

Meeting: Housing Scrutiny Committee

Meeting Date: 26th September

Publication: Open

Council Priority: Safe Place to Call Home

Wards: All

Report of: Corporate Director of Homes and Neighbourhoods

Subject: Quarter 1 Performance Report

1. Recommendations

The Committee are asked to:

To note performance against targets in Quarter 1, 2024/5 for measures relating to homes and neighbourhoods.

2. Report summary

A suite of corporate performance indicators has been agreed for 2024/25, 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.

The Housing Scrutiny Committee is responsible for monitoring and challenging performance for the following key outcome area: A safe place to call home.

3. Details

4. Quarter 1 performance update – Housing Tenancy Satisfaction Measures

	Indicator	2023/24	2024/25 Q1	London Median	Islington position compared to London
RP01	Homes that do not meet the Decent Homes Standard	3%	5%	5%	Similar to London median
RP02 (a)	Repairs completed within timescale – non-emergency	71%	65%	79%	Lower quartile
RP02 (b)	Repairs completed within timescale – Emergency	92%	94%	91%	Upper quartile
BS01	Gas Safety checks	100%	100%	100%	Upper quartile
BS02	Fire Safety checks	99%	99%	100%	Similar to London median
BS03	Asbestos Safety checks	100%	92%	100%	Lower quartile
BS04	Water Safety checks	100%	98%	100%	Similar to London median
BS05	Lift Safety checks	83%	86%	99%	Lower quartile
NM01(a)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	12.3 per 1000	4 per 1000*	8 per 1,000**	Upper quartile
NM01(b)	ASB cases that involve hate crime incidents (per 1000 homes)	0.4 per 1,000	0.1 per 1,000*	0.1 per 1,000**	Upper quartile
CH01 (a)	Complaints relative to size of the landlord - stage 1 (per 1000 homes)	70.5 per 1000	24.6 per 1000*	17 per 1,000**	Lower quartile
CH01 (b)	Complaints relative to size of the landlord - stage 2 (per 1000 homes)	19.1 per 1000	7.5 per 1000*	3 per 1,000**	Lower quartile
CH02 (a)	Complaints responded to within the Complaint Handling Code timescales - Stage 1	75%	81%	74%	Upper quartile
CH02 (b)	Complaints responded to within the Complaint Handling Code timescales - Stage 2	97%	100%	67%	Upper quartile

*These indicators show the rate per 1,000 for 1 quarter. Over the year they will increase

** Estimated London median. The annual figure has been quartered to provide a quarterly benchmark estimate.

4.2 Tenancy Satisfaction Measures – Annual Perception Indicators

	Indicator	Result 2023	London Median	Islington position compared to London
TP01	Overall satisfaction	64%	59%	Upper quartile
TP02	Satisfaction with repairs	66%	64%	Upper quartile
TP03	Satisfaction with time taken to complete most recent repair	64%	61%	Upper quartile
TP04	Satisfaction that home is well maintained	66%	61%	Upper quartile
TP05	Satisfaction that home is safe	69%	67%	Upper quartile
TP06	Satisfaction that landlord listens to views & acts upon them	57%	51%	Upper quartile
TP07	Satisfaction that landlord keeps tenants informed about things that matter	72%	66%	Upper quartile
TP08	Agreement that landlord treats tenants fairly & with respect *	76%	69%	Upper quartile
TP09	Satisfaction with landlord's approach to handling complaints	26%	26%	Similar to London median
TP10	Satisfaction landlord keeps communal areas clean & well maintained	64%	62%	Upper quartile
TP11	Satisfaction landlord makes a positive contribution to neighbourhood	70%	62%	Upper quartile
TP12	Satisfaction with landlord's approach to handling ASB	59%	58%	Upper quartile

4.3 Quarter 1 performance update – Housing Continued

#	Indicator	2023/24	2024/25 Q1	Target	On target?	Q1 last year	Better than Q1 last year?
H1	Number of households in temporary accommodation per 1,000	12 per 1,000	13 per 1,000	12 per 1,000	NA	11 per 1,000	No
H2	Number of people sleeping rough	14	14	0	No	11	No
H3	Numbers living in bed and breakfast	0	0	0	Yes	0	Similar
H4	Number of families with children in B&B over 6 weeks	0	0	0	Yes	0	Similar
H5	Percentage of LBI repairs fixed first time	87%	84%	85%	Yes	88%	Similar
H6	Rent arrears as a proportion of the rent roll – LBI and partners	5.1%	5.0%	Target TBC	N/A	5.2%	Similar

Tenancy Satisfaction Measures (TSM)

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 TSM perception and management indicators 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 RP01: % Homes that do not meet the Decent Homes Standard

The Decent Homes Standard is a quality benchmark which sets minimum standards for the condition of social-rented homes. In quarter 1 of 2024/25, 5% of homes did not meet the decent home standard. Although this is an increase from 2023/24 (3%), Islington benchmarks well and similar to the London median (5%, Housemark TSM Benchmarking). 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.

