

## LINCOLN TENANTS' PANEL

**Wednesday, 21 March 2018**

**10.15 am**

**Committee Room 1 - City  
Hall**

Lincoln Tenants Panel member(s): Brian Botham, Debbie Rousseau (Chair), Caroline Coyle-Fox, Sharron Elsom, Richard Kelly, John Ranshaw, Christine Lamming, Felicity Kelsall, Mick Barber (Vice-chair), Kathy Hill, Sheila Watkinson and Mandy Harley.

Also in attendance: Bob Ledger, Cllr. P. West and Chris Morton

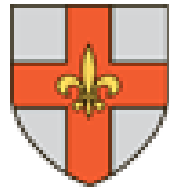
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### A G E N D A

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SECTION A	Page(s)
1. Welcome and Apologies	
(a) Confirmation of LTP member for Ermine East-Mandy Harley	
(b) Confirmation of Resignation for Moorland Seat-John Gooding	
2. Confirmation of Minutes - 17 Jan 2018	
3. Declarations of Interest	
Please note that, in accordance with the LTP Code of Conduct, when declaring interests LTP members must disclose the existence and nature of the interest and whether it is a disclosable or personal interests.	
4. Draft Revised LTP Communications Protocol (Chair)	3 - 6
5. Feedback from Executive - Meeting 26 February 2018	
6. HSSC Reports - Meeting 19 March 2018	
7. Reports for Executive Committee on 26 March 18 (Bob Ledger)	
(a) De Wint Court Re-development	
(b) Land for a LEAP development	
(c) Well-being contract	
9. Quarterly Question Time (Portfolio Holder for Housing Cllr. Peter West and Director of Housing and Regeneration Bob Ledger)	

10. Quarterly Performance
11. Quarterly Service Plan Update
12. Leasehold Matters
13. Community Investment Applications
  - (a) Sincil Bank Project (Chris Morton)
  - (b) Moorland Local People Project (Chris Morton)
14. Review Groups
  - (a) Allocations and Tenancy (Caroline Coyle-Fox)
  - (b) Neighbourhood, Community Involvement and Home (John Ranshaw)
15. Anti-Social Behaviour Monitoring (Debbie Rousseau)
16. LTP Publicity and Membership (Chris Morton)
17. Training
  - (a) Feedback from Training at Trafford Hall Feb 18
  - (b) Homelessness Think Tank 15-16 May at Trafford Hall
18. Housing Officer Patch Updates (Chris Morton)
19. Universal Credit Update (Chris Morton)
20. LTP Review Day Notes and Priorities (Chair)
21. EMTPF Conference 19 April 2018 (Chris Morton)
22. Non Agenda Items



CITY OF  
*Lincoln*  
COUNCIL

# **COMMUNICATIONS PROTOCOL**

*between*

**Lincoln City Council  
&  
Lincoln Tenants' Panel**

14 August 2013

## 1. Introduction

- 1.1 This document sets out the arrangements and protocols for communication between members of the Lincoln Tenants' Panel and the City Council on all matters relating to the work of the Lincoln Tenants' Panel (LTP). For example:
- 1.2
- Submitting apologies for meetings
  - Requesting agenda items
  - Requesting information from council officers
  - Making complaints against council officers (where the complaint is in relation to LTP business).
- 1.3 It has been developed to ensure that members of the panel receive timely responses to LTP members' enquiries and requests for information to aid the Panel in co-regulating and scrutinising the City Council's Landlord Services. It has also been developed to ensure LTP members follow an agreed and transparent communication channel.

The principles underpinning this protocol are that:

- LTP will develop and publish annual work programme of performance monitoring and scrutiny review to enable officers to allocate appropriate time and resources to support LTP in delivering their work programme.
- Officers will do their best at all times to give timely responses to LTP members' enquiries in accordance with the timescales for response set out below.
- LTP members should bear in mind that officers' work priorities are set and managed through the Council's Housing Business Plan & the LTP annual work programme and LTP members should avoid undue disruption to officers work programmes by making unreasonable demands on officer time
- All LTP members follow an agreed route for communications

### 2) Communications process

Where an LTP member needs to contact the council about a matter relating to LTP they must first contact the chair or vice-chair of LTP as a first port-of-call.

