

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 19 March 2018**

**6.00 pm**

**Committee Room 1, City Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Bob Bushell, Paul Gowen, Andy Kerry and Jackie Kirk
Substitute member(s):	Councillors Biff Bean
Lincoln Tenants Panel member(s):	Mick Barber, Caroline Coyle-Fox, Debbie Rousseau and Sheila Watkinson
Officers attending:	Democratic Services, Yvonne Fox, Bob Ledger and Chris Morton

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### A G E N D A

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1. Confirmation of Minutes - 6 November 2017	<b>3 - 8</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
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**Present:** Councillors Councillor Gary Hewson (*in the Chair*), Bob Bushell, Paul Gowen, Jackie Kirk and Pat Vaughan

**Apologies for Absence:** Councillor Andy Kerry

**Also in Attendance:** Debbie Rousseau, Caroline Coyle-Fox and Sheila Watkinson

**13. Confirmation of Minutes - 14 August 2017**

RESOLVED that the minutes of the meeting held on 14 August 2017 be confirmed.

**14. Matters Arising**

The Chair referred to minute number 11 regarding members concerns over properties being left in a poor state of repair. He asked if a list of the types of works carried out on void properties had been circulated to Members?

Bob Ledger, Director of Housing and Regeneration gave an overview of the current voids turnaround times and advised that a sample list of void property repairs for October could be circulated to the committee following the meeting.

**15. Declarations of Interest**

No declarations of interest were received.

**16. LTP Matters (Verbal Report)**

The Chair advised that Eric Jenkinson the Chair of the LTP had recently resigned and a new Chair would be appointed at the next LTP meeting on Wednesday.

The Committee expressed their thanks to Eric Jenkinson for his work and contribution to the committee.

**17. Performance Monitoring Report Quarter 2 - 2017/18**

Bob Ledger, Director of Housing and Regeneration

- a. presented the end of quarter report on Performance for the second quarter of the year 2017/18 (July 2017 to September 2017)
- b. advised that of the 23 measures 11 were on or exceeding targets for the year and 12 had not met the targets set.
- c. referred to paragraph 4 of the report and highlighted the areas where there had been overall improvement including:
  - Percentage of all emergency repairs carried out within time limits
  - Tenant satisfaction with repairs
  - Percentage of non-decent homes
  - Percentage of ASB cases closed that were resolved

d. further highlighted areas that had not achieved their target and explained the reason for this:

- Rent arrears
- Average re-let period
- Percentage of offers accepted first time
- Complaints

e. invited committees questions and comments

**Question** – How has the introduction of Universal Credit impacted on rent arrears?

**Response** – Currently only single people with new claims received Universal Credit. The present timescales for all new claimants going on to Universal Credit was April 2018 although this could be delayed.

**Comment** – The Government would be reviewing Universal Credit and looking at paying rents directly to landlords, if this was changed, it would have an impact on rent arrears.

**Response** – Since commencing the pilot scheme 7 years ago, there had been a lot of lobbying of the government to pay rents directly to landlords rather than to the claimant, the Government said that they would look at it.

**Question** – How many void properties were there at the moment?

**Response** – There would usually be around 30-40 void properties per month.

RESOLVED that the contents of the report be noted.

## 18. Housing Revenue Account Final Out Turn 2016/17

Bob Ledger, Director of Housing and Regeneration,

- a. presented the 2016/17 outturn on the Housing Revenue Account (HRA)
- b. advised that the net revenue budget was set as a surplus of £83,140 resulting in general balances at year end of £1,087,879.
- c. advised that the final financial outturn was actually an overall variance of £610 deficit against the year-end revised budget resulting in an actual surplus of £82,531, giving a year-end balance of £1,086,269.
- d. Referred to paragraph 3.1 of the report and summarised the key variances
- e. advised that Social Housing Discount Rates were raised from 34% to 42% resulting in revaluation of impairments and a capital adjust of the equivalent amount £45,420m.
- f. referred to Appendix B of the report and advised that Depreciation (K) showed a revised budget depreciation of £10,818m and then the annual revaluation increased the outturn to £11,070m therefore results in a non-cash capital adjustment £252k and this variance was transferred to the Housing Improvement Plan (HIP).

The Chair asked if the figures could be presented in an alternative way to show a comparison year on year?

Bob Ledger, Director of Housing and Regeneration suggested that in future the figures be presented as a comparison of previous years in 2 areas, spend on repairs and spend on supervision.

Members referred to Appendix C of the report and asked how the £1.5 million in reserves would be used?

Bob Ledger responded that it would contribute to the Western Growth Corridor.

RESOLVED that

1. the final outturn of the HRA in 2016/17 be noted.
2. that in future the report be presented as a year on year comparison of the following 2 areas:
  - Spend on Repairs
  - Spend on Supervision

#### 19. Housing Investment Programme 2016/17

Kev Bowring, Investment Manager

- a. presented a report to provide an update on the Housing Investment Programme for the 2016/17.
- b. gave an overview of the background to the report as detailed at paragraph 2 and advised that a major review of the Housing Business Plan during the financial year resulted in a decrease to the budgeted planned expenditure for 2016/17 to £21,247,555.
- c. advised that the final spend on the programme as at 31 March 2017 was £11,433,966 which equated to 94% of the approved programme.
- d. referred to the table at paragraph 4 of the report and summarised the elemental performance as at 31 March 2017 compared to the estimated programme for the 2016/17 financial year.
- e. advised that development sites were purchased on the Moorlands, Allenby Close and Rookery Lane.
- f. further advised that initial feasibility works had been undertaken on various sites as the Council's new build programme gathered momentum.
- g. invited members question and comments.

**Question** – Why was the final spend on the Housing Investment Programme £10,715,052 reduced from the original amount of £21,247,555?

**Response** - The budget was carried over to 2017/18 for land acquisition and the building programme.

**Question** – Would more land be purchased this year?

**Response** – Yes as part of the new build programme.

**Question** – Would more staff be needed to manage an increase in housing stock?

**Response** – There would be no increase in the number of staff to manage the additional houses.

**Question** – Referred to Appendix A of the report and asked why there was a considerable difference between the approved budget for kitchen improvements and the actual spend?

