

**Report of:**

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Housing Scrutiny Committee	18 April 2024	All

<b>Delete as appropriate</b>	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 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, 2023/24 for measures relating to Housing.

**3. Background**

- 3.1 A suite of corporate performance indicators has been agreed for 2023/24, which help track progress in delivering the seven priorities set out in the Council’s Islington Together 2030 Plan. 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	2020/ 21 Actual	2021/ 22 Actual	2022/ 23 Actual	2023/24 Q3	Targets	On target?	Q3 last year	Better than Q3 last year?
H1	Percentage of homeless decisions made in the target timeframe	40%	68%	77%	<b>59%</b>	80%	No	71%	No
H2	Number of households in temporary accommodation per 1,000	5 per 1,000	8 per 1,000	9 per 1,000	<b>11 per 1,000</b>	9 per 1,000	NA	9 per 1,000	No
H3	Number of households in nightly booked temporary accommodation per 1,000	4 per 1,000	4 per 1,000	5 per 1,000	<b>6 per 1,000</b>	5 per 1,000	NA	5 per 1,000	No
H4	Number of homeless preventions	947	701	808	<b>473</b>	636 (850 annual)	No	647	No
H5	Number of people sleeping rough	11	6	6	<b>14</b>	0	No	7	Similar
H6	Percentage of all lettings provided to council tenants securing a transfer	35%	29%	32%	<b>29%</b>	35%	No	31%	No
H7	Percentage of LBI repairs fixed first time	93%	89%	88%	<b>87%</b>	85%	Yes	88%	Similar
H8	Rent arrears as a proportion of the rent roll – LBI and partners	4.8%	4.7%	4.8%	<b>5.2%</b>	Target TBC	N/A	5.2%	Similar

## 4.2 Tenancy Satisfaction Measures

The government's 'The Charter for Social Housing Residents: Social Housing White Paper', published in November 2020, set an expectation that the Regulator of Social Housing (the Regulator) would bring in a set of Tenant Satisfaction Measures (TSMs) on issues that matter to tenants.

In August 2023, Kwest Research was commissioned to undertake a telephone survey on behalf of Islington Council, aiming to complete interviews with a representative sample of the organisation's 24,294 LCRA households.

The aim of the survey is to provide information to meet the new requirements, and to gather data on customer satisfaction with services that will help to identify resident priorities and inform services for the future. Results are summarised below:

4.2 Tenancy Satisfaction Measures – Perception Indicators		
	Indicator	Result 2023
TP01	Overall satisfaction	64%
TP02	Satisfaction with repairs	66%
TP03	Satisfaction with time taken to complete most recent repair	64%
TP04	Satisfaction that home is well maintained	66%
TP05	Satisfaction that home is safe	69%
TP06	Satisfaction that landlord listens to views & acts upon them	57%
TP07	Satisfaction that landlord keeps tenants informed about things that matter	72%
TP08	Agreement that landlord treats tenants fairly & with respect *	76%
TP09	Satisfaction with landlord's approach to handling complaints	26%
TP10	Satisfaction landlord keeps communal areas clean & well maintained	64%
TP11	Satisfaction landlord makes a positive contribution to neighbourhood	70%
TP12	Satisfaction with landlord's approach to handling ASB	59%

### 4.3 Tenancy Satisfaction Measures – Management Indicators

#	Indicator	Q1 2023/2	Q2 2023/24	Q3 2023/24	YtD
RP01	Homes that do not meet the Decent Homes Standard	8%	4%	<b>5%</b>	<b>5%</b>
RP02 (a)	Repairs completed within timescale – Non-emergency	69%	73%	<b>72%</b>	<b>71%</b>
RP02 (b)	Repairs completed within timescale – Emergency	94%	96%	<b>93%</b>	<b>93%</b>
BS01	Gas Safety checks	98%	98%	<b>98%</b>	<b>98%</b>
BS02	Fire Safety checks	NA*	NA*	<b>99%</b>	<b>99%</b>
BS03	Asbestos Safety checks	NA*	NA*	<b>68%</b>	<b>68%</b>
BS04	Water Safety checks	NA*	NA*	<b>62%</b>	<b>62%</b>
BS05	Lift Safety checks	NA*	NA*	<b>60%</b>	<b>60%</b>
NM01 (a)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	2 per 1000	3 per 1000	3 per 1000	<b>8 per 1000</b>
NM01 (b)	ASB cases that involve hate crime incidents (per 1000 homes)	0 per 1,000	0 per 1,000	<b>0 per 1,000</b>	<b>0 per 1,000</b>
CH01 (a)	Complaints relative to size of the landlord - stage 1 (per 1000 homes)	19 per 1000	16 per 1000	<b>18 per 1000</b>	<b>53 per 1000</b>
CH01 (b)	Complaints relative to size of the landlord - stage 2 (per 1000 homes)	4 per 1000	5 per 1000	<b>6 per 1,000</b>	<b>15 per 1000</b>
CH02 (a)	Complaints responded to within the Complaint Handling Code timescales - Stage 1	43%	82%	<b>96%</b>	<b>73%</b>
CH02 (b)	Complaints responded to within the Complaint Handling Code timescales - Stage 2	88%	96%	<b>88%</b>	<b>92%</b>

\* Snapshot figures were not available till the methodology was refined in Q3.

