

Report of:

Meeting of:	Date:	Ward(s):
Housing Scrutiny Committee	9 May 2023	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, 2022/23 for measures relating to Housing.

3. Background

- 3.1 A suite of corporate performance indicators has been agreed, 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 Actual	2022/ 23 Q3	Targets	On target ?	Q3 last year	Better than Q3 last year?
H1	Number of planning permissions agreed for new council housing	0	43	30	36	46 (Q3)	NO	30	N/A
H2	Number of new council homes started on site	New	New	47	0	3 (Q3)	NO	New	N/A
H3	Number of affordable new homes (social rented or shared ownership) completed by the council	63	53	10	77	51 (Q3)	NO	2	N/A
H4	Number of affordable new homes (social rented or shared ownership) completed by Developers	89	118	40	0	10 (Q3)	NO	37	N/A
H5	Percentage of homeless decisions made in the target timeframe	New	40%	68%	71%	90% (annual)	NO	60%	BETTER
H6	Number of households in nightly booked temporary accommodation	316	468	403	537	365 (annual)	NO	463	NO
H7	Number of homeless preventions	717	947	701	647	850 (annual)	YES	486	BETTER
H8	Number of people sleeping rough	New	11	6	7	0 (annual)	NO	7	SIMILAR
H9	Percentage of all lettings provided to council tenants securing a transfer	38%	35%	29%	31%	35% (annual)	NO	30%	BETTER
H10	Percentage of LBI repairs fixed first time	87.7%	92.9%	88.5%	87.8%	85% (annual)	YES	88.5%	No
H11	Rent arrears as a proportion of the rent roll - LBI (%)	3.9%	4.7%	4.5%	5.0%	Target TBC	N/A	4.8%	N/A*
H12	Rent arrears as a proportion of the rent roll - partner properties	3.7%	4.9%	5.38%	5.2%	Target TBC	N/A	5.4%	N/A*
H13	% of residents who are very satisfied or satisfied with whole experience of having works carried out	N/A	N/A	N/A	86.3% **	NEW	NEW	NEW	NEW

*NB Q3 figures for this year are not directly comparable to Q3 of last year as the Council took back management of the PF12 housing stock, approximately 3,000 properties from the first quarter of this year.

**Q2 results reflect Q1 of 2022/23

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

For 2022/23 there is a target of 82 planning permissions to be granted for new council housing. 36 new council homes were given planning permission in Q3. A further 78 expected in Q4.

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

3 new council homes planned to start on site in Q3. Although no new affordable homes started in Q3, 6 are expected to start in Q4. A further 22 homes (Hathersage & Besant Courts) should have started during Q2, but commercial conditions have meant the contractor were unable to stand by their original tender price. The returned retender is currently being evaluated, and if viability issues are resolved could add another 22 new council homes starting in Q4.

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

153 council homes are to be completed by the council by the end of the year. Up until Q3, 77 council homes had been completed. A further 76 new council homes are expected to complete by year end to hit the target. Of those 76, 19 homes have already been completed with the remainder on track for the end of the financial year.

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

No new affordable homes were completed by Developers in Q3. There is a target of 171 new homes to be completed by Q4. It is important to note that the delivery of these units is outside the scope of the New Build programme, we monitor the figures but have no influence over successful delivery of target)

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

71% of homeless decisions were made in the target framework. Though this is below the annual target of 90%, performance has improved since last quarter and is significantly better than Q3 of last year (60%). In quarter 3 the service experienced a significant increase in demand equating to 20% more demand than Q2. The increase has stemmed from homeless applicants approaching due to a combination of domestic abuse, disrepair (damp/ mould/ condensation). An improvement plan is being implemented to address this performance and measures being implemented include staff working additional hours to increase the number of decisions reached.

The service continues to have a weekly focus on performance for this indicator, increasing the officer target for decision reached and provision of overtime for high performing officers to reach decision within the target time frame. The service has set an ambitious target and if achieved this will result in the council being placed in the top quartile of performance.

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

There were 537 households in nightly booked temporary accommodation, above the annual target of 365 and an increase compared to Q2 (482). Homelessness is increasing nationally, and the most recent Government data shows a 15.1% increase. The percentage increase in Islington is below the national increase.

