

HOUSING SCRUTINY SUB-COMMITTEE

Monday, 18 June 2018

6.00 pm

Committee Room 1, City Hall

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Bob Bushell, Loraine Woolley, Alan Briggs and Edmund Strengiel
Substitute member(s):	Councillors Biff Bean
Lincoln Tenants Panel member(s):	Debbie Rousseau, Sheila Watkinson, Mick Barber and Amanda Harley
Officers attending:	Democratic Services and Chris Morton

A G E N D A

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1. Confirmation of Minutes - 19 March 2018	3 - 8
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 and Caroline Coyle-Fox

Also in Attendance: Mick Barber, Debbie Rousseau and Sheila Watkinson

23. Confirmation of Minutes - 6 November 2017

RESOLVED that the minutes of the meeting held on 6 November 2017 be confirmed.

24. Declarations of Interest

No declarations of interest were received.

25. LTP Matters (Verbal Report)

The committee was updated on LTP matters under the agenda item 'Lincoln Tenant's Panel Annual Report'.

26. Housing Portfolio Holder Report 2018

Councillor P West, Portfolio Holder for Housing

a) presented his report regarding activity and the achievements within his portfolio over the last year.

b) updated on the following since the writing of the report:

- Yvonne Fox had been appointed Assistant Director of Housing.
- Bob Ledger would be leaving the Authority after 3 years in his position as Director of Housing and Regeneration and expressed his thanks for his hard work and achievements during this time.
- The target of 25 days for the re-let period was a challenging target and would not be met this year. The re-let period for the year was 27 days and measures had been put in place to achieve the target for next year.
- A decision on the Queen Elizabeth Road scheme had been delayed until after the election in May 2018.

c) invited committees questions and comments.

Member of the Lincoln Tenants Panel asked the following questions and received the relevant responses.

Question: What was the completion date for the houses at Welton Gardens?

Response: They would be completed in June and an official opening ceremony would be held.

Question: How many of the properties would be Council housing?

Response: There would be 75 Council houses.

Question: Could members of the Lincoln Tenants Panel be invited to attend the opening ceremony?

Response: Yes an invite would be sent to members of the Lincoln Tenants Panel.

Members of the Committee expressed their thanks to Councillor West for his work as the Portfolio Holder for Housing as he would be standing down as a Councillor.

Councillors asked the following questions and received the relevant response.

Question: Had there been any changes in the number of homelessness applications received?

Response: There had not been a large increase in the number of homelessness applications received, however, the legislation was due to change next month which could have an impact.

RESOLVED that the report be noted with thanks.

27. Performance Monitoring Report Quarter 3 - 2017/18

Yvonne Fox, Assistant Director of Housing

- a. presented the end of quarter report on Performance for the third quarter of the year 2017/18 (October 2017 to December 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 of good performance including:
 - Percentage of rent collected as a percentage of rent due.
 - Percentage of repair appointments kept against appointments made
 - Complete repairs right first time
- d. further highlighted areas that had not achieved their target and explained the reason for this:
 - Percentage of offers accepted first time
 - Complaints
- e. invited committees questions and comments.

Question: How much did the rent arrears equate to in money?

Response: The information could be circulated to the committee following the meeting.

Question: Has the recommendations from the ASB accreditations been put in place?

Response: An action plan had been developed and work had been started in completing the recommendations.

Question: Have the targets been set for the forthcoming year and have the LTP had an input?

Response: The targets were presented to the Lincoln Tenants Panel each year and would be considered at their next meeting.

Question: Could committee be provided with a comparison of this year's performance and the targets set for next year.

Response: The information could be circulated to the committee following the meeting.

Comment: The allocations target should not be reduced next year.

Response: The target had not been reduced, officers wanted to make improvements on this year's figures.

RESOLVED that the contents of the report be noted.

28. Tenant Involvement Strategy 2018-2021

Chris Morton, Resident Involvement Manager

- a. presented an update on the Tenant Involvement Strategy 2018-2021.
- b. advised that involving tenants in services had a number of benefits for both the Council and tenants including better designed services, increased levels of tenant satisfaction, improved communities and higher standards of service.
- c. advised that there was also a legal duty to involve residents under the Homes and Communities Agency (HCA) Regulatory Framework for Social Housing in England.
- d. advised that the new strategy had been developed jointly with the Lincoln Tenants Panel and Members had been consulted on a number of occasions, these included:
 - 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
- e. advised that the vision for tenant involvement was to 'Build on the council's successful involvement arrangements to further develop and deliver meaningful engagement; so that tenants and leaseholders had a range of opportunities to be involved and their involvement led to service improvement'
- f. advised that the following four objectives had been developed to deliver the vision:
 - Ensure Accountability
 - Strengthen Involvement
 - Help to Develop Thriving Communities
 - Communicate Key Messages and Increase Digital Engagement
- g. invited committees questions and comments.