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

59% of homeless decisions were made in the target timeframe in Q3. 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, London and nationally. The most recent published statistics show that nationally, the number of homeless initial assessments increased 12% since last year and increased of 7% since last quarter (statistics from September 2023).

It is now estimated that one in 50 Londoners are either homeless or living in temporary accommodation (London Councils Aug 2023). It is believed that 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 in Islington to address this performance. 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.

There are more homeless households than at any time in the country's history.

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

In Q3, 11 per 1,000 households were in temporary accommodation (1,200 households). The latest published statistics on temporary accommodation from September 2023 show that although figures are increasing in Islington and nationally, Islington is managing temporary accommodation well. Islington has significantly fewer people in temporary accommodation (11 per 1,000) compared to London (17 per 1,000). England has 5 per 1,000 households in temporary accommodation.

There has been an increase in temporary accommodation nationally. As of September 2023, 109,000 people were sleeping in temporary accommodation, an increase of 10.3% since last year, and up 3.0% since last quarter. 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. One child in every classroom in London is now living in temporary accommodation.

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

There were 6 per 1,000 households in nightly booked temporary accommodation (658 households). A target to remain stable and not increase the rate from the end of last year was set. Figures have increased and do not meet the target in quarter 3. Islington's rate is similar to London, where 5 per 1,000 households are in temporary accommodation. Islington has 0 households in bed and breakfast. Across London 4,620 households are in bed and breakfast hotels (1 per 1,000) and in England 10,000 households (1.0 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 473 households that were prevented from being homeless this year, figures are below the Q3 target of 636. We believe performance this year has been impacted by various challenges mentioned in the previous narrative sections. 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. Homelessness is expected to increase throughout 2023/2024 financial year because 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.

The Bureau of Investigative Journalism identified that there are no Private Rented Sector rents in Islington set at or below the Local Housing Allowance. Therefore, it is not possible to prevent homelessness into the or from the Private Rented sector. Across London Private Rented sector rents have increased by 12% in the last 12 months and the number of Private Rented Sector properties have reduced by 41% since the end of the pandemic.

#### 4.7 *H5: Number of people sleeping rough*

The number of people sleeping rough this quarter (14) is above last years end of year performance (6). 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 several councils closing covid accommodation 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 Q3 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*

87% of repairs have been fixed first time this year. Performance is above the annual target of 85%. Significantly more jobs are being completed compared to last year. Around 6,500 more repairs have been completed this year compared to last year. 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.

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

In Q3, rent arrears as a proportion of rent roll was 5.2%. 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 were 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.

## 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.

NOTE: Both the perception and management indicators in sections 4.2 and 4.3 are new indicators for all local authorities. Targets will be set once data has been submitted and benchmarking across London and England is possible. We anticipate this will be later in 2024.

#### 5.1 *TP01 – TP12: TSM Perception measures*

KWEST Research Ltd were procured to carry out the TSM perception survey. This was our first TSM perception survey and is now an annual requirement. The survey was carried out by telephone for three months - from mid-August to mid-November 2023

The number of completed surveys required to meet compliance is worked out in relation to stock size. As we have a approx. 25,000 tenants, we were required to achieve 1019 completed surveys to achieve a "representative sample". However, we asked KWEST to complete 2,500 surveys to ensure a much wider range of tenant feedback.

#### 5.2 *RP01: % Homes that do not meet the Decent Homes Standard*

A decent homes deep dive and quality assurance process was actioned earlier this year. Since this deep dive and improvements in data quality, performance has improved and now 5% of homes are non-decent (in Q1 8% of homes were non-decent). Considerable investment annually will be required to maintain improve this performance (Circa £70m capital expenditure) and additional budget pressure will arise from the new Decent Homes Standard which is being consulted on.

#### 5.3 *RP02: Repairs completed in target timescale – Non-emergency and Emergency*

In the year to date, 71% of non-emergency repairs were completed within target timescale and 93% of emergency repairs were within timescale. As mentioned above, significantly more jobs are being completed compared to last year as a result of damp and mould, historic underinvestment and additional requirements on the service

#### 5.4 *BS01 – BS05 Building safety measures*

All 5 building safety measures (gas, fire, asbestos, water and lift safety) are a snapshot of activity at the end of quarter 3. Improvements in reporting and additional guidance from the regulator has made it possible to start accurately reporting in Q3.

It is important to note that Measures Bs 3 and 4 are cumulative measures showing the number of tests required in year and should be seen as in year progress to a target of 100% by Q4.

