



Report of: Executive Member for Housing & Development

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	10 th June 2019	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q4 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 4 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 4 update on Housing performance

- 4.1 This report contains an update on Housing indicators for Quarter 4.

Objective	PI No	Indicator	Frequency	2018/19 YEAR-END	Q4 Actual Jan-Mar	Q4 Target Jan-Mar	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 genuinely affordable new homes completed by the council	Q	70	4	-	74	Off	57	Yes
	H2	Number of genuinely affordable new homes completed by Developers	Q	174 [#]	Not available	-	637	Off	New Indicator	New Indicator
	H3	Number of planning permissions agreed for new council housing	Q	109	40	-	102	On	New Indicator	New Indicator
	H4	Total number of genuinely affordable homes (net growth taking into account new homes and homes sold)	Q	99	4	-	68	On	New Indicator	New Indicator
	H5	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	133	41	-	150	Off	134	No
	H6	Number of under-occupied households that have downsized	Q	161	37	-	145	On	145	Yes
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	81%	81%	85%	85%	Off	84%	No
	H8	Major works open over three months as a % of Partners' total completed major works repairs	Q	14%**	14%	11%	11%	On	16%	No
	H9	Satisfaction rate with repairs undertaken by Partners	M	96.8% [#]	Not available	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%**	2.9%	2.5%	2.5%	Off	2.2%	No
	H11	Rent arrears as a proportion of the rent roll - Partners *	M	2.9%**	2.9%	3.14%	3.14%	On	2.7%	No

<i>Reduce homelessness</i>	H12	Number of households accepted as homeless	M	203	71	-	400	On	225	Yes
	H13	Number of households in nightly-booked temporary accommodation	M	390**	390	-	294	Off	339	No
	H14	Number of street homeless supported into accommodation	M	60#	60#	-	30	On	New Indicator	New Indicator

*contractual target = 97% collection rate

Figures as at end of December 2018.

**H8, H10, H11, H13 - In the table some indicators are “snapshots” i.e. at the end of month positions.

Increase supply of / access to affordable housing

- 4.2 The forecast for 2018/19 is currently to develop 637 new genuinely affordable homes. The development pipeline will deliver further genuinely affordable homes and the number will be confirmed in the next performance report. Data for developers' schemes for Q4 is reliant on information provided by third parties and is not yet comprehensively available, these figures are not yet updated from the previous report. For 2019/20 the New Build service has strengthened its capacity to follow up and collect this information.
- 4.3 The 4 homes completed were on the Ewe Close scheme and that is also reflected under H4. As per our figures for previous quarters – these are for council developments only and reflect a net gain accounting for council homes demolished.
- 4.4 The two council schemes to received planning permission (H3) were those on the Harvist and Elthorne Estates.

Effective management of council housing stock

Housing Repairs

- 4.5 Repairs fell short of its First Time Fix target of 85%, delivering a Q4 out turn of 81%.
- 4.6 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.
- 4.7 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.
- 4.8 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 is currently 50% completed and will run for another two years.
- 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. This, however, is difficult without the repairs dashboards relating overall performance to individual and team performance.
- 4.10 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.
- 4.11 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.

Partner's Repairs

- 4.12 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. There were 45 Major Repairs greater than 3 months at the end of March 2019, the status of these are as follows:
- 13 works in progress
 - 14 delayed as a result of due process associated with Sec 20's, Planning and/or Party Wall protocols
 - 15 delayed as a result of ongoing Decant/access issues.
 - The remaining 3 repairs are delayed due to other operational issues, such as difficulty accessing required materials.
- The number of Major Works cases over 12 weeks completed in March 2019 (15) as a percentage of the total number of Major Works cases completed (80) = 19%
- 4.13 Residents' satisfaction with repairs continues to be above the 75% contractual target; at the end of March 2019 it was PFI 1 97.15% and PFI 2 96.45%. This is a yearly indicator measured from January to December, therefore the average overall satisfaction for year ending 2018 was 96.8%.