5.2 RP02: Repairs completed in target timescale – Non-emergency and Emergency

In quarter 1 65% of non-emergency repairs were completed within target timescale (20 days) and 94% of emergency repairs were within timescale. This is the result of 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.

5.3 BS01 – BS05 Building safety measures

All 5 building safety measures (gas, fire, asbestos, water and lift safety) are a snapshot of activity. Islington benchmarks well against the London median for four out of five building safety measures.

For the lift safety measure, the Council is experiencing performance and data management issues with organisation contracted completing LOLER checks on its behalf. LOLER checks are in addition to the monthly maintenance conducted on lifts. To address these issues, several new processes have been established to improve performance and compliance and a secondary contractor has been brought in to complete works failed by the contractor. The service is reviewing if re-procurement is an option for securing a permanent improvement.

5.4 **NM01 – Anti-social Behaviour**

In quarter 1, 4 per 1,000 households had Antisocial Behaviour cases. When benchmarked with other London boroughs at year end in 2023/24, Islington performs in the upper quartile, with lower cases of antisocial behaviour compared to the London median.

In quarter 1, 0.1 per 1,000 households had Antisocial Behaviour cases involving hate crime. When benchmarked with other London boroughs at year end in 2023/24, Islington performs in the upper quartile, with lower cases of antisocial behaviour compared to the London median.

Over the past 12 months we have achieved some improvements to improve efficiency, data collection, visibility, and accountability. Due to changes in our recording practice, ensuring compliancy with the TSM requirements, we expect to see an increase in cases recorded next year, although we consider this to represent an improvement in recording arrangements, rather than an actual increase in anti-social behaviour reports.

5.5 **CH01 and CH01 – Complaints**

In quarter 1, 24.6 per 1000 households had stage 1 complaints and 75% were responded to in the Ombudsman's complaint handling timescale. When benchmarked with other London boroughs at year end in 2023/24, Islington performs in the similar to the London median.

For stage 2 complaints, 7.5 per 1,000 households had a complaint and 100% were responded to in the Ombudsman's complaint handling timescale. Year end benchmarking showed that for stage 2 complaints, Islington performance in the lower quartile for the number of complaints received. Islington receives more complaints per 1,000 households than the London median.

5.6 **TP01 – TP12: TSM Perception measures**

KWEST Research Ltd were procured to carry out the TSM perception survey in 2023. The survey was carried out by telephone for three months - from mid-August to mid-November 2023. The next survey for 2024 has

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.

5.7 H1, H2 and H3: Number of households in temporary accommodation per 1,000 and B&B

In Q1, 13 per 1,000 households were in temporary accommodation. Although Islington has the 7th highest number of homeless applications received in London, Islington, has a lower rate of temporary accommodation compared to the London median and no families living in bed and breakfast accommodation. The rate of temporary accommodation in Islington is lower than the latest published stats for other boroughs, for example, Westminster has 24.75 households living in TA per 1,000, Enfield has 23.73 per 1,000 Haringey has 23.39 per 1,000 and Barnet has 14.02 per 1,000.

There has been an increase in temporary accommodation nationally. As of March 2024, 117,450 households were in temporary accommodation, an increase of 12.3% since last year, and up 4.3% 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.

5.8 H2: Number of people sleeping rough

The number of people sleeping rough this quarter (14) has remained the same as last quarter. 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.

5.9 H7: Percentage of LBI repairs fixed first time

84% of repairs have been fixed first time this year. Performance is within 5% of the annual target of 84%. 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.

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

In Q1, rent arrears as a proportion of rent roll was 5.0%. 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.

6. Other options considered and the reasons for recommending this proposal

Not

applicable

7. Key impacts and risks of the proposal

Not applicable

8. Contribution to the Islington Together 2030 Plan

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.

9. Consultation and community engagement

Not applicable

10. Implications

a. Financial Implications

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

b. 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.

c. Climate Change and Environmental Implications

There are no environmental impact arising from monitoring performance.

d. Equalities Impact Assessment

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.

- i. An Equalities Impact Assessment Screening was completed and a full Equalities Impact Assessment is not required in relation to this report, because this is a routine performance monitoring report.

11. Timetable for implementation

Not applicable

Report approval:

Authorised by:



Jed Young

Corporate Director of Homes and Neighbourhoods

Date: 17th September 2024

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