The Measure for Q5 is improving following close management of the lift insurance provider who visit all lifts biannually to check maintenance is being completed. Improvements in monitoring and data should see increases in the number of these checks over subsequent months. ALL Lifts receive monthly safety checks, regular post inspections from in house staff and by annual services data considered by Homes and Estates Safety Board shows these works are completed over 95% in time.

#### 5.5 *NM01 – 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. We have undertaken an internal benchmarking process to address this. There is ongoing with a new data collection system.

#### 5.6 *CH01 and CH01 – Complaints*

Overall, stage 1 complaints performance has been impacted by recording challenges in quarter 1. It is important to note that there is ongoing work to improve the data quality of complaints data to ensure we are complaint with standards set by the housing regulator.

### 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

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 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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## Appendix Tenancy Satisfaction Breakdown by LBI, PFI and TMO

### London Borough of Islington

Tenant Satisfaction Measures - Management Indicators (LBI)						
TSM number	Indicator	Better to be	Q1	Q2	Q3	
<b>Keeping properties in good repair</b>						
RP01	Homes that do not meet the Decent Homes Standard	↓	8%	4%	5%	
RP02 (a)	Repairs completed within target timescale -Non-emergency	↑	65%	69%	68%	
RP02 (b)	Repairs completed within target timescale -Emergency	↑	92%	94%	92%	
RP02 (c)	Repairs completed within target timescale -Urgent (U24)	↑	91%	92%	92%	
<b>Maintain Building Safety</b>						
BS01	Gas Safety checks	↑	97.0%	98.1%	98%	
BS02	Fire Safety checks	↑	/	/	99%	
BS03	Asbestos Safety checks	↑	/	/	68%	
BS04	Water Safety checks	↑	/	/	61%	
BS05	Lift Safety checks	↑	/	/	59%	
<b>Effective Handling of Complaints</b>						
CH01 (a)	CH01 - Complaints relative to size of the landlord - stage 1 (per 1000)	↓	21.6	17.0	20.4	
CH01 (b)	CH01 - Complaints relative to size of the landlord - stage 2 (per 1000)	↓	4.0	5.3	5.7	
CH02 (a)	CH02 - Complaints responded to within the Complaint Handling Code timescales - Stage 1	↑	41.9%	80.6%	96.5%	
CH02 (b)	CH02 - Complaints responded to within the Complaint Handling Code timescales - Stage 2	↑	88.4%	96.3%	87.7%	
<b>Responsible Neighbourhood Management</b>						
NM01 (a)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	↓	1.5	3.2	3.2	
NM01 (b)	ASB cases that involve hate crime incidents (per 1000 homes)	↓	0.0	0.0	0.0	

## Tenant Management Organisation - TMO

Tenant Satisfaction Measures - Management Indicators (TMOs)						
	TSM number	Indicator	Better to be	Q1	Q2	Q3
Keeping properties in good repair						
	RP02 (a)	Repairs completed within target timescale -Non-emergency	↑	98.8%	98.0%	96.7%
	RP02 (b)	Repairs completed within target timescale -Emergency	↑	92.9%	97.9%	85.7%
Maintain Building Safety						
	BS01	Gas Safety checks	↑	100.0%	100.0%	100.0%
Effective Handling of Complaints						
	CH01 (a)	CH01 - Complaints relative to size of the landlord - stage 1 (per	↓	0.6	1.9	2.6
	CH02 (a)	CH02 - Complaints responded to within the Complaint Handling Code timescales - Stage 1	↑	50%	100%	88%

## Partners for Improvement - PFI

Tenant Satisfaction Measures - Management Indicators (PFI)						
	TSM number	Indicator	Better to be	Q1	Q2	Q3
Keeping properties in good repair						
	RP01	Homes that do not meet the Decent Homes Standard	↓	1.7%	1.5%	1.5%
	RP02 (a)	Repairs completed within target timescale -Non-emergency	↑	99.9%	99.8%	99.7%
	RP02 (b)	Repairs completed within target timescale -Emergency	↑	99.8%	100.0%	99.7%
Maintain Building Safety						
	BS01	Gas Safety checks	↑	99.7%	99.9%	99.9%
	BS02	Fire Safety checks	↑	7.2%	100.0%	100.0%
	BS03	Asbestos Safety checks	↑	100.0%	100.0%	100.0%
	BS04	Water Safety checks	↑	100.0%	100.0%	100.0%
Effective Handling of Complaints						
	CH01 (a)	CH01 - Complaints relative to size of the landlord - stage 1 (per 1000 homes)	↓	9.1	15.9	12.2
	CH01 (b)	CH01 - Complaints relative to size of the landlord - stage 2 (per 1000 homes)	↓	3.0	1.8	4.3
	CH02 (a)	CH02 - Complaints responded to within the Complaint Handling Code timescales - Stage 1	↑	100%	96%	90%
Responsible Neighbourhood Management						
	NM01 (a)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	↓	4.3	3.0	3.1
	NM01 (b)	ASB cases that involve hate crime incidents (per 1000 homes)	↓	0.0	0.0	0.0