**Response** – When kitchens were inspected some were found to be in better condition than expected and some tenants did not want the work being done therefore there was less money spent, the money would be allocated elsewhere.

**Question** – Asked for an update on the Queen Elizabeth road development.

**Response** – There were several stages to the development, Executive had made a decision in principal, the next stage would be to submit planning permission, if the planning permission was agreed the land would be bought and then a timescale and spend profile would be produced.

**Question** – Referred to Uffington Avenue and asked what works had been undertaken at this address?

**Response** – It was for aids and adaptations as the property, an extension had been built due to medical reasons.

RESOLVED that the final outturn of the capital programme in 2016/17 be noted.

## 20. Post Implementation Review of St Botolphs Court Modernisation Project

Kevin Bowring, Housing Investment Manager,

- a. presented a post implementation review of the St Botolphs Court modernisation project.
- b. advised that the project was completed in March 2017 and with a budget underspend of £16,027 on the amended budget £1,234,050.
- c. gave an overview of the work carried out at St Botolphs Court as detailed at paragraph 3 of the report.
- d. referred to paragraph 4.2 of the report and gave an overview of issues that had caused unforeseen delays and revised timescales had to be issued for completion of the project.
- e. highlighted the outcomes that were achieved from the delivery of the project as detailed at paragraph 4.3 of the report.
- f. explained the lessons learned following the delivery of the project as set out in paragraph 4.4 of the report.
- g. advised that following completion of the work a tenant satisfaction survey was distributed to collect tenant feedback to identify any improvements that could be made to project delivery in the future.
- h. highlighted the results of the survey as detailed at paragraph 4.5 of the report.

The committee considered the contents of the report and commented on how well the project had been completed overall.

RESOLVED that the contents of the report be noted.

**21. Supported Housing Update (Verbal Report)**

Bob Ledger, Director of Housing and Regeneration

- a. gave a verbal update on the progress of proposed changes to supported housing.
- b. advised that 7 meetings would be held at the sheltered housing schemes across the city to seek the views of the residents.
- c. advised that the next phase of the process would be to send out a newsletter to residents explaining the Council's findings following the meetings.
- d. explained that the third phase would be to send a questionnaire to all of the residents in sheltered housing.
- e. advised that formal consultation with staff would be undertaken in the New Year once a proposal had been developed.
- f. invited committee questions and comments.

**Comment** – A review of the service was welcomed, there had been improvements in technology since the service was introduced and the changes would provide a better service.

**Question** – Have ward councillors been invited to attend the meetings?

**Response** – Members had not formally been invited to attend the meeting but were welcome to attend.

RESOLVED that the verbal update be noted.

**22. Work Programme Update 2017/18**

The Democratic Services Officer:

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2017/18 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.

Members of the committee asked for a report outlining the roles and responsibilities of Estate Officers to be added to the work programme.

Members asked when the New Build Company would be brought to committee?

Bob Ledger, Director of Housing and Regeneration advised that the report would be presented to Policy Scrutiny Committee on 20<sup>th</sup> November and Executive on 15<sup>th</sup> December 2017.

RESOLVED that:

1. the work programme be noted.
2. a report outlining the roles and responsibilities of Estate Officers be scheduled into the work programme.

**HOUSING SCRUTINY SUB COMMITTEE**

**19 MARCH 2018**

**REPORT TO PERFORMANCE SCRUTINY COMMITTEE BY COUNCILLOR PETE WEST, PORTFOLIO HOLDER FOR HOUSING**

Thank you for the opportunity to present this annual report.

It is inevitable, but all matters relating to housing have been overshadowed by the horrific pictures of the Grenfell Towers fire and the tragic consequences. The ramifications from this will, I predict, last for many years and must include, at the very least, changes to the fire safety regulations as a whole but particularly as they relate to high rise buildings and their refurbishment.

Turning to the domestic field and initially the public sector.

There have been changes to the management structure with the appointment of Andrew McNeil as Assistant Director – Investment and Strategy. Andrew started at the beginning of the year and we hope it will be a long and fruitful relationship. This appointment will allow more focus on the delivery of our longer term programme.

Unfortunately, this appointment has been offset by the resignation, for personal reasons, of Karen Talbot. Thus we have to restart the search to fill the AD – Housing Management position. On a personal level I am very sorry to see Karen go, she has always been very supportive and helpful.

One of Karen's very successful pieces of work was to review and revamp our whole ASB procedures and then guide the Department through an assessment to achieve accreditation for the service. This came following a significant failure only two years previous.

On our programme to deliver more good quality housing we have made some real progress. In co-operation with Waterloo Housing alone we are in the process of delivering some 139 Council properties and 71 for the Housing Association across various site within the City. This rapid progress has been helped by the HA's ability to access some grant funding which would not be available to us. I have specifically mentioned Waterloo since their involvement is biggest but they are not the only ones we are engaged with on similar schemes.

The next major project is an ambitious scheme dubbed Queen Elizabeth Road but actually on the land to the rear of the Views on Ermine East. This is a scheme to deliver some 300+ properties of various types and tenures over a period of 4-5 years. This is very exciting but does present some challenges and is currently with the Planning Department for consideration.

On the other strand of our delivery methodology - the private housing company - the progress has been much slower but at long last there is some movement. The delay has been caused by the need to carry out due diligence on the legal and financial model proposed.

As previously reported, there has been a full viability assessment carried out at De Wint Court and it has been decided that it is no longer fit for purpose in the modern era. It was decided that to reconfigure the existing building was not viable and thus the decision was taken to demolish it. Since the building is now empty that will go ahead. The future proposal is to redevelop the site to include the Council's first Extra Care Facility, this will be a multi-million pound investment and may be done with some support from the County Council.

Following extensive consultations with the residents at the various sheltered units, work is ongoing to devise a scheme which is more responsive but tailored to their individual needs. It might also be a model which could be spread more widely across other groups with similar needs. One integral arm of any such scheme is likely to be our Emergency Call Centre. A further piece of good news on that front is that a consortium led by East Lindsey have been awarded the County contract for supporting people in their homes and as part of that it is proposed our call centre will be utilised. Turning to the more prosaic issue of performance figures - and there are plenty for this area – with the figures quoted being to the end of December.

