Progress Report February 2023, the training programme to technical and non-technical housing officers, to bring awareness of damp and mould and well as customer care, is well underway.
- 3.4.2. Technical Housing Property Services officer training there are 55 officers who have or are scheduled to attend training.

- 3.4.3. Non-technical Housing officers damp and mould training began in 4th April 2023, so far 43 officers have completed training and a further 53 booked to attend in May and June 2023.
- 3.4.4. Between March – June 2023 there are 268 Housing Property Services officers who have or are scheduled to attend customer care training and approximately 160 Tenancy and Housing Needs staff scheduled to or have attended.
- 3.4.5. Trauma informed training is an established course delivered by Homeless Link with on-going training for Housing officers.
- 3.4.6. Further training is being scoped for staff outside the Homes and Neighbourhoods department to bring understanding and awareness to officers who have contact with residents.
- 3.4.7. Briefings of damp, condensation and mould are being included in induction packs and presentations to existing and new staff.

3.5. Housing Ombudsman

- 3.5.1. In collaboration with the Housing Ombudsman, Islington Council hosted the Meet the Housing Ombudsman event on 30th March 2023. 150 people attended the event online and in-person.
- 3.5.2. The special investigation continues with officer meetings to start at the end of April 2023.
- 3.5.3. Following the initial submission of documents outlining the extensive damp and mould programme there was a further request for information to support the investigation.
- 3.5.4. Results of the investigation are due September 2023.

3.6. Key performance indicators (KPIs)

- 3.6.1. Programme KPIs are being refined and we invite the Housing Scrutiny Committee to review and provide feedback.
- 3.6.2. The draft KPIs have been shared for comment with Housing Quality Network who have been commissioned to be Homes and Neighbourhoods critical friend.
- 3.6.3. The programmes draft KPIs are:

Theme	KPI Name
Urgent response	Number of damp and mould reports between Jan 2020 - December 2022
	Number of properties effected by damp and mould between Jan 2020 - December 2022

Demographics

% have been contacted (LBI and Kwest) on reports between Jan 2020 - December 2022

% who have reported to still have damp and mould in their properties between Jan 2020 - December 2022

Number of damp and mould cases that have reported damp and mould after 3 month review

% where the root cause is a repair

% where the root cause is a overcrowding

% where the root cause is a need for tenancy support including poverty

% where the root cause is a building improvement

% of tenants are known to ASC with confirmed damp or reporting damp

% of tenants are known to CSS with confirmed damp or reporting damp

% of tenants are known to ASC and CSS with confirmed damp or reporting damp

% of tenant or member of household have vulnerabilities with confirmed damp or reporting damp

Number of damp and mould reports

Demographics

Active
Damp and
Mould
cases

% active damp and mould reports

% closed damp and mould cases

% Category 1 HHSRS

% Category 2 HHSRS

	% where the root cause is a repair
	% where the root cause is a need for tenancy support including poverty
	% where the root cause is a building improvement
	% where tenants are known to ASC with confirmed damp or reporting damp
	% where tenants are known to CSS with confirmed damp or reporting damp
	% where tenants are known to ASC and CSS with confirmed damp or reporting damp
	% where tenant or member of household have vulnerabilities with confirmed damp or reporting damp

Knowing our stock	Top 10 estates with high number of properties reporting damp and mould?
	List of blocks with number of reports of damp and mould?
	Number of stock condition surveys
Complaints	% by year
	Number of complaint relating to or including elements of damp and mould
	% Stage 1 complaints relating to or including elements of damp and mould
	% Stage 2 complaints relating to or including elements of damp and mould
	% Housing Ombudsman cases relating to or including elements of damp and mould

Casework Taskforce	Number of cases actioned through the casework taskforce
	% open
	% closed
	Number of households that have been moved due to major work transfer related to damp and mould

	% in temporary accommodation
	% are now in permanent accommodation
	% tenants are still in property
	Number of no-access cases
	Length of time taken to resolve case
	Number legal disrepair cases
	Number of cases that are in legal proceedings due to no access

Tenancy and Property Visits	Number of tenancy and property visits - total and % complete
	% no access
	% damp and mould referral
	% tenancy fraud referral
	% support services referral (separated by service)

Training	% surveyors fully trained
	% all housing staff trained

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Homes and Neighbourhoods
Islington Council
222 Upper Street N1 1XR

Report of: Ian Swift, Director of Housing Needs and Strategy

Meeting of: Housing Scrutiny Committee

Date: 9th May 2023

Overcrowding

RECOMMENDATION(S)

1. Note the content of the briefing and the actions taken to understand and respond to levels of overcrowding in the borough.

BACKGROUND INFORMATION

2. Islington has significant levels of housing need in the borough. This may include where households have no stable home or where the accommodation, they occupy is unsuitable for their needs. There are two keyways in which these levels of need are seen by the Housing Service, through applications to the authority as homeless or at risk of homelessness and through applications to join the housing register.
3. Overcrowding is one of the areas of housing need that is observed in both the homelessness and housing register pathways.
4. This report updates the Housing Scrutiny Committee of the progress made relating to the strategic review of overcrowding.
5. The Housing Scrutiny Committee received a series of presentations during 2022/2023 which illustrated the work taking place within the council and with partner agencies to address the issues of overcrowding in Islington. These presentations have been conducted by:
 - Housing Needs and Strategy Services

- Housing Management Services
 - Planning services
 - Environmental Health
 - Islington Law Centre
 - Citizens Advice Bureau
 - Peabody Housing Association the largest Housing Association landlord in Islington
 - Property services
 - The New Build service
6. The council has also worked in partnership with the University College London to produce a detailed questionnaire for all households overcrowded and seeking larger accommodation through the Housing Register. This questionnaire has been distributed to the 2,909 overcrowded households on the housing register and the results of this questionnaire will be considered at a future Housing Scrutiny Committee meeting.
 7. Islington Council also distributed a questionnaire to all partners seeking views and comments on how Islington Council could improve its services for households living in overcrowded accommodation. The results of this survey will also be considered at a future Housing Scrutiny Committee meeting.
 8. The Housing Scrutiny Committee also received a comprehensive report outlining the latest data available on overcrowding and the work currently undertaken to address this series issues. This data highlighted that only 6% of people on the Housing register will be rehoused into permanent council and housing association accommodation in the future.
 9. One of the strongest indicators that all is not well in England's housing system is the level of overcrowding experienced by people in all tenures. Overcrowding in the social housing sector is indicative of a shortage of available housing of the right size, and in the private sector it is indicative of the affordability issues faced by households in trying to find a home large enough for their needs.
 10. The Housing Scrutiny Committee received verbal and written evidence, that as well as looking at the scale of overcrowding as measured in the English Housing Survey, and through the Islington Council Housing Register the Housing Scrutiny Committee also looked at the impacts on families who deem themselves to be living in overcrowded conditions. The Housing Scrutiny Committee received evidence which explored the impact overcrowding has on family's physical and mental health, wellbeing, daily lives and relationships.
 11. Nationally more than 310,000 children (313,244) in England are forced to share beds with other family members. One in every six children is being forced to live in cramped conditions because their family cannot access a suitable and affordable home. This equates to two million children from 746,000 families.

12. Households from minority ethnic backgrounds are three times as likely to be affected by overcrowding than white households. Over two thirds (70%) of overcrowded families say they have experienced both poor mental and poor physical health as a direct result of overcrowding. A quarter of parents in overcrowded homes are regularly forced to sleep in a living room, bathroom, hallway or kitchen because of the lack of space.
13. Through the work of the Housing Scrutiny Committee Islington Council is calling for a long-term, national plan for meeting housing need, with the aim of driving a drastic increase in the number of affordable homes over the next decade.
14. The most commonly used measure of overcrowding is the bedroom standard. This was developed by the Government Social Survey for use in the 1960 housing survey. While it is not legally enforceable, it is commonly held to be a realistic and useful measure. Under the standard, the number of bedrooms needed by a household is calculated according to the composition of the household in terms of age, gender and relationships. The household is deemed to be overcrowded (“below standard”) if they have fewer bedrooms available to them than this calculated figure.
15. The English Housing Survey is an annual sample survey looking at housing issues. For the following analysis we used the published dataset relating to the year 2020/21, the latest available at the time of writing. These figures only include families, i.e., households including dependent children.
16. The council counted all families deemed to be “below standard” as measured against the bedroom standard as noted above.
- Overcrowded families 745,820
 - Children in overcrowded families 1,894,454
 - Total number of people in overcrowded families 3,409,216
 - Adults (total people minus children) 1,514,762
17. This means that one in six of all children in England are living in overcrowded conditions.
18. Looking at the incidence of overcrowding (amongst all households, not just families) by ethnicity, the council can see that households from minority ethnic groups are more than three times as likely as white households to experience overcrowding.

	White	Minority ethnic
Below standard (overcrowded)	2.7%	9.8%
At standard	25.3%	41.6%
Above standard	72.0%	48.6%
Total	100.0%	100%

19. By breaking down the figures by tenure, we can see that nearly half of overcrowding is located in social rented housing.

	Overcrowded families	% of all overcrowded families
Social renters	355,852	47.7%
Private renters	242,751	32.5%
Owner-occupiers	147,215	19.7%
Total	745,818	100%

20. Key findings from a recent National Housing Federation research programme identified the following:

- In four in ten (41%) overcrowded homes, children are sharing a bedroom with an adult.
- In one in four overcrowded homes (26%), children are having to share a bed with someone else.
- Over half of all respondents (52%) have had to sleep somewhere other than their bedroom, such as a living room, bathroom, corridor or kitchen due to overcrowding.
- Parents in more than half (53%) of overcrowded homes worry that their children are too embarrassed to bring friends home because of how overcrowded it is.
- In almost half (48%) of overcrowded homes, children struggle to do their homework because of the lack of space.
- 76% of overcrowded families have experienced an adverse impact on their health due to overcrowding.
- 77% of overcrowded families have had their mental health negatively affected by overcrowding.

Financial Implications

There are no known financial implications associated with this report.

Legal Implications

There are no known legal implications associated with this report.

Homes and Neighbourhoods
222 Upper Street, London, N1

Report of: Corporate Director of Homes and Neighbourhoods

Meeting of: Housing Scrutiny Committee

Date: 9th May 2023

Ward(s): All

Subject: Briefing on the reintegration of street property homes managed by Partners into council services

1. Recommendations:

1.1 That the Housing Scrutiny Committee note the content of this briefing on the successful reintegration into direct management of street property homes and tenancies.

2. Background information:

2.1 On 4 April 2023 the c. 2800 tenanted homes and 1200 leasehold homes returned to council management at the end of the council's 16-year Housing Private Finance Initiative (PFI) 2 contract with Partners for Improvement in Islington (Partners).

2.2 27 staff joined the council from Partners as part of a TUPE transfer to continue to deliver the services to council residents.

2.3 This transition was a culmination of a three and a half year programme of work, by the council and Partners, overseen by a multi service Programme Board within the council, to deliver a smooth and successful transition of service from Partners to the council. Housing Scrutiny Committee carried out a scrutiny into the reintegration programme and received a number of presentations to update them on progress of the programme during this period. The committee provided recommendations for improvements to the programme.

2.4 A year on from the transformation, this briefing reflects on how these homes have been reintegrated into Council service delivery and continued plans to ensure services are fully integrated into service improvement plans by the council.

