

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	6 December 2021	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Quarter 2 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 2 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 2 performance update – Housing

4.1 Key performance indicators relating to Housing.

#	Indicator	2019/ 20 Actual	2020/ 21 Actual	2021/ 22 Target	2021/ 22 Q2	On target?	Q2 last year	Better than Q2 last year?
H1	Number of planning permissions agreed for new council housing	63	53	103	30	Yes	3	Yes
H2	Number of new council homes started on site	89	118	95	30	Yes	New indicator	-
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	0	3	68	2	Yes	0	Yes
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	25	17	34	Data pending	-	70	-
H5	Percentage of homeless decisions made in the target timeframe	New indicator	40%	90%	70%	No	New indicator	-
H6	Number of households in nightly booked temporary accommodation	316	468	365	492	No	367	No
H7	Number of homeless preventions	717	947	994	386	No	554	No
H8	Number of people sleeping rough	New indicator	11	0	7	No	New indicator	-
H9	Percentage of all lettings provided to council tenants securing a transfer	38%	35%	36%	33%	No	35%	No
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	85%	89.4%	Yes	92.8%	No
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.92%	4.71%	4.71%	4.66%	Yes	4.56%	No
H12	Rent arrears as a proportion of the rent roll - partner properties	3.70%	4.91%	4.91%	5.16%	No	4.87%	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 Stacey Street development was granted planning permission in Q1, and no further permissions were expected in this quarter. The remainder are expected to receive planning permission in the final quarters of the year.
- 4.3 *H2: Number of new council homes started on site*
This figure is ahead of schedule for the year – we'd expected to start on site at 21 new homes this quarter, but in fact started on site for the aforementioned 30 homes at the Stacey Street site.
- 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 – two new homes were completed this quarter at the Belfont site, with the remainder of this year's completions expected to be in Quarters 3 and 4.
- 4.5 *H4: Number of affordable new homes (social rented or shared ownership) completed by Developers*
This quarter we only received data from 4 of the 12 external providers, so are unable to report on this figure for Q2.
- 4.6 *H5: Percentage of homeless decisions made in the target timeframe*
This indicator is still below target, but shows a marked improvement on last quarter's position. This has been delivered through a small team working to clear cases with outstanding decisions, as well as giving individual staff challenging targets to meet.
- 4.7 *H6: Number of households in nightly booked temporary accommodation*
This figure is off-target – the numbers are up this quarter, at 492 against a profiled target of 417 at this stage in the year.
This figure is still bearing the effects of the Everyone In programme and the pause in evictions. The team is continuing to work hard to clear this backlog.
- 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.
Performance is currently below this target – 386 preventions in the first half of the year would only result in a total of 772 preventions in the year, falling some way short of the target. 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 council tenants securing a transfer*
This indicator shows how many of the council's existing tenants have been successful in moving to a more suitable social rented home, alleviating overcrowding for example and freeing up council homes for those in need.

169 residents have been supported to move in to more suitable accommodation, which is 33% of all lettings this year. 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 89.4% of repairs first time against a target of 85%. This is below the same point last year, however the comparison is not like-with-like. Performance 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 – arrears have remained stable at 4.66%, a very slight fall from Q1. This means that arrears remain below the position at the end of 2020/21.

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

This indicator is slightly off target – rising to 5.16% from 4.91% at the end of last quarter.

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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