The chair or vice-chair will then decide which route should be used to communicate the information. These routes could include:

Notifying the resident involvement team

Asking the LTP member to notify the resident involvement team directly

Referring the matter through the Single Point of Contact Route (SPOC)

either themselves or asking the LTP member to do so

Notifying the Tenancy Services Manager where it would not be appropriate to contact the Resident Involvement Team.

There are a few scenarios where LTP members will be exempt from

using the communications protocol. These are:  
Making simple and quick enquires e.g. confirming the time and a meeting  
Asking for transport to be arranged to a meeting  
Asking for a loyalty card, expenses sheet or replacement paperwork to be sent out or brought to a meeting  
If the LTP member wishes to make a complaint about the chair or vice-chair or a formal complaint against a member of the resident involvement team. In this instance the formal complaint should be submitted to SPOC or through the council's website  
When the chair/vice-chair fails to provide a response within a reasonable timeframe  
When the LTP member is not happy with the response provided from the chair or vice-chair.

## **2. Single Point of Contact (SPOC)**

- 2.1 The Council will designate a named officer to be the Single Point of Contact (SPOC) for receipt of all enquiries and requests for information from LTP members relating to the business of LTP.
- 2.2 The SPOC will be the PA to the Director of Housing and Regeneration – Jo Sedgwick.
- 2.3 Wherever possible LTP members' enquiries should be directed by email to the SPOC via the following designated email address for the Lincoln Tenant Panel – [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk)

## **3. Timescales for response**

- 3.1 Officers will aim to respond to the LTP members' enquiries within 5 working days. The timescale to respond will depend on the nature and complexity of the individual enquiry.
- 3.2 If a full response cannot be given within 1 working day, the SPOC will acknowledge receipt of the email and in doing so provide the LTP member with the name and contact details of the officer tasked with responding to the enquiry.
- 3.3 Exceptionally, where a full response cannot be provided within 5 working days of receipt of the enquiry, the LTP member will be provided with an explanation as to why this is the case, together with the name and contact details of the officer tasked with responding to the enquiry and will be provided with an estimated date by which the LTP member may expect a full response
- 3.4 Written correspondence and telephone enquiries will be dealt with on the same basis and should be directed to the SPOC at the following address/telephone number:  
Jo Sedgwick

PA to the Director  
Housing & Regeneration Directorate  
City Hall  
Lincoln  
LN2 3JR  
Tel 01522 873201

#### **4. Monitoring & reporting**

- 4.1 In the initial 12 months period of operation of this protocol, the SPOC will report quarterly to the LTP on the number of enquiries received and the response times and thereafter will report annually.

#### **5. Review**

- 5.1 This protocol will come into effect from 2 September 2013 and will be reviewed annually at the time of the annual monitoring report
- 5.2 The Council reserves the right to change the designated SPOC and will give notice to LTP members should it choose to do so.
- 5.3 This protocol governs the arrangements for responding to LTP members' enquiries & requests for information made in connection with the discharge of their roles as members of the LTP. Enquiries relating to LTP members individual tenancies and any formal complaints will be dealt with in accordance with the standards set out in the Council's local offers and the Council's complaints procedure.

**HOUSING SCRUTINY SUB COMMITTEE****19<sup>TH</sup> MARCH 2018**

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 3 – 2017/18</b>
<b>REPORT BY:</b>	<b>YVONNE FOX ASSISTANT DIRECTOR – HOUSING</b>
<b>LEAD OFFICER:</b>	<b>PAULA BURTON HOUSING QUALITY &amp; PERFORMANCE TEAM LEADER</b>

<b>CONSULTATION CONFIRMATION</b>			
<b>DIRECTORATE</b>	<b>CONSULTEE</b>	<b>CONSULTATION START</b>	<b>CONSULTATION COMPLETED</b>

Please note the consultation table must be completed before the final report is submitted to Democratic Services.

