

Housing Performance

March 2018

Diarmaid Ward

Executive Member for Housing and Development

Fire safety

- ACM3 cladding removed from (two end elevations of) Braithwaite House July 2017
- Cladding replacement expected by end of October 2018 (currently on site with CIP work)
- FRAs for all 6+ storey blocks on website by end of 2017
- Dry riser main to Michael Cliffe House converted to wet riser August 2017
- New wet riser installation at Peregrine House due to be completed October 2017
- Compartmentation checks on voids to provide assurance
- Contract for installation of interlinked detection and alarms in street properties and some older-style mansion blocks due at 27 April Exec

Capital programme delivery

- On track to invest £29m in 2017/18
- Work continuing on Andover (£10m programme) and Girdlestone (£12m programme) – dampness remediation
- Solid wall insulation programme paused in wake of Grenfell tragedy
- In process of reprocurring capital works contracts for coming period (four to ten years)
- Planning for investment needs in over 6,000 street property units due to be returned from PFI2 in 2022.

Repairs and gas

- Implementation of Oneserve IT system in July 2017 to improve scheduling of work.
- Phase 2 of IT implementation has started, ongoing til November 2018.
- Overall satisfaction for service 89.9% (YTD at January).
- First time fix 85.2% (YTD at January).
- Gas compliance continues to be challenging due to a market-wide shortage of skilled gas engineers with contractors and councils competing to attract the most capable. Current figure is 99.81%.

Homes and Communities(1)

Restructure

- Housing Operations Service has a new name 'Homes and Communities'. In many ways it is business as usual. We will be providing the same core landlord services to residents, but we want to provide a broader offer to residents which aligns with the council's priorities: a safe home where you can thrive and live well.
- As Homes and Communities we intend to do even more to capitalise on the extensive reach we have to make a difference to residents' health and wellbeing; sense of belonging; financial security and also their safety. This is in line with the council's shift towards early intervention, prevention and resilience. The change also reflects the new opportunities opened up to us when the Voluntary and Community Sector team joined us last in April.

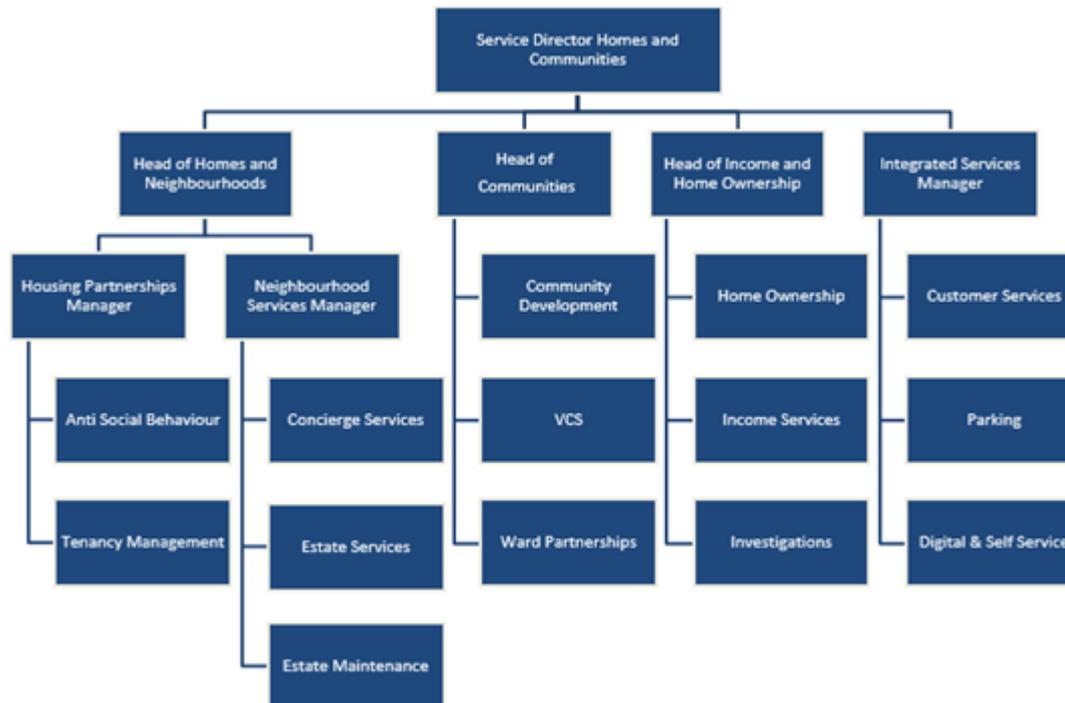
Homes and Communities(2)

Restructure

- Jo Murphy (Service Director of Homes and Communities Ext 4067) has reorganised the service into four areas:
 - Homes and Neighbourhood (led by Jon Farrant (ext 5370) and supported by Neighbourhood Services Manager, Billy Wells (ext 5314) and Housing Partnerships Manager, Abi Onaboye on (ext 7711)
 - Communities (led by John Muir, ext 3264)
 - Income and Home Ownership (Head tbc) and
 - Integrated Services (led by Dan Tomey ext 5015).