A very challenging target of 2.15% was set for current tenant arrears. As is always the case there has been a significant drop in the arrears during December from 2.65% to 2.22%. It is thus anticipated that the year-end figure will not be too far from target. For tenants who suffer the bed-room tax the figure is somewhat higher at 3.07% but the rate is showing a general decline. The next major challenge is, of course, the effect full implementation of Universal Credit will have on these figures.

The re-let time for all voids during the month was 21.7 days with a year to date figure of 27.2 days against a target of 25 days. The figures excluding major works were 19.6 days and 21.5 days against a target of 20 days. We did have a problem in the early part of the year, partially due to issues with our then asbestos contractor, but the team have worked exceptionally hard to regain the position and November saw some of the best figures ever achieved - 18 days for all voids.

The repairs service continues to work well. All emergency repairs (some 750) and the reactive repairs (2390) were above target at 98.9% against the target of 97.5% with a running total for the year at 97.0%. The average time to taken for all reactive repairs in December was 5.4 days against a 8 day target and the right first time figure has exceeded the target of 90% for the last two months.

The number of homelessness applications is slightly down this month at 15 – this is perhaps to be expected – with a yearly total of 183. The numbers do seem to remain fairly stable except for the blip in September. The acceptance rate was significantly down this month at 45.8% but the figure for the year still runs at 72.7%. There were no cases in Bed and Breakfast during December and the average stay remains at 3.6 weeks against a target of 4 weeks for a family. Equally there were no cases in temporary accommodation and again the figure remains at 9.6 weeks against the 12 week target.

As mentioned previously, we achieved accreditation for our ASB system during the year. The figures continue to show that positive improvement with the percentage of cases resolved at over 99%, the time to resolve cases being within 62 days despite

this month's figure being above target and the percentage of cases being risk assessed being over target.

Allocations is, perhaps, the one area of some concern, there have been some staffing issues - even I have lost my 'go to' person. People have stepped up and done a valiant job but it still leaves that big gap and the loss of experience. Efforts are being taken to address this but getting appropriate experienced replacements is not always easy. In the short term the need to change some elements of the letting policy and the imminent introduction of new IT system will not help the position. The figure indicate there are 1653 live applications and the first time acceptance of offers is down to 75% for the year but the level of refusal due to the area or property not being suitable is surprising. The real difficulty is the registration of applications where only just over 25% are registered within the 10 day target and this is a good month and not typical of the year.

On the private sector front, we have seen the retirement of Alan Jones. He has been the mainstay of that department for many years and his experience will be sorely missed. Hannah Cann has taken over and she has a hard act to follow but will surely do that.

The Article 4 Directive for HMOs is through its self-registered stage and is now well into the implementation stage were all non-registered properties require planning permission. This has been handled well and efficiently despite some minor hiccups. Our Landlord Accreditation scheme is up and running but despite it being in its early stage the initial uptake has exceeded our expectations. We do realise that this is only likely to attract the better landlords to partake in the scheme.

At the other end of the spectrum, the Rogue Landlord initiative is now staffed up and will gather pace. As at the end of October there have been over 600 addresses visited and some 273 inspections – this is slightly down on expectations but may now be stepped up. The delay has been caused by the need to prepare paper for prosecutions. To date there has been 1 very successful prosecution with all the attendant publicity and there are others within the system.

We are also trialling a scheme with Gelders which could speed up the delivery of items required under Disabled Facilities Grants. There are still some teething issues but new are working together to overcome these. Even as I write this, we have received notification that we can use an underspend from the Better Care Fund to fit central heating systems for vulnerable persons within the private sector.

As most will know, this will be my last report and I thank members for their forbearance. Equally I would like to take this opportunity to thank all Officers, past and present, for their support and advice during my stewardship of this position.

Pete West  
Portfolio Holder for Housing

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<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 3 – 2017/18</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>LEAD OFFICER:</b>	<b>PAULA BURTON, HOUSING QUALITY &amp; PERFORMANCE TEAM LEADER</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the third quarter of year 2017/18 (October 2017 – December 2017). See Appendix A.

**2. Executive Summary**

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

2.2 In total there are 23 measures and of these, 11 are on or exceeding targets for the year and 12 have not met the targets set. Of the 12 that are not achieving target for the year to date, 5 of them are meeting the target for the third quarter.

**3. Background**

3.1 Over the last seven 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. There are 11 indicators that are currently meeting or exceeding target at the end of the year. Particular areas of good performance to

highlight are:

### **Percentage of rent collected as a percentage of rent due**

Although the amount of rent collected for the year to date is 99.27% which is just below the target of 100%, the percentage collected in the third quarter was 101.57%. During the month of January the high level of collection has continued and it is predicted that the target of 2.15% rent arrears will be achieved by year end.

### **Percentage of repair appointments kept against appointments made**

The percentage of appointments kept stood at 95.71% at the end of the third quarter. As almost all of our repairs are appointed this is a good reflection of the service that is being provided to tenants.

### **Complete repairs right on first visit**

Although this indicator is slightly below target for the year to date, during the third quarter performance has exceeded the target of 90% and achieved 90.63%. Together with the percentage of repair appointments that were kept this shows that tenants are receiving a better overall service as once the Housing Repairs Service attend on time they are also striving to and succeeding in completing the majority of those repairs during that one visit.

- 4.4 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

### **Percentage of offers accepted first time**

Performance stands at 75.33% at the end of the third quarter which remains below target. The properties continue to be refused for a variety of reasons with the highest number of refusals being applicants stating that the areas are not suitable or they have changed their mind about moving, which is beyond the Council's control. Officers continue to gather as much information as they can about refusal reasons so that if a remedy is required it can be acted on.

### **Complaints**

Performance in this area continues to be below the standard required with 89.61% of complaints being responded to within time. It is unlikely that performance will improve enough to achieve target by the year end, but the process will continue to be scrutinised at each stage of the complaint to ensure that there is a clear understanding of why each late complaint was delayed and put things in place to ensure that more complaints are completed within time.

## **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 performance reported in this report are all, currently, being delivered within the existing budget.

## **7. Recommendation**

7.1 Members are asked to note and comment on:

- a) The current performance outcomes during the financial year 2017/18 ;
- 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.

