

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	23 <sup>rd</sup> July 2020	All

Delete as appropriate	Exempt	Non-exempt
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## **SUBJECT: QUARTERLY REVIEW OF HOUSING PERFORMANCE (Q4 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 2019/20, 4 of the 13 of the Housing performance indicators were on target or better than target, with homelessness and repairs services performing well. Delays due to Brexit uncertainty affected the new build programme and developer housing market, with the pandemic also affecting the handover of a scheme due in March 20. Housing register moves were slightly off target but level with last year. The rise in universal credit related rent arrears is a concern and will be a focus for the year ahead.

### **2. Recommendations**

- 2.1. To note progress to the end of 2019/20 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 at the end of Quarter 4:

Objective	PI No.	Indicator	Frequency	Q4 Actual	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	63	96	Off	60	Yes
	H2	Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers*	Q	89	315	unknown	164	No
	H3	Number of planning permissions agreed for new council housing	Q	0	3	Off	80	No
	H4	Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)	Q	28	41	Off	54	No
	H5	Number of severely overcrowded households assisted to relieve their overcrowding	M	144	150	Off	133	Yes
	H6	Number of under-occupied households that have downsized	M	152	160	Off	161	No
<i>Ensure effective management of council housing stock</i>	H7	Percentage of LBI repairs fixed first time	M	87.7%	85.0%	On	81.2%	Yes
	H8	Major works open over three months as a % of Partners' total completed major works repairs	Q	17.0%	15.0%	Off	18.0%	Yes
	H9	Rent arrears as a proportion of the rent roll - LBI	M	3.9%	3.75%	Off	2.9%	No
	H10	Rent arrears as a proportion of the rent roll - Partner properties	M	3.7%	3.25%	Off	2.9%	No
<i>Reduce homelessness</i>	H11	Number of households accepted as homeless	M	348	400	On	203	No
	H12	Number of households in nightly-booked temporary accommodation	M	316	350	On	390	Yes
	H13	Number of street homeless supported into accommodation*	Q	105	45	On	39	Yes

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

\* Collection of these indicators have been paused due to Covid-19. Figures presented are the end of Q3 figures.

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

- 4.2. Twenty-four affordable new homes were completed this quarter.
- 4.3. This leaves our end of year position slightly behind the target. This is due to two schemes (Redbrick and Belfort) falling behind schedule due to delays with sub-contractors. Redbrick handover (55 units due in March) was delayed because of the Covid19 pandemic. However, half of the Kings Square development was handed over ahead of schedule, which alleviated this to some extent.
- 4.4. We have not received the figure from external developers on the number of genuinely affordable new homes completed by developers in Q4. At the end of Q3 the figure was ahead of the Q3 target.
- 4.5. No planning permissions were agreed for new Council housing. This indicator ends the year slightly below the target set at the start of the year, of completing planning permission for three new homes by

the end of the year. This scheme is Mersey Garages, which has required redesign work following deferral at Planning Committee. The revised scheme is expected back at Committee in Quarter 1 of 2020/21.

- 4.6. The net growth of council homes this quarter was 14 (H4). This is below the target for the year, as a result of the delays described in the previous indicators.
- 4.7. 33 severely over-crowded households were assisted to relieve their overcrowding this quarter, giving an end of year total of 144, slightly below the end of year target, but an improvement on last year's achievements.
- 4.8. 152 under-occupying households have been supported to downsize this year, including 34 in the past quarter. This is slightly below the target for the year.

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

### Housing Repairs

- 4.9. Repairs performance has continued to improve, from 87.4% at the end of the previous quarter to 87.7% at the end of this quarter. This is significantly better than the same point last year, where first time fixes were at 81.2%.

### Partners' Repairs

- 4.10. 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.
- 4.11. At present, 17.0% (16 out of 90) of major works have been open for more than three months.
- 4.12. 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

- 4.13. Rent arrears have continued to rise, from 3.6% of the total rent roll at the end of December 2019 to 3.9% at the end of March. This is slightly above the target for this year.
- 4.14. This is a continued consequence of the switch over to Universal Credit.
- 4.15. The switch over to Universal Credit is also affecting Partners rent collection; however, the increase in their rent arrears has been smaller so far. Partners' collection needs to track that of the council in order to avoid performance penalties. Partners have performed well throughout this period.

### Reduce homelessness

- 4.16. The number of households accepted as homeless is better than the profiled target.
- 4.17. The current figure of 348 is above the equivalent position last year, which is as expected given that the introduction of the Homelessness Reduction Act last April makes the process of working with cases longer.
- 4.18. 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 liaison required.
- 4.19. However, the team has successfully worked to reduce the number of households in nightly-booked accommodation. This indicator is down from 336 at the end of June 2019 to 316 at the end of September. This is ahead of the end of year target.
- 4.20. The collection of the street homeless indicator by CHAIN has been paused this quarter, due to Covid-19. However, the team has done a great deal of work to house rough sleepers in temporary accommodation.

**Appendices:** None

**Background papers:** None

Final Report Clearance:

A handwritten signature in dark ink, appearing to read 'M. Holden', written over a light grey rectangular background.

Signed by .....

DATE 13/07/20

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.