3. Performance impacts from the reintegration

3.1 A range of performance indicators were identified to help review the performance impact on the council services of the reintegration of PFI 2 homes. The housing services key landlord contact points were a key focus for monitoring the impact of integration, as these were likely to see the most immediate impact of the change in terms of volumes of work. The repairs service was a key area for review as street properties have a range of characteristics that are different from our estate stock and pose different challenges in service delivery.

3.2 The returning homes represent 12% of the council's overall directly managed homes and therefore in the below charts we have measured the deviation from this proportion of expected work to review whether the impact has been less or the same as this (highlighted in green), slightly more (up to 3% over this) highlighted in amber or significantly more than this (highlighted red).

3.3 Although there have been areas of more significant impact, overall the additional properties have not resulted in high levels of impact on services, demonstrating that service preparations have in general been successful and adequate.

3.4 Housing Property Services

Repairs – Housing Direct Calls

3.5 Call volumes at Housing Direct actually saw a fall when compared with the previous year for the first seven months of the year. However, this drop was more pronounced following the first 2 months of the year, which may indicate a small but significant surge in repair reports or servicing enquiries during the initial two months of the integration. However, there does not appear to be an on-going and sustained pressure on the call centre as a result of the integration. The spike in calls from the late autumn relates mainly to service pressures related to damp and mould and staffing issues experienced throughout this period. These issues are being addressed through service and specific improvement plans.

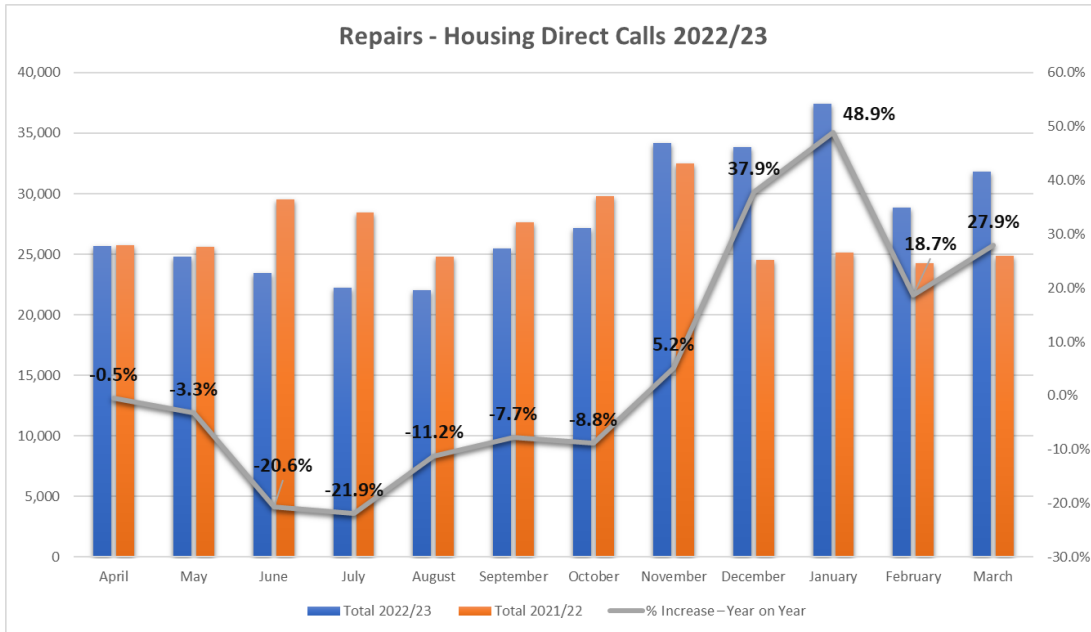


Figure 1

Repairs Jobs

3.6 The service has experienced a significant growth in work as a result of managing a large number of repairs jobs raised on PFI2 homes as they have returned to LBI to managed, over 11,500 jobs this year. Overall, the total number of repairs jobs has increased between April 2022 and March 2023 including PFI 2 jobs, but the PFI 2 jobs have remained consistently around 11% of the total number of jobs. However, this has been within a backdrop of increases in jobs being experienced in all stock. The service has reported that the cost and complexity of these jobs are higher than for the majority of stock, which is discussed further below.

- Increase of 2646 jobs in total (35.1% increase from April 2022 to March 2023)
- PFI 2 increase of 153 jobs (14.7% increase from April 2022 to March 2023)

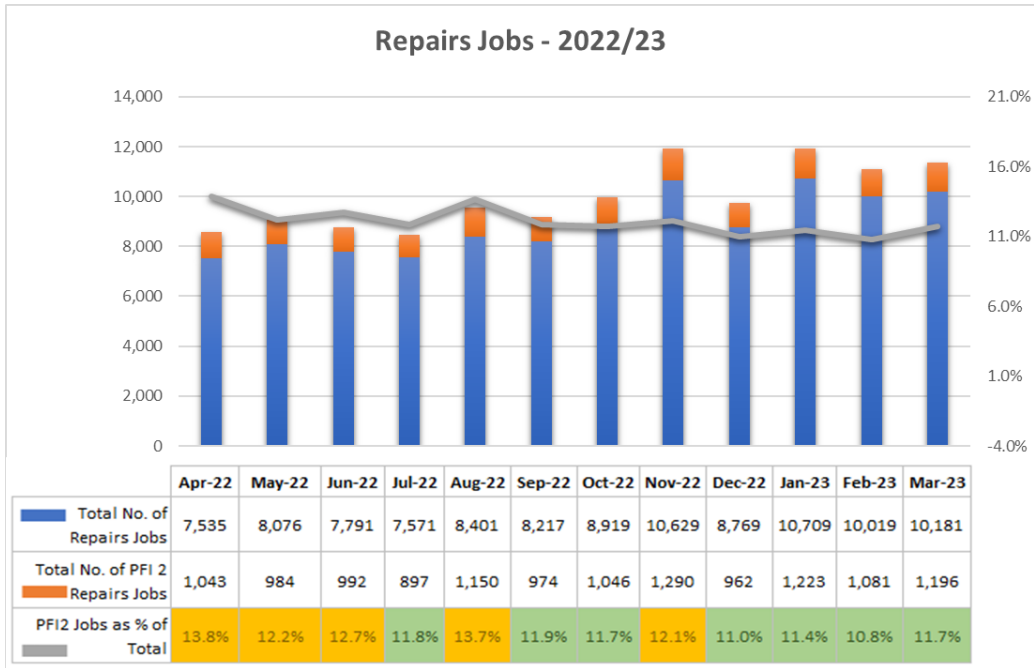


Figure 2.

3.7 There were some peaks in the proportion of jobs being carried out to returning PF12 homes in the spring. Contributing factors to this and to jobs as a whole are thought to be from engagement with residents; easy access to report historic repairs, residents fed back that they delayed reporting repairs until the stock was transferred back to the council. Higher rates of repair this year in all stock is thought to be a result of the continuing impact of the COVID pandemic, with increased resident occupancy of homes creating more wear and tear on elements within properties, resulting in additional repairs. The increase in damp and mould cases being reported has had major impact on the service and number of orders raised. In addition, weather condition over the cold months has increased the delivery of gas and roof repairs. All these contributing factors have impacted on the number of repairs the PF12 stock.

Gas Repair Jobs

3.8 The level of repair work for gas boilers peaked during the winter period, as residents use their heating more during the colder months of the year. The number of gas repair jobs are generally above the 12% threshold throughout the year. The service have reported that this is a result of the gas boilers in PFI 2 homes nearing the end of their economic life because of the contract with Partners only included a single replacement programme for boilers as part of the decent homes works at the beginning of the contract. An above average increase in boiler replacements have been experienced during the year as a result of this, as well as a revised approach to boiler breakdowns to help better reduce the risk of damp and mould in homes.

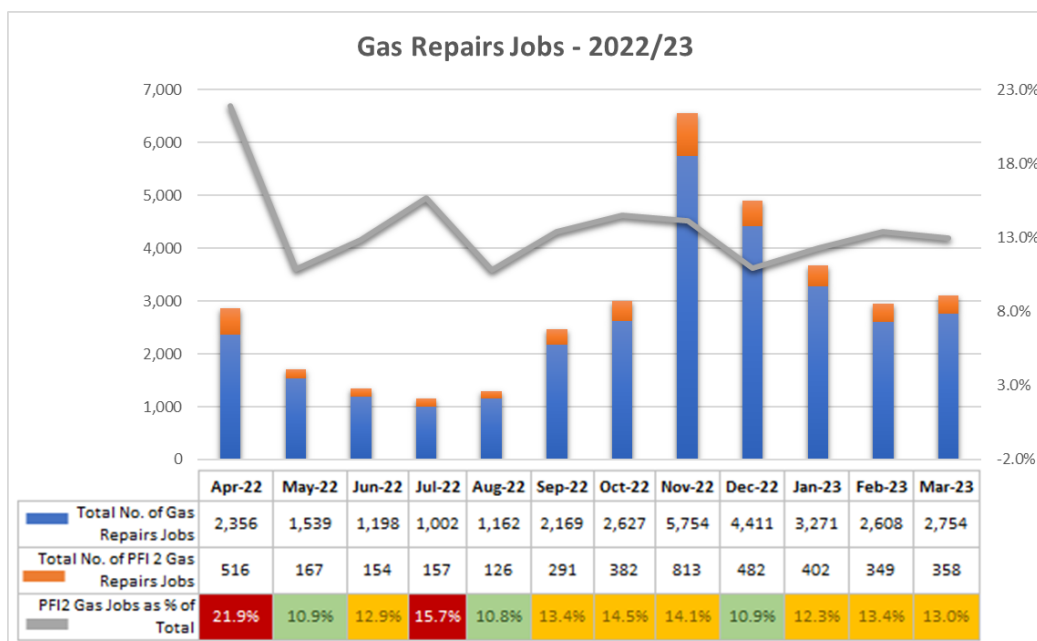


Figure 3.

Legal Disrepair

3.9 The April 2022 PFI 2 figures related to the number of legal disrepair cases that we inherited from Partners – which skews the below table which otherwise represents new cases related to these homes. However, there are clearly higher levels of disrepair claims for these street properties, than the proportion of stock that they represent. The service has fed back that this reflects their general experience of prevalence in different property types. It had also been anticipated by the service that claims may come forward or be restarted because of the change in management being seen as an opportunity to raise issues directly with the council. The considerable drop-off in the proportion of cases from December may be a combination of this wave of cases coming to an end but also an increase in cases among other stock types, which has resulted from the greater levels of activity related to damp and mould within social housing more widely.

Legal Disrepair Cases	April	May	June	July	August	September
LBI	24	28	22	15	18	32
PFI	30	5	5	6	6	9
Total	54	33	27	21	24	41
PFI2 as % of total	55.6%	15.2%	18.5%	28.6%	25.0%	22.0%

Legal Disrepair Cases	October	November	December	January	February	March
LBI	36	22	30	40	24	0
PFI	9	15	2	4	2	0
Total	45	37	32	44	49	51
PFI2 as % of total	20.0%	40.5%	6.3%	9.1%	4.1%	0.0%

Figure 4.

3.10 Housing Operations

Income

3.11 Rents for street properties are generally higher than for estate properties and therefore the level of debt per home has been higher, because a single week's arrears would have a higher monetary value than for the equivalent sized estate properties. The level of debt is therefore not in line with the proportion of homes being monitored. Collection rates between Partners and the council on an annual basis have been maintained within a 1% variance, indicating that performance of both organisations has been broadly similar. The below graph shows that the debt associated with these properties has increased slightly since integration, but the service has fed back that they believe this reflects some initial staffing issues within the team. Staffing levels of transfer were below the required level and of the two staff who transferred, one resigned shortly after joining the council. Therefore, it took some time to recruit and train the staff for this area of work.

