

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

<b>Meeting of</b>	<b>Date:</b>	<b>Ward(s):</b>
<b>Housing Scrutiny Committee</b>	<b>11<sup>th</sup> September 2018</b>	<b>All</b>

<b>Delete as appropriate</b>	<b>Exempt</b>	<b>Non-exempt</b>
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**SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q1 2018/19)**
**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 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	PI No	Indicator	Frequency	Q1 Actual April-	Q1 Target April-	Target 2018-	On/Off	Same period	Better than last

				June	June	19	target	last year	year?
<i>Increase supply of and access to suitable affordable homes</i>	H1	Number of affordable new council and housing association homes built	Q	183		N/A	N/A	0	Y
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	27		N/A	N/A	28	N
	H3	Number of under-occupied households that have downsized	Q	44		N/A	N/A	24	Y
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	80.5%		N/A	N/A	84.5%	N
	H5	Major works open over three months as a % of Partners' total completed major works repairs	Q	11%		N/A	N/A	10%	N
	H6	Satisfaction rate with repairs undertaken by Partners	M	96.6%				aspirational target of 95% contractual target of 75%	
	H7	a) Rent arrears as a proportion of the rent roll - LBI	M	2.4%		N/A	N/A	1.8%	N
	b) Rent arrears as a proportion of the rent roll - Partners *	M	3.1		N/A	N/A	2.3%	N	
<i>Reduce homelessness</i>	H8	Number of households accepted as homeless	M	51		N/A	N/A	61	Y
	H9	Number of households in nightly-booked temporary accommodation	M	337		N/A	N/A	335	N

\*contractual target = 97% collection rate

### Increase supply of / access to affordable housing

- 4.2 The borough forecast The forecast for 2018/19 is currently to develop 466 new affordable homes.
- 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.

### Effective management of council housing stock

#### Housing Repairs

- 2.1. Repairs fell short of its First Time Fix target of 85%, delivering a Q1 out turn of 81%.
- 2.2. The new repairs IT system has been launched and further improvements and benefits are expected in the second phase of the project (due to complete December 2018). A key element of this improvement will be the delivery of dashboard reporting tools. Dashboards will allow managers to look at performance on a daily basis and identify teams and individuals that are underperforming. Dashboards are being developed and early release should begin in September.
- 2.3. The service has launched its multi-skill training and the first batches of operatives have now completed the programme and are undergoing further support in the field to practice their new skills. The programme will run for up to four years. Completion of this training should enable the service to react more flexibly and efficiently, further increasing the number of First Time Fix job completions.
- 2.4. Managers have been tasked with scrutinising and signing off follow-on jobs and carry-overs, placing greater focus on improving first time fix.
- 2.5. The 2016 apprentices are completing their courses and will be applying for full-time roles over the summer. We are taking on six further apprentices in September and two trainee surveyors. These new employees will be completing their apprenticeship qualifications and on the job training across a number of different trade areas.
- 2.6. Overall satisfaction with the repairs and gas service combined is above target at 90% (against a target of 88%). We continue to learn from complaints and dissatisfied residents and are planning to ask residents to scrutinise its learning from service failures to ensure even greater customer focus. We complete on average 70,000 responsive repairs and 12,000 gas-related repairs per year. The gas service is also responsible for servicing 19,321 individual gas heating and hot water systems. Satisfaction is measured by a monthly telephone survey of on average 650-800 tenants who have had a repair or gas job completed in their home in the preceding month. The number fluctuates dependent on the number of tenants willing to complete the survey each month. The survey is undertaken by an independent organisation.

#### Gas Services

- 4.11 Gas compliancy has remained exceptionally high across both the North & South of the borough, achieving an almost perfect 100% compliancy rate at various stages over the quarter.
- 4.12 The results reflect an ongoing successful recruitment process to secure engineers within a very competitive and limited market. A drive to proactively engage residents in the annual gas service process has improved gas safety and makes better use of existing resources. It is anticipated this upward trend will continue.

## Partner's Repairs

- 2.9. Residents' satisfaction with repairs continues to be above the 75% target; at the end of June 2018 satisfaction on PFI1 was 97.6% and PFI2 96.8%. These combine for an overall satisfaction rate of 96.9%.
- 2.10. There were 32 Major Repairs greater than 3 months, the status of these are as follows:
- 13 in progress.
  - 7 delayed by Sec 20's, Planning and Party Wall protocols.
  - 12 delayed due to operational issues such as no access, decants and drying out of damp proofing
- 2.11. At the end of June 2018, major works cases open over 3 months (32) as a percentage of major works completed in the last 3 months (199) was 16%.

## Rent Income Collection

- 2.12. Rent arrears for LBI are at 2.37% against the rent roll for the end of the first quarter. We have made improvements since then and the arrears are reducing. The increase in arrears is likely to have been due in part to the World Cup. We are now starting to see some key cases progress through the courts so the arrears should continue to reduce, although Universal Credit will start to have an impact.
- 2.13. PFI managed properties are contractually required to achieve an annual rent collection rate of within 1% of Islington Council's. If they do not achieve these targets they are subject to financial penalties. At the end of Q1 the PFI1 collection rate was within target – 97.08% compared to the Council's collection rate of 97.41% - and the PFI2 collection rate of 96.39% was fractionally outside target. But this is an annual performance indicator for Partners.  
Performance on current debt as a proportion of the rent roll was 3.11%; this measure is not a contractual performance requirement. Partners have experienced severe delays with the Court; hearings have not been listed for up to 4 months, evictions have not been scheduled for up to 6 months
- 2.14. Partners' voids performance is behind the councils void service performance, with an average relet time of 36.3 days over the year. The increase in 17/18 figures have been inflated due to holding properties over periods of time for potential re-housing of Grenfell residents.

## Reduce homelessness

- 4.12 The number of households accepted as homeless are within target for 2018-19. This is due to successful work in preventing and delaying homelessness in preparation for the implementation of the Homelessness Reduction Act which commenced 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 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. Our downward trajectory is in contrast with most other London boroughs, who have seen a continuous increase in the number of households in Temporary Accommodation, as has England as a whole.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

Signed by ..... 29 August 2018  
Corporate Director of Housing and Adult Social Services Date

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