**Key Decision** Yes/No

**Key Decision Reference No.**

**Do the Exempt Information Categories Apply** Yes/No

**Call in and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? Yes/No

**Does the report contain Appendices?** Yes

**List of Background Papers:**

**Lead Officer:** Paula Burton, Housing Quality and Performance Team Leader  
Telephone 873572

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**LANDLORD SERVICES – PERFORMANCE 2017/18**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	100.58%	100%	98.88%	98.21% (97.54%)	99.27% (101.57%)		Below target. Better than target for the quarter
126	Arrears as a % of rent debit	2.20%	2.15%	2.41%	2.58%	2.22%		Below target.
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.84%	0.90%	1.15%	1.06% (0.97%)	1.03% (0.97%)		Below target.
58	Average re-let period – General needs (excluding major works)	19.1 days	20 days	24.68 days	23.83 days (23.15)	21.41 days (15.32)		Below target. Better than target for the quarter
61	Average re-let period – All dwellings (including major works)	23.3 days	25 days	31.54 days	30.0 days (28.42)	27.16 days (19.53)		Below target. Better than target for the quarter
<b>Allocations</b>								
85A	% of offers accepted first time	83.06%	85%	75.74%	75.56% (75.37%)	75.33% (74.77%)		Below target.
<b>Repairs</b>								
29	% of all emergency repairs carried out within time limits	99.87%	99.5%	100%	100% (100%)	100% (100%)		Better than target.
32	% of all repairs carried out within time limits	97.36%	97.5%	97.20%	96.52% (95.92%)	96.98% (97.74%)		Below target. Above target for the quarter
33	Average time taken to complete repairs	4.9 days	8 days	6.78 days	7.05 days (7.29)	6.6 days (5.9)		Better than target.
34	Complete repairs right on first visit.	86.12%	90%	86.94%	88.01% (89.07%)	88.91% (90.63%)		Below target. Above target for the quarter
37	Repair appointments kept against appointments made (%)	95.66%	95%	96.52%	96.25% (95.98%)	95.71% (94.69%)		Better than target.
41	Tenant satisfaction with repairs	96.72%	95%	94.48%	95.54% (96.50%)	96.44% (98.34%)		Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
<b>Decent Homes</b>								
50	% of non-decent homes	0.04%	0%	0%	0%	0%		On target.
48	% of homes with valid gas safety certificate	99.96%	100%	99.95%	99.95% (99.95%)	99.95% (99.95%)		Below target.
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	86.10%	95%	88.89%	90.10% (91.07%)	89.61% (88.68%)		Below target.
22A	Councillor enquiries replied to within time	87.50%	95%	100.00%	100.00% (100%)	100.00% (100%)		Better than target.
22B	MP enquiries replied to within time	88.14%	100%	90.91%	96.00% (100%)	89.19% (75.00%)		Below target.
<b>ASB</b>								
89	% of ASB cases closed that were resolved	82.86%	94%	99.13%	99.52% (100%)	99.37% (99.07%)		Better than target.
90	Average days to resolve ASB cases	62.3 days	70 days	55 days	54.17 days (53.15)	61.84 days (76.61)		Better than target.
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	98.25%	100%	12%	33%	68.6%		On target.
	Expenditure against target set for year – capital programme	93.7%	100%	3%	13%	34%		On target.
<b>Customer Contact</b>								
	% of calls answered within 60 seconds	80%	80%	71.10%	67.46% (65.23%)	69.12% (71.30%)		Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	88%		On target. This is a biannual survey which was carried out during the third quarter of 2016/17.

**SUBJECT: TENANT INVOLVEMENT STRATEGY 2018-2021**

**DIRECTORATE: HOUSING AND REGENERATION**

**REPORT AUTHOR: CHRIS MORTON-RESIDENT INVOLVEMENT MANAGER**

**1. Purpose of Report**

1.1 To update Housing Scrutiny Sub Committee on the new Tenant Involvement Strategy 2018-2021.

**2. Executive Summary**

2.1 The council's previous tenant involvement strategy covered the period 2014 –2017 and finished at the end of December 2017. Therefore a new strategy for 2018-2021 has been developed and was approved at Executive on 26 February 2018. The strategy can be found at Appendix One.

**3. Background**

3.1 The City of Lincoln Council recognises the importance and value of involving tenants. The participation of residents is crucial in helping the City of Lincoln Council to deliver outstanding housing services and without their input it would be difficult to provide quality services to tenants.

3.2 Involving tenants in services also provides a number of benefits for both the council and residents. These can include services that are better designed, increased levels of tenant satisfaction, improved communities and higher standards of service.

3.3 There is also a legal duty to involve residents under the Homes and Communities Agencies' (HCA) Regulatory Framework for Social Housing in England. The framework contains the Tenant Involvement and Empowerment Standard and this sets out guidelines on how providers should involve tenants. Please see Appendix 2 for a copy of the standard.

3.4 The Homes and Communities Agency do not actively check these standards are being met, instead they expect councils and tenants to self-monitor through a process known as co-regulation. Co-regulation means that councils should support tenants to scrutinise and challenge them on performance and service delivery. In return tenants should work to provide constructive feedback and work with the council to improve performance.

3.5 To ensure the City of Lincoln Council has effective arrangements in place for resident involvement and that it complies with the regulatory framework

a strategy is needed to set out how this will be achieved. The previous Tenant Involvement Strategy (2014-2017) expired at the end December 2017 and therefore a new strategy has been developed. It is proposed to agree and publish a new Tenant Involvement Strategy to cover the period 2018-2021.

3.6 The new strategy has been developed jointly with the Lincoln Tenants' Panel. Residents have also been consulted on a number of occasions, these include:

- Initial consultation at the housing roadshow in July 2016
- Through a survey in the Home! magazine
- At several of the neighbourhood boards
- Further consultation at the housing roadshow in August 2017.

3.7 Throughout the process the strategy was developed to meet the aims of the council's Vision 2020 document and will specifically help to deliver the objectives of 'Lets deliver quality housing' and 'Lets reduce inequality.'

#### **4. Vision and Objectives for the Tenant Involvement Strategy 2018-2021**

4.1 The new vision for tenant involvement is to : *'Build on the council's successful involvement arrangements to further develop and deliver meaningful engagement; so that tenants and leaseholders have a range of opportunities to be involved and their involvement leads to service improvement.'*

4.2 To deliver this vision four objectives have been developed. These are:

**1. Ensure Accountability** – to achieve this we will continue to work with residents to deliver co-regulation. This will mean continuing to support tenants to carry out scrutiny of our services, challenge us over performance and hold us to account over service standards. It is also important that we allow tenants to have a voice and can influence decisions made about the service they receive.

