ISLINGTON
For a more equal future

Homes & Neighbourhoods
222 Upper Street, N1 1XR

Report of: Corporate Director - Homes & Neighbourhoods

Meeting of: Housing Scrutiny

Date: 21 June 2022

Wards: All

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, 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 Q4	On target?	Q4 last year	Better than Q4 last year?
H1	Number of planning permissions agreed for new council housing	0	3	0	30	Yes	3	Better
H2	Number of new council homes started on site	New	New	95	47	No	New	New
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	63	53	68	10	No	53	Worse
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	89	118	34	40	Yes	118	Worse
H5	Percentage of homeless decisions made in the target timeframe	New	40%	90%	68%	No	40%	Better
H6	Number of households in nightly booked temporary accommodation	316	468	365	403	No	386	Worse
H7	Number of homeless preventions	717	947	994	701	No	771	Worse
H8	Number of people sleeping rough	New	11	0	6	No	11	Better
H9	Percentage of all lettings provided to council tenants securing a transfer	38%	35%	36%	29%	No	35%	Worse
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	85%	88.5%	Yes	92.9%	Worse
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.9%	4.7%	4.7%	4.5%	Yes	4.7%	Better
H12	Rent arrears as a proportion of the rent roll - partner properties	3.7%	4.9%	4.9%	5.4%	No	4.9%	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 year.

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

This indicator has finished the year behind schedule. There were new starts on site at 11 new homes at Windsor Street, but other projects have been delayed due to external commercial pressures, including the rise in steel prices resulting from the war in Ukraine. At the end of March, we were working on site at 16 different projects, which will generate 386 new Council homes in total.

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

This figure finished the year below target, for similar reasons to the indicator above. Redbrick was due to finish in Q4 of 2022, but was subject to a delay which means completion straddled Q4 of 21/22 when 8 homes were completed, and Q1 of 22/23 when the remaining 47 homes have completed,and will appear on Q1 2022/2023 figures. The new homes in 21/22 are at Redbrick and Belfont Walk.

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

This figure finished the year slightly ahead of target, with new homes completed at Hyde Village and Finsbury Tower in Quarters 2 and 3 of the year.

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

This indicator has finished the year below target. However, performance has improved this quarter, and the indicator has finished the year in a far better position than it started (40%).

Weekly monitoring, performance surgeries, and best practice training have been implemented to continue delivering improvements in this area.

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

This figure is down by 60 this quarter, and is significantly better than the position at the start of the year, but still finishes the year off-target.

The team are continuing to work to discharge ineligible households as quickly as possible, to bring the number down further.

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.

This year's figure is comparable to pre-pandemic performance.

There has been a substantial increase in no fault evictions in the Private Rented Sector due to the ending of the evictions ban. Shelters research has shown every 7 minutes a private rented tenant is served with a no-fault eviction notice in England. In addition to this, there has been an increase in homeless applications due to Domestic Abuse. By their nature, it is difficult to prevent homelessness in cases like this.

4.9 *H8: Number of people sleeping rough*

This figure is off-target at the end of the year but it is down slightly from the end of last quarter, and almost half the position this time last year.
Rough sleepers found in the most recent rough sleeping counts have only been sleeping rough for one or two weeks – preventative work is ensuring that there are no long-term street homeless.

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.
This indicator has fallen slightly in the second half of the year – partly because focus has shifted to moving households out of nightly-booked temporary accommodation, and partly because of the delays to the completion of new build properties.

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%.

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

This indicator has finished the year ahead of target, which is a real success story for the Income Recovery team. Rent arrears as a proportion of the rent roll are at their lowest point since June 2020, in spite of the impacts of the pandemic and the roll out of Universal Credit.

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

This indicator has finished the year off-target. This is a contractual point for Partners and will continue to be monitored closely, and many of these properties have been brought back in-house in April 2022.

5. Implications

5.1 Financial implications

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

5.2 Legal Implications

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

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

5.3.1 There are no environmental impact arising from monitoring performance.

5.4 **Resident Impact Assessment**

5.4.1 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).

5.4.2 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 vison 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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