Rent Income Collection

- 4.14 Rent arrears for LBI finished the year at 2.9% against the rent roll, totalling £3.83m. This follows a difficult year where Universal Credit was introduced in the borough in June 2018 combined with delays in recruitment.
- 4.15 Universal Credit has had a substantial impact on arrears levels, with tenants moving over to the new benefit with existing high levels of debt. The five week minimum delay in receiving the first payment along with inconsistent payment amounts have prevented residents from covering their minimum payments, let alone reducing any debts they may have.
- 4.16 At the end of March 2019, there were 6,215 residents receiving Universal Credit in the borough. Of these, 2,166 were council tenants. 68% of tenants (1,477) on Universal Credit were in arrears, owing a combined total of £1.77m. This means 1,477 tenants on Universal Credit hold 46% of the debt, despite only representing approximately 5.7% of all tenants.
- 4.17 These figures compare with tenants on Housing Benefit, totalling 10,610. 36% (3,858) of these were in arrears, owing a total of £1.33m. This means 3,858 tenants on Housing Benefit hold 35% of the debt, representing approximately 14.8% of all tenants.
- 4.18 Average arrears for a tenant already in arrears on Universal Credit was £1,195 compared to £346 for those on Housing Benefit.
- 4.19 Universal Credit has had an impact on those who were previously good rent payers. 198 out of 511 tenants who were in credit at the time of claiming Universal Credit are now in arrears (39%).
- 4.20 Analysis of the data shows that arrears continue to increase for six months after receiving the first Universal Credit payment. They only begin to decline after seven months (this applies to those in arrears only). This shows that tenants who are poor payers or have struggled in the past continue to accrue arrears for many months after claiming Universal Credit.
- 4.21 Delays with recruitment have also had an impact on our ability to collect income. There are multiple vacancies across all income teams however these are starting to be filled.
- 4.22 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 2.95%; 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

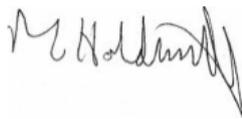
Reduce homelessness

- 4.24 The number of households accepted as homeless in quarter 4 increased in comparison to the previous quarter (Q3). However, the annual number of acceptances at 203 was below the annual target of 400. Additionally, the annual number of acceptances was marginally below (5%) the total number of acceptances in 2017/18. This reduction is partly due to the backlog of decisions on a number of homeless applications. However, officers remain confident that the overall annual target will not be exceeded in 2018/19. This is in part due to successful work in preventing and or delaying homelessness when residents approach the council for housing assistance.
- 4.25 The main reasons for homelessness in Islington continue to be the loss of private sector accommodation, asked to leave accommodation by family or friends or leaving accommodation due to domestic abuse.
- 4.26 The annual target number of severely overcrowded households assisted to relieve their overcrowding was not achieved as there was 11% reduction in the number of moves over 2018/19. This was mainly due to a lack of large sized property vacancies becoming available;
- 4.27 The target number of under-occupiers supported to downsize was exceeded marginally (2%) in quarter 4. Critically, the annual target for the number of under-occupied households that downsized (161) was 11% in excess of the annual target (145). This was largely due to an increase in the number of new build schemes that remain popular with Islington residents seeking to downsize their homes. It should be noted that the Housing Needs service is working in conjunction with Ernst & Young on a behaviour change project to encourage an increase in residents agreeing to downsize. Recommendations from the project are being implemented initially via the up-skilling up of staff across council departments. We anticipate the up-skilling of staff to have a tangible impact on the way in which residents are supported when they contact the council seeking advice on how they may downsize to a smaller home which in turn should lead to an increase in the numbers of people downsizing.
- 4.28 The new target to support rough sleepers in to accommodation was achieved in quarter 3 largely due to the collaborative partnerships between the commissioned outreach provider, housing and community safety teams and ring fenced grant funding from MHCLG for one year. Quarter 4 figures are not available at present but will be published by the commissioned provider in late June 2019.

Appendices: None

Background papers: None

Final Report Clearance:



6 June 2019

Signed by

DATE

Corporate Director of Housing

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