

Present: Councillors Councillor Gary Hewson (*in the Chair*), Liz Bushell, Christopher Reid, Edmund Strenziel and Pat Vaughan

Apologies for Absence: Councillor Loraine Woolley and Debbie Rousseau

Also in Attendance: Sheila Watkinson (Member of LTP), Mick Barber (Chair of LTP), Steven Bearder (Member of LTP) and Caroline Coyle-Fox (Member of LTP)

38. Confirmation of Minutes - 19 March 2019

RESOLVED that the minutes of the meeting held on 17 June 2019 be confirmed.

39. Declarations of Interest

No declarations of interest were received.

40. LTP Matters

No update.

41. Quarter 4 2018/19 - Performance Summary

Yvonne Fox, Assistant Director of Housing

- a. presented the Housing Scrutiny Sub Committee with an end of quarter report on performance for the third quarter of the year (January 2019 – March 2019)
- b. advised that of the 21 measures 12 were on or exceeding targets for the year and 8 had not met the targets set and 1 did not have a required target.
- c. referred to paragraph 4 of the report and highlighted areas of good performance:
 - Arrears as a percentage of rent debit
 - Percentage of all repairs carried out within time limits
 - Average days to resolve ASB cases
- d. further highlighted areas that had not achieved their target and explained the reasons for this:
 - Average re-let period – All dwellings (including major works) – (days)
 - Percentage of non-decent homes
 - Percentage of calls answered within 60 seconds
- e. invited committees questions and comments.

Question: Referred to performance indicator 85A in relation to allocations and highlighted that the target was 80% and Qu4 was 82.50%, he asked if this should read better than target?

Response: This would be double checked.

Question: Referred to the percentage of calls answered within 60 seconds and asked why calls were taking longer to be answered?

Response: Customers were using the website for basic queries which meant that Customer Services were dealing with more complex and multiple queries which were taking longer.

Question: Referred to the year-end arrears of £737,531 and asked how much would be written off and how much was recoverable?

Response: We tried to recover as much of the arrears as possible. Most write offs were when people had been made bankrupt and the courts determined how much of the debt to write off.

Question: Referred to performance indicator 48 relating to percentage of homes with valid gas safety and asked why the target was set at 99.96% and not 100%?

Response: There was always 1 or 2 properties that we could not get access to, therefore, a 100% target would be unachievable.

Question: Referred to paragraph 4.3 of the report and asked for clarification on how the ASB cases would be dip tested?

Response: A percentage of ASB cases would be pulled out and checked that the correct procedures were being adhered to and in accordance with the ASB accreditation requirements.

Question: Referred to

RESOLVED that the report be noted.

42. Work Programme Update

The Chair

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2019/20 as detailed at appendix A of the report.
- b. advised that this was an opportunity for the committee to suggest other items to be included within the work programme.

Yvonne Fox, Assistant Director of Housing suggested the item on Homelessness/ Action Lincs/ Rough Sleeper Interventions be moved to the November meeting due to Officer availability.

RESOLVED that the

1. work programme be noted
2. Homelessness/ Action Lincs/ Rough Sleeper Interventions be moved to the 4 November 2019 meeting.