There has been a significant increase in homeless approaches due to domestic abuse, including those fleeing threats of violence/gang violence [this represents a marked shift from what has been the most common reason for homeless to date- being asked to leave by friends/family].

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

In London, there are 15.7 households living in temporary accommodation per 1,000 households, compared with 1.9 households per 1,000 in the Rest of England. In Islington there are 8.1 households per 1,000 living in temporary accommodation. Newham had the highest rate of TA in London with 48.3 households per 1,000 households and Luton had the highest rate of TA outside London with 13.7 households per 1,000 households. Therefore, Islington Council's overall performance in managing temporary accommodation is excellent. However, further reductions in the use of private sector properties are urgently needed going forward and we should not be complacent. The council has set a stretching target to eliminate the use of expensive nightly paid temporary accommodation to provide greater security for our homeless residents.

4.8 *H7: Number of homeless preventions*

In Q3 there were 647 households that were prevented from being homeless. This is on track to meet the end of year target (850) and better than Q3 last year. Whilst performance is on target for this year there are wider factors of concern that may impact on homelessness prevention success in future quarters. These include, increase in rents in London which will make securing private sector accommodation more challenging, corresponding decrease in affordability due to the cost of living crisis, energy costs, inflation etc which will impact more acutely on those on low and moderate incomes, concerns about the affordability of social housing properties owned by Housing Association and a further increase in homeless presentations from September 2022, as initial six-month placements through the Homes for Ukraine scheme end. Homelessness is expected to increase during the remaining part of 2022/2023 and throughout the 2023/2024 financial year as a result of the cost-of-living crisis and people in Islington being unable to afford the basics of heating their homes, food for the households, and stable/secure accommodation.

4.9 *H8: Number of people sleeping rough*

The number of people sleeping rough this quarter (7) is similar to Q3 last year (7), but lower than Q1 of this year (14). Rough sleeping is increasing across London. However, Islington Council continues to re-house people from the streets as no one should be sleeping on the streets of Islington. The increase in people sleeping on the streets is being driven by a number of councils closing covid accommodation in particular for people with no recourse to public funds and Councils going back to business as usual and assessing people under the Homeless Reduction Act for interim temporary accommodation. This has led to rough sleepers moving into Islington due to the lack of provision in the boroughs the rough sleepers were previously in.

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. Lettings performance this quarter (31%) is below target (35%) due to no new build in Q2.

The service continues to focus on under occupiers to release larger properties for households that need them and encouraging social housing tenants to consider the mutual exchange scheme to increase the lettings to those seeking a transfer.

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

87.8% of repairs have been fixed first time by the end of Q3 of this year. Performance this quarter is above the annual target of 85% for 2022/23.

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

As at Q3 rent arrears as a proportion of rent roll was 5%. In April 2022 the Council took back the management of PFI2 housing stock, approximately 3,000 properties which has resulted in the proportion of rent arrears of the rent roll for LBI increasing.

37% of the former PFI2 accounts are in arrears, which represents between 4% to 8% more arrears accounts than for LBI patches. Rent values for PFI properties are up to 25% higher than pre-existing LBI managed stock and the average arrears value of these accounts is also £417 higher compared to pre-existing LBI managed properties. A detailed review of PFI2 accounts has been undertaken since handover resulting in a significant number requiring enforcement action to bring them in line with the LBI arrears process.

Reducing rent arrears over the next year will be a significant challenge, due to the increase in the cost of living and fuel bills, which will adversely affect a majority of our residents and limit their ability to make rent payments.

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

As at Q3 rent arrears as a proportion of rent roll was 5.2%. Rent arrears as a proportion of the rent roll for partner properties is higher than Q3 of last year due to many properties being brought back in-house in April 2022.

4.14 *H13: % of residents who are very satisfied or satisfied with whole experience of having works carried out.*

Satisfaction for capital works is collected quarterly by an independent satisfaction monitoring company. Due to the long-term nature of capital programmes Q3s results will relate to schemes ending in Q2 of 22-23. We are hoping to increase the number of surveys working with residents and the sampling company as sample rates are low. The Satisfaction measure is new, so we have not set targets this year.

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.

**Approved
by:**

Jed Young

**Corporate Director, Homes and
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Date: 24th April

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