### **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** Yes/No

## **Appendices?**

### **List of Background Papers:**

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

## **Notes for Report Authors**

1. An impact assessment toolkit is still available through the following link:

<http://LINCOLN-BOOKING/af3int/an/default.aspx/RenderForm/?F.Name=LvagZCjmbhF>

This does not have to be provided with the report, however its completion may assist report authors when preparing a report.

2. Report Authors should only complete those sections of the template that apply. They must also ensure that any required consultation has been completed before the report is forwarded to Committee Services.

3. An Information Report Template is available within the Committee Report Template folder on Authority Wide.

4. Within the Committee Report Template folder on Authority Wide is an information sheet on how reports should be prepared including formatting.

## 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.

### **Notes of special LTP meeting 14 Feb 18**

Attendance-Brian Botham, Debbie Rousseau, Mick Barber and Caroline Coyle-Fox.

Apologies, Sheila Watkinson, Christine Lamming and Kathy Hill.

#### **1) Welcome**

**The chair opened the meeting and welcomed everyone. The purpose of the meeting was mainly to set out the panel's work and training priorities for 2018. As the meeting was not a formal meeting of the panel any agreements need to be ratified at the next LTP meeting on 28 Feb 18.**

#### **2) Achievements over the last year**

**LTP have helped to achieve ASB accreditation, window catches, decent homes, Monitored performance and challenged the council when needed. Raised important issues at quarterly question time. Taken part in interviews for AD housing and AD housing investment and strategy. Contributed to the new tenant involvement strategy. Attended HSSC meetings and represented tenants. Taken part in void inspections. Completed training sessions and learnt new skills.**

#### **3) Priorities for 2018**

**Happy with the progress of priorities and actions in 2017. In 2018 LTP would like to:**

- **Visit void properties when handed back**
- **Look into the powers the council has to bar tenants who have been evicted from getting houses in the future. For example if they owe money from previous tenancy or have damaged previous property or caused anti-social behaviour. Once know what the powers are will look at if these get used and if effective**
- **Pets in homes. Look into our 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.**
- **Gardens. Making sure the estates are kept in a reasonable condition. In particular tenants' gardens and hedges. Look at what powers the council has to take action against private residents. Monitor grounds maintenance and post inspect work on garden list. Also, to make sure tenants are aware they are responsible for all trees in the garden on sign up. Trees should be the landlords responsibility to maintain**
- **ASB. Make sure the council is sticking to the accreditation and putting into place improvements. Also to check ASB deadlines and service standard is being stuck to.**

#### **4) Training programme for 2018**

LTP decided to carry on with the standard training units provided at the council e.g. repairs/allocations/ E+D/ benefits/performance information. It was also decided that an external provider should be approached to provide the following training:

- Scrutiny
- IT training
- Team working
- Presentation skills.

LTP members also decided that the trainer should be asked to recommend training sessions that LTP would need

#### **5) Membership of the panel**

##### **a. Should there be a selection criteria for panel membership?**

The LTP members discussed the issue around how members are appointed to the panel. It was agreed that the current election method should be retained, however the following actions should be carried out. These were:

- Potential LTP members should be made aware before they apply that LTP members must commit to attending training and other activities. Also that LTP members are expected to play a full role at meetings.
- LTP members who don't play a full role as a committee member should be offered support and training to do so.

#### **6) Any other business.**

Ermine Seats-it was suggested that LTP should look at combining the Ermine West and East seats on the panel into two Ermine Seats. This would see a reduction of two seats on the panel. LTP members agreed with the proposal and it will be discussed at a future LTP meeting.