3.12 A number of arrears escalation actions carried out just before the end of the contract by temporary staff with Partners were also not in line with the required stage or expected standard, meaning work needed to be repeated and there was a transitional period and additional resources required to bring these in line.

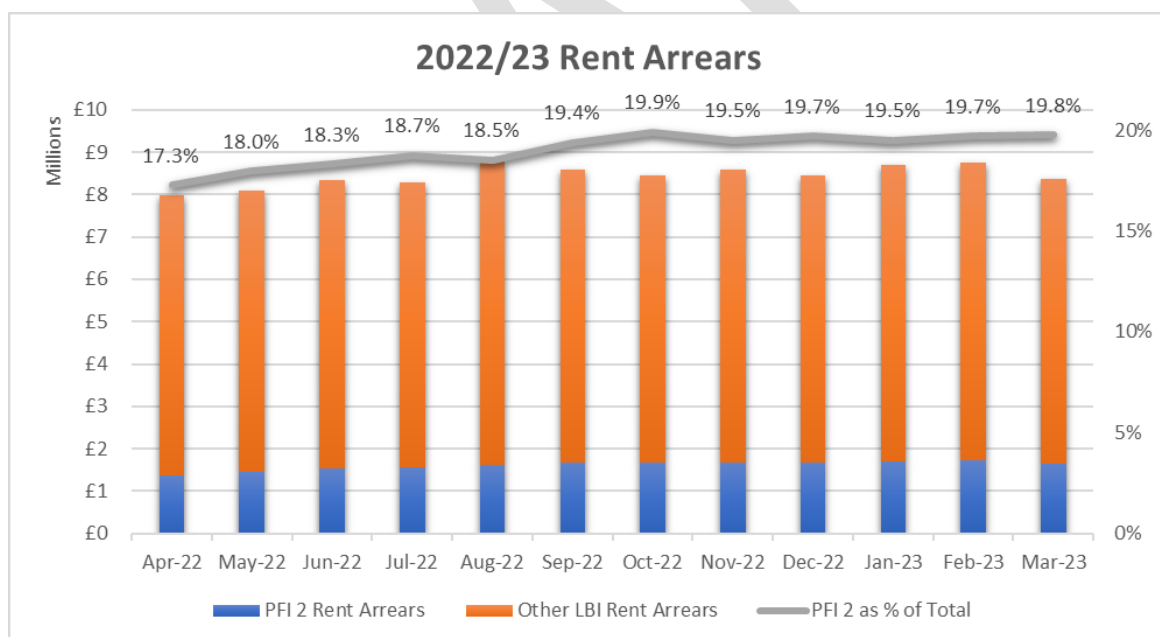


Figure 5.

Income - Rental Arrears Comparison (£)	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
PFI 2 Rent Arrears	£1,379,566.04	£1,452,231.84	£1,525,807.17	£1,551,065.57	£1,623,633.50	£1,666,077.85
Other LBI Rent Arrears	£6,612,426.73	£6,632,032.93	£6,803,251.10	£6,722,134.23	£7,143,292.70	£6,934,282.86
PFI 2 as % of Total	17.3%	18.0%	18.3%	18.7%	18.5%	19.4%
Total Rent Arrears	£7,991,992.77	£8,084,264.77	£8,329,058.27	£8,273,199.80	£8,766,926.20	£8,600,360.71

Income - Rental Arrears Comparison (£)	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
PFI 2 Rent Arrears	£1,680,039.69	£1,675,273.36	£1,663,947.87	£1,696,171.74	£1,722,659.13	£1,655,183.27
Other LBI Rent Arrears	£6,757,597.09	£6,918,879.63	£6,783,496.12	£7,000,379.57	£7,016,554.20	£6,720,327.58
PFI 2 as % of Total	19.9%	19.5%	19.7%	19.5%	19.7%	19.8%
Total Rent Arrears	£8,437,636.78	£8,594,152.99	£8,447,443.99	£8,696,551.31	£8,739,213.33	£8,375,510.85

Figure 6.

Tenancy Services

3.13 The chart below (figure 7) show that the proportion of enquiries received from former PFI2 residents is proportionate to the proportion of stock at 12%. However there are some particular areas where they feature particularly highly including ASB and noise related contacts, making contact by phone and contacts about mutual exchanges as figure 8 demonstrates.

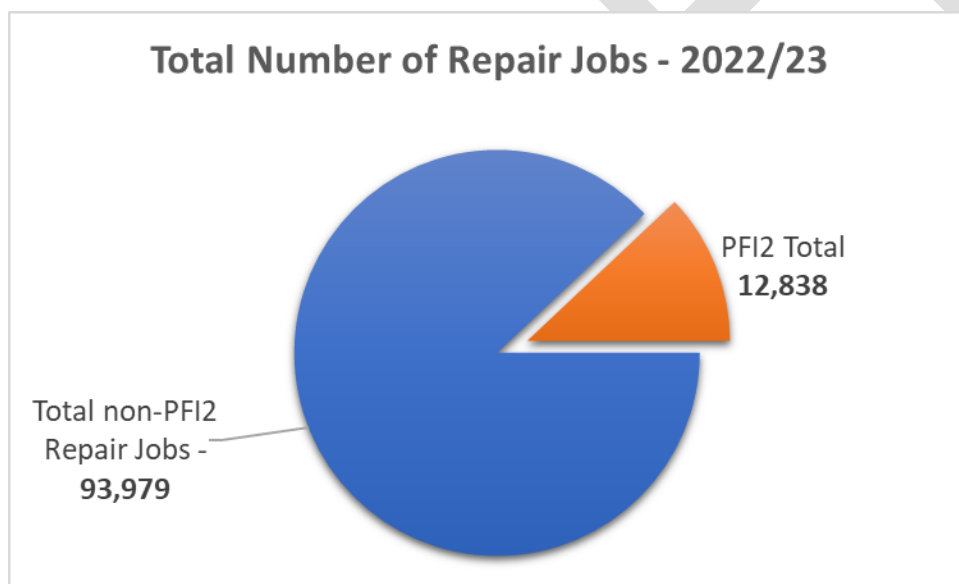


Figure 7.

Total Number of Tenancy Enquiries - 2022/2023	PFI	LBI	Total	%
ASB Correspondence	233	1435	1668	14.0%
Death certificate/notification	123	703	826	14.9%
E-Mail	160	1051	1211	13.2%
Mutual exchange documents	121	451	572	21.2%
Out of Hours report	833	6454	7287	11.4%
Phone message ASB	378	1794	2172	17.4%
Tenancy management General Correspondence	1832	10543	12375	14.8%
Triage Phone Message	1492	9225	10717	13.9%
Right to Buy Checks	38	273	311	12.2%
ASB correspondence, case file, initial report & phone message	637	2725	3362	18.9%

Figure 8.

3.14 However the graph below (figure 9) shows the high levels of contact from former PFI2 residents in particular areas. The contact levels are particularly high in relation to ASB and noise services, the street properties team consider this to be a result of the configuration of properties and closeness of living within a converted street property. There are generally higher levels of contact around mutual exchanges, which reflects the greater ease this group has of finding exchanges partners.

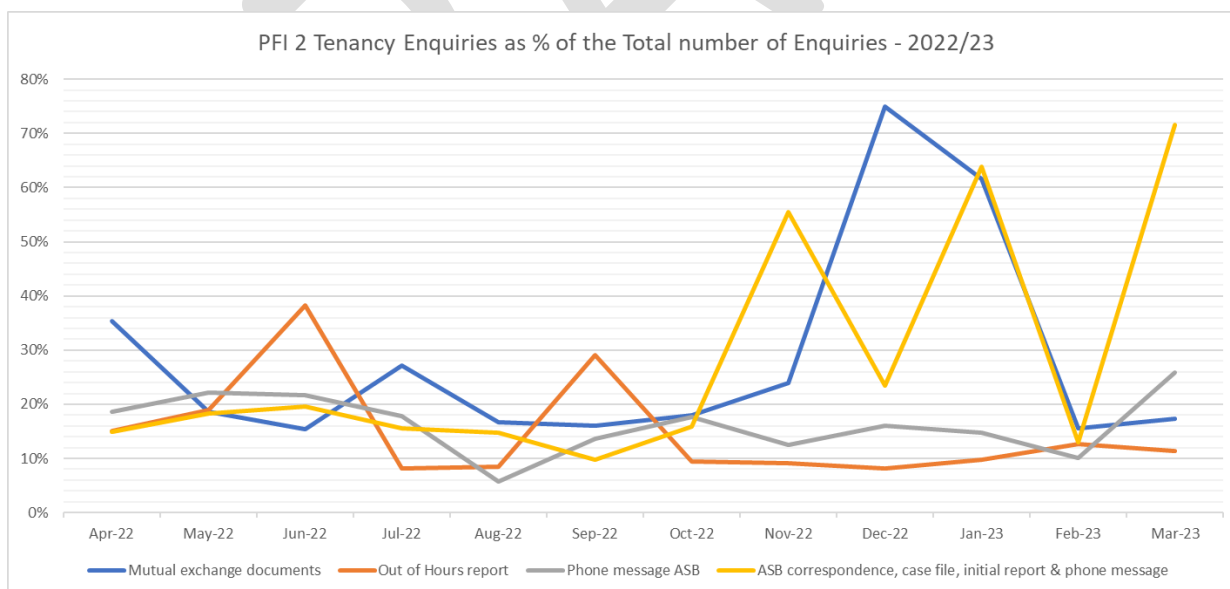


Figure 9

Leaseholders – Service Charges

3.15 The way service charges are billed between the council and Partners is different, as Partners continue like many providers to bill leaseholders in April for the coming year, whilst the council does this from September to September for costs incurred April to

April. This is an approach the council has found to be successful for their collection arrangements, however leaseholder income is a key contractual requirement for Partners and therefore their service has not been aligned to this approach. Therefore, the below charts reflect the 'gap' in service charge billing experienced by the leaseholders returning from Partners.

3.16 Most Homeowners pay their service charge by monthly direct debit from September and therefore sums owned as a total bill reduced down each month from September to September in line with this repayment profile.

3.17 Homes returning from PFI 2 attract a lower annual services charge because they are street properties and do not receive and pay for services such as caretaking, estate services and concierge. Therefore, charge levels are well below the 12% of total services charges, that their volume of properties represent.

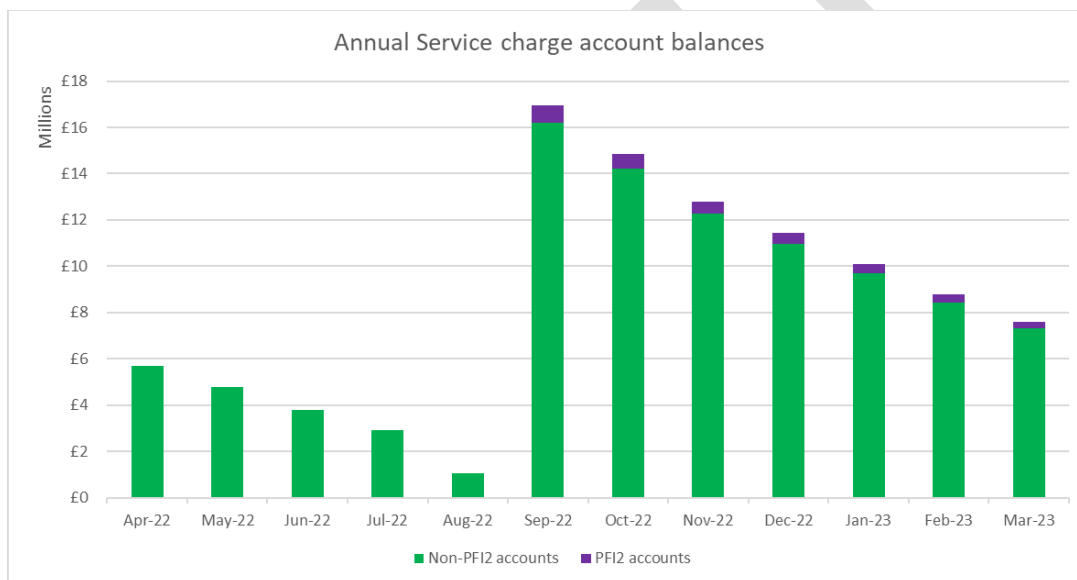


Figure 10.

