

Report of: Executive Member for Housing and Development

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	1 December 2016	All
Delete as appropriate:	Exempt	Non-exempt

Report: Quarter 2 Performance Report - Housing

1. Synopsis

- 1.1 Each year the council agrees a set of performance indicators and targets which, collectively, help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the council's scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Housing over the first half of 2016-17 (i.e. 1 April to 30 September 2016).

2. Recommendations

- 2.1 To note progress to the end of Quarter 2 against key performance indicators falling within the remit of the Housing Scrutiny Committee.

3. Background

- 3.1 The council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.
- 3.2 This year, rather than Policy & Performance Scrutiny Committee (PPS) scrutinising all quarterly performance reporting, a new approach was agreed whereby each of the four theme based scrutiny committees – Children's Services, Health and Care, Environment & Regeneration, and Housing – will be responsible for monitoring performance in their own areas

4. Quarter 2 update on Housing performance

4.1 This report contains an update on Housing indicators for Quarter 2.

Objective	PI No	Indicator	Frequency	Q2 Actual Apr-Sep	Q2 Target Apr-Sep	Target 2016-17	On/Off target	Same period last year	Better than last year?
<i>Increase supply of and access to suitable affordable homes</i>		Number of affordable new council and housing association homes built	Q	94	N/A	460	N/A	43	Yes
		Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	40	39	78	On	N/A	N/A
		Number of under-occupied households that have downsized	Q	83	100	200	Off	93	No
<i>Ensure effective management of council housing stock</i>		Percentage of LBI repairs fixed first time	M	84.3%	85.0%	85.0%	Off	85.3%	No
		Major works open over three months as a percentage of Partners' total completed major works repairs	M	16%	1.0%	1.0%	Off	1.0%	No
		a) Rent arrears as a proportion of the rent roll - LBI b) Rent arrears as a proportion of the rent roll - Partners	M M	1.9% 2.3%	2.0% 2.0%	2.0% 2.0%	On Off	1.7% 2.2%	No No
<i>Reduce homelessness</i>		Number of households accepted as homeless	M	209	200	400	Off	169	No
		Number of households in nightly-booked temporary accommodation	M	428	470	440	Yes	461	Yes

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

Increase supply of / access to affordable housing

4.2 The number of new affordable homes completed in Quarter 1 exceeded the figure for the same period last year. This is largely due to a large number of homes completing at the Packington Estate regeneration scheme. As reported in the Quarter 1 update however, we anticipate a significant slowdown in affordable housing completions for the remaining quarters due to large schemes being delayed and looking to complete in 2017-18. While it is highly unlikely 460 affordable homes will be delivered this financial year, 16 new council homes are completing this year, with another 239 on site and 237 due to start this year.

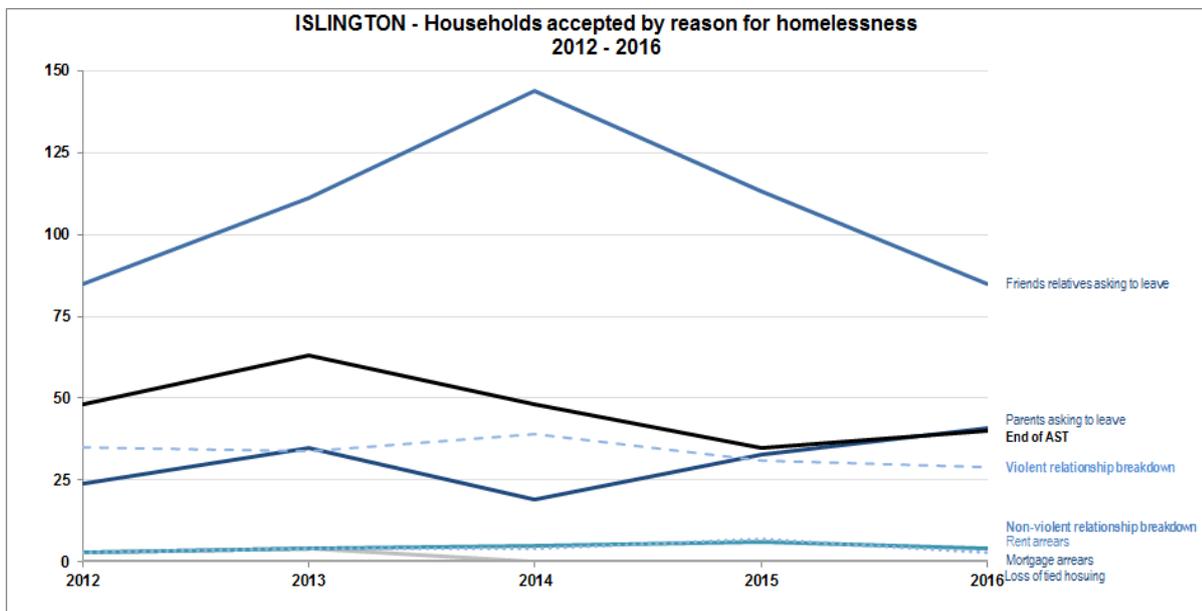
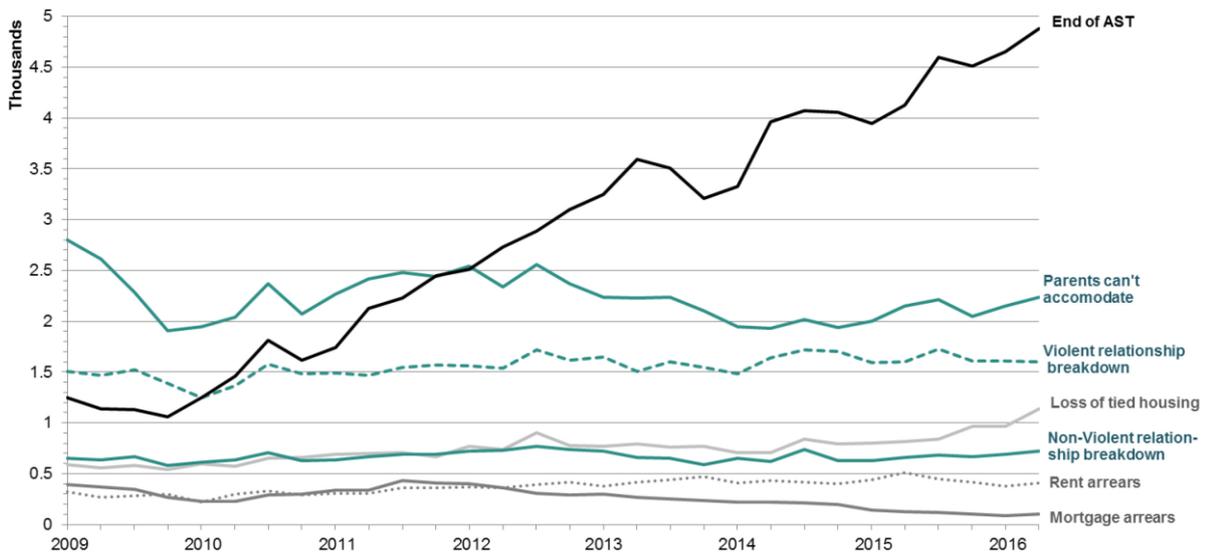
4.3 The majority of the borough's affordable housing development is undertaken by housing associations and private developers, and as such, the council has limited influence over timescales for delivery.