Comment: Tenants did not know who their Housing Officer was for their area.

Response: Housing Officer details had been advertised in the Home! magazine, it was a key message that would be continuously promoted.

Question: Could a report on the roles and responsibilities of the Housing Officer be brought to committee?

Response: Yes a report could be added to the work programme to be considered at a future meeting.

The committee discussed in detail the issues of parking on grass verges throughout the City and discussed options to tackle the problem. Yvonne Fox, Assistant Director of Housing explained the options that had been considered by officers and advised that many were not feasible due to the cost to the Council and also where they came under the remit of the County Council Highways Department. Councillor Peter West, Portfolio Holder for Housing and Regeneration suggested that officers scope a scheme for one area to provide an indication of the cost and feasibility. Yvonne Fox, responded that this could be circulated to committee when it had been completed.

RESOLVED that the Tenant Involvement Strategy for 2018-2021 be noted.

29. Lincoln Tenants' Panel Annual Report

Debbie Rousseau, Chair of Lincoln Tenants Panel

- a. presented the activities and achievements of the Lincoln Tenants Panel between 1 April 2017 and March 2018.
- b. thanked the previous Chair of LTP and the other LTP members for their work in making the panel a success.
- c. referred to paragraph 4 of the report and highlighted the activities that the Lincoln Tenants Panel had been involved with over the last year.
- d. referred to paragraph 5 of the report and highlighted the priorities for the LTP panel over the next 12 months.
- e. invited committees questions and comments

Question: Could the findings of the Lincoln Tenant Panel be fed back into the Housing Scrutiny Committee?

Response: Yes it would be fed back as part of the LTP Matters agenda item.

RESOLVED that the contents of the report be noted.

30. Draft Work Programme 2018/19

The Democratic Services Officer:

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2018/19 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 Housing Officers be added to the work programme.

RESOLVED that

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

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SUBJECT:	PERFORMANCE MONITORING REPORT QUARTER 4 – 2017/18
REPORT BY:	DIRECTOR OF HOUSING AND REGENERATION
LEAD OFFICER:	PAULA BURTON, HOUSING QUALITY & PERFORMANCE TEAM LEADER

1. Purpose of Report

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the fourth quarter of year 2017/18 (January 2018 – March 2018). Full details are provided in 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, 12 are on or exceeding targets for the year and 11 have not met the targets set. Of the 11 that are not achieving target for the year to date, 6 of them are meeting the target for the fourth quarter.

3. Background

3.1 Over the last eight 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 12 indicators that are currently meeting or exceeding target at the end of the year. Particular areas of good performance to

highlight are:

5. Arrears as a percentage of rent debit

- 5.1 The level of rent arrears has exceeded target in the last quarter and ended the year at 2.11% against a target of 2.15%. The Tenancy Team have worked very hard throughout the year to achieve this target and are continuing to in order to minimise the impact that Universal credit has when it is introduced.

6. Percentage of non-decent homes

- 6.1 The percentage of non-decent homes has remained at 0% throughout the year. The data has been refreshed for the new financial year and this will result in the possibility of some properties showing as non-decent but the required work will be allocated to the programme for completion throughout the year.

7. Complete repairs right on first visit

- 7.1 To achieve the target for this indicator requires the success of several elements of the service by ensuring that the required materials are at the property for the correct time to enable the operatives to complete the repair at the appointed time. The service is very proud that they have achieved the target by year end as the performance has improved by 25% over the last 3 years.

8. Percentage of anti-social behaviour cases that were resolved

- 8.1 Following on from the ASB Housemark accreditation, performance has continued to improve along with the quality of the service being sustained.
- 8.2 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

9. Percentage of offers accepted first time

- 9.1 Performance stands at 75.05% at the end of the year which remains below the target of 85%. 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. All refusal reasons are monitored and any potential remedies actioned. Officers continue to scrutinise this indicator closely as failure to achieve this target has an impact on the overall void performance.

