

Housing and Adult Social Services

222 Upper Street, London, N1 1XR

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

Meeting of	Date:	Ward(s):
Housing Scrutiny Committee	12 September 2019	All

Delete as appropriate	Exempt	Non-exempt
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**SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q1 2019/20)****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	Q1 Target	Target 2019/20	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	8	8	96	On	23	No
	H2	Number of affordable new homes completed by Developers	Q	78	78	315	On	164	No
	H3	Number of planning permissions agreed for new council housing	Q	0	0	3	On	10	No
	H4	Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)	Q	-3	-3	41	On	23	No
	H5	Number of severely overcrowded households assisted to relieve their overcrowding	M	35	38	150	Off	30	Yes
	H6	Number of under-occupied households that have downsized	M	41	40	160	On	44	No
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	85.4%	85.0%	85.0%	On	83.0%	Yes
	H8	Major works open over three months as a % of Partners' total completed major works repairs	Q	16.0%	15.0%	15.0%	Off	11.0%	No
	H9	Rent arrears as a proportion of the rent roll - LBI	M	3.2%	3.8%	3.75%	On	2.4%	No
	H10	Rent arrears as a proportion of the rent roll - Partner properties	M	2.9%	3.3%	3.25%	On	3.1%	Yes
<i>Reduce homelessness</i>	H11	Number of households accepted as homeless	M	77	100	400	On	53	No
	H12	Number of households in nightly-booked temporary accommodation	M	397	350	350	Off	337	No
	H13	Number of street homeless supported in to accommodation	Q	28	11	45	Off	8	No

Note: H8, H9, H10, H12 are end of month snapshots.

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

- 4.2. Eight affordable new homes were completed this quarter, as anticipated. Next quarter is anticipated to be a busier period, where 31 will be completed.
- 4.3. 78 affordable new homes were completed by developers in Islington, this quarter, a trend that we expect to continue through the year
- 4.4. No planning permissions were agreed for new Council housing, as expected.
- 4.5. There were 11 Right To Buy sales this quarter, hence the slight fall in affordable homes provided by the Council. However, as mentioned, 31 new homes will be completed next quarter, moving us in to net growth for the year.
- 4.6. 35 severely over-crowded households were assisted to relieve their overcrowding this quarter. This is slightly below the profiled target for the quarter of 38; however, it is an improvement on performance the same period last year.
- 4.7. We are slightly ahead of target for supporting under-occupiers to downsize. Having beaten last year's target by 11%, and increased the target for this year, we are still slightly ahead.

## **Effective management of council housing stock**

### Housing Repairs

- 4.8. Repairs performance has shown a significant improvement over the first three months of the year, moving from 81.4% at the end of March 2019 to 85.4% at the end of June 2019.
- 4.9. The improvement is a direct result of implementing a first time fix review and improvement plan.
- 4.10. The service is now presenting learning from complaints to a resident group, whose input helps ensure the service maintains its customer-focussed approach.
- 4.11. The service is currently reviewing its void processes and implementing an improvement plan to reduce rent loss.

### Partners' 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.
- 4.13. At present, 16% (9 out of 56) of major works have been open for more than three months.
- 4.14. The remaining repairs are delayed due to:
  - Works in progress - 12
  - Access issues - 12
  - Authorisation - 3
  - Section 20 consultation/challenge process - 2
  - Building Control/Conservation/Planning - 7
  - Third Party delay/Legal process/Disrepair/party wall and utility companies' issues - 3
  - Works completed but awaiting post inspections – 3.

### Rent Income Collection

- 4.15. Rent arrears have continued to slowly increase, mostly driven by the continued roll-out of Universal Credit in the borough. This pattern has been seen in a number of other London boroughs as well.
- 4.16. Analysis at the start of June showed 2,494 households on Universal Credit and, on average, they have seen an increase in rent arrears of £434. The arrears have increased fastest in the first month of Universal Credit, due to the five-week delay in receiving the first payment. Initial analysis has shown that arrears have continued to increase most months, partly due to the varying levels of payments that households receive.
- 4.17. 644 families were in credit at the time they switched to Universal Credit, and just over a third of these are now in arrears, indicating the impact that the system is having on those who were previously good payers.

- 4.18. To mitigate the effects of Universal Credit we have opened a UC helpdesk at 222 to offer support to residents.
- 4.19. Collection has also been slowed by delays in the court system, making it harder to gain eviction orders and start recovery proceedings.
- 4.20. The switchover to Universal Credit is having a smaller impact on PFI's rent arrears, because they have a slightly different client mix. 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.

## **Reduce homelessness**

- 4.21. The number of households accepted as homeless is slightly below the profiled target.
- 4.22. This quarter's figure of 77 is above the quarter one position last year, which is to be expected given that the introduction of the Homelessness Reduction Act last April slowed down processing of cases.
- 4.23. The HRA has also introduced a greater burden on Councils to prevent or relieve homelessness without households needing to be accepted for statutory homelessness. Successful work by the team has helped to keep the number of acceptances low.
- 4.24. We have seen an increase in no of households in temporary accommodation since the introduction of the Homelessness Reduction Act in April 2018, and particularly since September 2018. The length of stay in temporary accommodation has increased due to the Act's requirements in terms of deferred decision making and the extra client liaison required. The council now needs to enter into a 'joint working partnership' contract with each client, to address their homelessness, which is highly time consuming.
- 4.25. We have recently seen an increase in the number of applicants being placed in temporary accommodation, and work is in progress to ascertain the reasons behind that.
- 4.26. The target to support rough sleepers in to accommodation has been revised upwards this year, with the caveat that it is somewhat dependent on receiving approaches from rough sleepers, and the collaborative partnership finding sufficient cases to meet the target. In the first quarter the team has supported 28 rough sleepers in to accommodation, which puts us well ahead of the profiled target for the quarter.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

Signed by .....

DATE

Corporate Director of Housing

Report collated by: David Clifford, Principal Public Health Intelligence Specialist, Public Health, with input from relevant leads in the Housing Directorates.