

Meeting:	Housing Scrutiny Committee
Meeting Date:	6 <sup>th</sup> January
Publication:	Open
Council Priority:	Safe Place to Call Home
Wards:	All
Report of:	Corporate Director - Homes and Neighbourhoods

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## Subject: Quarter 2 Performance Report

### 1. Recommendations

**The Committee are asked to:**

To note performance against targets in Quarter 2, 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 2 performance update – Housing Tenancy Satisfaction Measures

	Indicator	2023/24	2024/25 Q2	London lower quartile	London Median	London upper quartile	Islington compared to London Median
RP01	Homes that do not meet the Decent Homes Standard	3%	<b>4%</b>	31%	9%	0.3%	Upper quartile
RP02 (a)	Repairs completed within timescale – non-emergency	71%	<b>81%</b>	61%	79%	96%	Upper quartile
RP02 (b)	Repairs completed within timescale – Emergency	92%	<b>97%</b>	61%	91%	100%	Upper quartile
BS01	Gas Safety checks	100%	<b>99%</b>	98%	99.7%	100%	Similar
BS02	Fire Safety checks	99%	<b>100%</b>	96%	99.7%	100%	Upper quartile
BS03	Asbestos Safety checks	100%	<b>80%</b>	65%	100.0%	100%	Lower quartile
BS04	Water Safety checks	100%	<b>98%</b>	17%	99.7%	100%	Similar
BS05	Lift Safety checks	83%	<b>100%</b>	59%	98.4%	100%	Upper quartile
NM01(a)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes)	12 per 1000	<b>18 per 1000</b>	159 per 1,000	31 per 1,000	4 per 1,000	Upper quartile
NM01(b)	ASB cases that involve hate crime incidents (per 1000 homes)	0.2 per 1,000	<b>0.2 per 1,000</b>	6 per 1,000	0.5 per 1,000	0 per 1,000	Upper quartile
CH01 (a)	Complaints relative to size of the landlord - stage 1 (per 1000 homes)	71 per 1000	<b>69 per 1000</b>	220 per 1,000	71 per 1,000	12 per 1,000	Similar
CH01 (b)	Complaints relative to size of the landlord - stage 2 (per 1000 homes)	19 per 1000	<b>21 per 1000</b>	48 per 1,000	13 per 1,000	3 per 1,000	Lower quartile
CH02 (a)	Complaints responded to within the Complaint Handling Code timescales - Stage 1	75%	<b>76%</b>	21%	75%	99%	Upper quartile
CH02 (b)	Complaints responded to within the Complaint Handling Code timescales - Stage 2	97%	<b>98%</b>	9%	70%	100%	Upper quartile

Complaints and antisocial behaviour TSM rates are end of year projections based on the quarter 2 position

#### 4.2 Tenancy Satisfaction Measures – Provisional 2024 figures

The 2024 Tenancy Satisfaction Survey was completed in November 2024. Provisional figures for the 2024 survey have been added below. Overall Islington in the upper London quartile or similar to the London median.

### 4.3 Quarter 2 performance update – Housing Continued

#	Indicator	2023/24	2024/2 Q2	Target	On target?	Q2 last year	Better than Q2 last year?
H1	Number of households in temporary accommodation per 1,000	12 per 1,000	<b>14.2 per 1,000</b>	12 per 1,000	NA	10.4 per 1,000	No
H2	Number of people sleeping rough	14	<b>18</b>	0	No	9	No
H3	Numbers living in bed and breakfast	0	<b>0</b>	0	Yes	0	Similar
H4	Number of families with children in B&B over 6 weeks	0	<b>0</b>	0	Yes	0	Similar
H5	Percentage of LBI repairs fixed first time	64%	<b>66%</b>	66%	40%	61%	Upper quartile
TP04	Satisfaction that home is well maintained	87%	<b>85%</b>	85%	48%	61%	Upper quartile
H6	Rent arrears as a proportion of the rent roll – LBI and partners	5.1%	<b>4.9%</b>	TBC	N/A	4.9%	Similar
	listens to views & acts upon them						quartile
TP07	Satisfaction that landlord keeps tenants informed about things that matter	72%	<b>73%</b>	39%	66%	83%	Upper quartile
TP08	Agreement that landlord treats tenants fairly & with respect *	76%	<b>75%</b>	49%	70%	79%	Upper quartile
TP09	Satisfaction with landlord's approach to handling complaints	26%	<b>25%</b>	16%	26%	38%	Similar to London median
TP10	Satisfaction landlord keeps communal areas clean & well maintained	64%	<b>67%</b>	51%	63%	79%	Upper quartile
TP11	Satisfaction landlord makes a positive contribution to neighbourhood	70%	<b>71%</b>	40%	62%	76%	Upper quartile
TP12	Satisfaction with landlord's approach to handling ASB	60%	<b>60%</b>	25%	58%	67%	Upper quartile

## **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 2 of 2024/25, 4% of homes did not meet the decent home standard. Although this is an increase from 2023/24 (3%), Islington benchmarks in the upper London quartile and above the London median (9%). 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 2, 81% of non-emergency repairs were completed within target timescale (20 days). Islington benchmarks in the upper London quartile and higher than the London median (79%). For emergency repairs, 97% had been completed within timescale, again Islington benchmarks in the upper London quartile and higher than the London median (91%). There has been an improvement in performance for both metrics compared to 2023/24 figures. This is particularly commendable given the significant increase in jobs completed due to issues like damp and mould, historic underinvestment, and additional service requirements.

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

All 5 building safety measures (gas, fire, asbestos, water and lift safety) are a snapshot of activity. For most of these measures, Islington benchmarks well, either similar to the London median or in the upper quartile.

During the first half of 2024/25, the corporate asbestos team has suffered from a significant reduction in resources due to staff absence. As part of a reorganisation, the asbestos team will also be subject to change of management from December 2024. Additional surveying resource is also now in place, to address the shortfall in the

programme in the remainder of 2024/25. Housing Property Services are in regular contact with colleagues in Community Wealth Building, to monitor performance.

#### 5.4 **NM01 – Anti-social Behaviour**

In quarter 2, 9 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 2, 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 2, 34 per 1000 households had stage 1 complaints and 76% 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, 10 per 1,000 households had a complaint and 98% 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. However, the response rate for the high number of complaints is in the upper London quartile.

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

KWEST Research Ltd were procured to carry out the TSM perception survey in November 2024. The survey was carried out by telephone for three months - from mid-August to mid-November. Overall Islington benchmarks well. All satisfaction measures are either in the upper London quartile or similar to the London median.

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

In Q2, 14 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 (June 2024) for other boroughs, for example, Westminster has 24.75 households living in TA per 1,000, Enfield has 23 per 1,000 Haringey has 24 per 1,000 and Barnet has 16 per 1,000.

There has been an increase in temporary accommodation nationally. As of June 2024, 123,100 Households in temporary accommodation on 30th June 2024, an increase of 16.3% since last year, and up 4.9% 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.

The service continues to improve the quality of homelessness data with regular data cleansing. This ongoing process has led to some fluctuations in the figures for quarter 3. The focus will remain on enhancing data quality and ensuring accurate and timely data entry.

## 5.8 **H2: Number of people sleeping rough**

The number of people sleeping rough this quarter (18) has increased. 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**

85% of repairs have been fixed first time this year. Performance has hit the target of 85%. Significantly more jobs are being completed 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 Q2, 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.

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: 19 December 2024

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