

Report of: Executive Member for Housing & Development

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	19th March 2019	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q3 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 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 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	66		74		57	Yes
	H2	Number of affordable new homes completed by Developers	Q	174		637		New Indicator	New Indicator
	H3	Number of planning permissions agreed for new council housing	Q	69		102		New Indicator	New Indicator
	H4	Total number of affordable homes (net growth taking into account new homes and homes sold)	Q	95		68		New Indicator	New Indicator
	H5	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	66	75	150	Off	57	Yes
	H6	Number of under-occupied households that have downsized	Q	121	73	145	On	100	Yes
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	81%	85%	85%	Off	84%	No
	H8	a) Major works open over three months as a % of Partners' total completed major works repairs	Q	12%	11%	11%	Off	18%	No
	H9	b) Satisfaction rate with repairs undertaken by Partners	M	97%	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	2.9%	2.5%	2.5%	Off	2.2%	No

	H11	Rent arrears as a proportion of the rent roll - Partners *	M	3.4%	3.14%	3.14%	Off	2.7%	No
Reduce homelessness	H12	Number of households accepted as homeless	M	131	100	400	On	167	Yes
	H13	Number of households in nightly-booked temporary accommodation	M	406	307	294	Off	339	No
	H14	Number of street homeless supported into accommodation	M	16	8	30		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.
- 4.3 In terms of the council's new build programme, as reported previously the completion of Centurion Close slipped into 2019/20. 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 As reported previously, the current forecast is 43 new homes with permission rather than 102. 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 scheme is a joint development with a private developer and dependent on them for delivery. If delays continue to be ongoing the council will take a view on whether this scheme should be delivered without them which will impact on numbers and forecast completion dates. This is a high risk scheme and has been highlighted in the monitoring report to the New Homes Board. Hathersage and Besant secured planning permission in December for a mixed tenure scheme including 21 new homes for social rent. The Elthorne Estate scheme was due to go to planning committee in December but, due to concerns over the whether the scheme had maximised the sales values of the private sale homes, has been delayed and has a new committee date of 5th March. If successful this won't affect the revised annual target of 43. As per our figures for previous quarters – these are for council developments only and reflect a net gain accounting for council homes demolished. Following the appointment of the Management Support Office we will look to working more closely with RPs to provide a figure across all affordable development (see 4.5).
- 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. The role is currently at the shortlisting stage and is forecast to be in post before the Qtr 4 reports are due.
- 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

- 4.7 Repairs fell short of its First Time Fix target of 85%, delivering a Q3 out turn of 81%.
- 4.8 Due to delays in launching the Repairs IT dashboards the expected performance has not been delivered. The dashboards are currently due to be delivered in April and improvements should be noted thereafter. The additional issue with this delay is that resources used to mine repairs data, highlighting areas of concern, are currently tied up in dashboard development.
- 4.9 The launch of the new materials supplier did cause some issues to the service as they failed to mobilise as promised in their tender delaying jobs. Through robust contract management this has now been addressed and should be less of an issue moving forward.
- 4.10 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 is currently 50% completed and will run for another two years.
- 4.11 Managers have been tasked with scrutinising and signing off follow-on jobs and carry-overs, placing greater focus on improving first time fix. This, however, is difficult without the repairs dashboards relating overall performance to individual and team performance.
- 4.12 We have taken on six further apprentices in September 2018 (three women and three men 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.
- 4.13 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

- 4.14 Gas compliancy has remained at an excellent level for quarter 3 with the south of the borough at 100% compliancy and the north at 99.99% compliancy.

Partner's Repairs

- 4.15 Residents' satisfaction with repairs continues to be above the 75% contractual target; at the end of December 2018 satisfaction on PFI1 was 97.15% and PFI2 96.48%. These combine for an overall satisfaction rate of 96.73%.
- 4.16 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.
- 4.17 There were 50 Major Repairs greater than 3 months at the end of December 2018, the status of these are as follows:

19 works in progress

17 delayed as a result of due process associated with Sec 20's, Planning and/or Party Wall protocols

13 delayed as a result of ongoing Decant/access issues

1 currently awaiting drying out times associated with extensive areas of plastering/damp proofing

The number of Major Works cases over 12 weeks completed in December 2018 (8) as a percentage of the total number of Major Works cases completed (66) = 12%

Rent Income Collection

- 4.18 Rent arrears for LBI are at 2.9% against the rent roll for the end of the third quarter. Universal Credit is having a real impact on arrears levels, with tenants moving over to the new benefit with existing high levels of debt. The subsequent impact of at least five weeks before receiving any money is pushing these arrears to very high levels.
- 4.19 At the end of December 2018, there were 1,590 tenants on Universal Credit with 4,834 total claimants in the borough. Of the 1,590 tenants on Universal Credit, 1,216 are in arrears (76%) owing a combined £1.55m. This compares to tenants in arrears on Housing Benefit, of which there are 4,773 (42%) owing £1.75m. This shows that tenants on Universal Credit are more likely to be in arrears than on those on Housing Benefit, and their arrears are significantly higher. Average arrears for those in arrears on Universal Credit are £1,275 compared to £368 for those on Housing Benefit. This is nearly four times higher.
- 4.20 Delays with recruitment have also had an impact on our ability to collect income. There are multiple vacancies across all income teams. Requests to recruit have been sent to the Recruitment team but are taking on average 2-3 months before reaching advert.
- 4.21 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 Q3 the PFI1 and PFI2 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 3.4%; 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.
- 4.22 Partners' voids performance is an average re let time of PFI 1 25.15 days and PFI 2 21.95 days to date. This measure includes the letting process delivered by the Council for Partners properties.

Reduce homelessness

- 4.23 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.
- 4.24 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. During the first nine months of this financial year the no. of households increased by 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

6th November
2018

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