Homes and Communities(3)

Restructure



* Special Projects and Voids to move to Property Services early 2018

Homes and Communities(4)

Universal Credit

- Universal credit (UC) for new single claimants commenced in Islington on 7.11.15.
- There are currently 304 tenants in receipt of UC for properties managed directly by Islington for General Needs properties and 55 for properties managed by Partners, which is a total of 359.
- Of these tenants at 26/01/2018 as shown in table below, 286 are in arrears totalling £346,848.88 and 73 are in credit or £0.00 balance totalling £20,017.23. The current average debt for the UC claimants is £966.15 compared with the average debt for tenants of £159.18 (September 17 UC claimants figure £879.55).

IR Team	No in credit or zero bal	Credit Amount	No in arrears	Arrears amount
Holland Walk	18	£6,262.03	56	£52,951.12
Partners	12	£2,296.44	43	£63,858.77
St Johns	20	£3,744.79	58	£78,657.61
Upper St 1	11	£4,036.56	67	£73,665.43
Upper St 2	4	£957.57	26	£32,207.83
Upper St 3	7	£2,576.42	36	£45,508.12
Totals	73	£20,017.23	286	£346,848.88

Homes and Communities(5)

Universal Credit

- Applications for direct payment known as APA's are being made when the account is in arrears of 8 weeks, which is in line with the UC guidelines. There are currently 98 cases where this is in place and the current rent and in some cases an additional amount off the arrears is being paid to us directly as the Landlord.
- Roll out to full service for all households will commence on 20th June 2018 in Islington. Regular bi- monthly meetings are now being held with the DWP to prepare for this change. The following issues have been raised and are being investigated by the DWP: -
 - APA payments are being made without our payment reference and therefore payments are going into suspense account.
 - Non receipt of documents from DWP to advise of payment of UC or APA or termination of these.
 - Annual rent increase/decrease and responsibility of claimant to provide this information rather than the Local Authority providing this via a spreadsheet.
 - APA monthly payments of differing amounts

Homes and Communities(6)

Voids

- The voids performance has decreased due to an issue with one of the contractors in the south of the borough. There was an issue with their supply chain and on site supervision, which has led to delays in returning voids. They have now employed additional site supervision and a new supply chain, which are also used by another contractor. The Islington Voids Supervisor has been working closely with this contractor and can confirm significant improvement, with 100% returned on time in the recent performance checks carried out by the compliance team.
- The contractor concerned is new to the voids service and started working with us in July – the mobilisation period has been difficult but their director has given reassurances that they will also provide additional resources to the contract to improve turnaround times going forward. We are confident that the contractor will be able to reliably meet future service standards.

Homes and Communities(7)

Housing Investigations

- Housing Investigations have been trialling a new way of clamping down on tenancy fraud. A block was selected to pilot a new initiative which involved replacing fob keys for all the residents of the block. The initiative promotes increased security to the block but also an opportunity to undertake tenancy checks.
- The team held drop in sessions on site to inform residents, to provide special arrangements for vulnerable residents and writing to all properties. Residents can claim their new fobs by providing proof of ID and residence. Over 50% of residents have claimed their new fobs within the first session, with further drop in sessions planned.
- The aim is that we will identify those properties who do not collect their fobs, potentially pointing to tenancy fraud, non-occupation or an unknown vulnerability. If this is successful we intend to carry out similar initiatives elsewhere. .



Housing Needs

Homelessness and temporary accommodation

- Homeless acceptances reducing due to increased work on prevention of homelessness in preparation for the Homelessness Reduction Act 2017 which commences in April 2018.
- Projecting to accept 220 households in 2017/18 compared with 372 in 2016/17.
- 426 households were prevented from being homeless from April-December 2017 compared with 367 in 2016/17.
- The number of households in temporary accommodation has reduced to 737 in January 2017 from 799 in April 2017 and 928 in April 2016.
- Islington leading the Trailblazer project for the six boroughs in the sub-region trying out innovative ways of preventing homelessness such as working with JCP.

Housing Needs

Partners

- Contractual KPI's are generally met and exceeded, including customer feedback on repairs. A small survey commissioned by the clienting team to test the collection of satisfaction data showed high levels of satisfaction.
- Detailed PI's required by council enables rigorous scrutiny of service delivery and complaints levels
- Complaints levels have slightly increased and Partners are analysing emerging themes in order to identify any learning points or need for service improvements.
- Partners have established an action plan in response to feedback from Members through a survey jointly between them and the clienting team aimed at addressing on-going concerns from Members.

