

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

Meeting of	Date	Ward(s)
Housing Scrutiny Committee	4 <sup>th</sup> September 2017	All

Delete as appropriate	<del>Exempt</del>	Non-exempt
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## **SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q1 2017/18)**

### **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 quarter of 2017/18.

### **2. Recommendations**

- 2.1. To note progress to the end of Quarter 1 against key performance indicators falling within the remit of the Housing Scrutiny Committee.

### **3. Background**

- 3.1. The council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.

### **4. Quarter 1 update on Housing performance**

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

Objective	Indicator	F r e q u e n c y	Q1 Actual Apr- June	Q1 Target Apr- June	Target 2017-18	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	0	53	328	Off	39	No
	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	28	27	108	On	35	No
	Number of under-occupied households that have downsized	Q	24	41	163	Off	37	No
<i>Ensure effective management of council housing stock</i>	Percentage of LBI repairs fixed first time	M	84%	85.0%	85.0%	Off	84.6%	No
	Major works open over three months as a percentage of Partners' total completed major works repairs	M	7.3%	11%	11%	On	2.7%	No
	a) Rent arrears as a proportion of the rent roll - LBI	M	1.8%	2.0%	2.0%	On	1.8%	Same
	b) Rent arrears as a proportion of the rent roll - Partners	M	2.4%	N/A	N/A		2.4%	Same
<i>Reduce homelessness</i>	Number of households accepted as homeless	M	61	100	400	On	119	Yes
	Number of households in nightly-booked temporary accommodation	M	341	350	350	On	478	Yes

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

*Increase supply of / access to affordable housing*

- 4.2. The borough aims to provide 328 affordable homes in 2017/18. This is an increase from the previous target due to schemes slipping from 2016/17 and now due to complete in 2017/18.
- 4.3. The schemes at Ivy Hall, Blenheim Court and Bramber House were forecast to complete in Q1 of 2017/18 but have slipped into Q2, with Ivy Hall and Blenheim court completing in August 2017 and Bramber House due to complete in September 2017. Ivy Hall was primarily delayed due to further delays from the electrical supplier in connecting the supply.

Blenheim also had issues with service connection as well as further changes with the contractor's site staff. There have been further delays at Bramber House as Thames water have failed to make main water connections. Any lessons learnt are incorporated into the New Build Teams processes, for example, by updating the Employer Requirements or New Build Checklist.

- 4.4. It should be noted that 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. Risk of delay increases for schemes in their early stages so while schemes due to complete in a financial year are delayed into the following financial year, future schemes are also slipping back so the expectation should not necessarily be that the following year will see larger number of homes delivered.
- 4.5. However, the council is still on course to meet its corporate targets for affordable homes delivery and the council new build programme has seven schemes completing in 2017/18.

Effective management of council housing stock

- 4.6. The volume of major works over three months old as a % of Partners' total major works repairs has reduced from the last report to 7.3% up to the end of June 2017.
- 4.7. There are 22 major repairs over 3 months for Partners, the current status of which is identified as: 6 of the 22 work are now underway, whilst 11 of the 22 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). The remaining repairs are delayed due to operational issues, such as problems arranging access to the property and difficulty accessing required materials.
- 4.8. The slight drop in first time fix for repairs is thought to be due to a tidying up of old jobs on the system (jobs complete practically but not shut down on the system) in preparation for the launch of the new OneServe IT system. Repairs volumes increases of around 10% year-on-year continue and are thought to be a combination of pent-up demand, weather-related issues and increased pressures on the housing stock. Efficiencies and doing more work in house rather than contracting out have to date largely absorbed the costs of this. Quarter two is likely to show worse performance due to IT disruption resulting from Office upgrades and the roll out of Office 365, which have severely hampered repairs delivery during that period. OneServe go-live was postponed for two weeks to 17 July following the Grenfell Tower incident and work pressures during that time. OneServe implementation does not seem to have impacted services on a measurable scale so far.
- 4.9. Rent arrears are at 1.80% against the rent roll, which is the same position as previous quarter last year. This shows a consistency in rent collection.
- 4.10. Income Recovery teams continue to contact and support tenants by referrals to our Partners and to utilise the Resident Support Scheme to assist tenants affected by welfare reform. Tenants affected by the new level of Benefit Cap introduced from 07.11.16 have now been re-triaged by the IMAX team to achieve exemption from the Benefit Cap or have been provided with assistance to help move into work. Tenants engaging with the IMAX team have been assisted with DHP payments. Non-engagement for council tenants is minimal.
- 4.11. We are pleased to maintain consistency of 1.80% against the target of 2.0%. This has been achieved against a background of an increasing number of Universal Credit cases and the reduced levels for the Benefit Cap cases.

4.12. The total rent arrears as a percentage of the rent roll for Partners managed stock increased a little in 2017-18 from 2.1 % at the end of Q4 to 2.4 % for Q1 some of this is due to the rent increase for tenants living in Partners' properties and some long term income recovery staff absences due to sickness. Partners are taking action to address these issues.

Reduce homelessness

4.13. The number of households accepted as homeless in the first quarter of this financial year are within target of less than 100 acceptances in the quarter. This is due to successful work in preventing and delaying homelessness that the service is undertaking as preparation for the implementation of the Homelessness Reduction Act 2017.

4.14. The main reasons for homelessness in Islington continue to be due to the loss of private sector accommodation, being asked to leave accommodation by family or friends or leaving accommodation due to domestic abuse.

4.15. The high cost of private renting in Islington means that residents are no longer able to access the private rented sector as an alternative to making a homelessness application.

4.16. Our target for reduction in the numbers of households in nightly booked TA in Q1 2017/18 is 350. The target for the full financial year is to keep the number of households in nightly booked TA below 350. The target has been met in with a performance of 341 demonstrating continuous improvement against the year end figure of 350. The reasons for this successful reduction are down to implementation of our TA reduction strategy, which includes increased move on to permanent accommodation, and a more rigorous approach at the front end, to minimise TA bookings and homeless acceptances. This puts our number of households in Temporary Accommodation at its lowest since September 1998.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

Signed by	.....	24 August 2017
	Director of Property Services	.....
		Date

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