

Chief Executive Department
Town Hall, London N1 2UD

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	23 November 2020	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Quarter 1 Performance Report: Housing

1. Synopsis

- 1.1 The council has in place a suite of corporate performance indicators to help monitor progress in delivering the outcomes set out in the council's Corporate Plan. Progress on key performance measures is reported through the council's Scrutiny Committees on a quarterly basis to ensure accountability to residents and to enable challenge where necessary.
- 1.2 This report sets out Quarter 1 progress against targets for those performance indicators that fall within the Housing outcome area, for which the Housing Scrutiny Committee has responsibility.

2. Recommendations

- 2.1 To note performance against targets in Quarter 1, 2020/21 for measures relating to Housing
- 2.2 To note responses to queries raised by the Committee when it discussed the Q4 2019/20 report

3. Background

- 3.1 A suite of corporate performance indicators has been agreed for 2018-22, which help track progress in delivering the seven priorities set out in the Council's Corporate Plan - *Building a Fairer Islington*. Targets are set on an annual basis and performance is monitored internally, through Departmental Management Teams, Corporate Management Board and Joint Board, and externally through the Scrutiny Committees.

- 3.2 The Housing Scrutiny Committee is responsible for monitoring and challenging performance for the following key outcome area: Housing: Delivering decent and genuinely affordable homes for all

4. Outstanding issues and queries from Quarter 4, 2019/20

- 4.1 The Committee discussed the Quarter 4 2019/20 performance report at its meeting on 23 July 2020. There were no outstanding issues and queries raised by the Committee.

5. Quarter 1 performance update – Housing

- 5.1 Key performance indicators relating to Housing.

Yes	Indicator	2018/ 19 Actual	2019/ 20 Actual	2020/ 21 Target	2020/ 21 Q1	On target?	Q1 last year	Better than Q1 last year?
H1	Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council	70	63	111	0	Yes	8	No
H2	Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers	174	89	118	94	Yes	78	Yes
H3	Number of planning permissions agreed for new council housing	109	0	43	3	Yes	0	Yes
H4	Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)	99	25	54	-2	Yes	-3	Yes
H5	Number of severely overcrowded households assisted to relieve their overcrowding	133	144	150	39	Yes	35	Yes
H6	Number of under-occupied households that have downsized	161	152	160	23	No	41	No
H7	Percentage of LBI repairs fixed first time	81.2%	87.7%	85.0%	89.4%	Yes	86.7%	Yes
H8	Major works open over three months as a % of Partners' total completed major works repairs	14.0%	17.0%	15.0%	37.0%	No	16.0%	No
H9	Rent arrears as a proportion of the rent roll - LBI	2.86%	3.92%	3.75%	4.40%	No	3.20%	No
H10	Rent arrears as a proportion of the rent roll - Partner properties	2.95%	3.71%	3.25%	4.48%	No	2.93%	No

H11	Number of households accepted as homeless	203	348	400	84	Yes	84	No
H12	Number of households in nightly-booked temporary accommodation	390	316	350	383	No	397	Yes
H13	Number of street homeless supported into accommodation*	60	155	45	72	Yes	28	Yes

5.2 *H1: Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council*

This indicator is on target: the building schedule for this year is weighted towards completions later in the year, hence the total of no completions this quarter is as expected.

5.3 *H2: Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers*

This indicator is on target. Developer build schedules have been geared towards completions in the early part of this year, so this performance is as expected and is in line with the expected total of 118 completions this year.

5.4 *H3: Number of planning permissions agreed for new council housing*

This indicator is on target: Three new planning permissions have been agreed this year, in line with the anticipated schedule. The main bulk of planning permissions for this year are expected to come through in Quarter 4.

5.5 *H4: Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)*

This indicator is on target: Two homes have been sold through right to buy, leaving a slight decrease in the number of Council homes, but there will be positive net growth in quarters 3 and 4 to balance this out.

5.6 *H5: Number of severely overcrowded households assisted to relieve their overcrowding*

This indicator is ahead of target: 39 households have been assisted to relieve their overcrowding this quarter. This performance is slightly ahead Quarter 1 last year, and ahead of the profiled target of 37, in spite of the challenges around moving households during the pandemic.

5.7 *H6: Number of under-occupied households that have downsized*

This indicator is slightly below target. The profiled target for Quarter 1 was 40 moves, so Quarter 1 performance is 17 below this. This is due to the challenges of organising moves during the pandemic.

5.8 *H7: Percentage of LBI repairs fixed first time*

This indicator is on target: Performance against this indicator continues to be high, with a completion rate of 89.4% ahead of the target and the same point last year.

5.9 *H8: Major works open over three months as a % of Partners' total completed major works repairs*

This indicator is off target: Work against this indicator has been slowed during the pandemic, with difficulties around gaining access to sites, staff absences, among other issues. However, though

there is a large percentage point difference between the target and current performance, these are relatively small numbers so the indicator could be back on target soon.

5.10 *H9: Rent arrears as a proportion of the rent roll - LBI*

This indicator is below target: Rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.

Income recovery work has resumed, however, and will endeavour to bring this figure down.

5.11 *H10: Rent arrears as a proportion of the rent roll - Partner properties*

This indicator is below target: As noted above, rent arrears is one of the areas that have been hardest hit during the pandemic, with households losing income, more households moving on to Universal Credit, and a freeze on recovery activities.

This is a contractual point for PFI, so they will work to bring this figure down.

5.12 *H11: Number of households accepted as homeless*

This indicator is on target: 84 households have been accepted as homeless during the first quarter, which is the same as last year's figure and better than the profiled target of 100.

5.13 *H12: Number of households in nightly-booked temporary accommodation*

This indicator is slightly below target. This indicator has been affected by the need to move rough sleepers in to temporary accommodation during the pandemic, and the difficulties around organising household moves. However, it is still ahead of the same point last year, despite these challenges, and progress continues to be made against this indicator after the end of the quarter, so it is likely to be back on track soon.

5.14 *H13: Number of street homeless supported into accommodation*

This indicator is already beyond target, as a result of the work done to ensure that homeless people were supported in to accommodation during the peak of the pandemic. Figures for Q4 of last year, delayed due to the pandemic, have shown that last year's target was also surpassed.

6. Implications

Financial implications:

6.1 The cost of providing resources to monitor performance is met within each service's core budget.

Legal Implications:

6.2 There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

6.3 There are no environmental impact arising from monitoring performance.

Resident Impact Assessment:

- 6.4 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010).
- 6.5 The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

7. Conclusion

- 7.1 The Council's Corporate Plan sets out a clear set of priorities, underpinned by a set of firm commitments and actions that we will take over the next four years to work towards our vision of a Fairer Islington. The corporate performance indicators are one of a number of tools that enable us to ensure that we are making progress in delivering key priorities whilst maintaining good quality services.

Signed by:



Corporate Director, Housing

Date: 12.11.2020

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