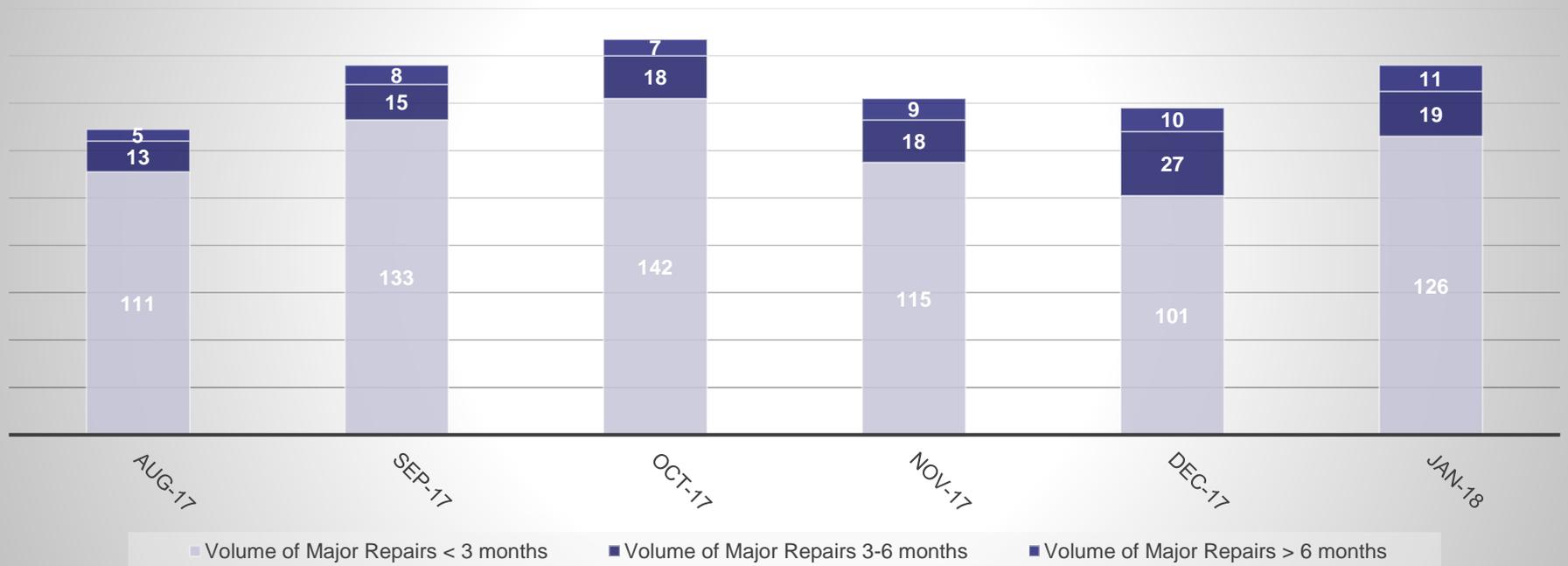
Housing Needs

Partners

The average number of major works in progress per month has been reducing year on year, a six month snap shots show an average of 203 jobs in 2015/16, reducing to 184 in 2016/17 and 148 in 2017/18.

The proportion of jobs taking over three months has not significantly fallen but the average number of (over a 6 month snap shot) has reduced from 30.3, to 28.5 to 26.7 – meaning fewer residents waiting. Delays on these jobs are often as a result of legal or planning processes that cause delay

Major Works repairs



Housing Needs

NRPF

- Current caseload is one case higher than in Q2 16/17 when we had 51 supported households due to good case management.
- The referral rates are significantly higher during Q2 17/18 than in the same period last year. Referrals of Single Adult with Care Needs cases increased twofold to 8 cases in Q2 2017/18.
- Syrian Refugees; contract awarded to Refugee Action for support. About to launch a communications drive asking local residents to let properties to the council to use for these families.

Housing Needs

The Housing Register and lettings.

- There are now over 18,000 applications on the housing register.
- 9,239 require a one bedroom property.
- 9,503 have points to be able to bid – are in housing need .
- Severely overcrowded households - lacking two or more bedrooms - on the list reduced by 13 by 100 between April 2016 and April 2017.
- The number of severely overcrowded households who have moved in 2017/18 to date is 111 compared with 79 in 2015/16.

Housing Needs

The Housing Register and lettings.

- Under occupation moves have decreased from 179 in 2016/17 to 113 from April to January 2017/18.
- The impact of the recent new build schemes may mean that this figure increases by the end of the year.
- Local lettings in a number of council and housing association new build schemes including Kings Square and Goodinge Health centre.

Housing Needs

Properties let by bedsize

Council and housing association lettings; the impact of the recent new build schemes is not yet showing in the figure for 2017/18.

Year	Studio	1 bed	2 bed	3 bed	4 bed	5+bed	Total
2014/15	59	540	389	173	39	4	1204
2015/16	52	486	346	173	21	10	1088
2016/17	39	424	355	203	37	17	1075
2017/18 est	46	478	300	159	25	3	1011

Housing Needs

New Build

- The councils new build programme completed 7 schemes this year delivering 132 new genuinely affordable homes for social rent as well as a new library and state of the art community centre.
- Schemes delivering over 170 new homes for social rent are currently on site with a further 10 sites with planning permission due to start on site in the next financial year.