**2. Strengthen Involvement** – to achieve this we will further develop the menu of options for customers to get involved. This is to include, further use of customer feedback to improve services and training for staff on how to effectively involve tenants. We will also continue to provide training and focus on developing involved tenants so they can fully participate.

**3. Help to Develop Thriving Communities** – to achieve this we will incorporate key community development activities, and focus on supporting and coordinating engagement at a local level.

**4. Communicate Key Messages and Increase Digital Engagement** - to achieve this we will continue to publish the Home! magazine and Annual Report to Tenants. Key messages will also be communicated to residents at estate based events and through Facebook. To increase digital

engagement we will look at developing Facebook to carry out surveys and promote the work of Lincoln Tenants' Panel.

- 4.3 To achieve these objectives a three-year action plan has been produced. This sets out the main tasks that will be carried out, a copy can be found in Appendix 1.

## **5. Delivering, Monitoring and Reviewing the Strategy**

- 5.1 The resident involvement team will take the lead in its delivery.
- 5.2 Throughout the lifetime of the strategy the resident involvement team will review the strategy to ensure the objectives are being met and activities are providing value.
- 5.3 The Lincoln Tenants' Panel, Housing Scrutiny Sub Committee and housing management will monitor the delivery of the strategy.

## **6. Strategic Priorities**

### **6.1 'Let's Delivery Quality Housing'**

Having meaningful tenant involvement plays a crucial role in the delivery of quality housing. The participation of tenants can lead to services that are better designed, higher levels of satisfaction and improved performance.

### **'Let's Reduce Inequality'**

Resident involvement contributes to reducing inequality through providing activities to tackle issues such as social isolation, health problems and unemployment. This can be through community projects, activities provided by residents' groups and by participating in tenant involvement groups.

## **7. Organisational Impacts**

### **7.1 Finance (Including Whole Life Costs where Applicable)**

While there are no direct financial implications from this report, delivery of the strategy action plan may result in further additional expenditure should any of the actions, as they are explored, require additional resources. Currently, it is expected that the cost of delivering the action plan can be met from existing resources.

### **7.2 Legal Implications Including Procurement Rules**

The HCA's Regulatory Framework for Social Housing in England requires the council as a Registered Provider of Social Housing to ensure tenants are given a wide range of opportunities to influence and be involved in the management of their homes, the formulation of policies and the making of decisions about how housing landlord services are delivered.

7.2.1 The new Strategy sets out the processes and opportunities for tenant involvement in compliance with the Regulatory Framework. All existing purchases are carried out in accordance with procurement requirements and any new purchases required will also be carried out under these rules.

### 7.3 Equality, Diversity & Human Rights

This strategy aims to encourage all tenants to get involved, at any level and in a way that suits their needs, therefore an equality and diversity impact assessment was not carried out on the strategy. However, these will be carried as required when implementing the action plan.

## 8. Risk Implications

### 8.1 (i) Key Risks Associated with the Preferred Approach

The key risk would be failure to deliver the actions set out in the strategy and this could mean the council not having meaningful tenant participation in place. This might result in a failure to comply with the HCA's regulatory framework, lower levels of tenant satisfaction and poor service design. To mitigate against this threat a risk assessment is in place and a copy can be found at the end of Appendix 1.

## 9. Recommendation

9.1 Members are asked to note the new tenant involvement strategy for 2018 – 2021.

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	Two
<b>List of Background Papers:</b>	None

**Lead Officer:** Chris Morton, Resident Involvement Manager  
Telephone (01522) 873398.

**Appendix 1**

Lincoln Tenants' Panel and City of Lincoln Council

# Appendix 1-Tenant Involvement Strategy 2018-2021-draft

## Part 1-Introduction

The new Tenant Involvement Strategy works closely with the Vision 2020 document, the City of Lincoln Council's strategic plan that sets out our long term vision of:

“Together, let's deliver Lincoln's ambitious future”

It also sets out the council's strategic priorities:

- Let's deliver quality housing
- Let's drive economic growth
- Let's reduce inequality
- Let's enhance our remarkable place.

The Tenant Involvement Strategy will help contribute to meeting Vision 2020 by helping to 'deliver quality housing.' Involving tenants can lead to a better service. The strategy will also assist in delivering 'Lets reduce inequality' by providing opportunities for tenants to learn new skills and gain confidence. The next section goes into further detail and expands on these points.

## Background

### Why do we involve tenants?

Involving tenants is crucial in helping us to deliver outstanding housing services and without their input it would be difficult to provide quality services to tenants. We specifically involve tenants because:

- 1) **Having a choice matters**-tenants get a say in the service they receive and this can lead to higher levels of satisfaction
- 2) **It helps to get services right**-engaging tenants helps us shape services to meet the needs of tenants and provide value for money. This can result in better service design and reduces the risk that we get services wrong
- 3) **They hold us to account**-by monitoring our services to check we meet published standards and challenge us to improve these
- 4) **Communities improve**- empowering residents to tackle issues in communities, leads to a better environment to live in. For example they can then work together to improve the appearance of their estate, reduce anti-social behaviour and help tackle poverty
- 5) **It helps people**-getting involved can help tenants learn new skills and gain experience. This can lead to them gaining employment. It also helps residents who are suffering with loneliness to make friends and gain confidence.

## What achievements did the previous strategy deliver?

Since the previous strategy was written in 2014 the council has strengthened and developed several key areas of tenant involvement. The key achievements are:

- **Robust tenant scrutiny arrangements.** The Lincoln Tenants' Panel form the centre of our tenant scrutiny arrangements. At their meetings they receive regular reports on items such as performance and the service delivery plan, allowing them to see how well we are performing as their landlord. They can also hold us to account by asking service managers to attend meetings over performance and through quarterly question time the panel has regular access to senior leadership at the council. The panel is also consulted on all housing related Executive Committee reports before they are submitted, this allows tenants' views to be taken into consideration when decisions are made. LTP members also formally sit and participate in Housing Scrutiny Committee meetings.

