



CITY OF  
*Lincoln*  
COUNCIL

**Chief Executive & Town Clerk**

City Hall, Beaumont Fee

Lincoln, LN1 1DB

Telephone: (01522) 873387

Facsimile: (01522) 542569

Website: [www.lincoln.gov.uk](http://www.lincoln.gov.uk)

Minicomms: (01522) 873693 - Reception

**TO ALL HOUSING SCRUTINY SUB-COMMITTEE MEMBERS**

**Democratic Services** are dealing with this matter

Direct Line: (01522) 873387

E-Mail: [democraticservices@lincoln.gov.uk](mailto:democraticservices@lincoln.gov.uk)

Date: 9 October 2020

**HOUSING SCRUTINY SUB-COMMITTEE - MONDAY, 12 OCTOBER 2020**

Dear Councillor,

Further to the previously issued agenda for the Housing Scrutiny Sub-Committee meeting of Monday, 12 October 2020, please find attached the following additional papers.

5. Quarter 1 and Quarter 2 (2020/21) - Performance and Finance Report  
(Pages 3 - 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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<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 2 – 2020/21</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the second quarter of year 2020/21 (July 2020 – September 2020). See Appendix A.

**2. Executive Summary**

2.1 This report combines all performance relevant to Housing Landlord issues.

2.2 In total there are 21 measures and of these, against agreed targets, 10 are on or exceeding targets for the year (year-end), 6 have not met the normal targets set and 5 indicators are currently not available at the time of this report.

**3. Background**

3.1 Over the last ten years the Council has been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority.

3.2 From 1 April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012 but the principles remain the same.

**4. Main Body of Report**

4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).

4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.

4.3 Appendix A shows which targets have been met and those where we have not achieved our target. Of the indicators that are met or exceeded target. Particular areas to highlight are:

## **Arrears as a % of rent debit / % of rent collected as a percentage of rent due**

Despite the substantial impact of Covid-19 on tenants, Tenancy Services continues to successfully mitigate against the impact on rent arrears. Rent arrears are currently £64,617 less than the same point last year with 100.75% collection rate which is an increase of 2.71% from last year. This month has seen £820,000 collected which is the highest collection rate since April.

The number of Universal Credit claims continues to increase with 1899 claimants which is 632 more than September last year. The number of tenants under occupying continues to decrease as officers work with tenants to ensure accommodation is adequate for the number in the household.

Moving the rent free weeks has made it difficult to directly compare rent arrears with the previous financial year and it is likely that we will not see the true impact on rent arrears until the end of March. The forecast for rent arrears provided to MHCLG for year end is between £1.2-£1.5 million and the team continues to work hard to support tenants and reduce arrears.

The success of the Discretionary Rental Hardship Fund has assisted 179 tenants at a time of financial hardship and is an example of one of the positive actions we have taken

### **4.4 % of homes with valid gas safety certificate**

The number of gas services not completed within deadline date has seen a steep rise this year due to Covid 19.

As everyone is aware Covid 19 resulted in the Country going into lockdown, additional government guidance to shield certain individuals resulted in a significant increase in the number of failed gas service attempts.

The Health and Safety Executive instructed landlords that the annual gas service must still be undertaken during the pandemic. This left the Investment Team and our gas contractor Aaron Services with a tough challenge over the last few months to continue to deliver the annual gas servicing programme. Collectively we have worked very hard with our tenants to provide reassurance that our contractor had the appropriate Risk Assessments and Method Statements in place, in accordance with the latest government guidance to protect everyone during the annual gas service visit.

In May we reached a peak of 135 households without a current gas safety inspection due to refused access. We have seen the numbers fall in subsequent months and now have only a small number of failed accesses. We have also recently taken legal action in a couple of instances to address failed access that was not linked to Covid 19.

The response and performance of the Council's gas servicing team and our contractor Aaron Services has been exceptional during the last few months in managing the gas servicing programme.

#### **4.5 Challenges faced surrounding performance, during COVID-19**

Performance in relation to allocations, repairs and ASB are all performing well despite the challenges faced over the last 6 months and demonstrates how well the service and its staff teams have responded and supported our tenants.