Effective management of council housing stock

- 4.4 The volume of major works over three months old as a percentage of Partners' total major works repairs has increased 2% from 14% to 16%, as reported up to the end of September 2016. There are 32 major repairs open over three months, the current status of which is identified as:
- 7 of the 32 works are now underway
 - 18 of the 32 are still delayed as a result of legal processes associated with leaseholders who can scrutinise proposed works under the section 20 process, planning requirements and Party Wall protocols, which need to be completed with neighbouring properties.
- 4.5 The figure included in the report last quarter was as a percentage of both responsive repairs and major repairs at 2.7 %, which is a less useful presentation of the delays being experienced by residents awaiting major works. The figure for quarter 1 as a percentage of major works only was 14%.
- 4.6 Rent arrears for Islington Council is on target and, although slightly higher than this time last year, current trends show a decrease to 1.8%. We are making steady progress in reducing rent arrears with teams continuing to monitor accounts on a weekly basis, using the escalation policy and ensuring actions are taken in a timely manner and ensuring support is provided to tenants.
- 4.7 The Benefit Cap came in on 7 November and the Income teams are working closely with the imax team. For those residents not engaging, our Income Recovery Officers will be making contact to ensure payment of rent.
- 4.8 We are confident that we will be below target at year end.
- 4.9 For Partners for Improvement in Islington, at the end of Quarter 2 our arrears as a percentage of the rent roll were 2.29%. This is a decrease (and therefore an improvement) from Quarter 1.

Reduce homelessness

- 4.10 The number of households accepted as homeless in the first two quarters of this financial year are above target by 9 applications or 5%. The prediction based on the first two quarters is that homeless acceptances for the year will be 418 or a 10% increase on the previous year.
- 4.11 Nationally, homelessness acceptances in Quarter 1 of 2016-17 increased by 10% when compared with the same quarter in the previous year. Acceptances in London rose by 11% in the same period.
- 4.12 Nationally there has been an increase in homelessness acceptances since 2010 from a low of just under 10,000 per quarter to a current level of 15,100 in Quarter 2 of 2016-17.
- 4.13 The impact of welfare reform and changes in Local Housing Allowance (housing benefit) means that the private rented sector is no longer an affordable option for many Islington residents. The council is no longer able to procure sufficient affordable private rented accommodation in the borough to be able to offer to residents as an alternative to becoming homeless.
- 4.14 The graph below is taken from the DCLG housing statistical release and shows the reason for homelessness for households accepted as homeless nationally.



NB: AST= assured shorthold tenancy

4.15 The number of households in temporary accommodation provided by local authorities on 30 June 2016 was 73,120. This was 9% higher than a year earlier; in London, the number of households in temporary accommodation at 30 June 2016 was 52,820 a rise of 6%.

Background papers: None

Appendices: None

Final Report Clearance

Sean Mhanghul

21 November 2016

Signed by

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Corporate Director of
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Date

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