

**Report of:**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Housing Scrutiny Committee	28 <sup>th</sup> June 2021	All

<b>Delete as appropriate</b>	Exempt	Non-exempt
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**SUBJECT: Quarter 4 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 4 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 4, 2020/21 for measures relating to Housing.

**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. Quarter 4 performance update – Housing

### 4.1 Key performance indicators relating to Housing.

Yes	Indicator	2018/ 19 Actual	2019/ 20 Actual	2020/ 21 Target	2020/ 21 Year End	On target?	Q4 last year	Better than Q4 last year?
	H1	70	63	111	53	No	63	No
	H2	174	89	118	118	Yes	89	Yes
	H3	109	0	43	3	Yes	0	Yes
	H4	21	25	54	17	No	25	No
	H5	133	144	150	183	Yes	144	Yes
	H6	161	152	160	97	No	152	No
	H7	81.2%	87.7%	85.0%	92.9%	Yes	87.7%	Yes
	H8	14.0%	17.0%	15.0%	20.0%	No	17.0%	No
	H9	2.86%	3.92%	3.75%	4.71%	No	3.92%	No
	H10	2.95%	3.71%	3.25%	4.91%	No	3.71%	No
	H11	203	348	400	314	Yes	348	Yes
	H12	390	316	350	468	No	316	No
	H13	69	155	45	200	Yes	155	Yes

- 4.2 *H1: Number of genuinely affordable new homes (social rented or shared ownership) completed by the Council*  
This indicator was behind target for the year: In Q4 19 new homes were handed over at Dover Court and 27 at King Square, to complete phase 2 of those projects. Delays to the completion of Redbrick (55 new socially rented homes) and Belfont Walk (2 new socially rented homes) due to the knock-on effect of Covid-19 workplace restrictions have meant this target has been missed, but these will be completed in 2021/22.
- 4.3 *H2: Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers*  
This indicator finished on target: 12 affordable new homes were completed at Hyde Village in Q4 of this year.
- 4.4 *H3: Number of planning permissions agreed for new council housing*  
This indicator finished off target: This is related to some delays around changing regulations, which have impacted the progress of the Braithwaite and Quaker Court schemes.
- 4.5 *H4: Total number of new council homes (net growth taking into account new homes and homes sold through right to buy)*  
This indicator has finished off target, due to the delays in completion as a part of H1. The indicator takes the number of council homes sold through right to buy from the total number of new council homes completed – overall this year there have been 36 right to buy completions, leaving the net growth of 17 socially rented properties delivered by the Council. Including properties built by developers, the number of genuinely affordable homes in the borough has increased by 135 this year.
- 4.6 *H5: Number of severely overcrowded households assisted to relieve their overcrowding*  
This indicator finished the year ahead of target: we have supported 183 households to relieve their overcrowding so far this year, which is the higher than 2018/19 and 2019/20, and ahead of the annual target of 150.
- 4.7 *H6: Number of under-occupied households that have downsized*  
This indicator finished the year below target: 97 households were supported to downsize, against an annual target of 160. Attainment against this indicator has been up and down all year, due to the difficulties of organising moves during lockdowns.
- 4.8 *H7: Percentage of LBI repairs fixed first time*  
This indicator has finished above target: Performance against this indicator continues to be high, with a completion rate of 92.9% ahead of the target and last year's performance. This is partly due to the prioritisation of emergency repairs, and which have a higher first time fix rate than the average repair.
- 4.9 *H8: Major works open over three months as a % of Partners' total completed major works repairs*  
This indicator finished the year off target at 20% is above the target of 15%; this is due to the knock-on effects of lockdowns and limitations to the number of people working on site.
- 4.10 *H9: Rent arrears as a proportion of the rent roll - LBI*

This indicator has finished the year off 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.

However, it should be noted that the income recovery team have collected 98.5% of all rent owed this year and the arrears have grown by less this year than last year, in spite of the challenging conditions.

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

This indicator has also finished the year off 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.

4.12 *H11: Number of households accepted as homeless*

This indicator is has finished the year on target: 314 households have been accepted as homeless, which is lower than last year and the annual target.

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

This indicator finished the year off target; this has been heavily affected by the Everyone In programme in the early stages of the pandemic, and the difficulties around organising permanent housing for households during the pandemic. Work is ongoing to bring this number down, and deliver the forecast savings through the Temporary Accommodation budget.

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

This indicator has finished the year well above target; thanks in part to the Everyone In programme, we have supported 200 street homeless in to accommodation this year, compared with 155 last year. Internal records show that a total of 375 households were housed through the Everyone In programme in 2020/21, where the household were either sleeping rough or about to sleep rough.

## 5. **Implications**

### **Financial implications:**

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

### **Legal Implications:**

5.2 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:**

5.3 There are no environmental impact arising from monitoring performance.

### **Resident Impact Assessment:**

- 5.4 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).
- 5.5 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.

### **6. Conclusion**

- 6.1 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:**



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Corporate Director, Housing

Date:17.06.2021

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