Chief Executive Department
Town Hall, London N1 2UD

Report of:

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

Delete as appropriate	~~Exempt~~	Non-exempt

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, 2023/24 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 1 performance update – Housing

4.1 Key performance indicators relating to Housing.

#	Indicator	2020/21 Actual	2021/22 Actual	2022/23 Actual	**2023/24 Q1**	**Targets**	On target?	Q1 last year	Better than Q1 last year?
H1	Percentage of homeless decisions made in the target timeframe	40%	68%	77%	**71%**	80%	NO	77%	NO
H2	Number of households in temporary accommodation per 1,000	5.1 per 1,000	8.1 per 1,000	9.3 per 1,000	**10.5 per 1,000**	NA	NA	8.3 per 1,000	NO
H3	Number of households in nightly booked temporary accommodation per 1,000	4.4 per 1,000	4.4 per 1,000	5.2 per 1,000	**5.6 per 1,000**	NA	NA	4.5 per 1,000	NO
H4	Number of homeless preventions	947	701	808	**158**	850 (annual)	NO	250	NO
H5	Number of people sleeping rough	11	6	6	**11**	0	NO	14	BETTER
H6	Percentage of all lettings provided to council tenants securing a transfer	35%	29%	32%	**29%**	35%	NO	39%	NO
H7	Percentage of LBI repairs fixed first time	92.9%	88.5%	88.0%	**86.0%**	85%	YES	88.4%	NO
H8	Rent arrears as a proportion of the rent roll – LBI and partners	4.8%	4.7%	4.8%	**4.6%**	Target TBC	N/A	4.8%	SIMILAR

4.2 Tenancy Satisfaction Measures					
#	Indicator	Q4 2022/23	**Q1 2023/24**	Target	On Target?

H10	Overall satisfaction	NA	**64%***	
H11	Homes that do not meet the Decent Homes Standard	12%	**8%**	
H12	Repairs completed within timescale	77%	**74%**	
H13	Gas Safety checks	99%	**98%**	
H14	Fire Safety checks	100%	**71%*** *	*New Indicators*
H15	Asbestos Safety checks	96%	**2%*** *	*This is the first quarter reporting these indicators. Some indicators are being newly collected.*
H16	Water Safety checks	100%	**33%*** *	
H17	Lift Safety checks	87%	**24%*** *	*Once regular benchmarking and trends are available, targets will be set.*
H18	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	8 per 1,000	**9 per 1000*** **	
H19	ASB cases that involve hate crime incidents (per 1000 homes)	1 per 1,000	**1 per 1,000*** **	
H20	Complaints relative to size of the landlord - stage 1 & 2 (per 1000 homes)	27 per 1000	**22 per 1000*** **	
H21	Complaints responded to within the Complaint Handling Code timescales - Stage 1 and 2	68%	**50%**	

*TSM survey was taken in August 2023. Most recent data available had been included in this report
** These indicators are impacted by only reporting 1 quarters worth. For building safety measures this is because works happen at different points throughout the year, the accurate figures won't be available till year end.
*** Measures that are by 1,000 households are also impacted by only reporting 1 quarters worth. End of year projections have been provided in the narrative below.

4.3   *H1: Percentage of homeless decisions made in the target timeframe*

71% of homeless decisions were made in the target timeframe in Q1. Performance is below the annual target of 80% (stretch target of 90%). The service has continued to experience a significant increase in demand as homelessness increases across the borough and London as a whole. The increase has stemmed from homeless applicants approaching due to a combination of domestic abuse, disrepair (damp/ mould/ condensation), lack of private sector housing and cost of living. An improvement plan is being implemented to address this performance and measures are being implemented.

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.

4.4   *H2: Number of households in temporary accommodation per 1,000*

The number of households in temporary accommodation per 1,000 is a new indicator in the housing scrutiny report. In Islington in Q1, 10.5 per 1,000 households were in temporary accommodation (1,144 households). Although rates have increased and performance is higher than Q1 last year, performance is still below London (17 per 1,000 households, 4 per 1,000). The latest government statistics on homelessness in England, show that the number of households in temporary accommodation has increased nationally.

Nationally, the number of households with dependent children housed in B&Bs more than doubled in final quarter of 2022 compared with the same period the year before to 2,980 – a rise of 129% in a year. There has also been a 50% rise in homelessness due to no-fault evictions in the past year. Additionally, an estimated 700,000 UK households missed or defaulted on a rent or mortgage payment last month, according to data issued days before another expected rise in the cost of borrowing. Missed housing payments were "particularly high" among renters, affecting one in 20 tenants surveyed.

4.5   *H3: Number of households in nightly booked temporary accommodation per 1,000*

There were 5.2 per 1,000 households in nightly booked temporary accommodation (607 households). A target of no more than 550 households was set last year meaning performance is

above target. Although the number of households is above target, Islington rate is similar to London, where 5.2 per 1,000 households are in temporary accommodation. Islington has 0 households in bed and breakfast. Across London 2,760 households are in bed and breakfast hotels (1 per 1,000) and in England 10,000 households (0.4 per 1,000).

Based on the most recent benchmarking and the increase in demand, 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. The team are continuing to work to discharge ineligible households as quickly as possible, to bring the number down further.

4.6 *H4: Number of homeless preventions*

There were 158 households that were prevented from being homeless this year, figures are below the quarterly target of 212. We believe performance this year has been impacted by various challenges. These include the 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 throughout 2023/2024 financial year as a result of the cost-of-living crisis and people being unable to afford the basics of heating their homes, food for the households, and stable/secure accommodation.

