

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	21 March 2022	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Quarter 3 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 3 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 3, 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 3 performance update – Housing

4.1 Key performance indicators relating to Housing.

#	Indicator	2019/ 20 Actual	2020/ 21 Actual	2021/ 22 Target	2021/ 22 Q3	On target?	Q3 last year	Better than Q3 last year?
H1	Number of planning permissions agreed for new council housing	63	53	103	30	Yes	3	Better
H2	Number of new council homes started on site	89	118	95	36	No	New	New
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	0	3	68	2	No	0	Better
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	25	17	34	37	Yes	70	Worse
H5	Percentage of homeless decisions made in the target timeframe	New	40%	90%	60%	No	New	New
H6	Number of households in nightly booked temporary accommodation	316	468	365	463	No	386	Worse
H7	Number of homeless preventions	717	947	994	486	No	771	Worse
H8	Number of people sleeping rough	New	11	0	7	No	New	New
H9	Percentage of all lettings provided to council tenants securing a transfer	38%	35%	36%	30%	No	37%	Worse
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	85%	88.5%	Yes	93.7%	Worse
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.92%	4.71%	4.71%	4.77%	Yes	4.84%	Lower
H12	Rent arrears as a proportion of the rent roll - partner properties	3.70%	4.91%	4.91%	5.38%	No	5.08%	Worse

- 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 indicator is behind schedule at this point in the year – three separate projects each encountered delays before they could start on site, for upgraded fire safety design and to minimise disruption in discussion with local resident groups. These projects are now expected to start on site in Quarter 4 (two have already done so at the time of writing) so the annual target should still be met.
- 4.4 *H3: Number of affordable new homes (social rented or shared ownership) completed by the council*
This figure is behind schedule at this point in the year, with two projects currently held up in the final pre-completion tests before they can be accepted and let to new tenants. Projects are now forecast to complete in Q4 so the annual target should still be met.
- 4.5 *H4: Number of affordable new homes (social rented or shared ownership) completed by Developers*
This figure is ahead of target for the year, with 25 homes for Council rent completed by the Peabody Trust, at Finsbury Tower.
- 4.6 *H5: Percentage of homeless decisions made in the target timeframe*
Performance has improved this quarter, and is significantly better than the position at the start of year (40%) but still falls below the yearly target of 90%.
As noted above, weekly monitoring, performance surgeries, and best practice training have been implemented to deliver this improvement.
- 4.7 *H6: Number of households in nightly booked temporary accommodation*
This figure is off-target, however it is down by 29 this quarter, and back in line with the position at the start of the year.
The team are working to discharge ineligible households as quickly as possible and bring this number down further, in an effort to return to the target of pre-pandemic levels.
- 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. It is worth noting that the number of applications received is down this year – 8% lower than this point last year – so under-performance here is partly attributable to the smaller number of cases coming in.
There is also service improvement work ongoing - homelessness prevention is now monitored weekly and targets established for each service. The target is stretching, but performance surgeries are taking place with staff to meet the council's best practice expectations. Best practice training has been arranged for all officers in the service.
- 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.

However, in the run up to Christmas efforts were diverted to reducing the number of households in temporary accommodation, which meant that this indicator took a small hit.

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

This figure is above target at this point in the year – we have fixed 88.5% 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 increased very slightly to 4.77%. Arrears increasing at Christmas time is an established trend, however this was a smaller increase than in previous years and still leaves the team within touching distance of the annual target.

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

Partners have also seen the usual Christmas increase in rent arrears. This is a contractual point for Partners and will continue to be monitored closely.

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:

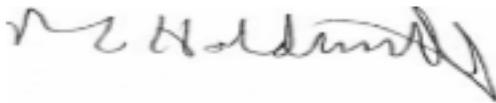
5.4 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 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

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