Annual service charge account balances	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
PFI2 accounts	£0.00	£0.00	£0	£0	£0	£773,579
Non-PFI2 accounts	£5,694,990	£4,778,112	£3,809,277	£2,912,417	£1,049,350	£16,188,554
PFI2 as % of total accounts	0.0%	0.0%	0.0%	0.0%	0.0%	4.6%
Total account balances	£5,694,990	£4,778,112	£3,809,277	£2,912,417	£1,049,350	£16,962,133

Annual service charge account balances	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
PFI2 accounts	£640,057	£520,058	£455,260	£397,069	£340,344	£287,451
Non-PFI2 accounts	£14,221,075	£12,263,860	£10,970,235	£9,700,274	£8,435,181	£7,305,280
PFI2 as % of total accounts	4.3%	4.1%	4.0%	3.9%	3.9%	3.8%
Total account balances	£14,861,132	£12,783,918	£11,425,495	£10,097,343	£8,775,525	£7,592,731

Figure 11.

3.18 Complaints and Members Enquiries

3.19 Most complaints related to homes returning from the PFI 2 contract relate to repairs services, which is consistent with the experience for the rest of our landlord services and reflects the sheer volume of work and jobs carried out by the service to homes on a yearly basis.

3.20 Complaint levels in general are in line or below the representative levels of stock, except for in the peak period in November and December reflected in both the repairs and housing operations complaints levels. This timing coincides with the peak of jobs and complaint about damp and mould, due to the local and national focus on this important issue.

3.21 Although complaints levels have not been unduly high for the returning stock, services and the complaints team has fed back that the complaints received have followed other service trends of being a bit more complicated in general, either because of the nature of the properties or being the reopening of old issues of dissatisfaction, where residents are hoping to get a different outcome from previous enquiries to Partners.

3.22 Members enquires followed similar patterns, with a peak occurring slightly earlier in late autumn compared with that in complaints and with the pursuit of issues previously raised with Partners.

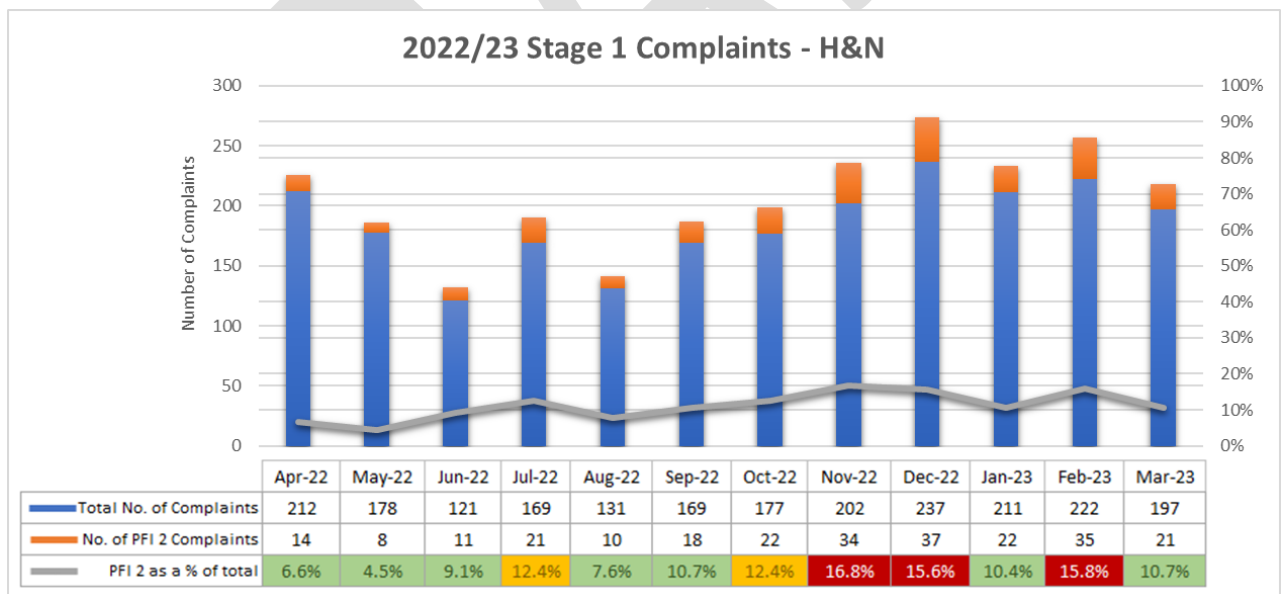


Figure 12.

Repairs Stage 1 Complaints	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total Repairs	185	150	104	144	102	137	153	168	216	177	191	160
PFI2	13	6	8	17	9	15	21	28	33	20	33	15
PFI as a % of total	7.0%	4.0%	7.7%	11.8%	8.8%	10.9%	13.7%	16.7%	15.3%	11.3%	17.3%	9.4%

H&C Stage 1 Complaints	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total	27	28	17	25	29	32	24	34	21	34	31	37
PFI2	1	2	3	4	1	3	1	6	4	2	2	6
PFI as a % of total	3.7%	7.1%	17.6%	16.0%	3.4%	9.4%	4.2%	17.6%	19.0%	5.9%	6.5%	16.2%

H&N Stage 1 Complaints	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total H&N	212	178	121	169	131	169	177	202	237	211	222	197
PFI2	14	8	11	21	10	18	22	34	37	22	35	21
PFI as a % of total	6.6%	4.5%	9.1%	12.4%	7.6%	10.7%	12.4%	16.8%	15.6%	10.4%	15.8%	10.7%

Figure 13.

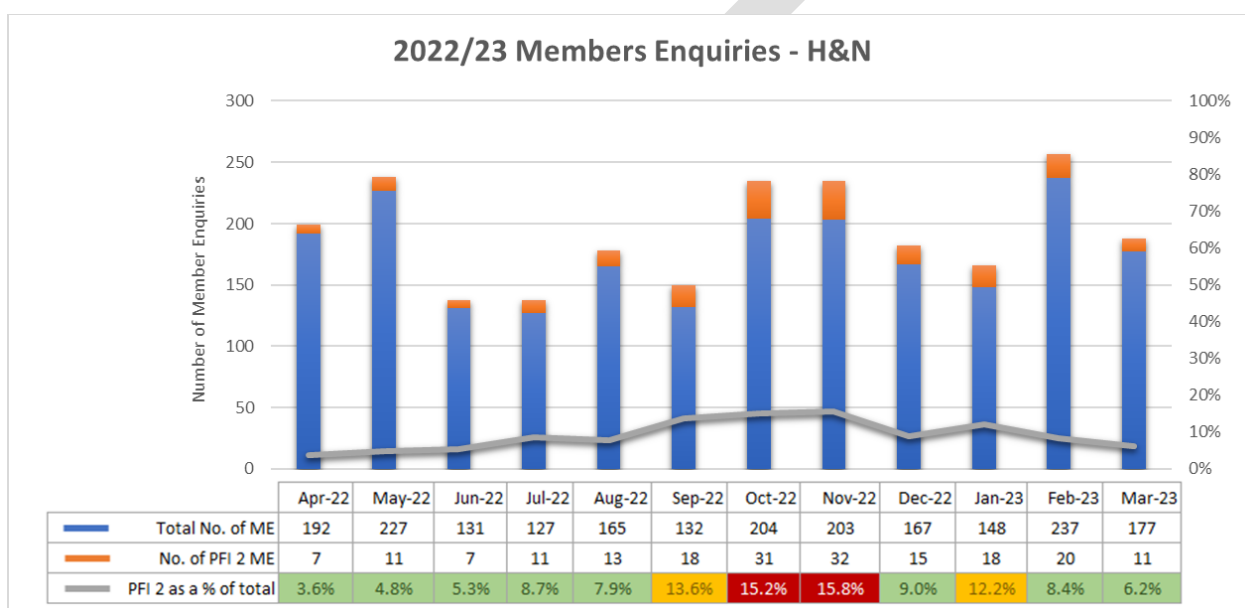


Figure 14.

4. Service feedback on reintegration impacts

Housing Property Services

4.1 The experience of the repairing standards and property condition has been generally found to be consistent with the independent survey of PFI 2 stock carried out by Ridge and Partners ahead as part of the contract handback processes which found stock to be in a reasonably good condition. However, the council's street property stock does present particular challenges and issues when compared with the council's wider housing stock. These challenges manifest in a number of ways in terms of service delivery which is set out in more detail below. In addition to this the investment in homes, through the PFI arrangement and available funding from government had significant limitations and means that this stock continues to pose a considerable investment challenge for the council.

- 4.2 Although volumes of roof repairs are not significantly greater than for other stock types, the number of roofs per home is much higher as a proportion, for this type of stock and resolving repair is significantly more costly because of the need for scaffolding in order to access the roof to carry out the repair. This means that costs per repair are in the region of 25-30% higher. The works can be significantly more challenging to carry out too, as access to erect scaffolding at the back of properties is much more challenging for street properties – leading to increase resource implications.
- 4.3 Street properties are older buildings and their construction, age and presence in conservation areas and in some cases their listing status all effect a range of jobs routinely carried out by the council for tenants and residents. For instance, works that involve disturbing internal walls and require replastering are often much more involved and lengthy, requiring more staffing resources.
- 4.4 The investment requirements within the PFI 2 contract were scoped mainly to deliver homes that met the decent homes standard, for the duration of the contract term. In order to keep the investment requirement from central government at a level the government were willing to sustain, the contract length was reduced and key components such as windows and roofs were, as much as possible, renovated and maintained rather than replaced. Not replacing windows and replacing those that required replacement with single glazed units (partly to keep costs down and partly because double glazed options did not meet planning requirements at the time) does mean that gains were not made in the energy efficiency of homes. Cyclical decorations for were carried out by Partners to the property exterior but internal decorations were not included in the contract, meaning that the council will need to consider how best to address this investment need in future programmes of work.
- 4.5 A single replacement of boilers in homes during the contract term means that many of the boilers replaced during the works period at the beginning of the contract, are now coming to the end of their expected life. This constraint impacts in a number of ways but effects are already being felt in terms of the boiler replacement capital budget, with significant addition resources being required this year as a result of the PFI homes being reintegrated. A peak was anticipated but this has been higher than expected.
- 4.6 The council's focus on improving energy efficiency in our stock and residents experience of the energy and cost of living crisis has meant there is a continued and growing focus on the cost of heating homes. Improving insulation and moving to double glazed or secondary glazing to improve performance in a key component of achieving this, but this comes at a very substantial cost per home.