Through the two review groups 'Allocations and Tenancy' and 'Neighbourhood, Community, Involvement and Home' tenants carry out independent scrutiny reviews of housing services. They are able to look at policies, interview staff, and benchmark performance with other councils. From this they produce a report with recommendations from a customer-point-of-view on how the particular service could be improved. These reports must and have been considered by housing management.

Tenants also play a role in checking published standards around void properties and customer services, through the tenant void inspector and mystery shopper programmes. The former checks that 10 per cent of properties are ready to let against the empty property lettings standard and the latter carries out mystery shopping on customer service. Both groups have provided feedback that is valued by staff members and has led to service improvements.

- **Resident Involvement embedded with staff and working together to improve services.** There has been significant progress on embedding resident involvement with staff and both sides working together to improve services. One of the best examples is the previously mentioned tenant void inspectors. The voids team run the inspection programme and have used the results provided in team meetings and to address issues with contractors. Resident Involvement is also embedded and supported at Service Manager, Assistant Director and Director level at the council. One example is how the

Tenancy Services Manager and Assistant Director of Housing have worked with LTP to improve the anti-social behaviour service and gain the HouseMark ASB accreditation. The Director of Housing and Regeneration has also involved LTP members in taking part in the interview process for senior members of staff. Other members of staff have supported resident involvement through attending meetings, carrying out consultations, supporting community investment and providing training sessions.

- **More opportunities to get involved.** Since 2014 there has been an increased number of ways to get involved with the council. This includes the two review groups, mystery shopping, pop up consultation events, fun days, roadshows and the leaseholder forum.
- **Leaseholder involvement has increased.** Since 2015 a leaseholder forum has been held several times each year and there is also a leaseholder on the Lincoln Tenants' Panel for the first time in a number of years. From these initiatives we have identified a number of issues that leaseholders feel should be improved.
- **Community investment scheme is in place.** This allows for residents' groups and charities to apply for support from the Housing Repairs Service and the council's contractors. The support comes in the form of labour and free materials for projects. Since the launch of the scheme eight projects have been supported.
- **Better training for LTP members.** The previous strategy focused on developing the capacity of tenants who get involved. This allowed us to take a more structured approach to training and write a training programme for LTP based on needs. The result was that all LTP members are trained to the same basic standard and their capacity can then be developed according to individual needs.
- **Digital Engagement.** In 2015 the Housing Facebook page was launched and this was the very first time we had taken a step into social media. The page has experienced sustained growth, on average gaining a couple of 'likes' each month and to date the total stands at almost 200. Our posts reach from 30 at the lowest to 3,583 people at the highest.

It is important to note these achievements were delivered by the council as a whole and not just the Resident Involvement Team. This includes work carried out by several teams and elected members.

We are also committed to our duty to support resident involvement under the Homes and Communities Agency's regulatory framework. Some of the standards that relate to involving tenants include:

- Supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them
- Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements.
- Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.
- Tenants should be given the opportunity get involved in:
  - the formulation of their landlord's housing related policies and strategic priorities
  - the making of decisions about how housing related services are delivered, including the setting of service standards
  - the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved.

For the full list of standards please see the HCA's website

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/422709/Tenant\\_I\\_and\\_E\\_Standard\\_2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422709/Tenant_I_and_E_Standard_2015.pdf)

### **Co-regulation**

The Homes and Communities Agency do not actively check these standards are being met, instead they expect councils and tenants to self-monitor through a process known as co-regulation.

Co-regulation means that councils should support tenants to scrutinise and challenge them on performance and service delivery. In return tenants should work to provide constructive feedback and work with the council to improve performance.

## Developing the strategy with tenants

The new strategy has been developed jointly with the Lincoln Tenants' Panel and residents have also been consulted on a number of occasions, these include:

- Initial consultation at the housing roadshow in July 2016
- Through a survey in the Home! magazine
- At several of the neighbourhood boards
- Further consultation at the housing roadshow in August 2017.

## Part 2-The new strategy

### Aim

The new Tenant Involvement Strategy will run between 2018 and 2021. The aim of the strategy is to:

- Explain our vision for tenant involvement
- Set out our objectives for the next three years
- Outline the actions we will take to deliver the strategy.

### Our Vision

*Our vision is to: 'Build on the council's successful involvement structure to further develop and deliver meaningful engagement; so that tenants and leaseholders have a range of opportunities to be involved and their involvement leads to service improvement.'*

### Our Objectives:

We have agreed four objectives for our Tenant Involvement Strategy. These are:

**1. Ensure accountability**-to achieve this we will continue to work with residents to achieve co-regulation. This will mean continuing to support tenants to carry out scrutiny of our services, challenge us over performance and hold us to account over service standards. It is also important that we allow tenants to have a voice and can influence decisions made about the service they receive.

**2. Strengthen Involvement**-to achieve this we will further develop the menu of options for customers to get involved. This is to include, further use of customer feedback to improve services and training for staff on how to effectively involve tenants. We will also continue to provide training and focus on developing involved tenants so they can fully participate.

**3. Help to develop thriving communities**-to achieve this we will incorporate key community development activities, and focus on supporting and coordinating engagement at a local level.

**4. Communicate key messages and increase digital engagement**-to achieve this we will continue to publish the Home! magazine and Annual Report to Tenants. Key messages will also be communicated to residents at estate based events and through Facebook. To increase digital engagement we will look at developing Facebook to carry out surveys and promoting the work of Lincoln Tenants' Panel.

The action plan set out in Appendix A sets out the steps we will take to deliver these objectives.

### **Our menu of involvement**

There are many different ways in which tenants and leaseholders can become involved and these can be tailored to suit each individual. Our menu of involvement shows some of the options available:

- Lincoln Tenants' Panel
- Next Gen
- Mystery shopping
- Review groups
- Focus groups
- Tenant inspectors
- Satisfaction surveys
- Residents' associations
- Community groups
- Community projects
- Consultations
- Mutual Exchange events
- Estate inspections
- Training sessions
- Editorial panel
- Tenant authors
- Pop up consultation events
- Fun days and roadshows
- Sheltered housing forums
- Leaseholder forums
- Elected spokespersons
- Designated tenants' panel.

