

Housing Directorate

222 Upper Street, London, N1 1XR

Report of: Executive Member for Housing & Development

<b>Meeting of</b>	<b>Date:</b>	<b>Ward(s):</b>
Housing Scrutiny Committee	20 <sup>th</sup> January 2020	All

Delete as appropriate	Exempt	Non-exempt
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## **SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q2 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.
- 1.3. At the end of Quarter 2, all 13 of the Housing performance indicators were better than, or level with, the profiled targets for this point of the year.

### **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 at the end of Quarter 2

Objective	PI No.	Indicator	Frequency	Q2 Actual	Q2 Target	Target 2019/20	On/Off target	Same point last year	Better than last year
<i>Increase supply of and access to suitable affordable homes</i>	H1	Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council	Q	39	39	96	On	35	Yes
	H2	Number of genuinely affordable new homes (social rented or shared ownership) 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	20	20	41	On	35	No
	H5	Number of severely overcrowded households assisted to relieve their overcrowding	M	77	75	150	On	70	Yes
	H6	Number of under-occupied households that have downsized	M	92	80	160	On	86	Yes
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	87.0%	85.0%	85.0%	On	80.7%	Yes
	H8	Major works open over three months as a % of Partners' total completed major works repairs	Q	14.6%	15.0%	15.0%	On	11.0%	No
	H9	Rent arrears as a proportion of the rent roll - LBI	M	3.4%	3.75%	3.75%	On	2.5%	No
	H10	Rent arrears as a proportion of the rent roll - Partner properties	M	3.0%	3.25%	3.25%	On	3.2%	Yes
<i>Reduce homelessness</i>	H11	Number of households accepted as homeless	M	169	200	400	On	90	No
	H12	Number of households in nightly-booked temporary accommodation	M	368	370	350	On	370	Yes
	H13	Number of street homeless supported into accommodation	Q	60	22	45	On	8	Yes

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

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

- 4.2. Thirty-nine affordable new homes were completed this quarter, as anticipated.
- 4.3. Seventy-eight affordable new homes have been completed by developers in Islington, so far this year. This figure is below the same period last year, as anticipated given the current schedule. It is anticipated that 315 will be completed by the end of the year.
- 4.4. No planning permissions were agreed for new Council housing; this is in line with expectation.
- 4.5. Overall, the number of new Council homes has increased by 20 this year, after accounting for homes sold through right to buy. This number is expected to double by the end of the year.
- 4.6. 37 severely over-crowded households were assisted to relieve their overcrowding this quarter. So far this year, the activity exceeds both the profiled target and the team's position at the same point last year.
- 4.7. 92 under-occupying households have been supported to downsize this year, including 40 in the past quarter. Again, this is ahead of the profiled target for this point in the year (80), and our position at the same point last year (86).

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

### Housing Repairs

- 4.8. Repairs performance has continued to improve, from 85.4% at the end of the previous quarter to 87.0% at the end of this quarter. This is significantly better than the same point last year, where satisfaction was at 80.7%.

### Partners' Repairs

- 4.9. 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.
- 4.10. At present, 14.6% (12 out of 82) of major works have been open for more than three months.
- 4.11. The remaining repairs are delayed due to a range of reasons, including:
  - Works in progress; Access issues; Authorisation; Section 20 consultation/challenge process; Building Control/Conservation/Planning; Third Party delay/Legal process/Disrepair/party wall and utility companies' issues; Temporary move/decant required; Works completed but awaiting post inspections.

### Rent Income Collection

- 4.12. Rent arrears have continued to slowly increase, from 3.2% of the total rent roll at the end of June 2019 to 3.4% at the end of September. However, this is still below the profiled target for this point in the year.
- 4.13. This increase is 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.
- 4.14. To mitigate the effects of Universal Credit we have opened a UC helpdesk at 222 to offer support to residents.
- 4.15. Collection has also been slowed by delays in the court system, making it harder to gain eviction orders and start recovery proceedings.
- 4.16. The switchover to Universal Credit is having a smaller impact on PFI's rent arrears, because they have a slightly different resident 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. At present, PFI's rent arrears are 3.0%, slightly lower than the same point last year.

## **Reduce homelessness**

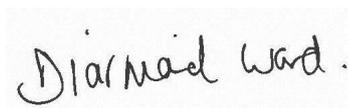
- 4.17. The number of households accepted as homeless is slightly below the profiled target.

- 4.18. The current figure of 169 is above the equivalent position last year, which is as expected given that the introduction of the Homelessness Reduction Act last April slowed down processing of cases through the first part of last year.
- 4.19. 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 below target.
- 4.20. We have seen an increase in the number of households in temporary accommodation since the introduction of the Homelessness Reduction Act in April 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.
- 4.21. However, the team has successfully worked to reduce the number of households in nightly-booked accommodation. This indicator is down from 397 at the end of June 2019 to 368 at the end of September.
- 4.22. This quarter, the team has supported 32 rough sleepers in to accommodation, in addition to 28 in the first quarter. This already puts us ahead of the annual target of 45, and level with last year's annual total of 60.

**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.