4.7 *H5: Number of people sleeping rough*

The number of people sleeping rough this quarter (11) is above end of year performance (6) but better than Q1 last year. 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. The service continues to offer accommodation in our emergency off the street hotels. The service has 4 outreach shifts per week along with new navigator posts to work with people with complex needs.

4.8 *H6: 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 in Q1 is 29%, below target (35%). Performance being off target is partly due to the delay of expected new build properties which are mainly let to transferring tenants. This is also impacted by the increase in temporary accommodation and housing our homeless customers.

The service continues to focus on downsizers 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.

4.9 *H7: Percentage of LBI repairs fixed first time*

86.0% of repairs have been fixed first time this year. Performance is above the annual target of 85%. Although performance is below last year Q1 (88%), around 4,000 more repairs have been completed in Q1 this year compared to last year (13,326 in Q1 2022/23, 17,358 in Q1 2023/24). Some of this increase is due to the insourcing of PFI however the remainder is due to a range of factors the service is still exploring.

4.1 *H8: Rent arrears as a proportion of the rent roll – LBI + Partners*

In Q1, rent arrears as a proportion of rent roll was 4.6%. 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 that 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.

5.0 **Tenancy Satisfaction Measures**

The Social Housing (Regulation) Bill has introduced a set of measures to improve standards for people living in social housing. These measures were confirmed on 21st September 2022 and are part of a new system developed by the Regulator of Social Housing to assess social housing landlords, on their provision of good quality homes and services. There are 22 measures,12 of which are collected via tenant perception surveys and 10 of which are generated via management information.

Currently, the 10 management indicators are being measured on a regular basis and included in this report.

5.1 *H10: Overall Satisfaction*

The results of the new monthly survey showed that overall satisfaction levels have increased across all questions when compared to the 2021 results.

5.2 *H11: % Homes that do not meet the Decent Homes Standard*

A decent homes deep dive and quality assurance process was actioned in Q1. This deep dive was the result of Islington being benchmarked in the upper quartile of London boroughs. The work allowed the team to link the non-decent elements to properties they affect. This has led to improvements in the data quality and Q1 is reporting more accurate figures compared to Q4.

5.3 *H12: Repairs completed in target timescale*

The figure of 74% is the combined performance based on 3 different measures: Emergency (92% in target timescale), Urgent (91% in target timescale) and routine repairs (65% in target timescale). When benchmarked against London, Islington Q1 performance is in the lower quartile.

5.4   *H13-H17 Building safety measures*

All 5 building safety measures (gas, fire, asbestos, water and lift safety) will be accurate at year end. This is due to the nature of the work happening at different points of the year. For monitoring purposes they will be included in the report but caveated. When benchmarked across these indicators, Islington is generally similar to London. Further benchmarking is needed to accurately understand how we rank against other London boroughs.

5.5   *H18 & H19 – Anti-social Behaviour*

As this is a newly reported measure, there is ongoing work to understand how our collection and reporting fits into the wider context of other boroughs and checking the accuracy/appropriateness of how ASB and Hate crime is recorded internally. We have undertaken an internal benchmarking process to address this. End of year projections would benchmark Islington in the lower quartile; however we are aware that this could be due to the data quality challenges mentioned above.

5.6   *H20 – H22 – Complaints*

The number of stage 1 complaints in Q1 has decreased compared to quarter 4. End of year projections based on Q1 performance would indicate that Islington is in line with the lower quartile in London. There is ongoing work to improve the complaints data system. This work should lead to improvements in data quality, timeliness and accuracy.

Implications

4.11   Financial implications:

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

4.12   Legal Implications:

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

4.13   Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:

There are no environmental impact arising from monitoring performance.

4.14   Resident Impact Assessment:

5.   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).
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.

5.1   Conclusion

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:

Corporate Director, Homes and Neighbourhoods   Date:

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Appendix 1: Tenancy Satisfaction Measures (TSMs)

The Social Housing (Regulation) Bill will enact a set of measures to improve standards for people living in social housing. These measures were confirmed on 21st September 2022 and are part of a new system developed by the Regulator of Social Housing to assess social housing landlords, on their provision of good quality homes and services. There are 22 measures,12 of which are collected via tenant perception surveys and 10 of which are generated via management information.

Earlier this year, London Housing Directors' Group commissioned Housemark to undertake a survey of stock-holding London borough TSMs. The Housemark report was finalised and published in March 2023. Data for twenty-six London boroughs is included but their responses are anonymised.

The summary below shows the benchmarked data for Islington. Going forward, TSMs will be monitored on a quarterly basis and embedded into the scrutiny performance report.

TSM	Islington Council	London Councils lower quartile	London Councils median	London Councils upper quartile	National median
TP01 – Overall satisfaction	**65.00**	60.2	64.5	79.3	69.0
RP01 – Homes that do not meet the Decent Homes Standard	**9.51**	0	0.56	10.73	0

RP02 – Repairs completed within target timescale	**82.69%**	76.3	80.5	89.2	85.2
BS01 – Gas safety checks	**99.21%**	98.76	99.54	99.93	99.99
BS02 – Fire safety checks	**100%**	99.1	100	100	100
BS03 – Asbestos safety checks	**100%**	100	100	100	100
BS04 – Water safety checks	**100%**	100	100	100	100
BS05 – Lift safety checks	**86.51%**	100	100	100	100
CH01 – Complaints per 1,000 properties	**27**	38.6	61.5	92.6	27.4
CH02 – Complaints responded to within timescales	**80%**	63.5	78.7	93.2	80.3
NM01 – Anti-social behaviour cases per 1,000 properties	**8**	55.4	60.4	69.8	49.9