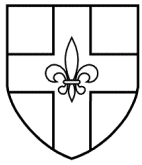


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TO ALL HOUSING SCRUTINY SUB-COMMITTEE MEMBERS

Democratic Services are dealing with this matter

Direct Line: (01522) 873387

E-Mail: democraticservices@lincoln.gov.uk

Date: 7 September 2020

HOUSING SCRUTINY SUB-COMMITTEE - MONDAY, 7 SEPTEMBER 2020

Dear Councillor,

Further to the previously issued agenda for the Housing Scrutiny Sub-Committee meeting of Monday, 7 September 2020, please find attached the following additional papers.

5. Performance Indicators (Pages 3 - 6)

7. LTP Matters (Pages 7 - 8)

If you require any further information please feel free to contact me using the information provided above.

Yours faithfully,

Democratic Services Officer

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SUBJECT:	PERFORMANCE REPORT
DIRECTORATE:	HOUSING AND INVESTMENT
REPORT AUTHOR:	YVONNE FOX, ASSISTANT DIRECTOR – HOUSING MANAGEMENT

1. Purpose of Report

- 1.1 To advise Members of the current performance against indicators normally reported to Scrutiny
- 1.2 To consider how performance information can be monitored and reported.

2. Background

- 2.1 Performance information is reported to the Housing Scrutiny Sub Committee on a quarterly basis. Targets are reviewed on an annual basis with both tenants and the Committee at the March committee meeting.
- 2.2 Unfortunately, due to the outbreak of Covid-19, the committee due to take place in March was cancelled and therefore targets were not agreed to measure performance for 2020/21
- 2.3 Throughout the lockdown period, normal management information has been collated but performance against targets has not been formally reported to date
- 2.4 The attached table provides details of the performance measures that are normally reported against targets that would have been proposed at the March meeting.

3. Current Position

- 3.1 We are unable to report against some indicators as we have not been carrying out normal repairs.
- 3.2 There have been delays in repairing and allocating empty properties due to the pandemic and Government instructions on non-essential moves and holding empty properties for homeless households. Therefore performance in voids is significantly below the target we would normally measure against but should be viewed against external restrictions on performance.
- 3.3 We have collated all relevant management information and will present this at Committee for consideration and discussion on how we can present information going forward.
- 3.4 We have received today an assessment of our current performance against key management indicators carried out by HouseMark and will discuss the positive findings of this review at Committee.

4. Recommendations

4.1 To note the performance against normal indicators and targets and consider the reporting of management information at future committees

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? 1

List of Background Papers: None

Lead Officer: Yvonne Fox
Assistant Director – Housing Management

LANDLORD SERVICES – PERFORMANCE 2020/21

APPENDIX A

PI	Description	Target 2020/21	Latest performance	Status (G/A/R)
125B	% of rent collected as a percentage of rent due	98%	99.9%	
126	Arrears as a % of rent debit	3.65%	3.64%	
69	% of rent lost due to vacant dwellings	0.90%	0.97%	
58	Average re-let period – General needs (excluding major works) – (days)	28 days	46.41 days	
61	Average re-let period – All dwellings (including major works) – (days)	35 days	49.84 days	
85A	% of offers accepted first time	85%	91%	
29	% of all emergency repairs carried out within time limits	99.5%	100%	
32	% of all repairs carried out within time limits	97.5%	N/A	N/A – C-19
33	Average time taken to complete repairs	11 days	N/A	N/A – C-19
34	Complete repairs right on first visit.	91.5%	N/A	N/A – C-19
37	Repair appointments kept against appointments made (%)	96%	N/A	N/A – C-19
41	Tenant satisfaction with repairs	95%	N/A	N/A – C-19
50	% of non-decent homes	0%	0.91%	This is a year-end target.
48	% of homes with valid gas safety certificate	99.96%	90.20%	

PI	Description	Target 2020/21	Latest performance	Status (G/A/R)
22	% of complaints replied to in 10 working days	95%	75%	
89	% of ASB cases closed that were resolved	94%	98.5%	
90	Average days to resolve ASB cases	70 days	40.6 days	
	Expenditure against target set for year – responsive maintenance	100%	N/A	No billing in Q1.
	Expenditure against target set for year – capital programme	100%		This is a year-end target.
	% of calls answered within 90 seconds	80%	61.68%	
	Customer satisfaction with the overall service	No target	N/A	Bi-annual survey.

SUBJECT: LINCOLN TENANTS' PANEL UPDATE REPORT

DIRECTORATE: DIRECTORATE OF HOUSING AND INVESTMENT

REPORT AUTHOR: MICK BARBER-CHAIR OF LINCOLN TENANTS' PANEL

1. Purpose of the report

1.1 The purpose of this report is to provide an update on the activities of Lincoln Tenants' Panel.

2. Main activities

2.1 The lockdown has proved a challenge for Lincoln Tenants' Panel and has meant many scheduled activities could not take place, it was also difficult for LTP to carry out its function of co-regulation during this time.

2.2 LTP members have faced the challenges posed with remarkable resolve and we have adapted to the situation by using Zoom to hold informal meetings.

2.3 This has allowed LTP to make progress in several areas of work, including a constitution of the panel's review into gardens and responding to a consultation on a new type of boiler that will be fitted.

2.4 LTP members have also been supporting residents on their estates throughout the lockdown to help the most vulnerable.

2.5 LTP members have also been working on a restructure of LTP and are holding a meeting on 8 September to further discuss these changes, with the aim to hopefully agree a new structure. HSSC will be kept updated on the progress of this restructure going forward.

2.6 As chair on behalf of LTP, I would also like to pass on our thanks to the hard work of the council staff in supporting tenants throughout the pandemic.

3. Recommendation

3.1 For HSSC members to note the contents of this report.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

No

List of Background Papers:

None