

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	21 st September 2021	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, 2021/22 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 1 performance update – Housing

4.1 Key performance indicators relating to Housing.

#	Indicator	2019/ 20 Actual	2020/ 21 Actual	2021/ 22 Target	2021/ 22 Q1	On target?	Q1 last year	Better than Q1 last year?
H1	Number of planning permissions agreed for new council housing	63	53	103	0	Yes	3	No
H2	Number of new council homes started on site	89	118	95	0	Yes	New indicator	-
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	0	3	68	0	Yes	0	Same
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	25	17	34	0	Yes	0	Same
H5	Percentage of homeless decisions made in the target timeframe	New indicator	40%	90%	37%	No	New indicator	-
H6	Number of households in nightly booked temporary accommodation	316	468	365	455	No	383	No
H7	Number of homeless preventions	717	947	994	193	No	290	No
H8	Number of people sleeping rough	New indicator	11	0	11	No	New indicator	-
H9	Percentage of all lettings provided to tenants transferring to alternative accommodation	38%	35%	36%	33%	No	35%	No
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	85%	89.6%	Yes	89.4%	Yes
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.92%	4.71%	4.71%	4.67%	Yes	4.40%	No
H12	Rent arrears as a proportion of the rent roll - partner properties	3.70%	4.91%	4.91%	4.91%	Yes	4.48%	No

4.2 *H1: Number of planning permissions agreed for new council housing*

This figure is on target at this point in the year – the 103 properties expected to receive planning permission this year are all scheduled for later in the year.

4.3 *H2: Number of new council homes started on site*

This figure is on target at this point in the year – we expect to start on site on 95 properties this year, with the first ones starting in Q2.

4.4 *H3: Number of affordable new homes (social rented or shared ownership) completed by the council*

This figure is on target at this point in the year – the first affordable new homes of this year are expected to be completed in Q2.

4.5 *H4: Number of affordable new homes (social rented or shared ownership) completed by Developers*

This figure is on target at this point in the year – the affordable new homes being completed by Developers this year are all expected to be completed in Q3 and Q4.

4.6 *H5: Percentage of homeless decisions made in the target timeframe*

This indicator is currently below target – a team has been established to address the backlog of outstanding homeless decisions. This team will focus on cases with the longest outstanding decisions first to improve performance. All officers now have stretching targets to meet the council performance and expectations.

4.7 *H6: Number of households in nightly booked temporary accommodation*

This figure is slightly off-target at this point in the year – it is down from 468 at the end of last year but not quite as far as the profiled target for the quarter (442). This will continue to fall as the team works to clear the remaining cases housed through the Everyone In programme, and discharge cases that have received a negative decision.

4.8 *H7: Number of homeless preventions*

This figure is off-target at this point in the year – the target is to prevent 994 households from becoming homeless this year, an increase of 5% on last year's performance. Q1 performance is below the level required to reach this target (249 preventions per quarter). Weekly performance monitoring is now in place, and we have introduced staff performance surgeries and best practice training to support staff to meet this challenging target.

4.9 *H8: Number of people sleeping rough*

This figure is off-target at this point in the year – however the rough sleepers found in the most recent rough sleeping counts have only been sleeping rough for one or two weeks. This shows that our prevention work is succeeding, ensuring that there are currently no long-term street homeless in the borough.

4.10 *H9: Percentage of all lettings provided to tenants transferring to alternative accommodation*

This figure is off-target at this point in the year – however the gap is relatively small and will be narrowed over the coming months.

4.11 *H10: Percentage of LBI repairs fixed first time*

This figure is above target at this point in the year – we have fixed 89.6% of repairs first time against a target of 85%. This is below the same point last year however, performance in Q1 last year was artificially inflated given that the pandemic enforced a focus on emergency repairs, which have a higher first time fix rate.

4.12 *H11: Rent arrears as a proportion of the rent roll - LBI*

This indicator is on target – the team have brought arrears down from 4.74% to 4.67% over the current quarter.

4.13 *H12: Rent arrears as a proportion of the rent roll - Partner properties*

This indicator is on target – arrears have remained stable at 4.9%.

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:

Corporate Director, Homes and Neighbourhoods Date:

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