There are some indicators that have not met normal expected target and Members have received information previously relating to these indicators with an explanation of the current difficulties faced when reporting against normal targets in 'not normal' circumstances. A briefing paper has been circulated at this meeting regarding Voids performance as requested.

Complaints – it is also noted that the target of 10 working days to respond to complaints was a locally agreed target with Lincoln Tenants Panel. This target differs significantly from the councils normal time limits for responding to complaints.

The Council does not have a target for complaints, the Council states 'Our policy states that we will treat complaints as a priority and investigate them as soon as possible.'

The Local Government Ombudsman sets a recommended limit of 12 weeks. Therefore, in line with Corporate reporting, 100% of complaints are dealt with within target

### **5. Strategic Priorities**

#### **5.1 Improve the performance of the Council's Housing Landlord Function**

There continues to be a strong commitment to improving the quality and efficiency of the service and this is a key aim in the Housing Revenue Account Business Plan.

### **6. Organisational Impacts**

#### **6.1 Finance**

The capital billing is not yet complete as detailed schedule information is still awaited from our contractors. Also the billing for responsive maintenance is yet to be completed.

6.2 Legal Implications including Procurement Rules  
No impact

6.3 Equality, Diversity and Human Rights  
No impact

### **7. Risk Implications**

7.1 (i) No risks identified in this quarter.

7.2 (ii)

**8. Recommendation**

8.1 Members are asked to note and comment on:

- a) The current performance outcomes during the financial year 2020/21;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

**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:** Gareth Griffiths, Housing Quality and Performance  
Team Leader  
Telephone (01522) 873448

**LANDLORD SERVICES – PERFORMANCE 2020/21**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 19/20	Target 2020/21	20/21 Q1	20/21 Q2	20/21 Q3	20/21 Q4	Status (R,A,G) *Blue = No target
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	100%	98%	103.14%	100.75% (98.73%)			
126	Arrears as a % of rent debit	2.87%	3.65%	3.26%	3.47%			
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.85%	0.90%	0.90%	0.99% (1.05%)			
58	Average re-let period – General needs (excluding major works) – (days)	31.2 days	26 days	47.8 days	46.0 days (45.23)			
61	Average re-let period – All dwellings (including major works) – (days)	39.9 days	32 days	49.4 days	50.0 days (50.4)			
<b>Allocations</b>								
85A	% of offers accepted first time	85.19%	85%	89.61%	85.96% (83.17)%			
<b>Repairs (Housing Repairs Service)</b>								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100%	100% (100%)			
32	% of all repairs carried out within time limits	96.71%	97.5%	N/A	N/A			
33	Average time taken to complete repairs	10.5 days	8 days	N/A	N/A			
34	Complete repairs right on first visit.	94.07%	90%	89.57%	90.11% (90.20%)			
37	Repair appointments kept against appointments made (%)	97.89%	95%	99.74%	99.95% (100%)			
41	Tenant satisfaction with repairs	97.15%	95%	N/A	N/A			
<b>Decent Homes</b>								
50	% of non-decent homes	0.23%	0% (year-end target)	0.88%	0.81%			
48	% of homes with valid gas safety certificate	99.89%	99.96%	85.84%	92.17% (Apr-Aug)			

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PI	Description	Actual 19/20	Target 2020/21	20/21 Q1	20/21 Q2	20/21 Q3	20/21 Q4	Status (R,A,G) *Blue = No target
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	83.78%	95%	90.00%	87.8% (86.4%)			
	% of complaints replied to in line with Corporate policy	-	-	100%	100%			
<b>ASB</b>								
89	% of ASB cases closed that were resolved	97.12%	94%	98.80%	98.77% (98.75%)			
90	Average days to resolve ASB cases	51.88	70 days	41.8 days	43.2 days (44.7)			
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	98.1%	100% (year-end target)	No billing in Q1	To follow – billing not completed			
	Expenditure against target set for year – capital programme	75.7%	100% (year-end target)	4.8%	To follow – billing not completed			
<b>Customer Contact</b>								
	% of calls answered within 90 seconds	47.8%	80%	58.01%	62.60% (65.98%)			
	Customer satisfaction with the overall service (STAR survey – bi-annual)	86%	No target	N/A	N/A			

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