10. Complaints

- 10.1 Performance in this area remained below the standard required with 89.81% of complaints being responded to within time for the year and 90.38% for the fourth quarter. All staff have been advised that this level of performance is not acceptable. Close monitoring of every complaint will continue and the reasons for any late responses are discussed at management meetings so that any possible solutions can be actioned.

11. Percentage of calls answered within 60 seconds

11.1 The percentage of calls answered has not achieved the target this year and performance was notably worse in the fourth quarter. The reasons have been that the team were carrying vacancies of 2.5 employees, a change in customer behaviour with more customers waiting on the line during busier periods and the implementation of a new repairs process. All repairs are now tasked according to the trade and repair required and this has resulted in a delay as staff are still learning and gaining experience with doing this.

12. Strategic priorities

12.1 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.

13. Organisational Impacts

13.1 Finance

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

14. Recommendation

14.1 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 No

Key Decision Reference No. N/A

Do the Exempt Information Categories Apply No

Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny No

Procedure Rules apply?

Does the report contain Appendices? Yes

List of Background Papers: None.

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

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
Rents								
125B	% of rent collected as a percentage of rent due	100.58%	100%	98.88%	98.21% (97.54%)	99.27% (101.57%)	99.68% (100.97%)	Below target.
126	Arrears as a % of rent debit	2.20%	2.15%	2.41%	2.58%	2.22%	2.11%	Better than target.
Voids								
69	% of rent lost due to vacant dwellings	0.84%	0.90%	1.15%	1.06% (0.97%)	1.03% (0.97%)	0.97% (0.75%)	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)	21.07 days (20.00)	Below target.
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)	26.77 days (25.48)	Below target.
Allocations								
85A	% of offers accepted first time	83.06%	85%	75.74%	75.56% (75.37%)	75.33% (74.77%)	75.05% (74.17%)	Below target.
Repairs								
29	% of all emergency repairs carried out within time limits	99.87%	99.5%	100%	100% (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%)	97.49% (98.80%)	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)	6.60 days (5.90)	6.59 days (6.55)	Better than target.
34	Complete repairs right on first visit.	86.12%	90%	86.94%	88.01% (89.07%)	88.91% (90.63%)	90.21% (93.26%)	Better than target.
37	Repair appointments kept against appointments made (%)	95.66%	95%	96.52%	96.25% (95.98%)	95.71% (94.69%)	95.85% (96.18%)	Better than target.
41	Tenant satisfaction with repairs	96.72%	95%	94.48%	95.54% (96.50%)	96.44% (98.34%)	96.22% (95.20%)	Better than target.

Reference	Description	Actual 2016/17	Target 2017/18	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	Commentary
Decent Homes								
50	% of non-decent homes	0.04%	0%	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%)	99.96% (100%)	Below target.
Complaints								
22	% of complaints replied to in 10 working days	86.10%	95%	88.89%	90.10% (91.07%)	89.61% (88.68%)	89.81% (90.38%)	Below target.
22A	Councillor enquiries replied to within time	87.50%	95%	100.00%	100.00% (100%)	100.00% (100%)	100% (100%)	Better than target.
22B	MP enquiries replied to within time	88.14%	100%	90.91%	96.00% (100%)	89.19% (75.00%)	76.60% (30.00%)	Below target.
ASB								
89	% of ASB cases closed that were resolved	82.86%	94%	99.13%	99.52% (100%)	99.37% (99.07%)	98.99% (97.53%)	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)	65.73 days (81.14)	Better than target.
Other								
	Expenditure against target set for year – responsive maintenance	98.25%	100%	12%	33%	68.6%	100.90%	Below target.
	Expenditure against target set for year – capital programme	93.7%	100%	3%	13%	34%		On target.
Customer Contact								
	% of calls answered within 60 seconds	80%	80%	71.10%	67.46% (65.23%)	69.12% (71.30%)	63.91% (48.54%)	Below target.
	Customer satisfaction with the overall service	88%	88%	88%	88%	88%	88%	On target. This is a biannual survey which was carried out during the third quarter of 2016/17.

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
Annual Report to Tenants' 2018 -2019	Chris Morton	Moved from June meeting
Roles and Responsibilities of Housing Officers	Yvonne Fox	Requested at 19 th March 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
Annual Performance reports on the following areas:		
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

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