4.7 The service has also experienced very high levels of expectation from leaseholders about the quality of repair, maintenance and investment the council can provide to them. This may be a reflection of the much higher property values among this leaseholder group and a limited appreciation of the financial constraints and restricted income under which social housing providers operate.

Housing Operation

4.8 Demands generated from the transfer of PFI 2 homes back into direct management have been experienced by the Tenancy Team as being higher than the slightly elevated levels of contact they have received from this group of residents. As discussed above the contact the team have received have been particularly focused on ASB, noise transfer and neighbour nuisance, as well as mutual exchanges and supporting the repairs service and residents to ensure vulnerable and hard to engage residents have necessary repairs carried out to their properties. These types of contact are generally more resource intensive and have had a greater impact on the capacity for service delivery than expected.

4.9 Part of this increase in intensity of work is considered to be temporary, as some residents seek to challenge the outcome of previous decisions made by Partners, in the hope that the council will take a different view. It is hoped that in the coming year these historic issues will be reduced and no longer be a significant drain on staffing resources.

4.10 The transfer of staff from Partners to the service has been found to be beneficial for the tenancy services management team, they have brought with them familiarity with the residents and their issues, consistency for residents who were familiar with their assigned housing officers, as well as, considerable expertise in anti-social behaviour and neighbour nuisance.

4.11 In addition to the above issues that are also more particular to street properties, issues with communal spaces fire risk assessment clearances and private garden management are creating resourcing pressures with the service for both tenancy and estate services. The types of ASB, nuisance and noise complaints reported by residents in street properties tend to be exacerbated by features of street property that are more unique to this property type, such as, ease of sound transfer between converted flats, shared gardens and small communal areas seen by residents as an extension of their living space.

4.12 The Tenancy Team are currently undergoing a restructure process for the whole service, which will help to address these issues and will benefit all residents by addressing other issues highlighted by residents, Members, our critical friend and partner organisations that will lead to service improvements. The restructure aims to;

- reduce patch sizes

- have a named responsible housing officer for all patches, so that residents and their representatives know who they can contact
- create mixed patches, including street properties alongside estate-based properties
- a more consistent service for all residents
- better locality engagement and visibility

These changes should ensure that residents transferred from Partners move from the temporary 'lift and shift' model of maintaining the separate street properties team from Partners to a fully integrated position. This is particularly pertinent in the area of anti-social behaviour, as the benefits of the council wide review of the service can be consistently delivered to all residents.

- 4.13 Although records transferred successfully from Partners to the Council into our operational systems, quality and consistency of note taking and use of the core database and document systems has caused some challenges for the Tenancy Team.

Integration of staff

- 4.14 Feedback from services has been that the transfer of staff, where this was close to a full contingent of staff coming into the council, has been a positive experience both for the staff transferring and the council. The council has really benefitted from the expertise and knowledge of staff, who understand the challenges and complexities of working in our street properties and bring experience of this to service delivery.
- 4.15 Within the repairs team the staff have been moved over earlier than expected and with substantial ease to the council's terms and conditions, ensuring consistency across the service and that staff can benefit from the additional employment benefits offered to council employees.
- 4.16 Learning from the process and what went well and could be done better can be applied to future transfers into the council and eventually for the integration of PFI 1 services in 2033.

Data transfer

- 4.17 The data transfer overall has been a success. This was a challenging and resource consuming programme of work, which for housing services was run alongside business as usual in most cases, presented some significant time and resourcing pressures. However, ultimately the delivery of data held into the council's systems worked well and the historical data is fully accessible to the council from Partners records, either through business-as-usual systems or Sharepoint repositories.
- 4.18 Services have, however fed back some useful improvements they would like to see regarding the keeping of records, which the PFI Clienting Team will pick up in our improvement work with Partners senior management team.

Communications with residents and their feedback

- 4.19 Resident communications on the reintegration seems to have been relatively effective. Although some residents did inevitably contact Partners after the transfer, these were not large in number and were quickly redirected to the right service. Some residents still make contact about the transfer with the Programme Manager, who still have his details from the letters that were sent out explaining the transfer arrangements in March 2022.
- 4.20 Generally, feedback received by the service teams has been positive about the return of services to the council. Residents are positive about being more closely linked to the council.
- 4.21 Leaseholder expectations continue to be very high and the satisfaction levels inherited from Partners were very low. They will have benefitted from the change in collection timings this year, which may be well received by some, but we are equally mindful that the loss of the £10k rolling 5-year cap (which was a government requirement for PFI schemes) is likely to be seen as a negative impact of the change by this group, as investment programmes on this stock begin.
- 4.22 A number of engagement activities have been offered to returning residents to understand their experience and any issues related to coming back into direct management. Unfortunately take up has been generally low despite this. This included:
- A welcome letter was sent out to ex-PFI 2 residents, which included an introduction to services and encouraging residents to join the resident involvement register. This was followed up with an E-form asking residents what discussion groups or forums they would be interested in getting involved with but no returns have been received.
 - Three drop-in sessions run by the Estate Champions Team were held during the evening
 - Two online forums have been offered, with senior managers and the street properties team in attendance.
- 4.23 Issues raised by residents through these opportunities included:
- Repairs issues, included damp and mould, leaks
 - Kitchen and bathroom refurbishment
 - Tenancy management issues including CCTV installed by a neighbour, vulnerability alerts not being transferred, and overpayment refund requests.

5. Summary of findings

5.1 Overall, the transfer of services went relatively smoothly for residents, which was a key objective of the programme for integration. Some key learning points have been picked up and consideration given to areas of work which needed more resource applied or to be started earlier has been identified to inform future service transfers.

5.2 The working relationship with Partners, if anything, strengthened through the reintegration work and the joint commitment to ending the contract well was an important component to the success of this work programme.

6 Final report clearance:

Authorised by: Jed Young, Corporate Director of Homes and Neighbourhoods

Date: 26th April 2023

Report Author: Hannah Bowman, Assistant Director, Housing Strategic Business Planning and Investment

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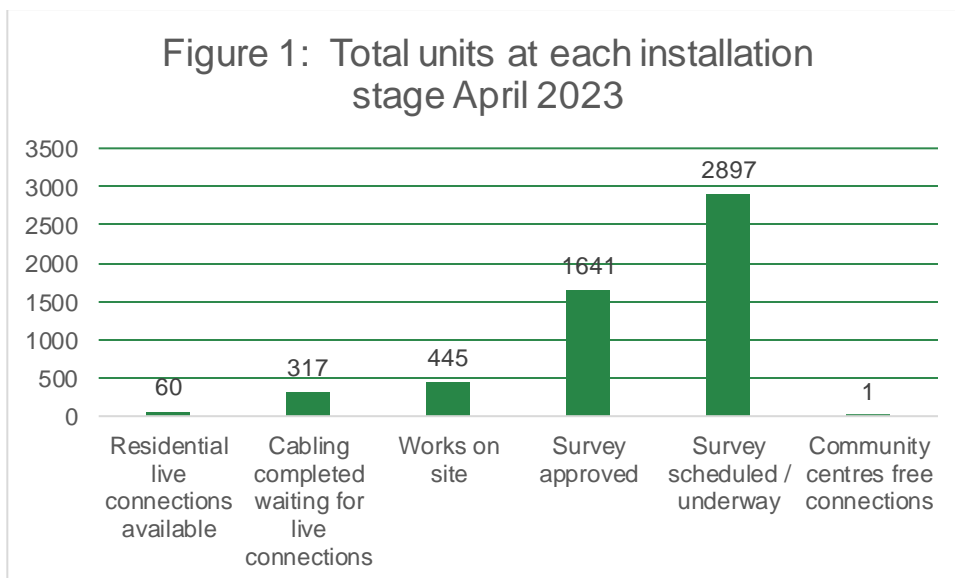
Islington Broadband

Update on programme delivery

Currently there are 46 active sites in the programme across the borough. Surveys have been completed and survey designs approved for 28 sites (133 individual surveys since January 2023), 17 further sites have surveys scheduled or currently underway and cabling is complete or nearly complete at 8 sites (awaiting the final cabinet connection for services to go live). We are waiting for the providers to give us installation dates for 16 sites for which the survey designs have been approved. Appendix 1 summarises the connection status of the programme sites by each ward at 26th April 2023.

Since the last update in March, no further service connections have been made live by the providers (60 at Spriggs House and Barratt House as at the date of the last report 1 March). The live services is dependent on the providers' networks which they are building concurrently with the estate installations. A further 400+ live connections were anticipated to come online April/May 2023 but we have been informed by providers that this is now likely to be mid-May/June. However, by this time further live connections should be available to connect the already completed cabling works.

Figure 1 shows a snapshot of the number of units at each stage of the installation process at 26th April 2023.



Hyperoptic have provided a free connection to Popham Community Centre and we will continue to liaise with colleagues in Community Partnerships in aiding delivery of this service for our centres and residents.

The Broadband Delivery Team continue to have weekly mobilisation meetings with Hyperoptic and Community Fibre. The Steering Group is due to meet in May 2023 to monitor programme delivery and ensure that social value benefits are being realised.

G-Network

G-Network have advised that there will be further delays in their signing of the master wayleave and we have now asked them to provide written indication of when they will be in a position to start their mobilisation. We have sought to understand the reasons for the delay and whether an interim, ad-hoc site-by-site approach would be desirable to them. However, we have not yet received a clear response as to what the issues are nor whether the proposed interim approach would be of interest to them.

BT Openreach

Negotiations with Openreach are ongoing. They have previously requested significant changes to the terms of the master wayleave document that the council and ISPs are working to. They are unwilling to make any specific social value contribution within the borough and want to pay a set amount per property retrospectively. This means that the council will need to bear the cost of facilitating their rollout in advance and may not recover the full amount by the end of the process, meaning it will be subsidised by tenants.

Appendix 1: Islington Broadband connection status, April 2023

Live connections available / Works on site / Survey approved / Survey scheduled / underway

Ward	Block	Postcode	Notes
Arsenal	DEEPDALE	N4 2EH	No installation timetable received
Arsenal	TAWNEY COURT	N5 1AS	No installation timetable provided
Arsenal	VAUDEVILLE COURT	N4 2QG	No installation timetable provided
Bunhill	CYRUS HOUSE	EC1V 0BU	No installation timetable provided
Bunhill	KESTREL HOUSE	EC1V 8EL	106 live in mid-May/June
Bunhill	PEREGRINE HOUSE	EC1V 7PR	211 live in mid-May/June
Bunhill	LAGONIER HOUSE	EC1V 3TJ	No installation timetable provided
Bunhill	PERCIVAL ST ESTATE	EC1V 0AG	Hyperoptic Phase 1 ¹
Bunhill	PLEYDELL ESTATE	EC1V 3SN	No installation timetable provided
Bunhill	REDBRICK ESTATE	EC1V 3QL	No installation timetable provided
Bunhill	THE TRIANGLE	EC1V 0AR	Hyperoptic Phase 1
Bunhill	WENLAKE ESTATE	EC1V 3PX	No connection timetable provided
Bunhill	CHADWORTH HOUSE	EC1V 3RQ	No installation timetable provided
Bunhill	GAMBIER ESTATE	EC1V 8EH	115 live in mid-May / June
Bunhill	ST LUKES ESTATE	EC1V 3SR	Hyperoptic Phase 1
Bunhill	STAFFORD CRIPPS	EC1V 9ES	No installation timetable provided
Bunhill	FARRIERS HOUSE	EC1Y 8TD	No installation timetable provided
Bunhill	COLTASH COURT	EC1V 8TD	No installation timetable provided
Bunhill	BANNER ESTATE	EC1Y 8NQ	No installation timetable provided
Clerkenwell	ALBEMARLE MANSIONS	EC1V 4JB	No installation timetable provided
Finsbury Park	ANDOVER ESTATE	N7 NRD	No installation timetable provided