## **Resources required to deliver the strategy**

We will provide support and resources for tenants that want to get involved. This will include a specific budget that can be used to fund the following items:

- Meeting room hire
- Travel, carer and childcare expenses
- Equipment
- Training
- Catering.

In addition we have a dedicated resident involvement team who will co-ordinate resident involvement across the organisation and provide support for involved tenants.

## **Recruitment**

Successful delivery of the strategy will also require a sufficient number of tenants being involved. It is therefore critical that efforts are made to retain those already taking part and to recruit new tenants to the groups.

## **Training and development**

Achieving meaningful resident involvement depends on the abilities and capabilities of the different groups to reach their goals. For example Lincoln Tenants' Panel members need to be able to understand performance indicators and then scrutinise the data. The tenant void inspectors need to be able to accurately assess properties against the lettings standard. Community groups need the ability to set achievable goals and implement these.

Many of the residents that get involved already have these skills, however we will provide them with training and guidance where it is needed.

## **Delivering and monitoring the strategy**

The resident involvement team will take the lead in its delivery. Throughout the lifetime of the strategy the resident involvement team will review the strategy to ensure the objectives are being met and activities are providing value.

The Lincoln Tenants' Panel, Housing Scrutiny Committee and housing management will monitor the delivery of the strategy.

## Feedback on the strategy

We welcome your views on our resident involvement strategy. You can:

- \* ✉ email us at: [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk)
- \* ☎ phone us on 01522 873398
- \* 💻 visit us at Facebook-search City of Lincoln Council-Housing.

**Appendix A-Action Plan**

<b>Objective</b>	<b>Action</b>	<b>Team Responsible</b>
<b>1) Ensure Accountability</b>	Lincoln Tenants' Panel to monitor and scrutinise council performance and standards.	Lincoln Tenants' Panel.
	Carry out tenant led scrutiny reviews of services.	Review groups
	Consider re-applying for the National Tenants' Organisation (NTO) accreditation.	Resident involvement team.
	Continue with the mystery shopping programme.	Mystery shoppers/ resident involvement team.
	Undertake estate inspections where needed.	Area Housing Teams.
	Support the tenant void inspector programme.	Tenant void inspectors/Voids Team/ Resident Involvement Team.
	Increase tenant led scrutiny of contractors.	Resident Involvement Team/Investment Team/Lincoln Tenants' Panel.

Objective	Action	Team responsible
<b>2) Strengthen Involvement</b>	Provide a range of ways for tenants to get involved and to shape services.	Resident Involvement Team.
	Set up a tenant led ASB victim support group.	Lincoln Tenants' Panel.
	Train staff on how to involve residents.	Resident Involvement Team.
	Provide training to develop the capacity of involved tenants.	Resident Involvement Team
	Carry out customer surveys and journeys on key housing services.	Quality and Performance Team.

Objective	Action	Team responsible
<b>3) Help to develop thriving communities</b>	Provide grants, support and advice to residents' groups to ensure sustainable involvement within communities.	Resident Involvement Team.
	Support the council's corporate objective of providing training to residents through promotion and surveys.	Resident Involvement Team.
	Continue with the community investment scheme and look at increasing resident participation in decision making.	Resident Involvement Team/Investment Team.

Objective	Action	Team responsible
<b>4) Communicate key messages and increase digital engagement</b>	Ensure all members of staff carry out consultations in accordance with any guidelines.	All teams
	Publish Home! magazine three times a year.	Resident Involvement Team.
	Produce the Annual Report to Tenants each year.	Resident Involvement Team.
	Continue to involve tenants in publications through the Editorial Panel.	Resident Involvement Team/Editorial Panel.
	Communicate key housing messages to tenants e.g. on rent, welfare reform and anti-social behaviour. The messages will be communicated through the Home! magazine, Facebook and estate based events	Resident Involvement Team/Communications Team.
	Support the council's corporate objective around growing digital access to housing services.	Resident Involvement Team.
	Provide surveys through social media and the council's website.	Resident Involvement Team.
	Organise estate based events each year for example a roadshow and/or a fun day.	Resident Involvement Team.

## Appendix B-Risks that threaten delivery of the strategy

There are a number of risks that could potentially threaten full delivery of the strategy. These have been set out in the table below.

<b>Risk</b>	<b>Consequence</b>	<b>Controls in place</b>
Lack of residents involved.	Insufficient numbers involved result in groups not running or operating effectively.	Recruitment plan in place that continually recruits tenants.  Quickly address issues that might cause involved tenants to leave.
Members of staff not complying with resident involvement duties/guidelines.	Residents not consulted or involved, leading to complaints and potentially leading to a regulatory breach. This could also lead to a legal challenge.	Staff awareness training to be carried out.
Key involved residents leave e.g. LTP chairperson.	Groups lose leadership and/or coordination and stop running.	Succession plans to be put in place for key groups.
Disagreements between involved residents.	Groups stop running for a period of time or completely collapse.	Adequate terms of references in place.  Resident involvement team to provide mediation.
Weak or no terms of reference in place for groups	Groups are not able to run due to a lack of clear processes in place.	Resident involvement team to offer advice to groups on terms of references.
Insufficient budget in place	Lack of a budget would mean groups could not pay for meeting rooms, equipment or training. This could severely restrict their ability to operate.	Resident Involvement team and LTP to monitor the involvement budget.

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Homes &  
Communities  
Agency

## Tenant Involvement and Empowerment Standard



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July 2017

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# **Tenant Involvement and Empowerment Standard**

## **1 Required outcomes**

### **1.1 Customer service, choice and complaints**

1.1.1 Registered providers shall:

- a. provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards
- b. have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

### **1.2 Involvement and empowerment**

1.2.1 Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

- a. the formulation of their landlord's housing-related policies and strategic priorities
- b. the making of decisions about how housing-related services are delivered, including the setting of service standards
- c. the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved
- d. the management of their homes, where applicable
- e. the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and
- f. agreeing local offers for service delivery.

### **1.3 Understanding and responding to the diverse needs of tenants**

1.3.1 Registered providers shall:

- a. treat all tenants with fairness and respect
- b. demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs.

