

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

<b>Meeting of</b>	<b>Date:</b>	<b>Ward(s):</b>
<b>Housing Scrutiny Committee</b>	<b>19<sup>th</sup> November 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 (Q2 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 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.

**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 July-Sept	Q2 Target July-Sept	Target 2018-19	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 homes completed by the council	Q	12	12	74	On	94	No
	H2	Number of affordable new homes completed by Developers	Q	10	10	637	On	New Indicator	New Indicator
	H3	Number of planning permissions agreed for new council housing	Q	0	0	102	On	New Indicator	New Indicator
	H4	Total number of affordable homes (net growth taking into account new homes and homes sold)	Q	12	12	68	On	New Indicator	New Indicator
	H5	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	45	75	150	Off	40	Yes
	H6	Number of under-occupied households that have downsized	Q	83	73	145	On	83	No
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	83%	85%	85%	Off	84.3%	No
	H8	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	5%	11%	11%	On	7.3%	Yes
	H9	b) Satisfaction rate with repairs undertaken by Partners	M	96.6%	aspirational target of 95% contractual target of 75%	aspirational target of 95% contractual target of 75%	On	New Indicator	New Indicator

	H10	Rent arrears as a proportion of the rent roll - LBI	M	2.5%	2.5%	2.5%	On	1.8%	No
	H11	Rent arrears as a proportion of the rent roll - Partners *	M	3.19%	3.14%	3.14%	On	2.4%	No
<i>Reduce homelessness</i>	H12	Number of households accepted as homeless	M	90	100	400	On	61	No
	H13	Number of households in nightly-booked temporary accommodation	M	393	325	294	Off	335	No
	H14	Number of street homeless supported into accommodation	M	15	8	30	On	New Indicator	New Indicator

\*contractual target = 97% collection rate

#### *Increase supply of / access to affordable housing*

- 4.2 The forecast for 2018/19 is currently to develop 637 new affordable homes. The development pipeline is currently still on track to deliver that figure (H1). The in year total is 174 homes completed with the majority due to complete the end of the year which does put the target at risk should schemes be delayed by a month or two.
- 4.3 In terms of the council's new build programme the completion of Centurion Close is forecast to slip from the end of the financial year to April 2019 due to unexpected foundation conditions. This means the forecast for the end of year is 66 new homes instead of 74 (H2) and that will also be reflected in a reduction in the net growth figure (H4) which drops from 68 to 60 new homes accordingly.
- 4.4 The number of new homes planning permissions is forecast to miss the annual target (H3) due to the delays to the Vorley Road scheme that provides 59 new homes. This is due to changes in information required by Planning for the viability report. The current forecast is 43 new homes with permission rather than 102.
- 4.5 Historically there have been difficulties in RPs providing timely and accurate information to the council on their own development pipelines. Within the recommendations approved for the restructure of the New Build Team was the creation of the new Management Support post, one of whose primary functions will be to manage performance information and build relationships with our RP partners. It is expected this will significantly improve the quality and timeliness of the data we need them to provide.
- 4.6 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

- 4.5 Repairs fell short of its First Time Fix target of 85%, delivering a Q2 out turn of 83%.
- 4.6 83% figure for Q2 represents a 2% improvement on Q1 figure of 81%.
- 4.7 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 progressing well with positive feedback from the Dashboard owners.
- 4.8 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. 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.
- 4.9 Managers have been tasked with scrutinising and signing off follow-on jobs and carry-overs, placing greater focus on improving first time fix.
- 4.10 The 2016 apprentices completed their courses with a majority applying for full-time roles within the Council. We have taken on six further apprentices in September 2018 (three females and three males from within the Borough) 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.
- 4.11 Overall satisfaction with the repairs and gas service combined is above target at 91% (against a target of 88%) for Q2. This is a 1% improvement on Q1. 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

- 4.12 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. 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

- 4.13 Residents' satisfaction with repairs continues to be above the 75% target; at the end of September 2018 satisfaction on PF11 was 97.15% and PF12 96.8%. These combine for an overall satisfaction rate of 96.9%.
- 4.14 Major repairs are more complex repairs carried out by Partners often of higher value and are often delayed by requirements such as Leaseholder consultations, scaffolding works, building control consultation and the issue of party wall notices. It is not possible to deliver 100% of major repairs within the 3 months due to statutory timescales however, Partners aim to keep the number of works exceeding 3 months to a minimum and monitor those exceeding the 3 month period. These repairs are monitored separately as they are not included in the measure of the resident satisfaction for day to day repairs.
- 4.15 There were 43 Major Repairs greater than 3 months, the status of these are as follows:  
15 works in progress  
15 delayed as a result of due process associated with Sec 20's, Planning and/or Party Wall protocols  
9 delayed as a result of ongoing Decant/access issues  
3 currently going through the commercial authorisation process  
1 currently awaiting drying out and solicitor authorisation to proceed with the decorations.

The number of Major Works cases over 12 weeks completed in September 2018 (4) as a percentage of the total number of Major Works cases completed (83) = 5%

#### Rent Income Collection

- 4.16 Rent arrears for LBI are at 2.44% against the rent roll for the end of the first quarter. Universal Credit Full Service was implemented on the 20th June and has had an impact on the rent arrears for Q2. This has seen 600 tenants for this quarter being transferred to Full Service. All these residents were subjected to a minimum of a 5 week wait until they get the first payment for Universal Credit. Tenants are advised by the Job Centre that they are entitled to an advance however this has not been taken up by the vast majority of tenants.
- 4.17 The issues with extensive delays at Clerkenwell Court and with the Central London Bailiffs are improving. We have contacted both the Court and the Bailiffs and they have advised they were aware of the issues and will be addressing the problem of staff shortages. They have agreed to fast track cases which were overdue.
- 4.18 The Income Recovery team are also carrying a number of vacancies which require recruitment.
- 4.19 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 Q2 the PF11 and PF12 collection rates were within target – within 1% of the Council's. But this is an annual performance indicator for Partners. Performance on current debt as a proportion of the rent roll was 3.19%; this measure is not a contractual performance requirement. Partners have continued to experience severe delays with the Court hearings not being listed for up to 4 months, evictions have not been scheduled for up to 6 months.
- 4.20 Partners' voids performance is an average re let time of 36.3 days to date. This measure includes the letting process delivered by the Council for Partners properties.

#### Reduce homelessness

- 4.21 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.
- 4.22 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. Our target for reduction in the numbers of households in nightly booked TA is 294. Whilst during the first four months of this financial year the no. of households remained consistent, during August and September we saw an increase of 18%. We attribute this to the introduction of the Homelessness Reduction Act in April 2018, which has placed additional duties on the council which have slowed down the processing of homelessness applications. We are hopeful that a review of the way we work will bring about improvements and a reduction in the no. of households staying in nightly booked temporary accommodation.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

Signed by



6<sup>th</sup> November  
2018

Corporate Director of Housing and Adult Social Services

Report author: Jo Fry, Project Manager, Public Health  
Tel: 020 7527 2679  
E-mail: [jo.fry@islington.gov.uk](mailto:jo.fry@islington.gov.uk)