¹ Hyperoptic put forward these sites as their indicative Phase 1 in the Autumn. We have prepared the technical information needed for these properties but the provider has not progressed with a formal survey submission as at April 2023

Laycock	BARRATT HOUSE ESTATE	N1 2AH	22 live connections
St Peter's and Canalside	FALCON COURT	N1 8EY	No installation timetable provided
St Peter's and Canalside	LANGDON COURT	EC1V 1LH	Hyperoptic Phase 1
St Peter's and Canalside	KINGS SQUARE	EC1V 8BA	Hyperoptic Phase 1
St Peter's and Canalside	JESSOP COURT	N1 8LG	No installation timetable provided
St Peter's and Canalside	BOREAS WALK	N1 8DX	No installation timetable provided
St Peter's and Canalside	CLUSE COURT	EC1V 3RB	No installation timetable provided
St Peter's and Canalside	COLINSDALE	N1 8DZ	No installation timetable provided
St Mary's and St James'	PLEASANT PLACE ESTATE	N1 2BS	No installation timetable provided
St Mary's and St James'	SPRIGGS HOUSE ESTATE	N1 2AJ	38 live connections
St Mary's and St James'	TYNDALE MANSIONS ESTATE	N1 2XG	Hyperoptic Phase 1
St Mary's and St James'	HIGHBURY MANSIONS ESTATE	N1 2XF	Hyperoptic Phase 1
St Mary's and St James'	HAWES STREET	N1 2UU	Hyperoptic Phase 1
St Mary's and St James'	273 UPPER STREET	N1 2UA	Hyperoptic Phase 1
St Mary's and St James'	WAKELIN HOUSE ESTATE	N1 2EF	Hyperoptic Phase 1
St Mary's and St James'	SEBBON STREET	N1 2EH	Hyperoptic Phase 1
St Mary's and St James'	HALTON ROAD	N1 2EN	Hyperoptic Phase 1
St Mary's and St James'	HUME COURT	N1 2EQ	Hyperoptic Phase 1
St Mary's and St James'	DEVONSHIRE HOUSE	N1 2BE	Hyperoptic Phase 1
St Mary's and St James'	BAMPTON HOUSE	N1 2BP	Hyperoptic Phase 1
St Mary's and St James'	CARLETON HOUSE	N1 2BQ	Hyperoptic Phase 1
St Mary's and St James'	ASTEYS ROW	N1 2DA	Hyperoptic Phase 1
St Mary's and St James'	BARING COURT	N1 3DR	No connection timetable provided
St Mary's and St James'	CUMMINGS ESTATE	N1 8QA	No connection timetable provided
St Mary's and St James'	SHEPPERTON ROAD	N1 3DH	No installation timetable provided
St Mary's and St James'	ARBON COURT	N1 7AP	No connection timetable provided
Finsbury Park	HOOD COURT	N7 6QS	No installation timetable provided
Holloway	CAMDEN ESTATE	N7 9PZ	No installation timetable provided
Hillrise	HILLRISE MANSIONS ESTATE	N19 3PU	No installation timetable provided
Hillrise	HILLSIDE ESTATE	N19 3UX	No installation timetable provided

Hillrise	HIGHCROFT ESTATE	N19 3AH	No installation timetable provided
Hillrise	HORNSEY RISE ESTATE	N19 3DU	No installation timetable provided
Hillrise	NEW ORLEANS ESTATE	N19 3UE	No installation timetable provided
Hillrise	REDWOOD COURT	N19 3SN	No installation timetable provided
Hillrise	LEYDEN MANSIONS ESTATE	N19 3AW	No installation timetable provided
Hillrise	ELTHORNE ESTATE	N19 4AF	No installation timetable provided
Tufnell Park	HOLBROOKE COURT ESTATE	N7 0BF	No installation timetable provided
Tufnell Park	TUFNELL PARK ESTATE	N7 0PG	No installation timetable provided
Tufnell Park	TANSLEY CLO ESTATE	N7 0HP	No installation timetable provided
Tufnell Park	BRECKNOCK MANSIONS ESTATE	N19 5AS	No installation timetable provided
Tufnell Park	WILFRED FIENBURGH COURT	N7 0EX	No installation timetable provided
Tufnell Park	DAREN COURT	N7 0EN	No connection timetable provided
Tufnell Park	HILLDROP ESTATE	N7 0QT	No installation timetable provided
Tollington	HOLLY PARK ESTATE	N4 4BW	No installation timetable provided

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Chief Executive Department
Town Hall, London N1 2UD

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	9 May 2023	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Quarter 3 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 3 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 3, 2022/23 for measures relating to Housing.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed, 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 3 performance update – Housing

4.1 Key performance indicators relating to Housing.

#	Indicator	2019/ 20 Actual	2020/ 21 Actual	2021/ 22 Actual	2022/ 23 Q3	Targets	On target ?	Q3 last year	Better than Q3 last year?
H1	Number of planning permissions agreed for new council housing	0	43	30	36	46 (Q3)	NO	30	N/A
H2	Number of new council homes started on site	New	New	47	0	3 (Q3)	NO	New	N/A
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	63	53	10	77	51 (Q3)	NO	2	N/A
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	89	118	40	0	10 (Q3)	NO	37	N/A
H5	Percentage of homeless decisions made in the target timeframe	New	40%	68%	71%	90% (annual)	NO	60%	BETTER
H6	Number of households in nightly booked temporary accommodation	316	468	403	537	365 (annual)	NO	463	NO
H7	Number of homeless preventions	717	947	701	647	850 (annual)	YES	486	BETTER
H8	Number of people sleeping rough	New	11	6	7	0 (annual)	NO	7	SIMILAR
H9	Percentage of all lettings provided to council tenants securing a transfer	38%	35%	29%	31%	35% (annual)	NO	30%	BETTER
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	88.5%	87.8%	85% (annual)	YES	88.5%	No
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.9%	4.7%	4.5%	5.0%	Target TBC	N/A	4.8%	N/A*
H12	Rent arrears as a proportion of the rent roll - partner properties	3.7%	4.9%	5.38%	5.2%	Target TBC	N/A	5.4%	N/A*
H13	% of residents who are very satisfied or satisfied with whole experience of having works carried out	N/A	N/A	N/A	86.3% **	NEW	NEW	NEW	NEW

*NB Q3 figures for this year are not directly comparable to Q3 of last year as the Council took back management of the PF12 housing stock, approximately 3,000 properties from the first quarter of this year.

**Q2 results reflect Q1 of 2022/23

4.2 *H1: Number of planning permissions agreed for new council housing*

For 2022/23 there is a target of 82 planning permissions to be granted for new council housing. 36 new council homes were given planning permission in Q3. A further 78 expected in Q4.

4.3 *H2: Number of new council homes started on site*

3 new council homes planned to start on site in Q3. Although no new affordable homes started in Q3, 6 are expected to start in Q4. A further 22 homes (Hathersage & Besant Courts) should have started during Q2, but commercial conditions have meant the contractor were unable to stand by their original tender price. The returned retender is currently being evaluated, and if viability issues are resolved could add another 22 new council homes starting in Q4.

4.4 *H3: Number of affordable new homes (social rented or shared ownership) completed by the council*

153 council homes are to be completed by the council by the end of the year. Up until Q3, 77 council homes had been completed. A further 76 new council homes are expected to complete by year end to hit the target. Of those 76, 19 homes have already been completed with the remainder on track for the end of the financial year.

4.5 *H4: Number of affordable new homes (social rented or shared ownership) completed by Developers*

No new affordable homes were completed by Developers in Q3. There is a target of 171 new homes to be completed by Q4. It is important to note that the delivery of these units is outside the scope of the New Build programme, we monitor the figures but have no influence over successful delivery of target)

4.6 *H5: Percentage of homeless decisions made in the target timeframe*

71% of homeless decisions were made in the target framework. Though this is below the annual target of 90%, performance has improved since last quarter and is significantly better than Q3 of last year (60%). In quarter 3 the service experienced a significant increase in demand equating to 20% more demand than Q2. The increase has stemmed from homeless applicants approaching due to a combination of domestic abuse, disrepair (damp/ mould/ condensation). An improvement plan is being implemented to address this performance and measures being implemented include staff working additional hours to increase the number of decisions reached.

The service continues to have a weekly focus on performance for this indicator, increasing the officer target for decision reached and provision of overtime for high performing officers to reach decision within the target time frame. The service has set an ambitious target and if achieved this will result in the council being placed in the top quartile of performance.

4.7 *H6: Number of households in nightly booked temporary accommodation*

There were 537 households in nightly booked temporary accommodation, above the annual target of 365 and an increase compared to Q2 (482). Homelessness is increasing nationally, and the most recent Government data shows a 15.1% increase. The percentage increase in Islington is below the national increase.

There has been a significant increase in homeless approaches due to domestic abuse, including those fleeing threats of violence/gang violence [this represents a marked shift from what has been the most common reason for homeless to date- being asked to leave by friends/family].

The team are continuing to work to discharge ineligible households as quickly as possible, to bring the number down further.

In London, there are 15.7 households living in temporary accommodation per 1,000 households, compared with 1.9 households per 1,000 in the Rest of England. In Islington there are 8.1 households per 1,000 living in temporary accommodation. Newham had the highest rate of TA in London with 48.3 households per 1,000 households and Luton had the highest rate of TA outside London with 13.7 households per 1,000 households. Therefore, Islington Council's overall performance in managing temporary accommodation is excellent. However, further reductions in the use of private sector properties are urgently needed going forward and we should not be complacent. The council has set a stretching target to eliminate the use of expensive nightly paid temporary accommodation to provide greater security for our homeless residents.

4.8 *H7: Number of homeless preventions*

In Q3 there were 647 households that were prevented from being homeless. This is on track to meet the end of year target (850) and better than Q3 last year. Whilst performance is on target for this year there are wider factors of concern that may impact on homelessness prevention success in future quarters. These include, increase in rents in London which will make securing private sector accommodation more challenging, corresponding decrease in affordability due to the cost of living crisis, energy costs, inflation etc which will impact more acutely on those on low and moderate incomes, concerns about the affordability of social housing properties owned by Housing Association and a further increase in homeless presentations from September 2022, as initial six-month placements through the Homes for Ukraine scheme end. Homelessness is expected to increase during the remaining part of 2022/2023 and throughout the 2023/2024 financial year as a result of the cost-of-living crisis and people in Islington being unable to afford the basics of heating their homes, food for the households, and stable/secure accommodation.

4.9 *H8: Number of people sleeping rough*

The number of people sleeping rough this quarter (7) is similar to Q3 last year (7), but lower than Q1 of this year (14). Rough sleeping is increasing across London. However, Islington Council continues to re-house people from the streets as no one should be sleeping on the streets of Islington. The increase in people sleeping on the streets is being driven by a number of councils closing covid accommodation in particular for people with no recourse to public funds and Councils going back to business as usual and assessing people under the Homeless Reduction Act for interim temporary accommodation. This has led to rough sleepers moving into Islington due to the lack of provision in the boroughs the rough sleepers were previously in.