## **2 Specific expectations**

### **2.1 Customer service, choice and complaints**

2.1.1 Registered providers shall provide tenants with accessible, relevant and timely information about:

- a. how tenants can access services
- b. the standards of housing services their tenants can expect
- c. how they are performing against those standards
- d. the service choices available to tenants, including any additional costs that are relevant to specific choices
- e. progress of any repairs work
- f. how tenants can communicate with them and provide feedback
- g. the responsibilities of the tenant and provider
- h. arrangements for tenant involvement and scrutiny.

2.1.2 Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint. Providers shall inform tenants how they use complaints to improve their services. Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints. Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.

### **2.2 Involvement and empowerment**

2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:

- a. supporting their tenants to exercise their Right to Manage or otherwise exercise housing management functions, where appropriate
- b. supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them

- c. the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets
- d. providing support to tenants to build their capacity to be more effectively involved.

2.2.2 Registered providers shall consult with tenants on the scope of local offers for service delivery. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.

2.2.3 Where registered providers are proposing a change in landlord for one or more of their tenants or a significant change in their management arrangements, they shall consult with affected tenants in a fair, timely, appropriate and effective manner. Registered providers shall set out the proposals clearly and in an appropriate amount of detail and shall set out any actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term. Registered providers must be able to demonstrate to affected tenants how they have taken the outcome of the consultation into account when reaching a decision.

2.2.4 Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.

## **2.3 Understanding and responding to diverse needs**

2.3.1 Registered providers shall demonstrate how they respond to tenants' needs in the way they provide services and communicate with tenants.

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<b>SUBJECT:</b>	<b>LINCOLN TENANTS' PANEL ANNUAL REPORT</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>REPORT AUTHOR:</b>	<b>DEBBIE ROUSSEAU -CHAIR OF LINCOLN TENANTS' PANEL</b>

## **1. Purpose of the Report**

- 1.1 The purpose of this report is to provide an overview of the activities and achievements of the Lincoln Tenants' Panel (LTP) between 1 April 2017 and March 2018.

## **2. Summary**

- 2.1 The Lincoln Tenants' Panel produces a report each year, which sets out their main activities and achievements in the past 12 months. It also reports on priorities for the following year.

## **3. Overview of 2017-2018**

- 3.1 Over the year the LTP members attended many meetings and worked hard, spending many hours around meeting tables at City Hall and Hamilton House. They worked on a wide range of projects and reviews, a list of these can be found in section four of this report.
- 3.2 I took over as chair of the panel following the resignation of Eric Jenkinson in October. I would like to take this opportunity to thank Eric for all of his hard work and commitment to the panel over the years. He was a true asset to the panel and will be missed. On that note I would like to thank the other LTP members for all of their work in making the panel a success. The support we received from officers and elected members has once again been excellent.

## **4. Main Activities**

- 4.1 The Lincoln Tenants' Panel over the last year has been involved in a wide range of activities. These included:
- Helped the council to achieve Anti-Social Behaviour accreditation
  - Monitored performance and challenged the council over issues
  - Persuaded the council to look into the possibility of fitting window restrictors at some properties
  - Assisted in interviews for Assistant Director Housing and Assistant Director Housing Investment and Strategy
  - Contributed to the new tenant involvement strategy
  - Attended Housing Scrutiny Sub Committee meetings and represented tenants
  - Completed training sessions and learnt new skills.

## **5, Priorities for 2018/2019**

5.1 Over the next 12 months, LTP plans to scrutinise the following areas of council performance. These are:

- Eviction powers. Look into the powers the council has to bar tenants who have been evicted from getting houses in the future and if these have been used
- Pets' policy. Look into the policy for pets and see if the policy is being enforced and how effective this is against tackling properties with animals that cause a nuisance
- Estates. Helping to make sure the estates are kept in a reasonable condition. In particular gardens, hedges and communal grassed areas
- Anti-Social Behaviour (ASB). Make sure the council is sticking to the accreditation and putting into place improvements. Also to check ASB service standard is being met.

## **6. Recommendation**

6.1 Members are asked to note the contents of this report.

**SUBJECT: DRAFT WORK PROGRAMME UPDATE 2018/19**  
**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**  
**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

1.1 To present Members with the draft work programme for 2018/19 (Appendix A).

**2. Background**

2.1 The draft work programme for 2018/19 is provided for information to ensure members are aware of the forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme is regularly updated in consultation with the chair of the committee and chair of Lincoln Tenants Panel.

2.2 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and housing matters, this was to ensure that the work of this committee is relevant and proportionate.

**3. Recommendation**

3.1 That Members agree the work programme and recommend any necessary amendments.

**Access to Information:**

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised? No

**Key Decision** No

**Do the Exempt Information Categories Apply** No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

**Does the report contain Appendices?** Yes

**If Yes, how many Appendices?** 1

**Lead Officer:** Claire Turner, Democratic Services Officer  
Telephone 873619

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Housing Scrutiny Sub Committee Work Programme – Timetable for 2018/19**18 June 2018**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 4 2017/18 – Performance Summary	Yvonne Fox	This will be a summary report.
Work Programme Update	Democratic Services	Regular Report

**13 August 2018**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
47 Annual Report to Tenants' 2018 -2019	Chris Morton	Moved from June meeting
Quarter 1 (2018/19) – Performance and Finance Report	Yvonne Fox	Quarterly Report
Work Programme Update	Democratic Services	Regular Report

**5 November 2018 - Annual Performance**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Annual Performance reports on the following areas:</b>		
Quarter /2 (2018/19) – Performance and Finance Report	Yvonne Fox	Quarterly report
Housing Revenue Account (HRA)	Bob Ledger/Frances Jelly	Annual report

Housing Investment Programme (HIP)	Kev Bowring	Annual report
Work Programme Update	Democratic Services	Regular Report

### 28 January 2018

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Housing Portfolio Holder		Annual Report
LTP Annual Report	Chris Morton	Annual Report
Work Programme Update	Democratic Services	Regular Report

### 18 March 2018

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Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 3 (2018/19) – Performance Report	Yvonne Fox	Quarterly report
LTP Annual Report	Chris Morton	Moved from November Meeting
Work Programme Update	Democratic Services	Regular Report

### Items to be scheduled on the work programme

- Secure Tenancies – *Verbal update required on what the Government is intending to do with Secure Tenancies*
- Tenant Review Report
- New Building Company