



Report of: Executive Member for Housing & Development

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	13th March 2018	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 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.

2. Recommendations

- 2.1 To note progress to the end of Quarter 3 against key performance indicators falling within the remit of the Housing Scrutiny Committee

3. Background

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

4. Quarter 3 update on Housing performance

- 4.1 This report contains an update on Housing indicators for Quarter 3.

Objective	PI No	Indicator	Frequency	Q3 Actual Apr-Dec	Q3 Target Apr-Dec	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>	H1	Number of affordable new council and housing association homes built	Q	57	167	184	Off	94	No
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	81	72	108	Off	46	Yes
	H3	Number of under-occupied households that have downsized	Q	100	108	163	Off	118	No
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	85.5%	85%	85%	On	84.8%	Yes
	H5	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	14%	11%	11%	Off	12.5%	No
		b) Satisfaction rate with repairs undertaken by Partners	M	96.8%	95%	95%	N/A	N/A	N/A
	H7	a) Rent arrears as a proportion of the rent roll - LBI	M	2.2%	2.0%	2.0%	Off	2.0%	No
b) Rent arrears as a proportion of the rent roll - Partners *		M	2.7%	N/A	N/A	N/A	2.2%	No	
<i>Reduce homelessness</i>	H8	Number of households accepted as homeless	M	167	267	400	On	267	Yes
	H9	Number of households in nightly-booked temporary accommodation	M	329	350	350	On	417	Yes

*contractual target = 97% collection rate

Increase supply of / access to affordable housing

- 4.2 The borough aims to provide 184 affordable homes in 2017/18. This is an increase on the previous target. The target could have been higher. However, as a result of scheme slippage, a few schemes will now complete in 2018/19.
- 4.3 The schemes at Ivy Hall and Blenheim Court and Moorfields School site completed in Q2 of 2017/18. Bramber House was due to complete in September 2017 however there were further delays with Thames water failing 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 eight schemes completing in 2017/18. The target for overcrowding has been achieved and this has been assisted by the provision of new build accommodation. As new build is made available, priority is given to under-occupiers, who are often in larger units. This then allows those units to be allocated to overcrowded households. For example, when Lion Court was completed, the majority of allocations were made to under-occupiers, which released their accommodation for overcrowded households. The under-occupation target hasn't been achieved, largely because the expectations of under-occupiers leaving a spacious home can be beyond the smaller accommodation that's available.

The number of under occupying households who have been assisted to move to smaller accommodation is behind target with 100 moves against a target of 108 moves. Despite the ambitions new build programme available void properties continue on a downward trend which means fewer properties are available for under occupying households to move into. Work will take place in 2018 to look at support on behavioural change to encourage more under occupiers to move to maximise uptake of the properties which are available.

Effective management of council housing stock

- 4.6 The volume of major works over three months old as a % of Partners total major repairs has increased from last year's figure of 12.5% but is still slightly short of target. Note that these are small numbers so small fluctuations have a larger impact on the performance result.
- 4.7 There are 27 major repairs over 3 months, the current status of which is identified as: 10 of the 27 works are now underway whilst 13 of the 27 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 Satisfaction levels continue to be high for Partners' day to day repairs.
- 4.9 First time fix repairs have exceeded the target of 85% with an outturn of 85.5% achieved.
- 4.10 The main reason for the first time fix improvement is in relation to our focus on identifying reasons behind first time fix fails, such as van stock. The first time fix measures from OneServe (our new IT system) appear to show this improvement is being maintained, however it is too early to state categorically whether this is the case.

- 4.11 Rent arrears for LBI are at 2.2% against the rent roll, which has not achieved the target. PFI arrears are at 2.7%. Their collection rate is 98.6% which is better than the contractual target of 97%.

Reduce homelessness

- 4.12 The number of households accepted as homeless are within target for April to November. This is due to successful work in preventing and delaying homelessness in preparation for the implementation of the Homelessness Reduction Act in April 2018.
- 4.13 The main reasons for homelessness in Islington continue to be the loss of private sector accommodation, being asked to leave accommodation by family or friends or leaving accommodation due to domestic abuse.
- 4.14 Our target for reduction in the numbers of households in nightly booked TA 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 339 demonstrating continuous improvement against the year-end figure of 374 and an improvement on the same period last year (429). 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

7 March 2018

Corporate Director of Housing and Adult Social Services Date

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