4.10 *H9: Percentage of all lettings provided to council tenants securing a transfer*

This indicator shows how many of the council's existing tenants have been successful in moving to a more suitable social rented home, alleviating overcrowding for example and freeing up council homes for those in need. Lettings performance this quarter (31%) is below target (35%) due to no new build in Q2.

The service continues to focus on under occupiers to release larger properties for households that need them and encouraging social housing tenants to consider the mutual exchange scheme to increase the lettings to those seeking a transfer.

4.11 *H10: Percentage of LBI repairs fixed first time*

87.8% of repairs have been fixed first time by the end of Q3 of this year. Performance this quarter is above the annual target of 85% for 2022/23.

4.12 *H11: Rent arrears as a proportion of the rent roll – LBI*

As at Q3 rent arrears as a proportion of rent roll was 5%. In April 2022 the Council took back the management of PFI2 housing stock, approximately 3,000 properties which has resulted in the proportion of rent arrears of the rent roll for LBI increasing.

37% of the former PFI2 accounts are in arrears, which represents between 4% to 8% more arrears accounts than for LBI patches. Rent values for PFI properties are up to 25% higher than pre-existing LBI managed stock and the average arrears value of these accounts is also £417 higher compared to pre-existing LBI managed properties. A detailed review of PFI2 accounts has been undertaken since handover resulting in a significant number requiring enforcement action to bring them in line with the LBI arrears process.

Reducing rent arrears over the next year will be a significant challenge, due to the increase in the cost of living and fuel bills, which will adversely affect a majority of our residents and limit their ability to make rent payments.

4.13 *H12: Rent arrears as a proportion of the rent roll - Partner properties*

As at Q3 rent arrears as a proportion of rent roll was 5.2%. Rent arrears as a proportion of the rent roll for partner properties is higher than Q3 of last year due to many properties being brought back in-house in April 2022.

4.14 *H13: % of residents who are very satisfied or satisfied with whole experience of having works carried out.*

Satisfaction for capital works is collected quarterly by an independent satisfaction monitoring company. Due to the long-term nature of capital programmes Q3s results will relate to schemes ending in Q2 of 22-23. We are hoping to increase the number of surveys working with residents and the sampling company as sample rates are low. The Satisfaction measure is new, so we have not set targets this year.

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.

**Approved
by:**

Jed Young

**Corporate Director, Homes and
Neighbourhoods**

Date: 24th April

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Scrutiny Review on Communal Heating - Mini-Review

FINAL REPORT OF THE SCRUTINY
COMMITTEE

Report of: Executive Member for Housing and Development

Meeting of:	Date	Wards
Scrutiny Committee	9 th May 2023	All

Delete as appropriate	Exempt	Non-exempt
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Executive Summary

The Committee has considered the Council's communal heating systems and the challenges which a loss of service can generate for residents. The Council considered evidence from a number of witnesses for the purpose of the investigation. This report gives feedback on the serviced progress completing the recommendations.

Recommendations

That the scrutiny note the progress of the service on implementing its recommendations and comment as required

Scrutiny Recommendations Feedback

- 1. That subject to compliance with procurement rules, there should be standardised parts and equipment procured for communal heating systems so that spare parts/replacement parts are available and kept in stock in case of breakdown. Consideration should also be given to an inhouse team to be trained and available for emergency repairs call out.**

Procurement processes allow for the procurement of specific parts to meet specification requirements. It is not possible under competition rules to specify named brands or products. In some cases, a reference will be made to specific parts allowing providers to put forward these parts or an equal equivalent and approved alternatives.

The Council could secure large quantities of standard replacement components and hold them as repairs stock. Manufactures are regularly updating products to improve efficiency. In the event of held stock the Council may not be able to use the most appropriate component if they were holding quantities of outdated spare parts. Stored components would also be at risk of theft or damage.

Within the Council plantrooms and dwellings served by the communal heating service there are a significant number of high value non-standard components. It is not always clear when these components will fail and, in some cases, components outlive their anticipated life expectancy i.e. heat interface units, boosted water pumps, BMS (building

management) Control Panels etc. As these components are generally of a higher value, between £1000 and £10,000, holding these parts could expose the Council to possible financial loss if these components were not used for repairs.

There is however benefit in holding low value regularly used components on vehicles which attend maintenance or responsive repair works. The provider (GEM) does maintain this requirement and details of these parts held has been shared with the Council. The system would however benefit from been fully automated removing the need for site engineers to progress orders for replacement parts which can result in human error or parts not being replaced in the vans following site works. It should also be noted that recent world events have resulted in a steep increase in material shortages which has affected timelines for completion of some works.

To maintain access to replacement components the provider maintains service level agreements with a small number of large mechanical component retailers. These retailers can be called upon at short notice for standard replacement components therefore removing the need for the Council the purchase and hold stock which it may never use.

Progress has also been made on improved specification alignment between the new build and the communal heating repair and maintenance teams. The performance of components is now actively considered and feedback from the Maintenance Team is used to shape aspects of the New Build technical specification/employers' requirements for communal heating works and visa versa.

The inhouse communal heating and repair maintenance team is made up of Mechanical Engineers and Mechanical Inspectors and support staff. Engineers draw up technical specifications for repair works which are then monitored on site by the Mechanical Inspector up to taking final handover once works are complete.

The team do not currently have the skills or knowledge to undertake actual repairs on commercial boilers or communal heating plant and equipment; they have been established as a managing client.

Further consideration has been given to the use of an in-house team to undertake just the standard monthly planned preventative maintenance works. Property Services could further explore the resourcing of this option, and how such a team could be managed, but current industry skill shortages in this area would result in a real challenge to compete with the private sector for these resources. This is not a service recommended for insourcing at this time.

- 2. That the council maintain a risk register of boiler plant, and where faults have occurred/likely to occur, and to maintain records in order for the Council to have a history of repair and likely replacement parts that will need to be available in the event of breakdown**

In May 2022 the Council instigated a register to capture occasions where a communal boiler breakdown results in a service outage of 3 hours or more. The Council is also working with an external provider to undertake detailed comprehensive surveys of poor performing plantrooms to identify works which would improve the plant performance and efficiency and reduce the risk of breakdown.

The council has also instigated monthly KPI reports of contractor compliance with the order callout priority codes i.e. 2 hour , 4 hour , 21 day.

Since April 2022 over 6000 responsive jobs have been raised on the Council's Conserve repairs IT system used to capture requests for repairs to the communal heating systems. This excludes planned preventative maintenance jobs.

The council is working with its contractor to ensure that this information is fed into parts purchasing and van stock.

- 3. That in light of the government regulations for end point metering/installation of heat pumps, the Council should explore the possibility of personalised heat tariffs for tenants to reduce fuel poverty. The Committee recognises that the introduction of end point metering/heat pumps, as a result of government legislation, will increase costs for some tenants, and that this introduction should be communicated to tenants in order to ensure tenants are aware that some bills are likely to increase**

There is no current legislation in regards the installation of heat pumps in the same way there is to install meat meters.

In regard to heat meters, the tariff Islington sets is on a block level, are based on the actual cost and no profit is made via the delivery of heat. Therefore, the tariff is the lowest it possibly can be without other households on the network providing subsidy, as it is already at cost.

Any further discount would need to be paid for by the other people on that block level tariff. The Council is required to charge leaseholders on a cost basis and therefore would not be allowed to subsidise tenants from the costs passed on to them.

The installation of heat metres provides residents with real time information about consumption and cost and provides direct control over how they heat their homes. BEIS estimates that on average households are able to reduce their consumption by an average of 20% following installation of metres, on the basis of becoming more aware of their consumption and its impact on costs.

The Council will ensure that residents have a range of flexible options for payment, including the ability to make regular fixed sum payments to assist with budgeting across the year and accessible in person, by phone and online payment arrangements to suit different circumstances.

The Council is required to charge leaseholders on a cost basis and therefore would not be allowed to subsidise tenants from the costs passed on to them.

The Council is currently considering means to alleviate fuel poverty and best distribute assistance. This includes work by the IMAX team seeking out residents who have not claimed heating allowances from the government.

- 4. That the future development of new build properties should as be energy efficient as possible, in order to meet net zero carbon 2030, and to have adequate budgets**

in place to achieve this. The council do not want recurring costs in heating plant/repairs, and any risk register adopted should include new build as well as existing plant

All New Build schemes are designed to fabric first principles, reducing the requirement for heating as the first priority. However, this doesn't entirely negate the need for heating and hot water generating systems for our new homes.

Islington New Build require our heating and hot water generating systems to be fossil-fuel free, in line with our Decarbonising New Homes Compliance Guide. This means (air source) heat pumps in combination with MVHR (mechanical ventilation and heat recovery) systems in most instances. The MVHRs are needed to ventilate buildings that have been designed to current airtightness requirements.

Alternatively, for those developments that do achieve certified Passivhaus standard, individual, autonomous heat recovery systems can be considered - which we are looking to trial on one of our smaller schemes. These come at a reduced capital cost and a lower maintenance burden but are relatively new on the UK market and do have a limited volume of hot water instantly available.

The new systems will require additional annual maintenance to ensure they operate at optimum capacity. The Repairs Team are currently considering a contract to modern systems and also looking at a staffing plan to build in house capacity

- 5. That the Committee recommend clerk of works inspections, and supervision of works, should be increased in frequency, in order to ensure that plant is installed correctly, and that contract clauses ensure that any subsequent failures of any plant installation are legally enforceable by penalty clauses**

Mechanical Inspectors currently undertake daily visual maintenance inspections of council plantrooms, which include communal heating plant, communal ventilation and boosted water plant. These checks are made as part of day-to-day maintenance requirement where Mechanical Inspectors are tasked with checking planned preventative maintenance (PPM) work undertaken by the contractor.

Mechanical inspectors are hard to recruit. There is however an ongoing recruitment campaign to fill vacant roles. Additional mechanical inspectors once on board would yield benefits particularly during the communal heating season and would allow additional inspections of works carried out. To increase this level of inspection in the absence of additional resource would generate challenge to the current service delivery.

From a practical perspective recruitment continues to be a challenge and consideration should only be made to increase resources once the Council fills existing vacant Mechanical Engineering and Mechanical Inspector roles within the team to increase capacity for contractor oversight and capital work delivery.

Discussion is ongoing with the Council procurement and legal team to find ways to obtain better contract outputs and to strengthen the communal heating maintenance contract is part of the contract management and procurement cycle. This may include the addition of liquidated and ascertained damages for certain circumstances when

delivery/performance should have been better. Construction contract law does not allow punitive damages (financial penalties) in the event of poor performance.

- 6. That whilst the committee do not feel that hydrogen and other similar technology is well enough advanced, and is unsuitable at present, this situation should be kept in review in the future, if it is shown that heat pump technology is not able to be installed for certain properties, and as hydrogen technology and other progresses and become practicable and she looked at.**

The use of Hydrogen in communal heating is still some way off but the Council will continue to track this technology.

The U.K. currently does not have an available supply of hydrogen at scale and there would need to be significant investment in distribution infrastructure to deliver hydrogen supplies to domestic property.

- 7. That an investigation be carried out into the insulation of certain blocks, especially certain tower blocks, where the fabric of the building leads to a substantial heat loss. This is to ensure that any possible remedial action takes place during the major works programme, and adequate heating is able to be put in place to ensure tenants dwellings heating is as effective as possible and that the Council should make sure that, where there is one, the Energy Performance Certificate is made available for all properties including street properties to the resident.**

The Council is working towards an energy performance 'C' rating for all of its properties in line with the Islington zero net carbon target. All planned works seek to deliver a minimum of a 'C' rating unless constrained by a statutory issue such as listed building consent. The Council has just received a further £3.1 million to help fund insulation and energy improvement works from the Social Housing Decarbonation Fund (SHDF)

Properties can be provided EPC information upon request.

As part of the work completed by University College London the council has considered the opportunities for cladding and this is informing our capital programme and funding bids.

- 8. That the committee welcome the investigation being carried out on rapid resetting of boiler plant, in order that residents are not without hot water/heating whilst an engineer comes to reset the system, and trust that this is available as soon as possible.**

Rapid resetting of plant is best undertaken using controls which can be operated remotely. This allows remote visibility of equipment which is monitored. The Council is currently trialling 3 sites which were fitted with improved remote building management system (BMS) controls. On these sites the Council has access to live data on equipment which is connected to the BMS alarms. This allows for improved performance and awareness and detailed records of how the plant has performed. The BMS alarms provides an alert to highlight any faults which in turn allows the Council to act on specific

breakdowns. In some cases, the fault will be addressed long before it has any implication on the service provision to residents.

A further BMS roll out is progressing which will be used to connect all of the housing plantrooms to a new BMS system. Installation of works on site is due to start in June 2023 to be in place by the next heating season.

- 9. That the committee note that work is taking place with GEM on the BMS system, and the Oneserve System, in order to ensure maximum integration, and sharing of information between the Council and GEM, and that this should be expedited as soon as possible.**

Regular management meetings are held with the Council communal heating maintenance contractor (GEM) to review contractual issues of strategic importance. Issues such as improved communication and a live Oneserve interface are regularly reviewed.

GEM has made a decision to upgrade their existing IT system to a new platform. It is anticipated that this new system will help generate improvements with the communal heating maintenance service. This new system must be implemented before any Council Oneserve interface can be adopted. GEM are however confident that their new system will be operational by June 2023 and will improve the communal heating maintenance service for Islington Council with improved functionality to that currently in place.

- 10. That the Council maintain information on those tenants who have heat meters and heat pumps installed to ensure that when there is a change of tenancy, that the council are aware of such changes so that heat tariffs can be adjusted accordingly.**

Details of all properties which are fitted with heat meters is retained by the Council along with technical details on the equipment installed in the dwelling. This information is shared with the team responsible for the recovery of heat metering charges and will transfer to the new tenant should a change occur.

- 11. That further information be provided to leaseholders about the support available to assist them where there is a low carbon solution alternative that is less expensive than a traditional system.**

The Council is committed to taking advantage of suitable available grant funding for low carbon solutions due to be installed. A recent application for low carbon grant funding was successful and circa £850,000 was secured for a project to replace a traditional gas communal heating system with a low carbon heat pump system (Bevin Court). The intention is to progress similar applications at the appropriate time for other low carbon projects which will in turn reduce the leaseholder's contributions.

In the absence of a low carbon statutory legislation requirement, this funding has helped play a critical role in bringing leaseholders on the journey to low carbon solutions and played a critical role in ensuring projects are viable.

Recent discussions with BEIS on grant funding opportunities for works to housing plantrooms have been constructive and positive. Early indications are that funding may be set aside for the Council to undertake technical optimisation surveys in housing plantrooms. Once complete the Council can apply for further grant funding to undertake the actual optimisation work within the plantroom.

Because the cost of electricity is linked to the price of oil it is not easy to assume that a low carbon (electrical) supply of heat will be cheaper than gas powered ones. The council is carefully considering the operating cost for residents when commissioning low carbon heating replacements

12. That the Council promote awareness on the benefit of the Bunhill 2 network, particularly amongst those residents who have been affected by the Bunhill 2 installation works

The Council have taken considerable steps to improve the performance of the Bun Hill network and are ensuring that the experience to residents is the key focus of this work. The energy team will be visiting TRAs and tenants groups connected to Bunhill to update them on progress and the work they have been doing.

13. That greater awareness be promoted across different platforms of the dates proposed that the communal heating system is due to shut down for the summer months.

A full round of consultation is being undertaken towards the end of the current heating period to identify the most appropriate date for services to shut down and re commence. Once these dates are finalised they will be widely advertised via all of our engagement mechanisms. Direct communication will also be shared with residents affected by the by service adjustments.

14. On blocks where external sensors are used to control the boiler plant a check is undertaken to ensure that these sensors are in the correct location and giving representative readings.

It is recognised that fixed localised north facing outside air temperature sensors (OATS) have particular limitations. These sensors will be considered as part of the pending BMS upgrade works with further consideration given to how this system could be improved.

We are also trialling the use of remote environmental sensor from a range of suppliers to monitor heat and condensation as part of our Damp Task Force

Conclusion

Considerable progress has been made implementing the scrutiny's recommendations. With work continuing over the next few years. Improving the Communal Heating Service is a key focus for the Property Services Team both maintaining existing boilers and looking for new low carbon alternatives.

Final report clearance:

Signed by:

Jed Young, Corporate Director of Homes and Neighbourhoods

Date: Date the report received final approval

Report Author: Stephen Platt Assistant Director Property Services

Email: Stephen.Platt@islington.gov.uk

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New Build - Benchmarking data

Briefing note

In response to a request for benchmarking data to illustrate how well the Islington New Build programme performs against other local authorities the following actions were taken.

A - Identifying sources of new build data, for all London boroughs, which is available in the public domain. Two sources were identified:

- [GLA Housing Starts and Completions \(london.gov.uk\)](https://www.london.gov.uk/what-we-do/housing/new-build)
- DLUHC [Microsoft Power BI](#)

B - Reaching out to other local authorities who have similar development programmes and are in a comparable geographical area. Requests for data were made to Camden, Hackney, and Haringey. Only Camden responded to our request and the data they provided was not in a format where we could then compare like for like with our own performance.

These actions highlighted a range of factors that make it challenging to benchmarking our performance directly against other local authorities:

1. To avoid double counting there are specific requirements set out by the GLA and DLUHC for their data returns, and it is only when we add the DLUHC and the GLA data together we get the complete picture.
2. The data available is just based on the number or reported completions but does not consider other factors such as the numbers of demolitions, disposals and therefore total net gain of units delivered.
3. The data available for this type of activity is often not comparable, for example some boroughs record by calendar year and some by financial year.

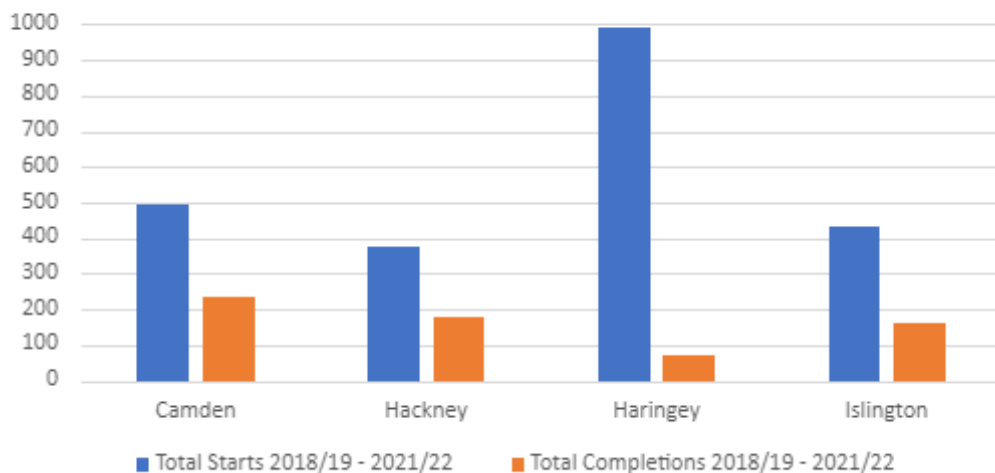
The data shown on the next page illustrates that **Islington performs well when compared to neighbouring boroughs with similar development programmes in place.**

Please note that this specific benchmarking task has been undertaken using data that relates to the financial years 01/04/2018 to 31/03/2022 therefore the numbers shown for Islington do not include all of the new build homes that will contribute to the delivery of our 2018-2022 550 target. For example, the data used for benchmarking shows that Islington had 161 completions in this period, but this does not include 35 completions from the first quarter of 2018 (as the financial year starts in April) and 77 completions that are yet to be reported to the GLA and DLUHC.

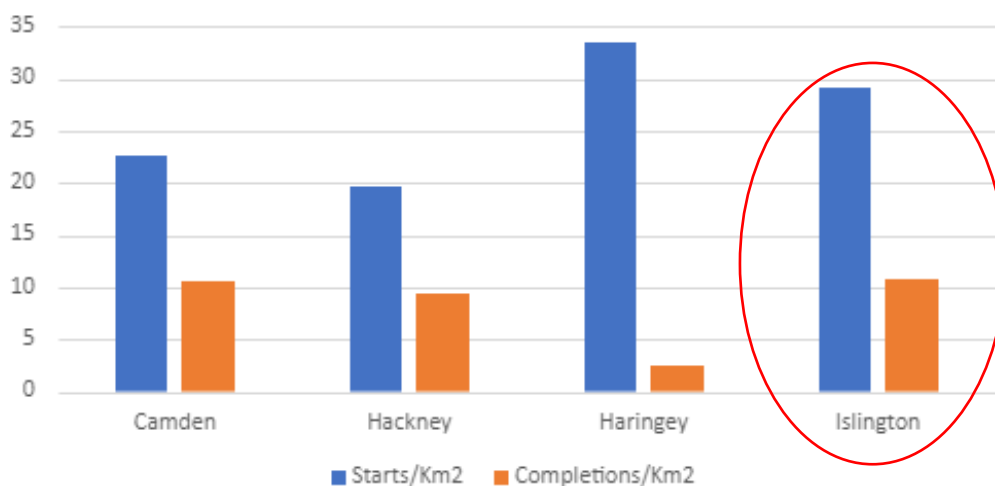
When we look at our performance against the 2018-2022 550 target, we delivered a total of 527 new council homes (combined starts and completions). The reason we fell slightly short of the original target is due to one scheme (Hathersage and Besant) not being able to proceed due to viability issues arising predominantly from external market factors.

For further information please contact the New Build programme management office via helen.ridgewell@islington.gov.uk or mike.perrett@islington.gov.uk

Starts & Completions 2018/19- 2021/22



Starts & Completions 2018/19- 2021/22 Per Km2



Local Authority	Starts 2018/19 2021/22	Completions 2018/19 2021/22	Starts/Km2	Completions/Km2
Camden	494	232	22.70	10.66
Hackney	376	180	19.73	9.44
Haringey	989	71	33.43	2.40
Islington	433	161	29.12	10.83

Briefing note ends.

HOUSING SCRUTINY COMMITTEE WORK PROGRAMME 2022/23

9 MAY 2023

- 1) Damp and Mould – Officer update
- 1) Major Scrutiny Review: Strategic Review of Overcrowding in Islington – an update
- 2) Preparing for the end of PFI2 – 12 month report back
- 3) Fibre Broadband update
- 4) Quarterly Review of Housing Performance (Q3 2022/23)
- 5) Communal Heating Mini-Review – 12 month report back
- 6) New Build Benchmarking data
- 7) Work Programme 2022/23 & Potential Scrutiny Topics

15 JUNE 2023

- 1) Membership, Terms of Reference and Dates of Meetings
- 2) Major Scrutiny Review: Strategic Review of Overcrowding in Islington – Housing Associations evidence
- 3) Draft Work Programme 2023/24 and Potential Scrutiny Topics

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